



*The
Steamship
Authority*

TRUE NORTH
STRATEGY + TECHNOLOGY INITIATIVE

POLICY CHANGES

HOW THE NEW RESERVATION SYSTEM DRIVES POLICY CHANGES



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Why Are Policies Changing Now?

- Aligning SSA policies with a system used by market leaders, instead of forcing a modern system to replicate legacy workarounds
- New system built-in patterns and constraints reflect what's worked operationally for other high-volume ferry services
- Reduce the need for costly customizations which often cost even more over time

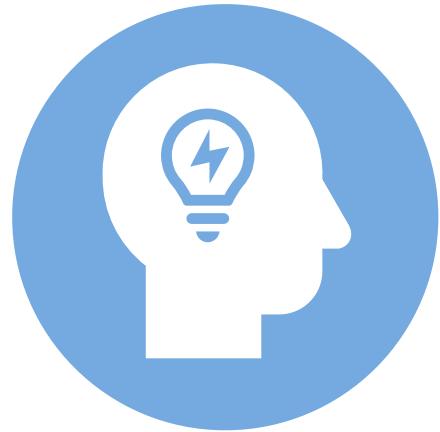
What Does This Mean for SSA?

- System restrictions are there to support operational efficiency, consistency, and control
- Bringing policies closer to proven industry standards—while keeping SSA's priorities front and center
- Reducing long-term complexity, cost, and risk – making it easier to operate and improve the system over time

WHAT WE'RE ASKING FROM THE BOARD / PORT COUNCIL



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Understand

How these policies underpin the new reservation system

- What questions do you have for the operations team?
- What questions should we bring to the town halls?



Align

Directionally approve policy approach across:

- Allocations
- Preseason/Freight
- Product Definitions
- Inventory Management



Decide

Where to maintain flexibility vs. move to standardized rules

Note: We are not asking for policy votes today.

WHAT DOES THE POLICY PACKAGE COVER

These policy updates establish the operating rules supporting the new reservation system across four areas:

Allocations

How deck space is allocated

Product Definitions

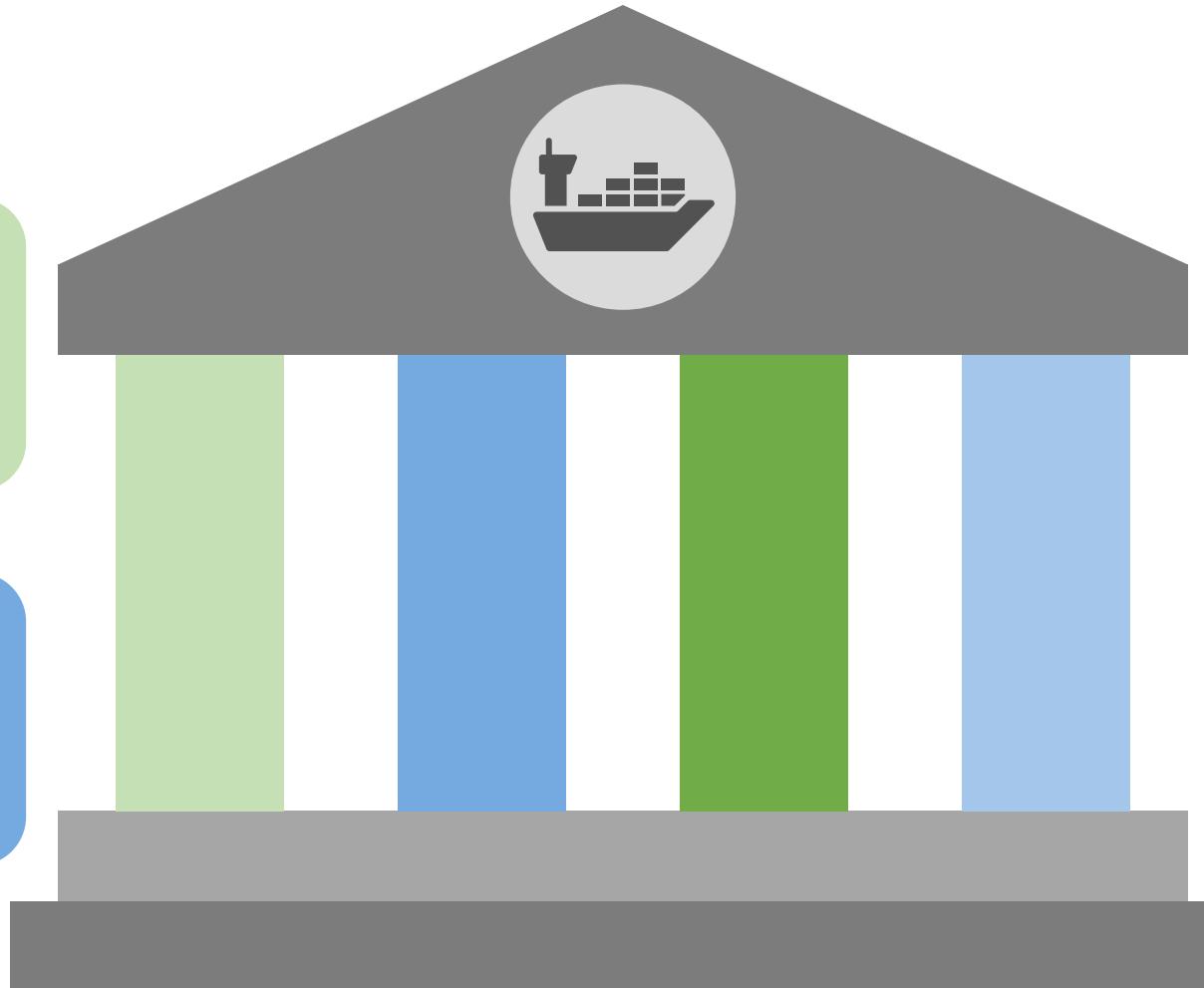
What fares/products are offered by SSA

Preseason/Freight

Preseason process and freight policies

Inventory Management

How deck space is managed (incl. waitlist, standby)



POLICY CHANGES REINFORCE EACH OTHER

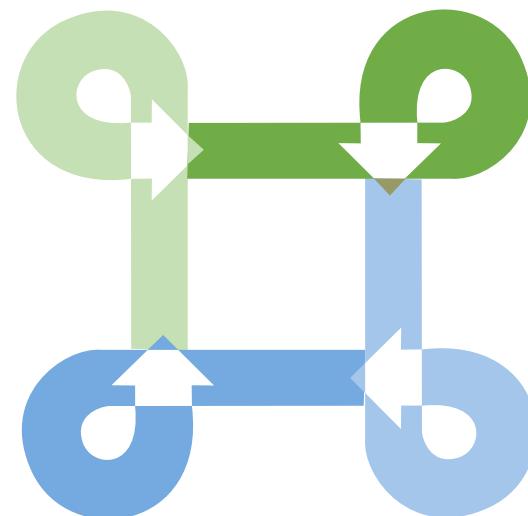
Example: How do we get to “no empty boats”?

Allocations
How deck space is allocated

Product Definitions
What fares/products are offered by SSA

Move to linear feet (more accurate)

Refine vehicle sizes & types



Reduce cancellations and no-shows

Reduce waitlist “churn” that cannot be resold

Preseason/ Freight
Preseason process and freight policies

Inventory Management
How deck space is managed (incl. waitlist, standby)

POLICY CHANGES THAT NEED TO BE APPROVED BY FEBRUARY (1/3)

#	Section	Policy	Current	Future	Comments/Reasoning
1	Allocations	Deck space management	Spaces (1, 2, 3, 4, 5-space)	Linear feet	More accurate use of deck space
2	Preseason/ Freight	Lottery process	Deadline and five additional days – lottery for each of the additional days	One deadline and one lottery	Simpler and fairer
3	Preseason/ Freight	Deposits	10% deposit	No deposit – cancellation policy instead	Simpler
4	Product Definitions	Furlough fare	Requires to be in uniform and showing a valid service card	Only requiring a valid service card	Not appropriate to ask active-duty soldiers to be in uniform in most public settings (incl. transport)
5	Product Definitions	Gift Cards	Digital and physical	Only digital	Buy online – harder to lose

POLICY CHANGES THAT NEED TO BE APPROVED BY FEBRUARY (2/3)

#	Section	Policy	Current	Future	Comments/Reasoning
6	Inventory Management	Waitlist	No limit in how many waitlists a customer can join	Need a reservation to join the waitlist and can join up to 5 waitlists before or after reserved trip Customer can select when to 'drop-off' a waitlist	Reduce waitlist churn → increase trip stability → increase operational efficiency
7	Inventory Management	Standby	Standby ticket for the day	Standby ticket associated with a date and time – does not guarantee travel Standby will have a limit (e.g., 50ft of standby allowed for a certain trip)	Reduce standby churn → increase trip stability → increase operational efficiency
8	Inventory Management	Blue Line	Blue Line program exists	Will not exist in the new system	Becomes redundant with updated standby

POLICY CHANGES THAT NEED TO BE APPROVED BY FEBRUARY (3/3)

#	Section	Policy	Current	Future	Comments/Reasoning
9	Inventory Management	Payment rules	Customers can delay payment for a reservation until five days before a trip	Customers must pay for reservations at the time of booking (unless booking multiple medical reservations at once)	Reduce reservation churn
10	Inventory Management	Cancellation policy	If a customer needs to postpone their trip indefinitely, they may pend their trip (make into an open ticket)	Customers must cancel their reservation and rebook later if they need to postpone their trip	Open and pending tickets increase reservation churn; not compatible with the new waitlist and standby queue
11	Inventory Management	Special Program enrollment	Through email and by calling Reservation Office	Customers can apply online (upload necessary documents) and get a notification when approved/denied	Each Special Program has its own requirements – to be managed online

POLICY CHANGES THAT CAN BE APPROVED LATER – CONFIGURABLE (1/3)

#	Section	Policy	Current	Future	Comments/Reasoning
1	Allocations	Motorcycle	Priced similarly independent of the size	If more than 4 ft wide → Booked as a passenger vehicle	More accurate deck allocation, fairer pricing
2	Preseason/ Freight	Smoothing	110% No smoothing for Hazardous shipping	100% Smoothing for hazardous shippers (avg of 3 previous years)	Space limitations – cannot fulfil 110% of all shippers' requests
3	Preseason/ Freight	Reservation transfers	Shippers on pre-approved transfer list can exchange reservations amongst them	Only Hazardous shippers to be allowed to exchange reservations between them	Would happen outside of the system manually
4	Preseason/ Freight	Commodities	Hazardous Frequent & Infrequent commodities No Medical commodity	Remove Hazardous Infrequent commodity Add Medical Priority commodity	Shippers in Haz Infrequent cannot get any trips Need for new Medical commodity
5	Preseason/ Freight	Steel Treaded Vehicles		All steel treaded vehicles must be transported on a flatbed trailer	Reduced risk of damage to the vessels when loading/unloading
6	Preseason/ Freight	Towing/ Pushing Services	Offered at SSA's discretion and subject to terminal conditions, equipment availability, and safety considerations	Getting rid of Towing/Pushing Services	Safety liability

POLICY CHANGES THAT CAN BE APPROVED LATER – CONFIGURABLE (2/3)

#	Section	Policy	Current	Future	Comments/Reasoning
7	Product Definitions	Multi-Island Motorcycle Excursion Fare	Multi-Island Motorcycle Excursion Fare exists	Removing this type of fare	Not frequently used
8/ 9	Inventory Management	Cancellation	<p>Commercial shipper:</p> <ul style="list-style-type: none"> The Steamship Authority's cancellation policy states that all vehicles 20 feet and over in length must cancel by 9:00 a.m. the calendar day prior to the scheduled reservation time to avoid a cancellation fee. All changes to vehicle reservations must be made at least one hour prior to scheduled reservation time. The first date change will be free of charge. 	<p>Commercial vehicles:</p> <ul style="list-style-type: none"> \geq 30 days before departure: 100% refund 14-29 days before departure: 90% refund 7-13 days before departure: 70% refund 2-6 days before departure: 50% refund <2 days before departure: No refund for the vehicle ticket <p>General Public Vehicles:</p> <ul style="list-style-type: none"> 30 or more days before departure: 100% refund 14-29 days before departure: Refund minus a service fee per reservation 	

POLICY CHANGES THAT CAN BE APPROVED LATER – CONFIGURABLE (3/3)

#	Section	Policy	Current	Future	Comments/Reasoning
10	Inventory Management	No-show	Passenger ticket may be used on a future trip. Vehicle can standby for trips later that same day	High Speed ferry may be charged a small change fee Vehicle access to standby significantly limited	
11	Inventory Management	Waitlist Fee	No waitlist fee	Service fee (\$10.00 change fee)	
12	Inventory Management	Standby Fee	No standby fee	Price of ticket – if not fulfilled full refund	
14	Inventory Management	Medical Travel	Customers often show up at the terminal with little or no documentation	Tightening (& enforcing) the medical review requirement	

POLICY CHANGES DUE TO SYSTEM RESTRICTIONS

#	Section	Policy	Current	Future	Comments/Reasoning
1	Preseason/ Freight	Deposits	10% deposit	No deposit – cancellation policy	E-Dea system does not have deposit functionality
2	Product Definitions	Stacking special program discounts	Can stack multiple discounts for passenger and vehicle in a single booking	One passenger and one vehicle discount allowed per booking	E-Dea system does not allow more than one discount per product
3	Product Definitions	Drive On/Off	Indemnification forms shared via email or at the port	Customer can book online and agree to policies around Drive On/Off service before being able to complete the booking Documentation brought to the ports at day of travel	Customers are liable to bring required documentation to the port for the correct vehicle Future improvement – have documentation managed online
4	Inventory Management	Transferable Reservations during HeadStart	Allowed up to 5 transferable reservations that need to be transferred 30 days prior to departure date. Can transfer up to 2 times.	Allowing up to 5 bookings in someone else's name at the time of booking during HeadStart	E-Dea does not have functionality to only allow certain reservations be transferred and only for a number of times

