

# Martha's Vineyard Resident Information Session

2021



## Your Presenters

- Alison Fletcher – Director of Shoreside Operations
- Angela Campbell - Reservations & Community Relations Manager

Please hold all questions and comments for the end of the presentation. At that time, we will respond to those who raise their hand via the Zoom function.

In effort to stay within time and on topic we ask that you keep your questions to the focus of this informational session. If you have anything you would like to discuss beyond this session, please send an email to one of the below email addresses:

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Any forms discussed in this presentation can be found at [www.steamshipauthority.com/about/forms](http://www.steamshipauthority.com/about/forms) or at any of our terminals. You can also request one be sent to you via USPS or via email, from [supervisors@steamshipauthority.com](mailto:supervisors@steamshipauthority.com)

# Programs and Services Available to Everyone

# Transportation Access Pass Program

Individuals with disabilities may apply to the Authority's reservation & customer relations manager for a Steamship Authority Transportation Access Pass, which, when approved and issued by the Authority, entitles the holder to a discounted fare upon its presentation with appropriate identification to a ticket seller.

## **INDIVIDUALS WHO ARE ELIGIBLE:**

- ❖ Have a permanent physical disability that substantially limits one or more of the individual's major life activities affecting the individual's mobility or coordination.
- ❖ They suffer from a serious, long-term mental illness, or is a current recipient of services through the Massachusetts Department of Mental Health or the Massachusetts Department of Developmental Services.
- ❖ Is a veteran with a disability rating of seventy percent (70%) or greater.

# Transportation Access Pass Program

## REQUIREMENTS:

- ❖ Completed application signed by applicant AND health care professional.

## AND

- ❖ Documentation as a current recipient of services through the Massachusetts Department of Developmental Services.
- ❖ Documentation of a veteran with a disability rating of 70% or greater. Certification from the VA, signed by a veteran's services officer, which specifies the individual's disability rating.

## OR

- ❖ Certification from a licensed health care professional demonstrating the applicant falls under one of the above eligibilities.

## WHO IS A LICENSED/CERTIFIED HEALTH CARE PROFESSIONAL:

- Examples of licensed/certified health care professional include those who are familiar with your disability and are licensed or certified in their field, such as medical doctor, licensed social worker, psychologist, audiologist, registered nurse or psychiatrist.

# Military Discount Passenger Travel

- ❖ Active Military (fares include Town Embarkation Fee of \$0.50 one-way or \$1.00 round-trip)
- ❖ Must present their Active-Duty card and may travel in civilian clothes.
- ❖ Reserve Unit members must present their Reserve Card and must travel in uniform.
- ❖ A maximum of two tickets may be purchased at a time.

Traditional Ferry  
One-Way

\$5.00

Traditional Ferry  
Round-Trip

\$10.00



# Programs and Services Available Vineyard Residents Only



# Senior Citizens Fare

Individuals who are sixty-five (65) years of age or over can apply for the senior citizen fare under the following conditions:

- The individual must be a year-round or seasonal resident of Martha's Vineyard or Nantucket, or a year-round resident of Barnstable, Falmouth or New Bedford. An individual is considered a “resident” of a particular location if he or she has a “settled place of abode” there.
- In order to receive this fare, an individual must provide either:
  - a driver's license or other government-issued identification showing his or her birth date (for proof of age) and residential address (for proof of residency in one of the above communities); or
  - his or her Senior Discount Travel Card issued by the Authority's Group Sales Office.

The Authority's Group Sales Office issues Senior Discount Travel Cards to eligible individuals upon application and appropriate documentation demonstrating their eligibility for this fare. Such documentation may include, but is not limited to, two or more telephone, water, electricity, cable/satellite or other similar utility bills issued to an individual within the last thirty days with an address in the appropriate community.

Contact our Group Sales Department at [groups@steamshipauthority.com](mailto:groups@steamshipauthority.com) to request a Senior Citizen Travel Card application.



