

The purpose of this informational session is to bring attention to programs that The Steamship Authority offers, that perhaps island residents are unaware of. As the lifeline to the islands, we do our best to try and afford as much information and assistance as possible to those residents who our service is essential.

Your Presenters for this Informational Session will be:

- 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 as 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 the below email address.

Alison Fletcher - <u>afletcher@steamshipauthority.com</u>
Angela Campbell - <u>acampbell@steamshipauthority.com</u>

Any forms discussed in this presentation can be found at 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



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 (continued)

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. Along with Part C, completed on the application.

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.

\$55 Same Day Round-Trip to Nantucket

Affordable Day Trip to Nantucket: Monday - Thursday, same day round-trip

This special round-trip fare from Hyannis to Nantucket on our high-speed ferry is for customers who have some flexibility with their schedule to travel during the week instead of on the weekends when we are generally busier.

This is an affordable day trip to Nantucket that family and friends coming to visit you can utilize. Passengers can travel on the same day round-trip on the high-speed ferry from Hyannis to Nantucket Monday through Thursday at the following rates:

- Adults:\$55.00
- Senior Citizens*:\$43.00
- Children (ages 5-12):\$27.50

To reserve this round-trip rate, visit to our Reserve Tickets page or call 508-495-FAST.

* Eligibility restrictions apply. Must be in the Senior Citizen Program for rate.

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	Traditional Ferry	High-Speed Ferry	High-Speed Ferry
<u>One-Way</u>	<u>Round-Trip</u>	<u>One-Way</u>	Round-Trip
\$10.00	\$20.00	\$29.75	\$55.00

Nantucket Super Saver Automobile Rate

Ten vehicle spaces are set aside on certain under-utilized trips: generally, the last trip in each direction on Saturday nights from January through mid-June; the last trip on Mondays, Tuesdays and Wednesdays from mid-June through mid-September; and the last trip in each direction on Saturday nights from mid-September to the end of schedule in early January.

The Super Saver Automobile rate is limited to vehicles and small trucks under 20 feet in length (rental car companies and vehicles used for commercial purposes are not eligible); is available on a first-come/first-served basis, up to the day before sailing; and can be used on an earlier trip but only on the same day on a space available basis after all revenue-generating vehicles have been loaded.

Any vehicle that has an extended load beyond front or rear bumper will be charged \$37.50 each way. This charge applies only to those vehicles whose overall length (including extension) exceeds 17 feet.

Super Saver Automobile spaces may be reserved online, or by calling (508) 477-8600 or in person at the Ticket Office.

The Super Saver Auto Rate will not be available in one direction or both directions, during certain vacation, holiday and other high traffic periods.

Nantucket/Hyannis Unaccompanied Vehicle Drive-On/Drive-Off Service

Unaccompanied Vehicle Drive-On/Drive-Off service is available to non-commercial vehicles traveling between Hyannis and Nantucket.

The vehicle's registration must be for the vehicle traveling and issued to the customer named on the vehicle registration. Vehicles may be dropped off for shipping at the Hyannis Terminal, provided staging space is available. On Nantucket, vehicles may be dropped off at the terminal 1 hour in advance of a reservation. The customer must have a signed Release and Indemnification Agreement on file with us. This form may be obtained at either the Hyannis or Nantucket Terminal or online. Please note customers that are using rental cars or trucks will not be eligible for this service.

During the months of July and August, customers whose vehicles are traveling on regular fares may not drop off their vehicles at the Hyannis terminal more than two calendar days in advance of their vehicle reservation. As a result, a customer arriving with his or her vehicle at the Hyannis terminal during those months without a reservation will not be allowed to drop off the vehicle unless the terminal agent determines that it will be able to be shipped to Nantucket within 24 hours.

PLEASE NOTE THAT A FEE IS CHARGED EACH TIME ONE OF OUR EMPLOYEES DRIVES YOUR VEHICLE ON OR OFF A VESSEL.

January 1 to April 30 & October 1 to December 31:

- Under 20' \$25.00
- Over 20' \$50.00

May 1 to September 30:

- Under 20' \$40.00
- Over 20' \$50.00

Annual pre-season sale on high-speed ferry 10-ride electronic ticket books

Each year in early spring, we usually have our discounted sale for our high-speed ferry ticket books. Customers can save 20% off the regular price and may purchase them for a limited time prior to the start of the *M/V Iyanough's* return to service. The pre-season sale is typically about the last week or two of March to the seasonal start of the high-speed service.

These can be purchased online or at the Hyannis and Nantucket Terminals.

reevectors.com

Programs and Services Available Nantucket Residents Only

Nantucket Resident Parking Program

The Authority operates several parking facilities in connection with its Hyannis terminal operations. These facilities are located at the terminal itself, as well as at various addresses in the village of Hyannis (Lewis Bay Road, Yarmouth Road and Brooks Road).

Hyannis Terminal Yearly Parking Permit (Jan 1 - Dec 31)

As a Nantucket resident and a current Hyannis Terminal parking permit holder. Enables the holder of the permit to park at Lewis Bay 5/15 - 10/14 and Hyannis Terminal 10/15 - 5/14 at the listed pricing.