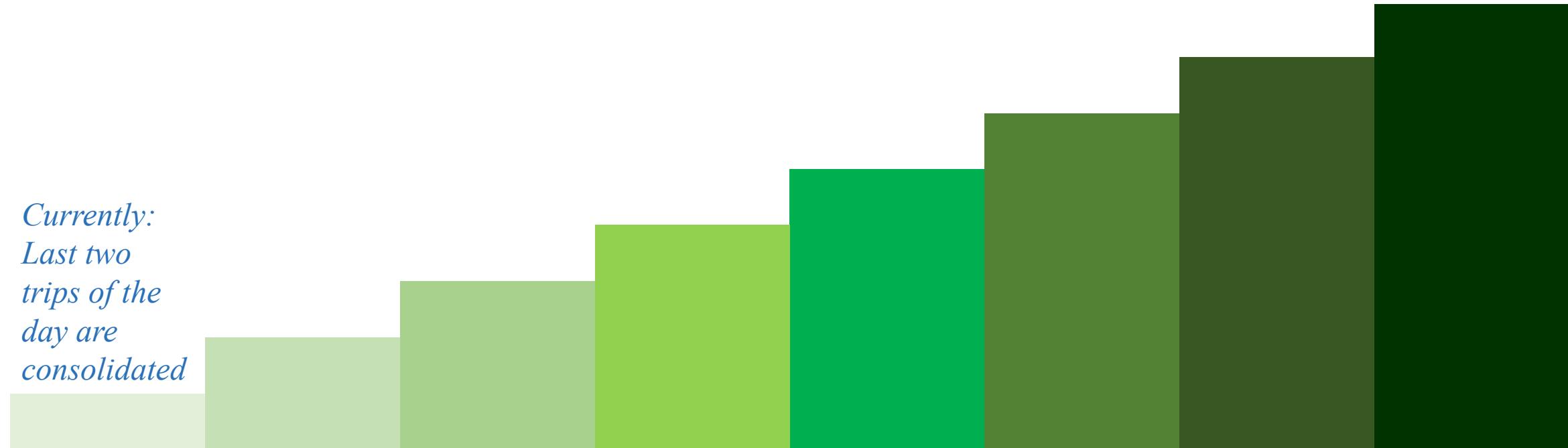
APPENDIX

SSA POLICY CHANGES BUILD TOWARDS A LARGER ORGANIZATIONAL CHANGE

Future: Last boat leaves full

Currently:

Last two trips of the day are consolidated



Accurate measurements of vehicles, especially freight
• Efficient space usage

Trucks can report their accurate size the day before
• Downsizing penalty

Increase trip security
• No open tickets for vehicles
• No pending tickets

Tickets must be scanned before boarding with the new system
• Standby becomes available

Only book a res for a trip you want
• Waitlist fee
• Change fee

Showing up to the terminal early ≠ getting on the boat early
• Buy standby ticket instead

Missed reservations cannot be used as same-day standby tickets
• No-show penalty instead

Consolidate trips for weather or mechanical issues only
• Customers can plan on taking the last boat home

Steamship Authority
Operational Policy Development:
Draft Policies for Review

Version 1.1

Prepared by: Gibbous LLC

Date 1.15.26

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1. Executive Summary

This document represents the first phase of a broader effort to develop a clear and cohesive policy framework for the Steamship Authority (SSA). The policies included here focus on formalizing key operational practices related to vehicle, freight, and customer reservations to ensure greater consistency, transparency, and alignment across teams and systems.

The content in this version is organized around core operational areas, including topics such as space allocation for commercial and recurring users, product and vehicle definitions within the reservation system, and the rules around inventory management. Many of these policies reflect long-standing practices that are now being captured in writing, while others introduce clarifications and policy changes to support better decision-making and customer service.

This is intended to be a living document. As the policy framework continues to evolve, new sections may be added, existing content may be refined, and additional input from stakeholders will be incorporated.

Ultimately, this effort aims to provide a foundation for clearer internal guidance, improved customer communication, and more consistent operations across terminals and reservation channels.

2. Introduction & Methodology

2.1. Project Goals

The Steamship Authority initiated this policy development effort to create a more structured, transparent, and accessible framework for its operational policies. The primary goals of this project include:

- Capturing and formalizing key operational practices and procedures;
- Improving internal consistency across departments and terminals;
- Supporting operational decision-making and customer communication;
- Ensuring alignment with the SSA's Customer Handbook, Tariffs, and system configurations.

This document is intended to serve as a living reference that can evolve over time as new needs emerge and policies are refined.

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2.2. Policy Development Process

The development process began with a comprehensive review of over 100 documents shared by the SSA, including memos, internal procedures, system reference guides, and historical policy statements. These materials were analyzed, categorized, and organized into clearer, more formalized policies with attention to accuracy, relevance, and operational applicability.

Throughout the process, input from SSA staff—including operations, reservations, accounting, IT, terminal teams, and new reservation system capabilities—played a critical role in shaping the policies. Stakeholders helped clarify intent, fill in gaps, and validate whether current practices were accurately reflected.

2.3. Guiding Principles

The following principles guided the approach to drafting and organizing the policy content:

- Clarity – Policies should be written in clear, actionable language, minimizing ambiguity.
- Consistency – Wherever possible, similar scenarios should be addressed in a consistent manner across islands, terminals, and customer types.
- Operational Alignment – Policies should reflect how the system functions today, with room for refinement as the organization evolves.
- Flexibility – The structure allows for the addition, revision, or retirement of policies over time as new needs or opportunities are identified.

This document is intended to serve as a living reference that can evolve over time as new needs emerge, and policies are refined.

3. Policy Sections (Main Body)

3.1. Allocation Policies

Purpose

This policy establishes the framework by which the Steamship Authority allocates vehicle deck space across its vessels for various reservation programs. It provides clarity on how space is reserved and subsequently released for commercial trucks, tour buses, preferred space users, and the public, ensuring fairness, efficiency, and operational integrity throughout the allocation process.

DRAFT**3.1.1. Key Definitions and Capacity Metrics****3.1.1.1. Vessel Types**

Term	Definition
Passenger-Only Vessel (M/V Iyanough)	Carries walk-on passengers only. No vehicles permitted. Amenities include indoor seating, climate-controlled spaces, accessible seating for passengers with disabilities, food & beverages, baby changing stations, bike storage, and pets allowed in designated areas. Example: M/V Iyanough.
Passenger Vessel (M/V Eagle, M/V Island Home, M/V Martha's Vineyard)	Carries both passengers and vehicles but is prohibited from transporting hazardous cargo. May restrict odorous or large freight. Amenities may include indoor and outdoor seating, climate-controlled spaces, accessible seating for passengers with disabilities, food and beverages, baby changing stations, pets allowed in designated areas. These vessels mostly have a closed deck.
Cargo Designated Vessel (M/V Nantucket, M/V Governor, M/V Sankaty, M/V Woods Hole, M/V Aquinnah, M/V Monomoy, M/V Barnstable)	Vessels primarily configured for cargo transport. Used for bulk commodities, construction materials, or heavy vehicles. These vessels have limited amenities. These vessels mostly have an open deck.
Hazardous Cargo Vessel (M/V Nantucket, M/V Governor, M/V Sankaty, M/V Woods Hole, M/V Aquinnah, M/V Monomoy, M/V Barnstable)	Designated for hazardous materials. No walk-on passengers permitted. Driver and one helper only. Vehicles must have commercial plates and purpose, and proper documentation. Amenities may include outdoor seating.

All vessels are ADA compliant for accessible boarding, have restrooms (including accessible/family restrooms), free Wi-Fi, power outlets, and audio boarding announcements.

3.1.1.2. Portables & Accessories

Term	Definition
Dolly / Luggage Wagon	Available on passenger vessels for moving baggage or personal belongings between vehicles and terminals. All personal belongings must be accompanied.
Luggage Cart	Provided on passenger-only vessel for walk-on passengers to carry personal baggage. All personal belongings must be accompanied.

3.1.1.3. Transferable Reservations

Term	Definition
Transferable Reservation	A reservation that may be reassigned from the original booking party to another eligible traveler or company under specific program rules (commercial shippers hazardous travel only). Transferable

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reservations must follow established timelines and eligibility requirements to remain valid.

Commented [AF1]: Proposed policy change

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3.1.1.4. SSA Vessels

Vessel	Max Height Allowed	Max Length Allowed**	Max Weight - H Status	Max Weight - I Status	Passenger Capacity - H Boat	Passenger Capacity - I Boat	Can Carry Hazardous Load (Y/N)
M/V Iyanough	N/A	N/A	N/A	N/A	400*	N/A	N
M/V Eagle	13ft 6in	74ft 11in	310 LT (683,000 pounds)	N/A	808	N/A	N
M/V Island Home	13ft 6in	74ft 11in	290 LT (640,000 pounds)	N/A	1,200	N/A	N
M/V Martha's Vineyard	13ft 6in	74ft 11in	290 LT (640,000 pounds)	N/A	1,262	N/A	N
M/V Nantucket	13ft 3in	64ft 11in	325 LT (716,000 pounds)	N/A	798	N/A	Y
M/V Governor	13ft 6in	69ft 11in	185 LT (407,000 pounds)	310 LT (683,000 pounds)	250	16	Y
M/V Sankaty	13ft 6in	74ft 11in	186 LT (410,000 pounds)	435 LT (960,000 pounds)	292	16	Y
M/V Woods Hole	13ft 6in	74ft 11in	446 LT (983,000 pounds)	N/A	445	16	Y
M/V Aquinnah	13ft 6in	74ft 11in	428 LT (943,000 pounds)	504 LT (1,111,000 Pounds)	349	16	Y
M/V Monomoy	13ft 6in	74ft 11in	428 LT (943,000 pounds)	504 LT (1,111,000 Pounds)	349	16	Y
M/V Barnstable	13ft 6in	74ft 11in	428 LT (943,000 pounds)	504 LT (1,111,000 Pounds)	349	16	Y

*From the 400 seats available, only 350 are available for booking. The remaining 50 are outdoor seats and may be used if weather conditions permit.

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**Under specific conditions, trucks over the maximum permitted length may be allowed on vessels. For these bookings, customers must book through the Reservation Office.

Please see the tables below for capacity restrictions on each vessel. NOTE: Child capacity is included in the total passenger capacity. See 3.2.23.3.3 Commodity Classifications Management for more information on child fares.

3.1.1.4.1. M/V Iyanough

Ship Template	Passenger Capacity	Child Capacity	Bike Capacity
Iyanough	350	40	30
Iyanough Off-Season	299	40	30

3.1.1.4.2. M/V Barnstable

Ship Template	Passenger Capacity (qty)	Child Capacity (qty)	General Space (ft)	Over-height Space (ft)	Long Space (ft)	Weight (1,000 lbs.)	Bikes (qty)	Driver Services (Y/N)	Coach (qty)
Only Cars	349	35	765	765	0	943	20	Y	0
Freight/Mixed	349	35	765	690	585	943	20	Y	3
Only Freight (Haz)	25	0	765	690	585	943	0	Y	3
Only Freight – I Boat	16*	0	765	690	585	1,111	0	Y	3

3.1.1.4.3. M/V Monomoy

Ship Template	Passenger Capacity (qty)	Child Capacity (qty)	General Space (ft)	Over-height Space (ft)	Long Space (ft)	Weight (1,000 lbs.)	Bikes (qty)	Driver Services (Y/N)	Coach (qty)
Only Cars	349	35	765	765	0	943	20	Y	0
Freight/Mixed	349	35	765	690	585	943	20	Y	3

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Only Freight (Haz)	25	0	765	690	585	943	0	Y	3
Only Freight – I-boat	16	0	765	690	585	1,111	0	Y	3

3.1.1.4.4. M/V Aquinnah

Ship Template	Passenger Capacity (qty)	Child Capacity (qty)	General Space (ft)	Over-height Space (ft)	Long Space (ft)	Weight (1,000 lbs.)	Bikes (qty)	Driver Services (Y/N)	Coach (qty)
Only Cars	349	35	765	765	0	943	20	Y	0
Freight/Mixed	349	35	765	690	585	943	20	Y	3
Only Freight (Haz)	25	0	765	690	585	943	0	Y	3
Only Freight – I-boat	16	0	765	690	585	1,111	0	Y	3

3.1.1.4.5. M/V Island Home

Ship Template	Passenger Capacity (qty)	Child Capacity (qty)	General Space (ft)	Over-height Space (ft)	Long Space (ft)	Weight (1,000 lbs.)	Bikes (qty)	Driver Services (Y/N)	Coach (qty)
Only Cars [LIFT DECKS]	1,200	122	1258	0	0	640	20	Y	0
Only Cars [NO LIFT DECKS]	1,200	122	1020	0	0	640	20	Y	3
Freight/Mixed [NO LIFT DECKS]	1,200	122	1020	549	455	640	20	Y	3

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Only Freight [NO LIFT DECKS]	25	0	1020	549	455	640	0	Y	3
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3.1.1.4.6. M/V Eagle

Ship Template	Passenger Capacity (qty)	Child Capacity (qty)	General Space (ft)	Over-height Space (ft)	Long Space (ft)	Weight (1,000 lbs.)	Bikes (qty)	Driver Services (Y/N)	Coach (qty)
Car	808	82	949	495	0	638	20	Y	0
Mixed	808	82	949	495	455	638	20	Y	3
Hazardous	25	0	949	495	455	638	0	Y	3

3.1.1.4.7. M/V Woods Hole

Ship Template	Passenger Capacity (qty)	Child Capacity (qty)	General Space (ft)	Over-height Space (ft)	Long Space (ft)	Weight (1,000 lbs.)	Bikes (qty)	Driver Services (Y/N)	Coach (qty)
Car	445	46	938	745	0	983	20	Y	0
Mixed	445	46	938	745	585	983	20	Y	3
Hazardous	25	0	938	745	585	983	0	Y	3

3.1.1.4.8. M/V Martha's Vineyard

Ship Template	Passenger Capacity (qty)	Child Capacity (qty)	General Space (ft)	Over-height Space (ft)	Long Space (ft)	Weight (1000 lbs.)	Bikes (qty)	Driver Services (Y/N)	Coach (qty)
Car	1,262	128	908	495	0	640	20	Y	0
Mixed	1,262	128	908	495	455	640	20	Y	3
Hazardous	25	0	908	495	455	640	0	Y	3

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3.1.1.4.9. M/V Nantucket

Ship Template	Passenger Capacity (qty)	Child Capacity (qty)	General Space (ft)	Over-height Space (ft)	Long Space (ft)	Weight (1,000 lbs.)	Bikes (qty)	Driver Services (Y/N)	Coach (qty)
Car	798	81	850	503	0	716	20	Y	0
Mixed	798	81	850	503	325	716	20	Y	3
Hazardous	25	0	850	503	325	716	0	Y	3

3.1.1.4.10. M/V Sankaty

Ship Template	Passenger Capacity (qty)	Child Capacity (qty)	General Space (ft)	Over-height Space (ft)	Long Space (ft)	Weight (1,000 lbs.)	Bikes (qty)	Driver Services (Y/N)	Coach (qty)
Only Cars	292	30	696	550	0	407	20	Y	0
Freight/Mixed	292	30	696	550	514	407	20	Y	3
Only Freight (Haz)	25	0	696	550	514	407	0	Y	3
Only Freight – 1 Boat	16	0	696	550	514	683	0	Y	3

3.1.1.4.11. M/V Governor

Ship Template	Passenger Capacity (qty)	Child Capacity (qty)	General Space (ft)	Over-height Space (ft)	Long Space (ft)	Weight (1,000 lbs.)	Bikes (qty)	Driver Services (Y/N)	Coach (qty)
Only Cars	250	26	760	460	0	407	20	Y	0
Freight/Mixed	250	26	760	460	390	407	20	Y	3
Only Freight (Haz)	25	0	760	460	390	407	0	Y	3
Only Freight – 1 Boat	16	0	760	460	390	683	0	Y	3

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*Note: the capacity of 16 passengers for I-boats is defined by the Coast Guard.