# Reservation Assistance for Off-Island Medical Appointments

- ❖ If you (and your caregiver) need to travel with your vehicle for **medical appointments or treatments** or to **attend a funeral service upon the death of a member of your immediate family**, you may reserve preferred space in advance, provided you have a preferred profile account with the Steamship Authority.
- ❖ You may be required to submit written verification/documentation of your eligibility and need
- ❖ If you have an appointment, please book your reservation as soon as possible. Do not wait until the last minute.
- ❖ This does not provide a discounted service

## REQUIREMENTS:

- ❖ Proof of appointment: printout from doctor's office showing appointment on the doctor's office letterhead, screen shot of appointment from your medical providers dashboard, letter from doctor on the doctor's office letterhead, copy of appointment card.
  - ❖ MUST INCLUDE the date and time of the appointment, the name of the patient traveling, and be verifiable (meaning on doctor's name/office is noted).

## BOOKING RESERVATIONS / SUBMISSION OF APPOINTMENT:

- ❖ Email [supervisors@steamshipauthority.com](mailto:supervisors@steamshipauthority.com); or fax to (508) 477-8717.
- ❖ Call Reservation supervisors at (508) 548-5011 ext. 155, 180, or 229 or 273

# Military Program for Island Residents & Stationed Military Personnel

An island resident who ...

- ❖ has his or her own active excursion profile account
- ❖ is in active military service
- ❖ provides the Authority with an active service card
- ❖ submits documentation verifying station in active military service off island

... may travel on an extended excursion fare.

A non-island resident may be issued a profile account allowing for travel on an excursion fare if the resident provides documentation verifying that he or she is stationed in active military service on the island. In these circumstances, the individual's eligibility to travel on an excursion fare expires when he or she is no longer stationed in active military service on one of the Islands.

# Short-Term Medical Parking Discount

If you want to park your car in the Palmer Avenue lot use to make frequent medical appointments through a specified period of time, you can apply for a temporary parking discount by filling out the form available from the Parking Office at the Palmer Avenue lot and submitting medical documentation. Once reviewed and approved, you will receive a temporary discounted parking permit.

For more information and application. please contact our Parking Office at 508-548-5011, ext. 291, or via email at [parking@steamshipauthority.com](mailto:parking@steamshipauthority.com)

# REDUCED MEDICAL RATE PROGRAM

Island residents active in the excursion program who need to travel with their vehicles for frequent medical treatments or appointments on the mainland may also be eligible to travel on a special excursion fare equal to fifty percent (50%) of the applicable automobile excursion rate, based on the time of the year and the size of the vehicle, subject to specific terms and conditions.

## PROGRAM REQUIREMENTS:

- Only island residents who are already eligible for the automobile excursion rate and are profiled as such in the Authority's reservation system are eligible for this special excursion fare. Preferred Program members are ineligible for the discounted rate.
- Eligible island residents must submit supporting documentation of a series of at least five (5) **upcoming** scheduled medical appointments within the next twelve-month period for the same medical condition from your medical doctor's office in order to apply for the program.
- Once approved, the rate will be valid through the final listed medical appointment on the submitted documentation, but not longer than one (1) year. Any conditions or needs that exceed one year will have to resubmit yearly. Any documentation that fails to list specific dates will require confirmation of each appointment for the discounted rate.

# REDUCED MEDICAL RATE PROGRAM

- Vehicle reservations at this special excursion fare must be requested and arranged through the reservation manager or a supervisor at the Mashpee Reservation Office, prior to the medical appointment. They cannot be made online or at the terminal.
- The reservation manager and supervisors are allowed, at their discretion, to make other special travel arrangements upon request for those qualified excursion island residents requiring frequent treatments or appointments on the mainland for the same medical condition but may have extenuating circumstances.
- Submit and complete Reduced Medical Rate Application accompanied by all required documentation. Failure to provide complete documents will result in delay or denial into the program.

## BOOKING RESERVATIONS:

Reservations at this medical rate must be booked through the Supervisors by phone at (508) 548-5011 ext. 155, 180, or 229 or 273, or by email at [supervisors@steamshipauthority.com](mailto:supervisors@steamshipauthority.com); or with the Reservation Manager (508) 548-5011 ext. 204.

