



Woods Hole, Martha's Vineyard and Nantucket Steamship Authority

SUMMARY OF THE MEETING OF THE WOODS HOLE, MARTHA'S VINEYARD AND NANTUCKET STEAMSHIP AUTHORITY BOARD

January 20, 2026

The Members of the Woods Hole, Martha's Vineyard and Nantucket Steamship Authority Board met on Tuesday, January 20, 2026, in the first-floor conference room of the Authority's Administrative Offices, 228 Palmer Avenue, Falmouth. All five (5) members were present: Chair; Peter J. Jeffrey of Falmouth; Vice Chair Moira E. Tierney of New Bedford; Secretary Robert F. Ranney of Nantucket; and Members Robert R. Jones of Barnstable and James M. Malkin of Dukes County. Ms. Tierney participated in the meeting via Zoom videoconferencing.

1. In response to the December 2025 report from the Office of the Inspector General, General Manager Alex Kryska noted that he is reviewing it with the Board and the SSA team and that he views it as an important tool that will help strengthen the Authority's governance, operations, and public trust. Mr. Kryska outlined three priority areas that he intends to work with the Board and Port Council on immediately: governance, oversight, and role clarity; financial controls, planning, and transparency; and strategic planning and operational alignment. A full copy of his remarks accompanies this summary.
2. Director of Engineering and Maintenance Zachary A. Lawrence reviewed the progress of the *M/V Monomoy* conversion at Alabama Shipyard. The vessel arrived Monday, January 19, 2026, at the Authority's Fairhaven Vessel Maintenance Facility after a long voyage from Alabama.

Once the *M/V Monomoy* is ready for service, Mr. Kryska told the board that the Authority will have a debrief conducted to review the overall project to identify lessons learned and areas of opportunity for future projects. He said staff also wants to recognize successes and acknowledge the teams for those successes.

3. Mr. Lawrence shared an update on the *M/V Island Home* dry dock at Thames Shipyard in New London, Connecticut. Highlights of the project include propeller and shaft inspections, hull blasting and coating, generator overhauls, portside deck renewal on the

01 deck, renewal of the pilot house ceiling, and pump replacements. The project cost to date, including credits and change orders, is \$1,581,775.

4. Chief Operating Officer Mark H. Amundsen shared an update on the Woods Hole Terminal Reconstruction Project. Recent milestones at the utility building include completion of the vast majority of interior items; the installation of the concrete sidewalk and entrance path on the east and north sides of the building; and the completion of stair work and the sidewalk at the northeast corner of the building. At the terminal building, milestones included installation of stone siding; installation of equipment in the mechanical room; installation of rough electrical wiring and equipment throughout the building; sheet metal vent insulation installation; and installation of curtain walls and windows. Site work to regrade areas around the west side of the terminal building between Slip Nos. 1 and 3 is now complete.
5. The Board decided to table discussion regarding the traffic circulation review until the next meeting and requested that staff discuss the matter with the public, the Town of Falmouth, and the Falmouth Bicycle and Pedestrian Committee.
6. Tom Innis with Gibbous LLC provided an update on the Reservation System Replacement Project. Recent progress includes finalizing customizations and the start of solution design, draft policy changes, and the procurement plan. Upcoming key activities include sharing those draft policies with the Board and Port Council, sharing the procurement plan, and holding town halls and shipper meetings in late January 2026.
7. The Board voted to approve a request for the preseason promotion for high-speed ferry ticket books, which will be held Sunday, March 22, 2026, through Saturday, April 11, 2026. The sale remains quite popular, as approximately half of annual ticket books sales happened during this period.
8. The Board authorized me to execute the following procurement items:
 - Change Order No. 001 for additional deck repair quantities to Contract No. 08-2025, Vineyard Haven Ferry Terminal Slip No.1 Underdeck Concrete Repairs, with ACK Marine and General Contracting of Quincy, Massachusetts, for an additional cost of \$445,395 and a total cost of the project at this time to \$1,356,395.

This item generated much discussion as this was the result of a significant error on the Authority's part in how bidders were required to quote the estimated cost of the project. The project specs stipulated that the bids should cover the cost of repairing the specific area of damage. However, the full and proper repair area should have included at least 6 inches in each direction beyond the specific area of damage. Correcting for this error brought the estimated full cost of repairs in line with the original budget estimate of \$1,350,000. Going forward to avoid such errors, Mr. Kryska said the Authority will have RFPs reviewed by a project manager in addition to the engineering staff.