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3.1.2. Operational Use and Safety Policies

3.1.2.1. *Operational Use of Space*

The Authority reserves a limited portion of vehicle deck space on each vessel for essential operational purposes, such as the transport of baggage carts and bicycles. These allocations may vary by vessel, route, time of day, and season, depending on operational needs.

The Authority does not hold space for the following in advance:

- Emergency vehicles such as ambulances (see 3.5 Emergency Transport)
- Customers traveling on a standby basis
- Vehicle attachments such as bike racks or extended cargo (e.g., coolers)

Customers are responsible for accurately booking the full length of their vehicle, including any extended loads (e.g., rear bike racks, cargo boxes, or trailers). No additional space is held for overhangs or attachments beyond what is reserved.

3.1.2.2. *Space Between Vehicles Requirements*

For space allocation purposes in the reservation system all vehicles should maintain a clearance of 12 inches between adjacent vehicles.

3.1.2.3. *Operational Procedures*

The Authority follows specific operational practices to ensure that vessel deck space is managed in accordance with allocation limits and safety standards.

- **Reservation Verification:** Customer Service and Reservation employees are responsible for verifying vehicle dimensions declared during the reservation process. This ensures that the vessel deck space required for each vehicle is accurately calculated.
- **Load Plan Oversight:** The vessel's Pilot or Bosun actively monitors vessel load plans and direct the shoreside terminal employee about the loading operations to maintain compliance with capacity limits and allocation policies. This includes what order the vehicles are loaded on the vessel and where the vehicles are parked on the vessel.
- **Space Management Adjustments:** If vessel deck space usage consistently does not correlate with the vessel's allocation thresholds, the Operations team (defined in 3.1.4.2 Operational Oversight) may adjust future allocations. These adjustments may include adjusting new reservations, increasing, or decreasing the allocation quantities, or reassigning allotment between reservation categories, to preserve operational balance and vessel safety.

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3.1.3. Overbooking Policy

In rare cases, the Steamship Authority may allow limited overbooking of vehicle space to address emergencies or urgent operational needs, including the following:

- Fit critical vehicles onto the vessel
- Unusual weather circumstances (e.g., impending hurricane)
- Mechanical issues

Overbooking is done at the Authority's discretion and only when conditions are met. When a vessel is overbooked, the last vehicle to arrive at the terminal will be moved to standby to accommodate critical overbookings.

3.1.4. Lift Deck Policy – M/V Island Home

The M/V Island Home is equipped with two lift decks that may be deployed under specific, limited-use scenarios to expand vehicle capacity when needed. These decks are not available for regular reservations and are operated only under approved conditions with oversight from the Authority's operations leadership.

3.1.4.1. *Authorized Use Cases*

Lift decks may be deployed in the following scenarios, subject to approval:

- Used when mechanical failures, weather, or other operational issues result in missed trips or capacity loss.
- Deployed on high-traffic standby days to prevent customers from being stranded overnight.
- May be used to avoid running a final boat at night if there are fewer than 16 remaining vehicles.
- Utilized in response to medical emergencies, unscheduled ambulance travel, or overbooked reservations.
- Used to provide additional capacity during peak demand, when adding extra trips is not feasible.
- May be used during scheduled crew training for operational readiness.

3.1.4.2. *Operational Oversight*

- Terminal Staff must obtain prior approval from the Operations Management Team before deploying lift decks.
 - Operations Management includes the Chief Operating Officer, Director of Shoreside, and Marine Operations.

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- Lift decks can be booked in advance with approval from the Operations Management Team.
- Vehicles intended for lift deck use must be pre-screened and directed to a designated loading area at each port.

3.1.4.3. Weight & Configuration Guidelines

- Maximum weight per lift deck: 29,333 pounds (aggregate across all vehicles).
 - Maximum linear feet transported on the lift deck: 238 feet.
- Only passenger vehicles are permitted on the lift decks. No vehicles over 20 feet long, cargo attachments, electric vehicles, hybrid vehicles, or extended loads.
- Allowed when the freight deck carries a mix of three (3) vehicles between 55–64 feet long (formerly “4-space” vehicles) and two vehicles between 20–34 feet long (formerly “2-space” vehicles), while preserving space for three rows of passenger vehicles and one row of trucks on the main deck. No more than one full lane of oversized trucks will be permitted on the vessel when using lift decks.

3.1.4.4. Schedule Considerations & Restrictions

- Lift decks are unavailable when there is heavy truck volume.
- If there is a need for quick turnaround, deployment discouraged to avoid schedule delays.
- Lift deck usage is coordinated to align with trip pairings that allow safe, efficient loading and timely departures.

3.1.5. Allocation Efficiency and Coupled Scheduling

The Authority employs several strategies to maximize the efficiency of vehicle deck space usage and support operational flexibility across its service schedules.

3.1.5.1. Trip Coupling

Trips that prioritize commercial (freight) vehicles are often scheduled in sequence with trips that prioritize the general traveling public to optimize vessel load balance, support smoother turnaround times, and enable more efficient staging and boarding of mixed vehicle types. Agents may use discretion when handling circumstances such as medical travel and other circumstances.

3.1.5.2. Short Interval Scheduling

Trips may be scheduled as close as 15 to 30 minutes apart, which allows for flexible loading and unloading, minimizes idle vessel time, and supports better use of reservation allocations.

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3.1.5.3. Operational Adjustments & Borrow-Down Rules

Vehicle deck space allocated to specific customer groups (e.g., Preferred, Freight) may be reallocated to general public or standby vehicles when not utilized, in accordance with established borrow-down rules.

- Freight Allocation: On designated freight vessels, unused freight space becomes available to public vehicles 14 days prior to sailing. See 3.4.1.1 Freight Allocation for more information.
- Preferred Space Allocation: Unused Preferred space is released to the general public prior to the day of sailing, according to program rules. Please see 3.4.1.4 Preferred & Medical Allocation for more information.
- Hazardous Cargo Allocations: No borrow-down is permitted from hazardous cargo space for general vehicle use. Please see 3.2.2.8 Hazardous Cargo Summary Table for more information.

3.1.5.4. Schedule Design and Seasonal Review

During each scheduling cycle, the Operations team (defined in 3.1.4.2 Operational Oversight) evaluates past capacity allocation, usage, load profiles, and vessel performance metrics. This includes:

- Reviewing historical usage statistics
- Gathering input from terminal managers
- Identifying opportunities to adjust reservation caps, allocation splits, or trip pairings to meet evolving demand

This process supports seasonal rebalancing, allowing the Authority to respond to shifts in customer needs, vessel capacity, and on-the-ground operational realities.

3.1.6. Motorcycle Policy

Motorcycle reservations will be permitted based on the availability of space within the general deck space allotment. Motorcycle bookings will not displace standard vehicle reservations. If no general deck space remains available, motorcycles may be accommodated on a first-come, first-served basis at the terminal.

One category of motorcycle space will be available for reservation purposes. Oversized motorcycles (more than 4 feet wide) will be booked as passenger vehicles.

3.2. Preseason Bulk Freight Reservation Program Policies

3.2.1. Preseason Bulk Freight Reservation Program Procedure

The Preseason Bulk Freight Reservation Program is conducted three times per year in alignment with the Authority's seasonal operating schedules. It provides an opportunity for eligible freight shippers to reserve deck space in advance of public bookings, helping ensure essential services and goods are transported efficiently to and from the islands.

3.2.1.1. *Eligibility*

The program is open to all individuals and entities seeking to make reservations in advance for commercial vehicles over 20 feet in length. Participation is based on commodity classification, past participation, and operational considerations. All participating vehicles must display commercial license plates and must be clearly marked with permanent company lettering in accordance with the Steamship Authority's requirements.

3.2.1.2. *Request Process*

The Authority provides notice to all prior-year participants and to any new parties who have expressed interest in participating. The formal communication includes:

- Submission instructions
- Size limitations
- Processing order
- Commodity classification guidance (see 3.2.2 Commodity Classifications Management)

Requests may be submitted through the preseason portal. Requests will not be accepted by email, mail, or in-person at the reservation office. Each submission must include:

- Vehicle information: length, height, weight, clearance
- Route requested (Martha's Vineyard or Nantucket)
- Desired date and time (with alternates, if applicable)
- Indication of willingness to be waitlisted
 - Customers with reservations can be added to the waitlist up to five times – see 3.4.4 Waitlist Fulfillment Rules for more information
 - Customers without reservations will be added to standby – see 3.4.6 Standby Travel for more information
- Commodity type (e.g., U.S. Mail, food, hazardous materials — see 3.2.2 Commodity Classifications Management for full list of commodities)
- Customer and contact information
- Choice and priority of shipper

Commented [AF2]: Proposed policy change

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3.2.1.3. Processing and Prioritization

- All requests submitted by the deadline are entered in a single lottery drawing to determine processing order. The assigned lottery number establishes the relative order of review within each commodity category.
- There is only one deadline for shippers to complete Preseason Bulk Freight Reservation Program submissions, and there is only one lottery for Preseason Bulk Freight Reservation Program allocations. All submissions completed after the deadline are considered late.
- After lottery assignments, the Authority processes requests in order of commodity priority (see 3.2.2 Commodity Classifications Management for full list of commodities).
- New participants are exempt from usage-based limits, provided the Authority confirms they are not affiliated with a prior or existing participant. The Authority reserves the right to review and confirm the projected usage.

Commented [AF3]: Proposed policy change

3.2.1.4. Smoothing and Waitlists

- “Smoothing” refers to the Authority’s practice of using a participant’s actual usage from the previous year’s seasonal schedule (not their prior request levels) as the baseline for the current year’s allocation. Under this policy, participants may request up to 100% of their used reservations during the same schedule the prior year. This cap helps manage demand and maintain equitable access to vessel space.
- Hazardous commodities get the average of their previous three years of reservations during smoothing. This accounts for warmer vs. colder winters requiring varying amounts of fuel on the islands.
- The Authority also reserves the right to adjust high-volume requests to distribute trips across multiple days to reduce congestion and improve operational efficiency.
- Participants may indicate flexibility in their submissions. Waitlist requests are processed on a first-come, first-served basis – by commodity, date of submission, and may be filled up to by noon the prior day if so specified. For more information on the waitlist, please see Section 3.4.4 Waitlist Fulfillment Rules.

Commented [AF4]: Proposed policy change 110%-100%

Commented [AF5]: Proposed policy change. Smoothing needs to be done for all shippers. Haz will be an average of last 3 seasons due to weather and needs

3.2.1.5. Confirmation and Payment

- Once processed, the Authority provides electronic confirmation of the approved bulk freight reservations.
- Commercial customers with Steamship Authority Internal Charge Accounts must be in good standing. Invoices for these accounts will be generated at the time of sailing.

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- Commercial customers with Steamship Authority Internal Charge Accounts that are not in good standing will either need to address the issues on their charge account or pay in full the entire balance of the confirmed bulk reservations.
- Customers without Steamship Authority Internal Charge Accounts (cash accounts) are required to pay in full the entire balance of the confirmed bulk reservations. The Reservation Office team manages all cash account balance payments. Customers may also pay their balance online. Payments for the bulk confirmation balances are due by:
 - Winter/Spring: December 1
 - Summer: March 1
 - Fall: September 1
- See the 3.4.8.7 Cancellation Policy for more information on cancelling Bulk reservations.

3.2.1.6. Cancellations, Changes, and No-Shows

- Customers who cancel, change, or no-show their reservation may be subject to a penalty. Please see the 3.4.8 Cancellation Policy, 3.4.9 Change Policy, and 3.4.10 No-Show Penalty policy for more information.

*3.2.1.7. Transfers and Penalties**

- Reservations are non-transferable unless transferred between companies **that ship hazardous goods** listed on a pre-approved billing transfer list. This list, submitted by a participating company, identifies affiliated or approved partner shippers authorized to exchange reservations with one another, provided the type of commodity remains the same.

Commented [AF6]: Proposed policy change. Use to be any company on the signers list now it is just hazardous

- A reservation for hazardous materials cannot be reassigned to a shipper transporting food unless there is no waitlisted vehicle for that trip. This arrangement allows flexibility while maintaining the integrity of allocation rules. The original shipper of record remains responsible for compliance and any discrepancies in usage.

- Participants cancelling more than 30% of their reservations may be deprioritized or removed from future programs

*Subject to change based on future system functionality.

3.2.1.8. Special Handling and Safety Requirements

Additional handling protocols apply to specific commodities, including hazardous materials, fireworks, hay, and spray foam insulation. These requirements vary by vessel type

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and will be documented in full under 3.2.2 Commodity Classifications Management and 3.2.4 Load Planning and Placement Procedures.

3.2.1.9. Reservation Size Adjustments (Downsizing)

Downsizing refers specifically to changes in linear footage. Accurate booking is essential for vessel balance and load planning.