*Reservations for this program can NOT be booked via our online reservation booking system.*

# Blue Line Standby

Allows a minimum of fifteen cars to be placed in a standby line on Reservation-Only Days at the Woods Hole and Vineyard Haven terminals. This program is available to customers eligible for the auto excursion fares or the preferred spaces. Vehicles used for commercial purposes are not eligible for the Blue Line. The availability of the Blue Line may be suspended or halted at any time during the day, at the discretion of the agent on duty due to trip cancellations or other unforeseen circumstances. The minimum number of cars may also change at the discretion of the agent on duty.

The process is as follows:

1. Blue Line is for Reservation-Only days
2. 15 Blue Line spots **per day** (subject to the agent on duties discretion)
3. All prepaid and booked reservations and medicals will be loaded onto the boat first.
  - IF there is still room after that is done, Blue Line vehicles will go next.



# Islander Preferred Excursion Program

Typically, a program for those who live on the island of Nantucket or Martha's Vineyard year-round. Being part of this program gives you access to discounted rates for vehicle travel FROM the island and returning, access to preferred space, access to the Head Start program, and eligibility into other offered resident programs depending upon need.

**REQUIRED DOCUMENTS:** *(all are required for each person applying into the program)*

1. **Valid Massachusetts driver's license** with your Island address, in the name of EACH person applying to use the excursion program. If the address on your license is not your island address and you have recently changed your address to an island address, please provide a printout from the Registry of Motor Vehicles.
2. **Street List Verification** with your island town. If not on printed street list, you must submit a Street List Certificate, certified by your town clerk.
3. **Valid Massachusetts vehicle registrations** with island address for ALL cars wanted to be entered in the profile. Vehicle must be registered with an island address and to the person(s) applying.
  - Leased vehicles must include copy of lease agreement showing name of owner & garaged location on island. If address on lease is not an island address, then you must include current Insurance Coverage Selection page showing name of applicant & island garaging location.
  - A company vehicle may be registered to the customer's business with an island address if the customer provides a copy of the current coverage selection page of the vehicle's insurance policy, showing the garaging of the vehicle same as the applicant's island address.

**\*\* A maximum of three company vehicles may be added to each qualified excursion profile.\*\***

**Failure to submit all required documents will delay the processing and completion of your application and may result in the inability for the listed applicant to participate in the Headstart Advanced Reservation Program.**

# Excursion Program Policies & Information

## **General Information:**

- Excursion fare reservations must return no later than 31 days from departure off island.
- If requested, fare may include 2 adults and 2 children (ages 5 to 12).
- Preferred space can be used in conjunction with an excursion rate reservation.
- Access to preferred space.
- Driver must show ID to match to name on reservation.
- Must originate ON island.
- Must use round trip.
- Non-transferable.

## **BOOKING PREFERRED OR EXCURSION RESERVATIONS:**

Reservations can be booked in person at all island terminals, or by any of the below contacts.

- Online at [www.steamshipauthority.com](http://www.steamshipauthority.com)
- By Mail: 509 Falmouth Road, Suite 1C, Mashpee, Ma 02649
- By phone: 508-477-8600

# College Excursion Program Application

## College Program Requirements:

- Year-round resident of Martha's Vineyard or Nantucket
- Excursion Program participant in good standing (*profile MUST be in student's name only*)
- Full-time student at listed school

Submission of either (*this MUST be done EACH semester*):

- The SSA College Program Verification Form (found on signature page of application)  
*OR*
- Verification letter from the college registrar of the student's full-time enrollment for the current semester.

***NOTE: Verification must be done BEFORE semester begins. \*Pre-registration is NOT ACCEPTED.\****

## College Program Policy:

- One vehicle per profile.
- **Must send proof from registrar each semester, before the semester starts.**
- All travel must originate ON island.
- All travel must be within 30 days prior to or following the semester.
- Allowed 4 extended excursion round trips per calendar year.