- Purchases of miscellaneous engine parts for the *M/V Martha's Vineyard* from Marine Systems Inc. of Chesapeake, Virginia, for a total price of \$363,780.86, excluding core charges.
 - Renewal of a one-year subscription with Granicus for its Targeted Messaging Service for a total price of \$124,500.
 - Renewal of a one-year subscription with IntraSystems LLC for Microsoft M362 suite for a total price of \$136,713.50.
 - A professional services agreement with IntraSystems LLC for project management services related to several IT projects for a total price of \$208,018.
 - A professional services agreement with IntraSystems LLC for travel alert notifications integration for a total price of \$124,015.90.
 - A professional services agreement with IntraSystems LLC for website Phase II integration with the Authority's new reservation system for a total price of \$93,624.01.
 - An agreement with Shift4 Payments LLC for payment processing services for a 36-month term.
 - Continued support for Contract No. 07-2023, Information Technology Management Consulting Services, with Gibbous LLC for an estimated total cost not to exceed \$135,000, for the change management process and solution design phase of the replacement of the reservation system.
9. Following the Board meeting, the Board and Port Council met jointly to discuss proposed changes to Steamship Authority policy related to the new reservation system. No votes were taken, but the members requested additional, online informational sessions with island residents before any actions were taken. These will be announced and publicized as soon as they are confirmed.

The next monthly Board meeting is scheduled to be held February 17, 2026, at the Authority's Hyannis Terminal, 141 School Street, Hyannis. The formal notice for the meeting will appear at www.steamshipauthority.com/about/meeting_notices.

General Manager Alex Kryska's Response to the December 2025 Inspector General's Steamship Authority Report

I have received the Inspector General's December 2025 report on the Steamship Authority, and I appreciate the time and effort that went into pulling it together.

I am reviewing it with the board and the Steamship team and view it as an important tool that will help us to strengthen the Steamship Authority's governance, operations, and public trust. The report appropriately identifies areas where improvement is necessary. Many of its findings reinforce concerns previously identified in the 2018 HMS Consulting report, confirming that these challenges are longstanding and require focused, sustained action. I am committed to addressing these issues promptly, transparently, and with accountability.

Below are three priority areas that I intend to work on with the Board and the Port Council to start focusing on immediately.

Governance, Oversight, and Role Clarity

The Inspector General cites gaps in governance, inconsistent oversight, and unclear roles between the Board, management, and staff. These same issues were highlighted in the 2018 HMS report, which emphasized the need for clearer decision-making authority and governance structure.

I intend to address this as follows:

1. Conduct one-on-one meetings with all senior and mid-level managers to review decision making and clarify roles within all departments.
2. Establish standardized reporting and performance dashboards so the Board receives timely, consistent, and decision-ready information.
3. Implement a regular schedule of strategic and operational reviews to strengthen accountability while avoiding micromanagement.

This will improve transparency, clarify authority, and allow the Board to assist with policy and strategy while management executes.

Financial Controls, Planning, and Transparency

The report identifies weaknesses in financial controls, long-range planning, and documentation supporting key decisions, concerns also raised in the HMS report.

I intend to address this as follows:

1. Strengthen internal financial controls, including approval thresholds, documentation standards, and reconciliation practices through all departments.
2. Implement a multi-year financial plan aligned with the capital plan, service objectives, and labor agreements.
3. Improve transparency through regular financial forecasts, variance reporting, and clear communication of risks and assumptions.

These steps will strengthen fiscal discipline, reduce risk, and support informed long-term decision-making.

Strategic Planning and Operational Alignment

The Inspector General notes the absence of an integrated long-term strategic plan linking service levels, fleet investments, workforce planning, and financial capacity, a key gap also identified in the 2018 HMS report.

I intend to address this as follows:

1. Build on the current multi-year strategic planning process that is in place to improve operations and boost it in the areas of future planning and capital forecasting to develop a fully comprehensive, Board-approved plan that has clear priorities, timelines, and performance metrics.
2. Align fleet replacement, maintenance planning, and workforce development with service reliability and customer expectations.
3. Treat the strategic plan as a living document, reviewed annually and adjusted as conditions change.

This will ensure daily decisions support long-term goals and resources are allocated intentionally.

Closing

Taken together, the December 2025 Inspector General report and the 2018 HMS report provide a consistent and credible roadmap for improvement. My focus will be to partner with the Board and the Port Council on turning these findings into concrete actions, measurable results, and lasting cultural change. By strengthening governance, improving financial discipline, and aligning strategy with operations, all coupled with clear and transparent communications, the Steamship Authority can better fulfill its mission to the Islands and the traveling public.