Decreasing vehicle size:

- If a customer changes to a smaller vehicle less than two days in advance (outside the refund window), the customer does not receive a refund for the fare difference.
- If a customer changes to a smaller vehicle two or more days in advance (within the refund window), the customer receives a refund for the fare difference and does not get charged an additional change fee.

Increasing vehicle size:

- The customer can upgrade to a larger vehicle on the day of travel, subject to availability. The customer will be charged the fare difference. No change fee is applied.

Adding a vehicle to an existing booking:

- When a customer adds a vehicle to an existing booking, the customer pays the appropriate vehicle fare. No change fee is applied for simply adding a vehicle.

3.2.2. Commodity Classifications Management

This section outlines how the Steamship Authority classifies, manages, and prioritizes different types of freight commodities for transport. Commodity classification is essential to ensure safe vessel operations, compliance with federal and state regulations, and the efficient handling of critical goods. Classification also determines a shipment's eligibility for certain trips, reservation programs, and priority in the Preseason Bulk Freight Reservation Program.

3.2.2.1. Classification and Prioritization of Freight Types

Freight transported aboard Steamship Authority vessels is grouped into clearly defined commodity categories. These classifications directly affect booking priority, vessel eligibility, operational requirements, and handling protocols. See the list of commodities below for more information.

These categories help the Authority determine how space is allocated, which vessels are eligible for transport, and how shipments must be stowed and monitored. Priority in

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reservation processing is given to certain classes of commodities, especially those considered critical to island life (e.g., mail, food, hazardous materials).

3.2.2.2. Commodity Ranking for Reservation Processing

The table below shows how commodity types are ranked and processed during the Preseason Bulk Freight Reservation Program. Preseason process requests are processed by island, commodity, and lottery number. This ranking reflects operational needs, regulatory compliance, and public interest. Commodities ranked higher receive priority during the reservation review and approval process.

# / Ranking	Commodity	Details
1	U.S. Mail	United States Postal Service per contract with the Steamship Authority. Receives highest priority due to its public service nature.
2	Hazardous Materials	Shippers carrying hazardous materials on average at least three times per week. Includes combustible, flammable, or otherwise hazardous items such as gasoline, propane, and contaminated waste.
	Hazardous Materials (infrequent shippers)	Shippers carrying hazardous materials less than three times per week. Subject to all hazardous materials policies. Includes fireworks, chlorine, and placarded vehicles.
3	Trash / Septage / Odious / Hay	Solid and liquid waste. May only be transported on open-deck freight vessels. Due to odor and safety concerns, travel is limited to specific trips. Also includes tarped hay to comply with CFR requirements.
4	Medical Priority	Applies to vehicles, meeting one or more of the following criteria: <ul style="list-style-type: none">Trucks carrying 75% or more prescription medications or medically necessary suppliesTrucks or mobile units transporting equipment for medical diagnostics or

Commented [AF7]: Proposed policy change. Removal of commodity

Commented [AF8]: Proposed policy change. Adding to the commodity septage/odious and hay

Commented [AF9]: Proposed policy change new commodity

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		<p>treatment that is critical to the immediate health and safety of island residents</p> <p>Exclusions:</p> <ul style="list-style-type: none"> Over the counter (OTC) medications General retail, convenience, or non-urgent medical supplies Mixed-load vehicles that do not meet the 75% threshold <p>See 3.2.2.10 Error! Reference source not found. for operational criteria and verification.</p>
5	Multi-Stop Food to Nantucket / 6+ stops (frequent) – 3 or more days per week	Applicable only during the summer Preseason Bulk Freight Reservation Program season. Shippers averaging at least three weekly trips to Nantucket and making six or more delivery stops. At least 50% of the vehicle load must be food to qualify.
6	Multi-Stop Food to Nantucket / +6 stops (infrequent) – 1-2 days per week	Shippers averaging fewer than three trips and fewer than six delivery stops. Minimum 50% of load must be food.
7	Food to MV & NT (frequent) – 3+ days per week	Shippers delivering to Martha's Vineyard and/or Nantucket three or more times per week. Must carry at least 50% food by load volume.
8	Food to MV & NT (infrequent) – 1-2 days per week	Shippers with fewer than three weekly deliveries to MV and/or NT. Minimum 50% of load must be food.
9	Common Carriers	General carriers registered with the state of Massachusetts. Proof of registration is required.
10	General Shippers (frequent)	Shippers of all other commodities with a minimum average of three trips per week.
11	General Shippers (infrequent)	Shippers of all other commodities with fewer than three trips per week.
12	Late Submissions	Reservation packets submitted after the published deadline. Processed only after all timely submissions.

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13	Buses/Coaches	Up to three buses can be placed on a passenger vessel. June schedule to October schedule only. Processed only after all freight submissions. Non-hazardous vessels only.
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Commented [AF10]: Proposed policy change. New commodity. Use to have own bulk, now part of commercial shippers.

3.2.2.3. General Handling Requirements for Regulated Commodities

Vehicles transporting commodities classified as hazardous, odorous, or disruptive must comply with enhanced handling protocols, outlined in [CFR 49.172](#). These include:

- Shipments must be properly sealed, secured, and covered to prevent leakage, spillage, or strong odors.
- A driver must remain with the vehicle unless prior authorization is granted by the Authority.
- The customer is responsible for any cleanup, damage, or wash-down fees.
- The Authority may consolidate or reschedule such reservations to minimize disruption to other travelers and operations.

3.2.2.4. Special Handling and Definitions

Some materials require pre-approval, compliance with federal regulations (e.g., [49 CFR](#)), and adherence to Steamship Authority safety rules. Examples include:

- Hazardous materials (flammable liquids, compressed gases, oxidizers). See hazardous cargo summary table below.
- Spray foam insulation materials — Travel restricted if volume exceeds threshold.
- Hay and agricultural products — Must be dry, baled, and properly contained. See 3.2.2.5 Requirements for Transporting Hay below for more requirements.
- Live animals or insects (e.g., bees, livestock).
- Fresh fish, shellfish, and perishable agricultural products.
- Solid and liquid waste (e.g., trash, septage).

3.2.2.5. Requirements for Transporting Hay

	Hay in an enclosed trailer	Hay with a tarp over it	Hay without a tarp
Vessel type	Non-hazardous vessels only (open vessels only)	Non-hazardous open boat (no fuel trailers on the vessel)	Not permitted on the vessel at all! All hay must have a tarp or be in an enclosed trailer

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Hazardous materials may not be transported without prior arrangement and compliance with documentation, inspection, and safety standards, including the requirement for dangerous cargo manifests, training certifications, and response protocols.

Hazardous loads with less than the amount of weight mandated by [49 CFR](#) of hazardous materials can also travel on non-hazardous trips if they are open-deck vessels. For a complete summary of hazardous materials, permitted transport methods, and SSA-specific rules, see 3.2.2.8 In addition to safety and classification requirements, the following commodity types are subject to special rates and same-day approval protocols:

3.2.2.5.1. Hazardous Materials Fare

- Trucks carrying hazardous materials that require a placard will be subject to the hazardous rates in the applicable Tariff, in compliance with 49 CFR 200.
- This fare does not apply to non-hazardous vehicles.
- On the Nantucket route, one driver fare is automatically added at the 10-ride adult fare to simplify processing.
- Customers must declare hazardous materials at the time of booking. This includes the return trip if the vehicle/container is empty but is still required to be placarded.
- The appropriate rate is applied during booking and travel is limited to designated hazardous trips.

3.2.2.5.2. Recyclable Materials Fare*

- Trucks carrying recyclables from the islands pay a fare (off-island segment only) applicable to the recycling rate in the Tariff.
- Requires written authorization from a town- or county-recognized recycling program.
- Driver must remain with their vehicle and be responsible for containment and any cleanup, which also means that trucks carrying recyclable materials are not eligible for driver services.
- Travel is mostly to freight boats; SSA may restrict timing.
- On the day of travel, drivers must notify agents at the terminal and provide a reservation number to apply the reduced rate. Terminal agents must verify that the truck load meets the requirements to receive the recyclable rate.

*Subject to change depending on future system functionality limitations.

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3.2.2.5.3. Island Agricultural Products and Fresh Seafood

- Trucks transporting at least 500 lbs. of fresh island-grown fruits/vegetables, or fresh island-harvested fish/shellfish are eligible for a discount. Please refer to the current Tariff for the specific discount.
- The reduced fare applies in both directions unless the vehicle carries non-qualifying freight back to the island.
- Rate approval is not available in advance.
- On the day of travel, drivers must notify agents at the terminal and provide reservation numbers to apply the reduced rate. Terminal agents must verify that the truck load meets the requirements to receive the reduced rate.

These discounts and adjustments help ensure the timely and affordable transport of essential island goods. Customers are responsible for meeting documentation, quantity, and containment requirements to qualify.

Hazardous Cargo Summary Table.

3.2.2.6. *Transport of Hazardous Materials*

The Steamship Authority strictly regulates the transport of hazardous materials in accordance with U.S. Department of Transportation regulations (49 CFR Parts 171–176), internal safety protocols, and vessel type. The following policies apply:

- Hazardous cargo may only travel on designated hazardous freight trips. These trips operate without walk-on passengers and require all vehicles to have commercial plates.
- Advance coordination is required. All hazardous shipments must be arranged in advance with the Steamship Authority to ensure compliance, safe stowage, and vessel readiness.
- Shipping documents must be complete and accurate. Required documents include hazardous materials shipping paper, emergency contact information, and a properly certified dangerous cargo manifest.
- Vehicles must adhere to strict onboard rules:
 - All lights and ignitions must remain off.
 - No movement during voyage.
 - Parking brakes must be set up; driver must remain with the vehicle (except when expressly exempted).
 - No repairs or equipment adjustments permitted while on board.

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- Crew members involved in handling hazardous cargo must maintain active hazardous materials training certifications. The record of this training (per 49 CFR §172.704) must always be available on board.
- Cargo stowage must pass visual inspection. Deck officers must confirm securement, seal integrity, and any signs of damage, shifting, or leaks before departure.
- In case of an emergency, SSA reserves the right to jettison or relocate cargo if deemed necessary to preserve life or vessel safety.

For a summary of hazardous cargo substances, vessel restrictions, and permitted quantities of incidental hazardous materials see the 3.2.2.8 Hazardous Cargo Summary Table below.

3.2.2.7. *Regulated Rates and Booking Rules for Select Commodities*

In addition to safety and classification requirements, the following commodity types are subject to special rates and same-day approval protocols:

3.2.2.7.1. *Hazardous Materials Fare*

- Trucks carrying hazardous materials that require a placard will be subject to the hazardous rates in the applicable Tariff, in compliance with [49 CFR 200](#).
- This fare does not apply to non-hazardous vehicles.
- On the Nantucket route, one driver fare is automatically added at the 10-ride adult fare to simplify processing.
- Customers must declare hazardous materials at the time of booking. This includes the return trip if the vehicle/container is empty but is still required to be placarded.
- The appropriate rate is applied during booking and travel is limited to designated hazardous trips.

3.2.2.7.2. *Recyclable Materials Fare**

- Trucks carrying recyclables from the islands pay a fare (off-island segment only) applicable to the recycling rate in the Tariff.
- Requires written authorization from a town- or county-recognized recycling program.
- Driver must remain with their vehicle and be responsible for containment and any cleanup, which also means that trucks carrying recyclable materials are not eligible for driver services.
- Travel is mostly to freight boats; SSA may restrict timing.

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- On the day of travel, drivers must notify agents at the terminal and provide a reservation number to apply the reduced rate. Terminal agents must verify that the truck load meets the requirements to receive the recyclable rate.

*Subject to change depending on future system functionality limitations.

3.2.2.7.3. Island Agricultural Products and Fresh Seafood

- Trucks transporting at least 500 lbs. of fresh island-grown fruits/vegetables, or fresh island-harvested fish/shellfish are eligible for a discount. Please refer to the current Tariff for the specific discount.
- The reduced fare applies in both directions unless the vehicle carries non-qualifying freight back to the island.
- Rate approval is not available in advance.
- On the day of travel, drivers must notify agents at the terminal and provide reservation numbers to apply the reduced rate. Terminal agents must verify that the truck load meets the requirements to receive the reduced rate.

These discounts and adjustments help ensure the timely and affordable transport of essential island goods. Customers are responsible for meeting documentation, quantity, and containment requirements to qualify.

3.2.2.8. Hazardous Cargo Summary Table

All such cargo must be declared at check-in, stored securely, and remain sealed and disconnected during transport. Unauthorized or unsafe containers will be denied boarding.

Substance	UN Number	Class	Allowed on Passenger Vessels	SSA Notes
Gasoline	UN 1203	Class 3	✗	Hazardous boat only; vehicle must be commercial. Up to 2 portable containers (6 gallons each) in addition to fuel tank.
Acetylene	UN 1001	Class 2.1	✗	Only one tank is allowed if secured and documented. One 139 cu. ft. tank for commercial use.
Oxygen	UN 1072 / 1073	Class 2.2	⚠	Medical oxygen allowed with proper ID; commercial use = hazardous

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				boat. One 337 cu. ft. tank for business or medical use.
Spray Foam	—	—	✗	Over 5,000 lbs. must travel hazardous boat; return trip must also be hazardous boat.
Hay (Baled)	—	—	✗	Must be covered and meet moisture/temperature thresholds.
Smokeless Powder	NA 3178	Class 1.3C	✗	Max 8 lbs. per vehicle, in original packaging. Refer to §173.171 .

Additional Notes:

- Vehicles carrying hazardous cargo must follow [49 CFR Parts 171–176](#), including manifest, labeling, and inspection requirements.
- **Passenger vessels are not permitted** to carry hazardous materials. Designated **hazardous trips** prohibit walk-on passengers.
- Vehicles traveling under hazardous cargo rules **must have commercial plates**.
- The term "**Tools of the Trade**" refers to authorized materials transported by tradespeople (e.g., propane tank, acetylene) in secure containers as part of a business vehicle's operations. Restrictions vary by quantity.
- **Firearms** are permitted only for:
 - Active-duty law enforcement and military with valid identification
 - Licensed civilians provided all firearms are unloaded and surrendered to the vessel captain upon boarding.
- Firearms should be locked up by vessel employees and should be secured so that nobody can get access to them during the trip.