## Booking Reservations / Submission:

Verification can be sent to • **Email:** [collegeprogram@steamshipauthority.com](mailto:collegeprogram@steamshipauthority.com) • **Fax:** 508-289-5250

Reservations must be booked through the Supervisors by phone at (508) 548-5011 ext. 155, 180, or 229 or 273, or by email at [supervisors@steamshipauthority.com](mailto:supervisors@steamshipauthority.com).

# Islander Preferred Program

Typically, a program for those who live on the island of Nantucket or Martha's Vineyard seasonally, and not year-round. Being part of this program gives you access to preferred space, access to the Head Start program, and eligibility into other offered resident programs depending upon need.

## **Required Documentation for acceptance into program:**

### **1. PROOF OF RESIDENCE:**

Two utility bills in the applying resident(s) name, issued in the last 30 days with island address.

Utilities accepted: telephone, water, electric, cable/satellite, trash removal. TAX BILL IS NOT ACCEPTED

- If profile is listed under two (2) names, both parties must provide complete proof.
- If both names are on one bill, that qualifies as one submission of proof for each named on bill.

### **2. VEHICLE REGISTRATIONS:**

Copy of vehicle registration(s) for **ANY** cars you wanted on profile, regardless of where it is registered. Vehicle(s) must be registered to the person(s) applying. Leased vehicles must include copy of lease agreement pages that list the name of the owner and where the car is garaged.

*\*Please list any additional vehicle descriptions that do not appear on your registration, so we can correctly identify the size of your vehicle. (i.e. pickup trucks need to describe cab and bed type).*

**\* Failure to submit all required documents will delay the processing and completion of your application and may result in the inability for the listed applicant to participate in the Headstart Advanced Reservation Program.**

# Preferred Space Policies & Information

## General Information:

- Available to customers profiled as Islander Preferred or Islander Preferred Excursion.
- Preferred space reservations are limited to one per customer, per day.
- Reservation must originate from the island.
- The off-island portion of the ticket **must** be used for the return ticket to be valid.
- For round-trip travel, the same vehicle must be used for both segments of the trip.
- Preferred space reservations must be paid at time of booking.
- Preferred space can be purchased as one-way reservation, from the island only.
- Reservations returning to the island can access preferred or standard space in conjunction with the off-island reservation.
- Driver must show ID to match to name on reservation.

**ALL PREFERRED SPACE RESERVATIONS ARE NON-REFUNDABLE AND NON-TRANSFERABLE**

## Martha's Vineyard Preferred Space:

- **7-Day Preferred Space**  
Space goes on sale at 7:30 AM seven days in advance of departure date.
- **1-Day Preferred Space**  
Space goes on sale at 7:30 AM one day in advance of departure date.



# Headstart Program

Headstart is available to all participants of the Islander Preferred & Islander Preferred-Excursion programs. Each profiled customer is allowed to submit up to five transactions (one-way or round-trip). You will need to provide name, address, license plate and vehicle information (year, make and model) for all reservations. Failure to provide accurate dimensions, including roof top carriers and attached bicycles, could void reserved space and/or may impact rate.

Three of the five transactions may be designated as transferable reservations. If you do not have the name and vehicle license plate, year, make, and model of the person(s) using the space you're reserving, we will hold the reservation under your name. **A transfer slip will be sent to you and must be returned no later than 30 days prior to the scheduled departure of the first segment of the reservation with the name, address, license plate, and vehicle information (year, make, model) of the person using the reservation.** Also, indicate any extended length or height, i.e., bike racks or luggage racks. A confirmation will be sent at that time.

**If you decide to keep a transferrable reservation for your own use, you still must submit the transfer slip no later than 30 days prior to the scheduled departure of the first segment to keep the reservation and receive the confirmation.** All reservations not transferred by the deadline will be canceled and a \$10.00 fee will be assessed on all transfer slips sent back for a refund.

Reserved space must be prepaid. Method of payment cannot be changed after confirmation is issued. Check all confirmations for correct dates, times and destinations. Errors must be reported immediately upon receipt of the transfer slip or confirmation. Failure to do so implies acceptance of confirmation as stated.