Hyannis Terminal - Permit Price:

One-time payment of \$1,050.00 or a Multi Payment Option (2 payments) of \$1,100.00

Nantucket 1-Day High-Speed Passenger Excursion Fare

Travel from Nantucket on the Steamship Authority's high-speed passenger-only ferry, the M/V Iyanough, round-trip on the same day and enjoy a significant savings, 7 days a week. This discounted travel fare provides the perfect opportunity for island residents to travel to the mainland on our high-speed ferry for appointments, shopping, errands or a quick get-away to the mainland.

Travel must originate from Nantucket and the return trip must be made on the same day. These tickets are available for purchase at the Nantucket Terminal.

• Adults: \$55.00

• Senior Citizens*: \$43.00

• Children (ages 5-12): \$27.50

Rates include a \$1.00 town-mandated embarkation fee.

To reserve this round-trip rate, visit to our Reserve Tickets page or call 508-495-FAST.

* Eligibility restrictions apply. Must be in the Senior Citizen Program for rate.

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. You may be required to submit written verification/documentation of your eligibility and need for the advance reservation beyond listed below in certain circumstances.

Very important, we do as that if you have an appointment, please book your reservation as soon as you know. Do not wait until just before when space is sold out to try to get a reservation that is unfair to your fellow residents.

REQUIREMENT:

<u>Proof of appointment</u>: 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.

Your proof of appointment 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:

Confirmation of your appointment can be sent to <u>supervisors@steamshipauthority.com</u>; or faxed to (508) 477 – 8717.

Reservations must be booked through the Supervisors by phone at (508) 548-5011 ext. 155, 180, or 229 or 273, or by email at <u>supervisors@steamshipauthority.com</u>.

Note this does not provide any medical discount. Only assistance with getting a reservation off for your medical appointment.

Nantucket 1- to 3-Day Passenger Combo Ticket

For Residents of Nantucket - Valid while the M/V Iyanough is running

Customers may purchase a combination round-trip ticket originating from Nantucket, which will allow the customer to travel one-way on the high-speed ferry and one-way on the traditional ferry provided they complete their trip within three calendar days. Purchase must be made at the terminal in person.

Adults \$44.00

*Senior Citizens \$32.25

Children (5-12) \$22.75

Children 4 and under ride free.

Rates include a \$1.00 town embarkation fee.

* Eligibility restrictions apply. Must be in the Senior Citizen Program for rate.

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.

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REDUCED MEDICAL RATE PROGRAM (continued)

- ➤ 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 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; or with the Reservation Manager (508) 548-5011 ext. 204.

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

Military Program for Island Residents & Stationed Military Personnel

An Island resident who has his or her own Profile account, active in the excursion program, who's an individual in active military service who provides the Authority with an active service card showing that he or she is serving in the United States Army, Navy, Air Force, Marine Corps or Coast Guard. And providing they submit documentation to the Authority verifying that he or she is to be stationed in active military service off island. May travel on an extended excursion fare.

A Non-Island resident may be issued a Profile account pursuant to which he or she will be eligible to travel on an excursion fare even though his or her vehicle is not registered on one of the Islands and he or she does not have a Massachusetts driver's license or other government-issued identification showing his or her residential address on one of the Islands only if the Island resident provides documentation to the Authority 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.

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 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, being on your island towns printed street list. 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.
 - <u>Leased vehicles</u> 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.
 - <u>A company vehicle</u> 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, 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 <u>www.steamshipauthority.com</u>
- ➤ By Mail: 509 Falmouth Road, Suite 1C, Mashpee, Ma 02649
- > By phone at:
 - o Mashpee Reservation Bureau: 508-477-8600
 - o Nantucket Local Number: 508-228-3274

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: <u>collegeprogram@steamshipauthority.com</u> • 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 <u>supervisors@steamshipauthority.com</u>.

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. <u>VEHICLE REGISTRATIONS:</u>

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.; Pick-up 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

Nantucket Preferred Space:

• 1-Day Preferred Space

Space goes on sale at 5:30 AM one day in advance of departure date in person at the Nantucket terminal.

Nantucket Preferred Space Program Assessment

In our continual effort to provide more opportunities to travel and book car space for the residents of Nantucket. We are going to launch a provisional preferred space expansion program for Nantucket Excursion & Preferred Customers, for the date range of January 5th, 2022, to May 16th, 2022. Depending upon the data gathered from this program will assist us in calculating the needs of preferred space going forward for the Nantucket residents.

Below is a break down of what we are going to implement for now and see how it proceeds. Obviously travel needs fluctuate depending up on the seasons, weather and more. But this we are hoping to be a good point to start.

The space for the winter/springtime frame has already been held as PC1. We will do the same for the summer allocations to start with and will adjust as we get closer to the opening of the season and run the data of what was used to determine how will allocate the summer.

CURRENT PREFERRED SPACE HELD

<u>NT-HY</u>	<u>HY-NT</u>	
6:30am NT-HY - 6 spaces	2:45p HY-NT - 1 space	
Total Spaces 6	8:00 HY-NT - 6 spaces	
	Total Spaces 7	

PROVISIONAL PREFERRED SPACE TO BE HELD

NT-HY	<u>HY-NT</u>
6:30am - 6 spaces	9:15am – 2 spaces
9:15am (when running) - 2 spaces	12:00pm (when running) - 4 spaces
12:00pm - 2 spaces	2:45pm – 4 spaces
5:30pm - 4 spaces	5:30pm (when running) - 2 spaces
8:00pm (when running) - 2 spaces	<u>8:00pm - 6 spaces</u>
Total Spaces 16	Total Spaces 18

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 the 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.