3.2.2.9. Prohibited and Highly Regulated Items

Commodities banned or highly restricted from vessel transport include:

- Fireworks, ammunition, and certain explosives (per 49 CFR regulations).
- Unapproved pressurized cylinders and flammable liquids.
- Unsecured or unapproved refrigerated units unless certified under [49 CFR § 176.93](#).

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Additional documentation, special stowage, or inspection may be required at terminals prior to boarding.

3.2.2.10. Medical Commodity

3.2.2.10.1. Hazardous Materials (Revised Commodity)

Definition

Hazardous Materials include all items that are combustible, flammable, pressurized, corrosive, or otherwise deemed hazardous under Steamship Authority policy or applicable regulatory standards.

Transportation of Hazardous Materials is permitted only on designated trips utilizing open-deck freight vessels and remains subject to vessel availability, regulatory compliance, and operational approval.

Policy Change

Hazardous Materials will no longer be classified as “frequent” or “infrequent.” Historical review indicates that infrequent Hazardous Materials movements are minimal and, when required, are most associated with medical, health, or safety-related needs (e.g., oxygen delivery).

As a result, a separate infrequent Hazardous Materials commodity is not beneficial to the booking process.

Commented [AF11]: Proposed policy change

3.2.2.10.2. Medical Priority (New Commodity)

Definition

The Medical Priority commodity applies to vehicles, meeting one or more of the following criteria:

- Trucks carrying 75% or more prescription medications or medically necessary supplies
- Trucks or mobile units transporting equipment for medical diagnostics or treatment that is critical to the immediate health and safety of island residents

Exclusions:

- Over the counter (OTC) medications

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- General retail, convenience, or non-urgent medical supplies
- Mixed-load vehicles that do not meet the 75% threshold

Commented [AF12]: Proposed policy change

3.2.2.10.3. Operational Criteria and Verification

To ensure consistency and prevent misuse, the following criteria apply:

Documentation Requirements

Applicants requesting Medical Priority must provide one or more of the following at the time of travel:

- Bill of lading or manifest indicating medical contents and percentages. Does not include OTC items such as bandages, acetaminophen, etc.
- Letter or confirmation from a licensed medical facility, pharmacy, supplier, or provider
- Description of equipment or mobile unit function and medical purpose

Operational Limitations

- Medical Priority does not supersede vessel safety limits, Coast Guard regulations, or hazardous material restrictions.
- Approval does not guarantee specific sailing, only prioritization within operational constraints.

Commented [AF13]: Proposed policy change. New commodity

3.2.3. Freight Vehicle Size and Weight Reporting

All customers booking commercial freight reservations with the Steamship Authority are required to accurately report the size, weight, and commodity of the vehicle being transported. These details are critical to ensuring safe vessel loading, compliance with space allocation rules, and assignment to an appropriately configured vessel.

3.2.3.1. Required Vehicle Booking Information

When booking any reservation for a commercial or rental truck (including U-Haul or similar vehicles), the following information must be provided at the time of booking:

- **Commodity:** Description of cargo being transported (e.g., rugs, stone, gas, food, etc.)
- **Height:** Floor to top clearance. Determines eligibility based on vessel height limits.
- **Width:** Total edge-to-edge width. Impacts space allocation, loading on the transfer bridge, and potential double-width charges.
- **Length:** Total measurement from end to end, including any equipment that extends beyond the bumper such as attached trailers, overhanging materials (e.g., lumber),

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or other fixtures. This includes anything that contributes to the total footprint of the vehicle on deck.

- **Is it a Rental Truck? (Yes/No)**
- **Does the truck have low clearance (e.g., “Low Boy” attached)? (Yes/No)**

Failure to provide accurate information may result in denial of boarding, reassignment, or penalties.

3.2.3.2. *Truck Space Allocation Categories*

The Steamship Authority assigns truck space on vessels based on the total linear feet of each vessel. For instance, a 50-foot truck would take 50 feet of a 200-foot lane. 150 feet would remain for other vehicles to book.

Commented [AF14]: Proposed policy change from spaces to linear feet

Vehicles over 74 feet 11 inches long or wider than 8 feet 6 inches must be booked through the Trucks Department in the Reservation Office.

3.2.3.3. *Height, Length, and Weight Restrictions*

3.2.3.3.1. *Vessel-Specific Restrictions*

Each vessel has height, length, and weight limitations. Vehicle height is especially important for determining if a vehicle qualifies for placement in over-height restricted lanes.

Note: Vehicles with height exceeding **6 feet 6 inches** are considered over-height and may be restricted from certain lanes or vessel sections. Over-height lanes are vessel-specific and not uniformly available across the fleet.

Please refer to 3.1.1.4 SSA Vessels for more details on each vessel.

Lane Management: Each vessel has a specific lane configuration that affects where and how vehicles are placed on the freight deck. Some lanes are narrower or have lower vertical clearance, making them unsuitable for over-height or over-width vehicles. Customers must declare accurate height and width to ensure appropriate lane placement. Incorrect reporting may result in denied boarding or rebooking delays.

Commented [AF15]: SSA will monitor vehicles bookings to ensure compliance with the change from spaces to linear feet.

Please refer to SSA Vessels for more details on each vessel.

Terminal-Specific Restrictions

The following table summarizes vehicle restrictions by terminal location. These terminal-based limits take precedence over general vessel capacity where applicable. Vessel weight limit supersedes terminal weight requirements, whichever is lower.

Terminal	Max Length	Max Weight	Notes
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Woods Hole	74 feet 11 inches (75 feet and over requires approval)	To Vineyard Haven: 102,000 lbs. total To Oak Bluffs: 80,000 lbs. total	Standard vessel access point; agent approval required for extra-long vehicles.
Vineyard Haven	74 feet 11 inches (75 feet and over requires approval)	102,000 lbs. total	Standard operations for freight vessels; subject to standard verification.
Oak Bluffs	64 feet 11 inches	80,000 lbs. total	Most restrictive terminal due to its wooden dock; vehicles over 64 feet 11 inches or 80,000 lbs. are not permitted.
Hyannis	74 feet 11 inches (75 feet and over requires approval)	102,000 lbs. total	Like Woods Hole, verify vessel configuration at time of booking.
Nantucket	74 feet 11 inches (75 feet and over requires approval)	102,000 lbs. total or vessel	Freight delivery terminal; subject to vessel-specific limitations.

*Vehicles under 30 feet have a max weight of 50,000 lbs.

3.2.3.3.2. Verification Procedures

- All freight bookings are subject to verification by the Reservation Office.
- Vessel Pilots and Bosuns monitor actual vehicle dimensions and stowage to ensure accuracy and compliance with reported specifications.
- The Authority reserves the right to deny boarding or reassign space if vehicle characteristics differ from those declared at booking.

3.2.3.3.3. Importance of Accurate Reporting

Accurate vehicle dimensions are essential to:

- Maintaining vessel balance and loading efficiency
- Ensure safety of vessel operations

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- Avoid misallocation of limited space
- Prevent excess wear or damage to vessel infrastructure
- Accurate billing and revenue collection

Commented [AF16]: Practice we are currently doing but will need to be more strictly monitored.

Customers are strongly encouraged to measure their vehicles and confirm reported specifications before making a reservation. Misreporting may result in denied boarding or additional charges.

3.2.4. Load Planning and Placement Procedures

Proper load planning is essential to ensure the safe, efficient, and regulatory-compliant operation of vessels. The Steamship Authority utilizes predefined procedures to determine the placement of all freight vehicles aboard vessels, accounting for vehicle type, size, commodity, and any safety considerations related to hazardous materials.

3.2.4.1. General Placement Guidelines

- Vehicles are arranged on deck according to vessel layout and trip-specific configuration.
- Priority is given to maintaining vessel trim and balance through even weight distribution from bow to stern and port to starboard.
- Vehicles must be parked within assigned lanes and positioned to maximize deck space efficiency.
- For space allocation purposes in the reservation system all vehicles should maintain a clearance of 12 inches between adjacent vehicles.

3.2.4.2. Hazardous Material Separation

- Vehicles carrying hazardous cargo must be booked on designated “hazardous cargo” trips and are isolated from passengers and incompatible freight.
- Deck supervisors ensure proper stowage per [CFR 49 stowage requirements](#).
- Hazardous vehicles are typically placed near vessel exits for emergency access and rapid offloading if required.

3.2.4.3. Over-height and Double-Width Vehicle Considerations

- Over-height vehicles are restricted to specific lanes depending on the vessel’s physical configuration.
- Certain deck lanes have vertical clearance restrictions and may not accommodate vehicles taller than 6 feet 6 inches or 13 feet 6 inches.
- Vehicles between 8 feet 6 inches and 11 feet 6 inches in width are considered double-width and must be booked accordingly to occupy two vehicle spaces.
- The maximum allowable width on the transfer bridge is:

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- **At wheelbase:** 9 feet 6 inches
- **Above wheelbase:** 11 feet 6 inches
- Accurate height and width reporting during booking is required to avoid misplacement or denial of boarding.

3.2.4.4. H and I Vessel Modes (Passenger vs. Freight Configuration)

The Steamship Authority classifies certain vessels into two operational modes based on their configuration:

H Mode – Passenger Configuration

- Used for mixed-use or passenger trips.
- Shallower draft with a lower weight threshold.
- Suitable for general vehicle traffic and public transportation.
- May be restricted in how much freight weight can be carried.

I Mode – Freight Configuration

- Used when a vessel is designated for freight operations.
- Operates at a deeper draft to support higher total vehicle weight (e.g., up to 420,000 lbs. on the M/V Governor).
- Passenger walk-ons may be prohibited.
- Used primarily when the vessel is carrying large volumes of commercial vehicles or construction equipment.

Switching between H and I modes requires coordination with the Operations team (defined in 3.1.4.2 Operational Oversight). Mode designation affects:

- Weight distribution targets
- Type and mix of vehicles permitted onboard

3.2.4.5. Operational Adjustments

The Steamship Authority may modify vehicle boarding and placement procedures in real time to ensure safe and efficient vessel operation and to accommodate emergency operational needs.

Terminal Agents may adjust the order of boarding or reassign vehicle placement for the following reasons:

- To accommodate medical shipments, critical freight, or vehicles involved in emergency situations (see Section 3.5 Emergency Transport).

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- To address vessel handling constraints, such as balancing weight, ramp angles, or lift limitations.
- To respond to adverse weather, mechanical conditions, or operational disruptions.
- When a vehicle does not fit in the next available space or a different boarding sequence improves operational efficiency.
- To comply with U.S. Coast Guard regulations and internal safety standards.

At the discretion of the Terminal Agent, additional adjustments may be made to minimize disruption and maintain equity among customers, including:

- Giving food trucks with multiple delivery stops on Nantucket standby priority for the first freight trip of the day from Hyannis if they hold reservations on the next trip and have return reservations for the same day.
- Reordering vehicle boarding during unusual events such as road closures or excessive tide conditions.

In some cases, a vehicle may be denied boarding and rescheduled to a later trip to accommodate these needs. Customers whose reservations are affected due to emergency or priority reassessments will be informed and assisted in accordance with the Authority's bumping and rebooking policies.

3.2.4.6. Steel Treaded Vehicles Policy

All steel treaded vehicles must be transported on a flatbed trailer. Direct loading of steel treaded vehicles onto the vessel deck is strictly prohibited due to the risk of damage to the vessel surface and safety concerns during loading and unloading.

Towing/Pushing Services

The Steamship Authority may provide Towing and Pushing Services at its terminals to assist customers with vehicles or trailers that cannot be moved onto or off of vessels under their own power. These services are available only under specific conditions.

3.2.4.7. Service Availability and Limitations

- Towing/Pushing Services may be offered only at the Authority's discretion and subject to terminal conditions, equipment availability, and safety considerations.
- The Authority may refuse service for any vehicle or trailer that:
 - Would cause delays in vessel loading or unloading
 - Cannot be safely handled with available equipment
- The Authority will not accept for towing or pushing:
 - Any trailer over 7,500 pounds (including load)
 - Any trailer longer than 30 feet in overall length

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- Any trailer wider than 8 feet 6 inches
- Customers are strongly encouraged to arrange towing/pushing services in advance by contacting the Terminal Manager:
 - During the summer schedule, vehicles or trailers needing these services may not be dropped off Friday through Sunday.
 - During non-peak periods (Monday through Thursday), drop-offs may be accepted for same-day or next-day towing, with prior coordination.

3.2.4.8. Service Charges

- A service fee is charged each time a vehicle or trailer is towed or pushed onto or off a vessel:
 - If both actions are required (on and off), two separate charges apply.
 - This fee applies regardless of the reason for the tow (e.g., dead battery, mechanical failure, key lock-in).
- Any vehicle or trailer pushed off a vessel and not immediately removed is subject to:
 - Parking fees for time spent on Authority property beyond the unloading window
 - Towing and relocation fees if moved to an off-site location by the Authority (e.g., in Hyannis or Falmouth)

3.2.4.9. Authorization and Indemnification Requirement

- Customers must complete and sign the Steamship Authority's Release and Indemnification Agreement electronically or in writing prior to receiving Towing or Pushing Services.
- By signing the agreement, customers:
 - Assume all liability for the Authority's handling of their vehicle or trailer
 - Indemnify the Authority against any resulting claims
 - Acknowledge that SSA employees act as agents of the customer while providing the service

Towing and Pushing Services are intended to assist customers in exceptional situations. The Steamship Authority encourages customers to ensure their vehicles and trailers are in operable condition and to communicate with terminal staff well in advance if towing or pushing may be needed.

Note: These services are distinct from Drive-On/Drive-Off services and follow separate guidelines for eligibility, authorization, and charges.

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3.3. Product Definitions

This section outlines and defines all fare products currently offered by the SSA. Products are organized into the following major categories, with tables that describe each product's eligibility, inclusions, restrictions, and characteristics. Where applicable, additional notes highlight key policy considerations.

Customers **cannot** stack multiple discounts on the same product.

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3.3.1. Vehicle Product Classifications

Term	Definition
Passenger Vehicle*	A vehicle measuring under 18 feet in length and less than 6 feet 6 inches in height.
Large Passenger Vehicle*	Any vehicle measuring 18 feet or more and under 20 feet in length.
High Passenger Vehicle*	Over-height Vehicle under 20 ft in length and 6 ft 6 inches and over in height.
Truck*	For allocation purposes, this refers to commercial vehicles 20 feet and over in length and under 55 ft in length.
Long Truck	Truck 55 ft in length or more.
Ambulance	A licensed emergency medical response vehicle used to transport patients, medical personnel, or critical equipment.
Hearse	A specialized vehicle used for the transportation of the deceased, typically in coordination with funeral services.
Bus/Motorcoach*	A vehicle that carries passengers designed to transport groups, typically operated by tour companies, or public transit providers. Usually, a tour bus or school bus.
RV*	Campers, including truck-mounted campers, and mobile homes with built-in provisions for sleeping and cooking facilities, under 55 ft in length.
Large RV	Campers, including truck-mounted campers, and mobile homes with built-in provisions for sleeping and cooking facilities, 55 ft in length or more.
Motorcycle / Scooter	A registered two-wheeled motor vehicle used for individual travel without any attached side car or trailer. Scooters include vehicles with an engine size over 40 cc or equivalent.
Moped / E-Bike	Low-powered, lightweight, motorized bicycle. Take up the same amount of space as two bicycles.
Bicycle	A non-motorized, two-wheeled vehicle powered by pedaling. Must be accompanied by owner. May travel with passengers for a small fee. Space is limited and boarding is at the crew's discretion.
Surfboards, wind/surfers	Must be accompanied by owner. Share from the same space as bicycles.
Miscellaneous Equipment (under 10 ft)	Miscellaneous non-registered equipment that is under 10 ft in length, including but not limited to golf carts.
Miscellaneous Equipment	Miscellaneous non-registered equipment that is 10 ft in length and over.

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Trailers	A non-motorized trailer connected to a towing vehicle via a ball hitch, commonly used for transporting boats, equipment, or cargo.
Drive on Vehicle	Vehicle driven onto the vessel. Hyannis-Nantucket route only.
Drive off Vehicle	Vehicle driven off the vessel. Hyannis-Nantucket route only.
Drive off and Park Vehicle	Vehicle driven off the vessel to an off-site parking lot. Hyannis only. Commercial vehicles only.

*Vehicles eligible for Driver Services on routes between Hyannis and Nantucket. The vehicles above may be either personal or commercial. In all cases, supporting documentation is required. More information about driver services can be found in 3.3.7 Driver Services (Drop-Off/Pick-Up). Additional pricing information can be found in the Tariff.

3.3.2. Vehicle-Based Fares

This category includes fares for passengers traveling with vehicles. It covers standard fares, discounted options for residents and frequent travelers, as well as Preseason Bulk Freight Reservation Program and commuter-oriented vehicle products.

Note: Unless otherwise noted, vehicle fares do **not** include the driver fare.

Fare Product	Description	Eligibility	Includes	Restrictions
Standard Vehicle Fare	One-way fare for a standard-size public customer vehicle (noncommercial). Can be reserved in advance.	All customers	Vehicle	Unless double-wide, standard fare can apply to all sized vehicles. Driver fare is not included.
Excursion Fare	Reduced-rate roundtrip fare for eligible residents traveling with a vehicle.	Island residents	Vehicle	Proof of residency required. It must originate on island and be used round trip. Travel must occur within 31 days of departure. All passengers on the reservation are eligible for the discount. Maximum of 24 trips with an excursion discount per year. After 24 uses, the trips become full fare.
Medical Travel Assistance	Takes space from the Preferred Program. Charged at the full rate.	Excursion and Preferred Program members with	Vehicle	Requires documentation for one-off doctor's appointment. No rate reduction. Booking verified

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		medical documentation		by the Reservation Department.
Medical Excursion Rate Fare	Special discount off Excursion Fare for island residents traveling off island for frequent medical treatment.	Excursion Program members with medical documentation	Vehicle	Requires at least five upcoming off-island appointments for same condition. Booking verified by the Reservation Department.
Multi-Island Motorcycle Excursion Fare	Roundtrip fare for motorcycles between Martha's Vineyard and Nantucket.	Eligible residents	Motorcycle	May require verification. Driver and passenger fare included. Must originate on-island.
MV Commuter Vehicle 10-Ride Book	Pre-paid book for 10 one-way vehicle trips at a discount.	All customers	Vehicle	Two-year expiration date from date of purchase. Non-transferable. Valid for vehicles of authorized users on the account. Driver fare is not included.
NT Vehicle 6-Ride Book	Pre-paid book for 6 one-way vehicle trips at a discount.	All customers	Vehicle	Expires two years from the date of purchase. Valid for vehicles of authorized users on the account.
NT Vehicle 6-Ride Book	Pre-paid book for 6 one-way vehicle trips at a discount.	All customers	Vehicle	Does not expire. Valid for vehicles of authorized users on the account.

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3.3.3. Passenger-Based Fares

This category includes fares for walk-on passengers, with options for seniors, children, students, and frequent travelers. It includes both standard and discounted products.

Fare Product	Description	Eligibility	Includes	Restrictions
Standard (Adult) Passenger Fare	One-way fare for a single passenger, without a vehicle.	All customers	Passenger	Expires 2 years from the date of purchase.
Senior/Child Discounted Fare	Reduced fare for eligible seniors and children.	Seniors (65+) island and port community residents, children (5-12)	Passenger	ID/age verification may be required. For Seniors require Senior Citizen Travel Card or driver's license. Expires 2

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				years from the date of purchase. NOTE: Infants (0-4) are booked with no charge.
10-Ride Ferry Pass (Adult)	Transferable 10-ticket book valid for 2 years.	Adult customers	One passenger per ride	Can be used by multiple people on same trip. Expires 2 years from the purchase date.
10-Ride Ferry Pass (Child)	Transferable 10-ticket book valid for 2 years.	Child customers	One passenger per ride	Can be used by multiple people on same trip. Expires 2 years from the purchase date.
10-Ride Ferry Pass (Senior)	Transferable 10-ticket book valid for 2 years.	Senior customers	One passenger per ride	Can be used by multiple people on same trip. Expires 2 years from the purchase date.
46-Ride Calendar Month Card	Up to 46 rides within a calendar month.	Regular commuters; adult customers only	One passenger per ride	Valid only for one calendar month for which it was purchased. Non-transferable, only one passenger per trip.
5-Ride Lifeline Card (Adult)	Discounted 5-ride pass.	Adult customers	One passenger per ride	Valid 2 years from the purchase date. Non-transferable.
5-Ride Lifeline Card (Child)	Discounted 5-ride pass.	Child customers	One passenger per ride	Valid for 2 years from the purchase date. Non-transferable.
5-Ride Lifeline Card (Senior)	Discounted 5-ride pass.	Senior customers	One passenger per ride	Valid for 2 years from the purchase date. Non-transferable.
Student 10-Ride Ferry Pass	Discounted 10-ride book.	Full-time off-island students who are year-round island residents	One passenger per ride	Valid student ID, semester schedule, and island residency required. Valid for 2 years from the purchase date. Non-transferable.
10-Ride High-Speed Book (Adult)	10-ride book for high-speed ferry.	Adult customers	One passenger per ride	Can be used by multiple people on same trip. Expires 7 years after the date of purchase.

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10-Ride High-Speed Book (Child)	10-ride book for high-speed ferry.	Child customers	One passenger per ride	Can be used by multiple people on same trip. Expires 7 years after the date of purchase.
10-Ride High-Speed Book (Senior)	10-ride book for high-speed ferry.	Senior customers	One passenger per ride	Can be used by multiple people on same trip. Subject to change depending on future system functionality limitations. Expires 7 years after the date of purchase.
Group Fare	Discounted fares for groups (typically 20+ passengers).	Groups	Passengers	Travel arrangements must be made through the Group Sales Office.
Student Group Fare	Discounted fare for groups traveling for student-related events.	Students and chaperones traveling or participating with Island schools or recognized (e.g., sports teams) must be 10+ traveling together unless pre-approved by Group Sales. Includes those financially supported by school departments.	Passenger	Group must include 10+ unless pre-approved. Student and adult fares may differ. Only applies to approved academic, athletic, or cultural travel. Pre-approval required for smaller groups.
Youth Group Fare	Discounted fare for groups traveling for Island youth organization events.	Children and participants traveling and participating with recognized Island youth groups (e.g., Scouts, 4-H) must be 10+ traveling together unless pre-approved by Group Sales.	Passenger	Group must include 20+ unless pre-approved. Child and adult fares may differ. Only applies to approved academic, athletic, or cultural travel. Pre-approval required for smaller groups.

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*NOTE: Coupon book subscriptions are non-refundable once a coupon has been redeemed or applied. Eligible coupon books must be refunded prior to the expiration date. Individual coupons are eligible to be returned to the coupon book subject to change and cancellation policy. Please refer to the 3.4.8 Cancellation Policy and 3.4.9 Change Policy for more information.

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3.3.4. Special Program Fares

This category includes discounted fares offered to specific populations, including ADA-qualified riders.

Fare Product	Description	Eligibility	Includes	Restrictions
Accessibility Pass Fare*	Discounted fare for approved riders with disabilities.	Individuals with long-term disabilities, DMH/DDS recipients, or 70%+ disabled veterans	Passenger	Requires completed application with medical or agency certification.
Blind Passenger Fare	Free travel for passengers who are legally blind.	Individuals with state or federal ID indicating legal blindness	Passenger	Must present valid proof of blindness via official ID at time of travel. If the passenger is accompanied by a helper or companion, the helper or companion also travels for free.
Furlough Fare	Discounted fare for active-duty service members and reservists traveling on leave or for unpaid training.	Active-duty personnel in U.S. Armed Forces (Army, Navy, Air Force, Marines, Coast Guard) with valid service card; Reservists with valid Reserve card and travel orders.	Passenger	Must present active-duty card. Not valid for paid training or funded travel. A limit of two tickets per purchase will apply.

*NOTE: Temporary accessibility passes will be issued through the same channels as the long-term accessibility pass.

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3.3.5. Freight and Commercial Fares

This category includes fares for freight and commercial vehicles. Fares are typically based on vehicle length. Commutation options exist for repeat commercial users.

Note: Freight fares do **not** include the driver's fare.

Fare Product	Description	Eligibility	Includes	Restrictions
Freight Fare	Standard fare based on linear feet.	Commercial carriers	Vehicle	Commercial vehicles over 20 ft are priced in 5-ft increments. Vehicles 70 ft and over are priced in 1-ft increments. Vehicles that arrive larger than their intended reservations are subject to applicable fees, and reservations may not be honored. Please refer to the Tariff for pricing information.

3.3.6. Add-On and Supplemental Products

These are optional items that can be added to the base fare. They cover bicycles and other supplemental travel items.

Fare Product	Description	Eligibility	Includes	Restrictions
Bicycle Fare	Fee for bringing a bicycle aboard (like a walk-on or with vehicle).	All customers	Bicycle	Must follow boarding policy. Must be accompanied. Does not include e-bikes. Please see the 3.1.6 Motorcycle Policy for information on e-bikes.
Gift Card	Stored-value, rechargeable card that can be used toward ticket purchases, parking, or reservations.	All customers	Value used toward fare/reservation/parking	Digital only. Available in specific increments found in the Tariff. Can be used & reloaded online. Cannot be redeemed for cash. Must be linked to a customer account. It can be transferred to another account via email or gift card code.

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3.3.7. Driver Services (Drop-Off/Pick-Up)

The Steamship Authority provides Drive-On/Drive-Off services at its Hyannis and Nantucket terminals to support the movement of unaccompanied vehicles when a driver is not present at the time of loading or unloading. This service is available for both commercial and non-commercial customers. This service is not available at the Woods Hole, Vineyard Haven, or Oak Bluffs terminals.

3.3.7.1. Service Availability and Limitations

Drive-On/Drive-Off services are provided at the discretion of the Authority and are subject to operational and safety considerations:

- Service is limited to the Hyannis and Nantucket terminals. They are not offered at Woods Hole, Vineyard Haven, or Oak Bluffs terminals due to space constraints and staffing limitations.
- Hazardous loads are not eligible.
- Recyclable cargo loads are not eligible.
- The Authority reserves the right to deny service due to:
 - Lack of Authority employees available to drive the vehicle
 - Unsafe or non-operable vehicles
 - Limited parking at the receiving terminal
 - Risk of operational delays
- Vehicles must be safe to operate, with clear controls and no mechanical or handling risks.
- Miscellaneous vehicles under 10 ft in length (e.g., golf carts) are ineligible for driver services.

3.3.7.2. Commercial vs. Non-Commercial Customers

Commercial Customers: A company representative must sign the Authority's Release and Indemnification Agreement, and the company must provide proof of insurance, naming the Authority as an additional insured.

Non-Commercial Customers: The individual customer must complete and sign the Authority's Release and Indemnification Agreement, accepting all terms and conditions for SSA employees operating their vehicle.

In both cases, the Authority's employee is considered an agent of the customer, and the customer assumes liability for the vehicle during movement.

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3.3.7.3. Standby Restrictions for Unaccompanied Vehicles

Unaccompanied vehicles dropped off for standby shipment must adhere to terminal-specific rules:

- Nantucket Terminal: There is no standby line or holding area for vehicles without drivers. If a customer arrives without a reservation and is not explicitly told to remain at the terminal, the customer must remove the vehicle. Vehicles cannot be left on-site. The Authority does not guarantee future travel, and unaccompanied standby vehicles may be refused at any time.
- Hyannis Terminal: The terminal may allow drop-off only if:
 - There is sufficient parking space.
 - The vehicle is expected to be shipped within 24 hours.
 - During the peak summer schedule (from mid-June to early September), non-commercial customers holding reservations may drop off their vehicles no more than two calendar days in advance of their sailing date.
 - Vehicles that do not participate in the Preferred and Excursion Program and do not have reservations will not be accepted for drop-off unless a terminal agent verifies that it will ship within the 24-hour window. At the agent's discretion, they may ship the vehicle outside of the 24-hour window.
- All vehicles left at terminals for standby shipment without prior approval are subject to refusal or removal at the customer's expense.

3.3.7.4. Service Charges

Fees are charged for each instance of service to reflect the labor and coordination involved:

- A service fee is assessed each time an Authority employee operates a customer's vehicle to either drive it on or off the vessel.
- If Authority personnel perform both operations (drive-on and drive-off), two service fees are charged.
- In certain cases, the Authority may waive fees, such as:
 - When the vehicle is moved during off-peak hours for operational convenience.
 - When operational needs require vehicles to be rearranged or rerouted by staff (e.g., mechanical or weather issues).

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- After arriving at the destination terminal, vehicles may remain up to 24 hours without incurring storage charges.
 - After this 24-hour grace period, standard parking fees apply.
 - If the Authority is required to relocate the vehicle to an off-site parking area (e.g., in Hyannis), an additional relocation service fee specified in the Tariff will be assessed. This is charged in addition to any storage or prior drive-on/drive-off service fees.
- Customers are responsible for retrieving their vehicles within the allotted time frame to avoid additional charges or delays in future service eligibility.

3.3.7.5. Agreement and Acknowledgment Requirement

Before the Authority performs any Drive-On/Drive-Off service, the following requirements must be met:

For Commercial Customers:

- A company representative must complete and sign the SSA Release and Indemnification Agreement.
- The vehicle must be owned or leased by the company.
- The company must provide a certificate of insurance, naming the Authority as an additional insured.
- By signing the agreement, the company:
 - Assumes all liability arising from the operation of its vehicle by the Authority's employee(s)
 - Agrees to indemnify the Authority for any claims resulting from this service
 - Acknowledges that SSA personnel act as agents of the company while operating the vehicle
- Customers using rental cars cannot use driver services.

For Non-Commercial Customers:

- The individual must complete and sign the SSA Release and Indemnification Agreement.
- The vehicle must be personally owned or leased, in safe and operable condition.
- By signing the agreement, the customer:
 - Assumes all liability arising from the operation of the vehicle by Authority employees
 - Agrees to indemnify the Authority for any resulting claims

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- Acknowledges that SSA personnel act as agents of the customer during vehicle handling
- Customers using rental cars cannot use driver services.

In both cases, the Agreement also covers:

- Authorization for SSA employees to operate the vehicle
- Acknowledgment of applicable service fees and policies
- Confirmation that the vehicle is safe and operable
- Waiver of claims for damage or liability that may occur during handling

SSA reserves the right to deny service to any customer who fails to complete or acknowledge the required agreement. Drive-On/Drive-Off services are not guaranteed and should be viewed as a supplemental accommodation rather than a primary transportation method. Customers are encouraged to coordinate closely with terminal staff and ensure their vehicles are properly prepared for transport.

3.3.8. Parking Products

This category covers permit-based access to SSA-managed parking lots. Permits are location-specific and generally require application and approval.

Permit Name	Description	Eligibility	Use Location	Restrictions
Hyannis Onsite-Offsite Permit	Allow access to designated Hyannis parking areas.	Approved applicants. Must have permit from prior year.	Hyannis Terminal	Vehicle limits may apply Year-round permit but parking is at Lewis Bay from Mid-May – Mid-Oct and Hyannis Terminal from Mid-Oct – Mid-May.
Hyannis Yarmouth Road Permit	Valid for parking at Yarmouth Road lot.	Approved applicants; must have prior-year permit or be on the current Excursion or Preferred list.	Hyannis (Yarmouth Rd)	Year-round parking permit
Lewis Bay Permit	Designated for parking near Lewis Bay.	Approved applicants. Must have permit from prior year.	Hyannis (Lewis Bay)	Year-round parking permit but parking is at Lewis Bay Mid-May – Mid-Oct and Yarmouth

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				Road Mid-Oct – Mid-May
Palmer Parking Permit	Permit for Palmer Ave lot.	Approved applicants	Falmouth (Palmer Ave)	Year-round parking permit.
Palmer Season Parking Permit	Permit for Palmer Ave lot.	Approved applicants	Falmouth (Palmer Ave)	There are 2 time periods for the seasonal permit – Jan – Mid-May or Mid-Sep – Dec
Woods Hole Parking Permit	Allows parking at Woods Hole terminal lots.	Approved applicants. Must have prior year permit.	Woods Hole Terminal	Year-round parking permit
Brooks Road Parking Permit	Permit for Brooks Road parking lot.	Approved applicants	Hyannis	Year-round parking permit

Replacement Transponders have a replacement fee.

3.4. Inventory Management

The Steamship Authority's inventory management policies ensure that limited vehicle deck space is allocated equitably, efficiently, and with special consideration for critical travel needs. This includes rules for emergency boarding, waitlist fulfillment, standby access, and special reservation programs like HeadStart. Inventory procedures also account for operational contingencies such as disruptions in service or high-demand periods.

3.4.1. Reservation Space Programs

The Steamship Authority establishes reservation space allocations as part of its seasonal vessel scheduling process. Once the vessel schedule is approved, a portion of vehicle deck space is allocated by category to ensure a balanced and equitable distribution across freight, commercial, community, and general public needs.

Overall vessel allocation is set first, designating how much space is available for reservations on each trip. Space is then released in a structured order, beginning with those who participate in specialized programs:

1. Preseason Bulk Freight Reservation Program participants are offered first access to designated commercial space.
2. HeadStart Program participants (qualified island residents) are next to receive early access to reservation space for the summer season.
3. Preferred Space is set aside for customers eligible under the Preferred Program.

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4. Tour Bus Allocations are made available for eligible operators during the summer season.
5. Remaining unallocated space is released to the General Public Reservation Pool, through online, phone, and in-person booking channels. Please refer to 3.4 Inventory Management for more information.

Each program has specific eligibility requirements, timelines, and conditions that govern when and how reservations may be made or transferred. The sections below outline the rules for each category in detail.

3.4.1.1. Freight Allocation

A certain number of center and over-height allotments are allocated for commercial vehicles, other than tour buses, which are more than 20 feet in length. This allocation is based on the actual number of vehicles transported by the Authority during the same seasonal period in previous year(s). These allotments are made available for reservations in the following order:

- a) First, through the Preseason Bulk Freight Reservation Program, which allows eligible freight customers to request reservations in advance.
- b) Any unreserved freight allotments remain available exclusively to commercial vehicles over 20 feet in length until 14 days prior to the scheduled sailing for designated cargo or hazardous vessel trips. At that point, they are released into the public reservation pool.

3.4.1.2. General Public Seasonal Openings

Reservations are released in phases throughout the year based on the seasonal schedule:

- January: Releases reservations for travel from mid-May through mid-October (Summer Schedule)
- June: Releases reservations for travel from Mid-October through December
- October: Releases reservations for travel from January through mid-May

NOTE: There is no HeadStart for June or October.

3.4.1.2.1. HeadStart

For more information, please go to 3.4.7 HeadStart Reservation Program.

3.4.1.3. Tour Bus Allocation

The Steamship Authority reserves a limited amount of vehicle linear feet, specifically for tour buses during the Summer Schedule (May – Oct) on the Martha's Vineyard route only. Tour buses are also considered commercial vehicles.

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Program Details:

- These designated allotments are held exclusively for tour bus reservations. This allotment only exists during the Preseason Bulk Freight Reservation Program process. After the Preseason Bulk Freight Reservation Program process, the tour bus allotment is released to the public reservation pool.

The allotment is released back to the public reservation pool, including availability for booking and waitlist fulfillment.

Commented [AF24]: Policy has not changed the inventory control has from space to linear feet.

This allocation ensures tour operators have predictable access to vessel space during the peak season while allowing for flexible reallocation if demand is not met.

3.4.1.4. Preferred & Medical Allocation

The Authority sets aside an amount of linear feet on designated trips for customers eligible for Preferred access. These allotments are reserved in accordance with procedures outlined in 3.4.2 General Boarding Check-In

A customer with a vehicle reservation must arrive and check in at the departure terminal sufficiently in advance of the scheduled trip, this should be thirty (30) minutes before the vessel's scheduled departure, with his or her reservation confirmation and proper identification readily available.

Preferred Allotment. Any Preferred allotments not reserved in advance are released to the general public reservation pool prior to the day of sailing.

3.4.1.5. General Public Reservation Pool

Vehicle deck allotments that are not allocated through specialized programs, such as Preseason Bulk Freight Reservation Program, HeadStart, Preferred, are made available to the general public. This release follows a seasonal schedule and is offered through the Authority's standard reservation channels.

- General public reservations are released after allocations are loaded into the system as part of the bulk allocation process.
 - January: Releases space for travel from mid-May through mid-October
 - June: Releases space for travel from Mid-October through December
 - October: Releases space for travel from January through mid-May
- For more information on HeadStart reservation bookings, please refer go to 3.4.7 HeadStart Reservation Program.
- Reservations may be made through the following booking channels:

Booking Channel	Description
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Postal Mail	Reservations are processed in the order they are received.
Online	Online booking starts in the morning of the designated release date.
Telephone	Reservations can be made by phone beginning on the designated Telephone Opening Day.

3.4.2. General Boarding Check-In

A customer with a vehicle reservation must arrive and check in at the departure terminal sufficiently in advance of the scheduled trip, this should be thirty (30) minutes before the vessel's scheduled departure, with his or her reservation confirmation and proper identification readily available.

Commented [OS25]: This will be followed strictly going forward.

3.4.3. Preferred Allotment

This program entitles approved applicants access to preferred space and participation in the HeadStart Program. Preferred Allotment access is often used in conjunction with Excursion fares, allowing eligible island residents to book discounted travel while securing early access to limited space on select trips.

Feature	Details
Booking Access	Access to a limited number of allotments on select trips, available seven days or one day in advance. During the summer schedule there are also limited allotments available 30 days in advance.
Reservation Rules	Must originate on island. Return travel is allowed only if outbound trip is used. Subject to change pending future reservation system functionality.
Use Limitations	One reservation (one-way or roundtrip) per day. Must not be used for commercial or business purposes.
Payment	Must be paid in full at the time of booking. Refund policy applies, non-transferable.
Vehicle Eligibility	Must be under 22 feet long. Vehicle must be registered to applicant (or lessee/employer with proof).
Proof of Residency	Participant needs to be an active member of the Preferred or Excursion Program.
Booking Channels	Martha's Vineyard: 7:30 a.m. online/phone/in person. Nantucket: 7:30 a.m. online/phone/in person.

Preferred space can also be used by Nantucket college students after sharing required information.

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3.4.4. Waitlist Fulfillment Rules

The Steamship Authority maintains a waitlist system to manage customer requests for fully booked sailings. The waitlist provides a fair and consistent process for assigning newly available space due to cancellations or operational adjustments.

3.4.4.1. *Waitlist Fulfillment Process*

When space becomes available, the system automatically processes waitlist requests using a tiered, size, and allocation-based matching method:

1. Priority (allocation type)
2. Date/booking time (older booking is selected first)

3.4.4.2. *Waitlist Request Entry Process*

Customers may submit waitlist requests through multiple methods, with the following options:

- Trip type: One-way or roundtrip.
- Trip range: Up to five waitlist requests before or after the confirmed reservation on the same date are allowed for a single trip.
- Ports (Martha's Vineyard only): Customers may request both Oak Bluffs and Vineyard Haven or select only one*.

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Commented [AF27]: Potential issue due to system limitations. Waiting on E-Dea

All waitlist entries are recorded in the order they are received.

- Bulk Freight Requests: Entries submitted as part of the Bulk Freight Reservation process are imported into the system and ordered by commodity code, lottery number, and request number from that process.
- Reservation Department Adjustments: Supervisors may manually adjust the priority of a waitlist request in exceptional cases such as:
 - Reservation system errors
 - Waitlist system errors
 - Medical travel or other extenuating circumstances

Customers will be charged a processing fee when they opt to use the waitlist. This fee is non-refundable. If a waitlist match is made, the customer will not be charged an additional change fee.

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*Policy may change due to future system limitations.

3.4.4.3. *Waitlist Expiration Rules*

Customers may specify how long their waitlist request remains active. Options include:

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- Automatic removal from the waitlist: Two days before the requested trip (default)
- Custom expiration time, as specified by the customer. Can be manually overridden by the customer to be up to two hours before their earliest trip or waitlist request preference, whichever is first.

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3.4.5. Real-Time Adjustments & Service Disruptions

In the event of service disruptions due to weather, mechanical issues, or other operational challenges, the following policies apply.

3.4.5.1. Customer Options During Service Disruption

Customers with affected reservations may choose one of the following options:

- Rebook on a different sailing
- Be placed in priority standby
- Cancel for a full refund or receive a voucher equivalent to the full price paid for the ticket

3.4.5.2. Standby Boarding Priority Upon Service Resumption:

Standby boarding will resume in the following priority order:

Priority	Category	Description
1	Emergency Vehicles and Critical Freight	Includes utility vehicles and trucks transporting U.S. mail, food, gasoline, heating fuel, perishable goods, or other essential commodities.
2	Customers with Urgent Medical Needs	At the discretion of the Terminal Agent, customers with medical emergencies or those traveling with animals requiring immediate care may be prioritized to prevent health risks that cannot be managed at the port.
3	Displaced Customers from Earlier Trips	Includes: <ul style="list-style-type: none">• Customers who were displaced by emergency vehicles or those prioritized for medical reasons.• Customers with active reservations for the currently loading trip.
4	Customers with Reservations from Canceled Trips	<ul style="list-style-type: none">• All Terminals Except Nantucket: Customers will be boarded in the order of arrival at the terminal, based on placement in a designated special standby line.• Nantucket Terminal: Boarding will begin with customers from the earliest canceled trip, proceeding chronologically through

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		subsequent canceled trips. Within each trip, boarding will occur in the order the original reservations were made.
5	Standard Standby Customers	<p>Customers without a reservation will be boarded last and only after all categories have been accommodated. Please refer to 3.4.6 Standby Travel for more information.</p> <p>NOTE: Standby lines will remain closed until all customers with reservations from canceled trips have been transported.</p>

Additional Provisions:

- Special standby lines will be designated for customers with canceled reservations.
- Parking vouchers (up to two days) and roundtrip passenger tickets may be issued to customers who must leave their vehicles behind.
- The Director of Shoreside Operations and the Chief Operating Officer have authority to determine when to conclude special boarding procedures and resume standard operations.

3.4.6. Standby Travel

Below are the general guidelines for standby travel:

- **Standby provides a place in line, not a guaranteed reservation.**
- Standby travel is offered on a first-come, first-served basis. Standby and waitlist are in the same queue. The queue is chronological by time placed on the queue (first come, first served), with the ability for SSA to override the queue at its discretion.
- Standby is trip specific. It can only be booked on a specific date at a specific time.
- Customers may join standby either alongside a confirmed booking or on their own, subject to route-specific eligibility, caps, priorities, and fees configured by SSA.
- When capacity opens, the system automatically promotes the highest-priority eligible standby request based on priority and request time, upgrades the booking

Commented [AF30]: *Proposed policy change
*Space allotment for standby, and what trips will have standby will be identified at a later date upon review of usage trips and dates.

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without repricing, cancels any replaced confirmed trip, and enforces drop-off deadlines.

- There will be a capacity limitation per category for standby.

- Customers receive real-time notifications and may cancel standby independently, while SSA staff retain full visibility, reporting, and override authority through a unified standby monitor and audit logs.
- If standby is not fulfilled, the customer will receive a refund minus a processing fee.
- Applies to all five terminals (Woods Hole, Vineyard Haven, Oak Bluffs, Hyannis, and Nantucket).
- Subject to change depending on future reservation system functionality.

Nantucket Standby:

- Offered year-round.
- Customers must register in person (Hyannis) or call/in person (Nantucket).
- Standby slips issued with return instructions.
- Drive-on/drive-off services may be available.
- Vehicles are boarded in the order of standby list placement.

3.4.6.1. Medical Standby

- Preferential boarding for individuals with disabilities or critical medical needs.
- Determinations made by Terminal Manager or Terminal Agent on duty. Customers may be required to show a doctor's note or equivalent.
- May include placement at the front of the line or alternate travel arrangements.
- Prioritized ahead of the standard standby queue.

3.4.6.2. Martha's Vineyard Blue Line Standby Program

The Blue Line is a limited standby program available only to Steamship Authority customers enrolled in the Excursion or Preferred Programs. It is intended to provide additional standby opportunities during Reservation-Only Days on the Martha's Vineyard route, typically high-demand summer and holiday periods.

Eligibility and Limitations:

- Available exclusively to qualified Excursion or Preferred Program participants.
- Commercial vehicles are allowed.
- A maximum of 12 vehicles may be staged in the Blue Line at any time. This number may be adjusted by the terminal agent based on operational conditions.

Check-in and Ticketing Process:

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1. ~~Customers must appear in person at the terminal on the day of travel to request Blue Line standby.~~
2. ~~Customers check in at the traffic booth and will be directed to a designated Blue Line staging area.~~
3. ~~Vehicles are boarded after all reserved vehicles, based on the order of Blue Line check-in.~~
4. ~~Scheduled departure or open ticket can be used.~~

Additional Terms:

- ~~No priority is carried over to the next day; any vehicle not boarded must leave SSA property at closing.~~
- ~~The Blue Line is not available at Oak Bluffs.~~
- ~~Blue Line availability is subject to suspension or closure at any time by the terminal agent due to trip cancellations, weather events, vessel issues, or operational disruptions.~~

3.4.7. HeadStart Reservation Program

3.4.7.1. *Eligibility and Purpose*

The HeadStart Program provides qualified island residents who are active members of the Excursion or Preferred Programs and in good standing with early access to vehicle reservations ahead of the general public. This program is designed to support advance planning for peak-season travel.

Eligible participants may request reservations for themselves and approved family or household members. Reservations must be submitted through approved channels (mail, online, or telephone) and are subject to program-specific deadlines and payment requirements.

3.4.7.2. *Reservation Allotment*

- Each qualifying account holder may book up to 10 one-way or roundtrip reservations.
- A minimum of five reservations must be for the account holder(s).
- The remaining reservations may be made in the name of other individuals but must not exceed the total account allotment.

3.4.7.3. *Booking Process*

For the summer travel period (typically mid-May through mid-October), aka HeadStart:

- The first round of reservations is non-transferable (must be booked only in the account holder's name).

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- The second round of reservations remains part of the HeadStart process.
- Second-round reservations may be transferable and can be booked in a name other than that of the account holder.
- Once the HeadStart period concludes, any unreserved deck space is released to the general public—first online, followed by telephone and in-person booking.

3.4.7.4. *Transferable Reservations*

- ~~All transferable reservations must be accompanied by a completed Transfer Slip, submitted no later than 30 days prior to the scheduled departure date.~~
- ~~Failure to submit the required documentation within this time frame will result in the cancellation of the reservation and a processing fee.~~
- ~~Once transferred, the reservation confirmation will be sent only to the transferee.~~

3.4.7.5. *Payment Rules*

- Full payment is required at the time of booking.
 - ~~Exception: Participants who are part of the medical program and making multiple reservations at once must pay for reservations in full by five days prior to the day of travel. Booking can only be done by calling a reservation supervisor. Payments can still be made online. Subject to changes depending on future reservation system functionality. See 3.3.4 Special Program Fares for more information.~~
- No changes to the payment method will be accepted after a reservation is confirmed.
- It is the customer's responsibility to review and verify reservation details for accuracy at the time of confirmation.

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3.4.8. Cancellation Policy

The Steamship Authority's cancellation policy uses thresholds to determine what portion of the canceled reservation will be refunded. The number of days prior to cancellation is counted in *calendar days*. Please refer to the Tariff for specific fee amounts.

3.4.8.1. *Commercial Vehicle Cancellations*

- ~~30 or more days before departure: 100% refund of the fare.~~
- ~~14-29 days before departure: 90% refund of the fare. The remaining 10% (e.g., deposit) is not refunded.~~
- ~~7-13 days before departure: 70% refund of the fare. The remaining 30% is not refunded.~~
- ~~2-6 days before departure: 50% refund of the fare. The remaining 50% is not refunded.~~
- ~~Less than two days before departure: No refund for the vehicle ticket.~~

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3.4.8.2. General Public Vehicle Cancellations

- 30 or more days before departure: 100% refund.
- 14-29 days before departure: Refund minus a service fee per reservation.
- Less than 14 days before departure: No refund for the vehicle ticket.

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3.4.8.3. Driver Services Cancellations

- Fully refundable when canceled in advance.
- Non-refundable for no-shows (services reserved but not used and not canceled on time).
- Drive-off services become non-refundable when the agent indicates in the reservation system that the trip has arrived.

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3.4.8.4. Passenger Cancellations (All but High-Speed Ferry)

- Passenger tickets that are assigned to a date/time are fully refundable up to . Includes passengers on vehicle reservations.
- No-show passengers are given a voucher equivalent to the price they paid for the ticket if they request one. Please refer to the 3.4.8.8 Voucher Policy for more information.

3.4.8.5. Passenger Cancellations (High-Speed Ferry)

- Passenger tickets that are assigned to a date/time are fully refundable up to two hours before departure.
- No-shows are allowed to rebook their high-speed ferry reservations for a change fee and can be used until the expiration date. Please refer to the Tariff for the specific fee, and please see the 3.4.9 Change Policy for more information. Subject to change depending on future system functionality.

3.4.8.6. Same-Day Booking and Cancellation – “Grace Rule”

- If a reservation is booked and canceled on the same calendar day AND more than two days before departure, the customer should receive a full refund, even if standard cancellation rules would otherwise apply a fee or partial refund.
- Reservations booked and canceled on the same calendar day are non-refundable if they are made within two days of the departure.

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3.4.8.7. Preseason Bulk Freight Reservation Program – Commercial Cancellation Thresholds and Penalties

3.4.8.7.1. Policy Overview

This policy establishes cancellation thresholds and corresponding penalties for customers participating in the Preseason Bulk Freight Reservation Program. The intent is to promote responsible use of bulk reservation allocations and ensure equitable access for all program participants.

3.4.8.7.2. Applicability

This policy applies to all customers enrolled in the Preseason Bulk Freight Reservation Program.

3.4.8.7.3. Cancellation Threshold

Customers who cancel **more than 30 percent** of the bulk freight reservations issued to them within a given season will be subject to progressive penalties, as outlined below. Cancellations will be evaluated on a **per-season** basis.

3.4.8.7.4. Penalty Structure

Penalties are cumulative and based on the number of offenses incurred over time.

- **First Offense:** The shipper's bulk reservation requests will be processed **after all other shippers within their designated commodity** during the next bulk processing cycle.
- **Second Offense:** The shipper's bulk reservation requests will be processed **after all other shippers** and reassigned to the **“late” commodity** category during the next bulk processing cycle.
- **Third Offense:** The shipper will be **removed from the Preseason Bulk Freight Reservation Program**.

3.4.8.7.5. Administration

The Authority will review cancellation activity at the conclusion of each season and apply penalties, as applicable, during the processing of subsequent bulk reservation requests. Removal from the program does not preclude future consideration for reentry, subject to Authority review and discretion.

3.4.8.8. Voucher Policy

SSA public customers may request a voucher if they cannot travel on their booked date.

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Current policy is tickets going into pending status now they will go into vouchers (vehicle tickets)

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- Tickets are converted to a customer voucher if the customer would like to defer a ticket between two days and 14 days in advance of their trip, in accordance with the relevant cancellation policy. Please review the 3.4.8 Cancellation Policy for more information.
- The passenger portion of the ticket is refunded.
- The voucher is valid for two years from the original booking date.
- The value of the voucher is the original price paid for the booking ticket, minus the cancellation fee. Please see the Tariff for the specific value of the cancellation fee.

The voucher can be used at any time on or before the expiration date, either by traveling on a standby basis or by rebooking an available space.

Vouchers are non-refundable, and they are the customer's responsibility to keep track of them. Any voucher not used by its two-year window will automatically expire and all penalties will be assessed.

3.4.9. Change Policy

All changes to vehicle reservations must be made at least one hour prior to scheduled reservation time. All date changes will incur a processing fee. Please refer to the Tariff for the specific fee. For all vehicles (public and commercial):

- Outside two days before original departure: The customer may change the reservation to any future date/time (subject to availability). The change fee is applied.
- Within two days of original departure: The customer may change only to trips that occur on or before the original date of sail (e.g., same-day or earlier trips in the same date range, if allowed). The customer cannot change to dates after the original travel date. The change fee is applied.
- If the new fare is higher, the customer pays the difference in fare and change fee. If the new fare is lower: if the change is made two or more days in advance, it is refunded to the customer. If the change is made less than two days in advance, it is not refunded.
- Passengers can be added to reservations up to 30 minutes before departure. They can be added to an existing reservation, and no change fee is applied. Similarly, passenger names and contact information (not including the booking holder) can be modified until 30 minutes before departure. These updates do not incur a change fee and do not affect fare, as long as fare class and count remain unchanged.
- High-speed ferry no-show reservations can be rebooked and subject to a change fee and can be used until the expiration date.

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3.4.10. No-Show Penalty

Failure to cancel a reservation with proper notice will result in a cancellation fee of 100% of the full fare for the reservation. Customers who do not notify the Reservation Office of a cancellation and do not show up for their reservation will be charged a penalty of 100% of the full fare reservation. **Customers with passenger tickets on a vehicle reservation that is canceled in this manner may receive a voucher equivalent to the amount paid for their passenger tickets on request within two years from the date the reservation was made.**

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- The departure time for each trip is when the gate closes. Once the gate closes and the passenger's vehicle is not on the boat, the passenger is considered a no-show and is subject to the no-show penalty. The terminal manager and agent have the right to waive the no-show penalty under extenuating circumstances at their discretion.

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Once a reservation is marked as a no-show, the ticket is forfeited and is **not** reusable or refundable unless overridden. Passengers may **not** use no-show tickets as same-day standby tickets.

3.5. Emergency Transport

Definition of Emergency Situations

Emergency travel may be approved under the following circumstances:

- An ambulance or a private vehicle is required for immediate off-island medical care unavailable locally.
- A customer needs to travel urgently to address the death or serious illness of an immediate family member.

Procedures for Ambulances

- Ambulances carrying or picking up patients in medical distress are boarded immediately.
- Returning trips must occur within a time window agreed upon with the Terminal Agent.

Procedures for Private Vehicles

- Physicians, hospitals, or funeral homes must contact the Terminal Agent.
- Boarding options may include immediate vehicle travel, boarding within a specified window, or travel without the vehicle if alternate arrangements exist.
- The Terminal Agent must verify the need and log contact information for all parties involved.

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Bumping Protocol

- Customers with reservations may be displaced to accommodate emergency transport.
- Volunteers are solicited first.
- If insufficient, the most recently checked-in vehicles are bumped.
- Affected customers receive full refunds and travel at no charge on the next available vessel, with boarding priority.

3.5.1. Medical Travel Policy

The Steamship Authority offers several accommodations and fare options to assist island residents who must travel to the mainland for medical appointments or emergencies. These options include discounted fares, special access to reservation programs, and emergency boarding procedures.

3.5.1.1. *Discounted Medical Fares*

3.5.1.1.1. *High-Speed Ferry 10-Ride Ticket Books*

- Available to Nantucket residents with at least five scheduled medical appointments (plus follow-ups) within a 12-month period for the same condition.
- Eligible customers may purchase high-speed ferry 10-ride books at the full fare. Once the appointment has been verified, the customer is eligible for a discount off the standard 10-ride ticket book price. Please refer to the Tariff for the specific discount.
- Must be arranged through the Reservation Office and include supporting medical documentation.

3.5.1.1.2. *Medical Excursion Vehicle Fare*

- Provides a discount on the applicable automobile excursion fare (based on date and vehicle size).
- Eligibility requires:
 - Existing profile for the standard excursion fare
 - At least five scheduled appointments in a 12-month period for the same condition
 - Documentation from a medical provider
- Vehicle reservations must be arranged through the Reservation Office.

3.5.1.2. *Preferred Space for Medical Appointments*

- Island residents eligible for the Preferred Space Program may request reservations in advance, if traveling for medical reasons.

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- Requests must be submitted through the Reservation Office and must include a letter from the customer's physician or healthcare provider or a screenshot of the appointment verification that includes the name, date, and location of the appointment.
- Medical reservations may be granted earlier than the standard 7-day or 1-day release windows.
- If preferred space is not available, supervisors may help explore alternative transportation, including:
 - Preferential boarding
 - Emergency Transportation Policy (Section 3.5)

Medical travel accommodations are designed to reduce the burden on island residents who require consistent access to mainland healthcare. Customers are encouraged to communicate with the Reservation Office to determine eligibility and submit the required documentation well in advance of scheduled travel.

End of document