

**MINUTES
OF THE
WOODS HOLE, MARTHA'S VINEYARD
AND NANTUCKET STEAMSHIP AUTHORITY**

The Meeting in Public Session

October 18, 2022

The Members of the Woods Hole, Martha's Vineyard and Nantucket Steamship Authority met on October 18, 2022, beginning at 9:38 a.m. at the Martha's Vineyard Film Center, 79 Beach Road, Vineyard Haven. All five (5) members were present: Chair Moira E. Tierney of New Bedford (who participated via Zoom videoconferencing); Vice Chair Robert F. Ranney of Nantucket; Secretary Robert R. Jones of Barnstable; James M. Malkin of Dukes County; and Peter J. Jeffrey of Falmouth.

Port Council Chairman John F. Cahill of Tisbury and member Joseph E. Sollitto of Tisbury were present, as were the following members of management: General Manager Robert B. Davis; Treasurer/Comptroller Mark K. Rozum, General Counsel Terence G. Kenneally; Communications Director Sean F. Driscoll; Woods Hole Reconstruction Project Manager William J. Cloutier; Director of Marine Operations Mark H. Amundsen (who participated via Zoom videoconferencing); Director of Shoreside Operations Alison A. Fletcher; and Assistant Treasurer Courtney M. Oliveira.

Video and Audio Recording of Today's Meeting:

Mr. Ranney announced Mr. Driscoll was making an audio and video recording of the meeting; Louisa Hufstader (representing the *Vineyard Gazette*), and Rich Saltzberg (representing the *Martha's Vineyard Times*) indicated they were also making audio recordings of the meeting.

Statement Regarding Remote Participation:

Mr. Ranney stated that, pursuant to Section 20 of Chapter 20 of the Acts of 2020, in line with social distancing guidelines following the COVID-19 pandemic, Ms. Tierney was participating remotely in the meeting because her personal attendance would be unreasonably difficult. As a result of the remote participation, any and all votes taken by members shall be by roll call votes.

Minutes:

IT WAS VOTED – upon a motion by Mr. Malkin, seconded by Mr. Jones – to approve the minutes of the Board’s September 27, 2022, meeting in public session.

<u>VOTING</u>	<u>AYE</u>	<u>NAY</u>
Mr. Ranney	35 %	
Mr. Jones	10 %	
Mr. Malkin	35 %	
Mr. Jeffrey	10 %	
TOTAL	90 %	0 %

Ms. Tierney abstained from the vote.

Port Council Report:

Mr. Cahill then reviewed the Port Council’s October 11, 2022, meeting, and highlighted the members’ vote to recommend extending 41 North’s license agreement to provide barged freight services to Nantucket. He also noted that Jonah Mikutowicz, the manager of 41 North, provided feedback on the Request for Proposals that the Authority issued regarding freight service to Martha’s Vineyard from an off-Cape port, and encouraged the Board Members to review that information. Additionally, the Port Council voted to recommend the 2023 operating budget and rate adjustments, as well as the regional transportation agreement with Martha’s Vineyard Regional High School District.

Website Update/Redesign Status:

Mr. Driscoll provided the following updates on the project:

- The ADK design team is continuing to support the technology team as they work to bring the designs into development.
- Content strategists focused on revisions to any pages previously submitted and developed content around program landing pages, and content for the following blog posts: lost and found, safety and security, change/cancel reservations, and things to do for both islands.

- Following testing, modifications are being made to certain aspects of the mobile design, including the “book ferry” button, streamlining the confirmation flow, and making the “add a waitlist” option on the “trip selection” page easier to find.
- The ADK front-end technology team coded the Governances pages, Account pages for programs, ability to rename reservations, pending cancellation icon, the ability to purchase, reload, and check gift card balances, the ability to share your eFerry ticket reservation information, logout functionality and bug fixes. The back-end team focused on coupon books, booking dates, local weather and bug fixes.
- The launch date has been moved to March 2023 to account for delays in securing a content management system and switching the Authority’s credit card processing company.
- Public engagement has been ongoing via the biweekly eNews and website updates at www.steamshipauthority.com/websiteproject.

Mr. Malkin noted that himself, along with Messrs. Sollitto and Cahill, had asked Mr. Driscoll to arrange a meeting with ADK Group to discuss the status of the project. Mr. Jones asked when that meeting would be held; Mr. Driscoll said it would be in the next few weeks. Mr. Jones asked if the Board should participate as a whole; Mr. Driscoll said a demonstration could be arranged for other Members as well. Mr. Malkin added that himself and Mr. Cahill have some experience in software issues and have specific concerns that he would like addressed prior to launch.

Woods Hole Terminal Site Work:

Messrs. Cloutier and Davis provided an update on the Woods Hole Terminal Reconstruction Project, which has begun its landside work. Phase 5 consists of enabling work in preparation for construction of the new terminal building and utility building. The project will be broken up into six (6) subphases to allow operations to be maintained during construction. The first subphase involves activity around the traffic booth at the base of Cowdry Road and is expected to take five (5) weeks.

Mr. Cloutier said work has been focused on the south side of the terminal site, as well as around the area of Cowdry Road where the ticket booth is located. He then shared a PowerPoint presentation with recent photographs from the site.

Mr. Jeffrey asked if, as construction moved along, if there was a plan to make the passenger pathways as noticeable as possible, as well as to erase old pathways when they were no longer in use. Mr. Cloutier said he did not know if

that would be feasible in the middle of winter, but that staff would do their best. He noted that there are six (6) different work phases for the site, making the shifting traffic patterns complicated, but Lawrence-Lynch Corp. and staff have been working well together.

Nantucket Dredging Project:

Mr. Davis provided an update on the Nantucket dredging project. Nantucket terminal is used quite often for barge unloading, as it is the only facility on the island capable of such an operation. Staff have been receiving reports that barges are grounding, and sediment is spreading farther away from the dock. The permitting cycle for this type of work is getting longer and there is a narrow window to do the work, as there are restrictions beginning in January 2023 due to the winter flounder spawning season. In order to complete the project as soon as possible, the plans are to allow the dredging company full access to the , the face of the pier, and the south slip.

Mr. Cloutier noted that three (3) permits were needed for the project, which should be issued imminently, and the project is expected to begin in November or December of this year.

In response to questions from Mr. Jones, Mr. Cloutier stated the dredging would be done to minus fourteen (-14) feet. He further noted that this is the first maintenance dredging to be done at the site since at least 1984, which is as far back as the Authority's records go. He noted that the barges using the site now are planning their trips around the high tides as they are fearful of grounding at the site.

Mr. Jones asked if the barging fees would be raised to pay for the work; Mr. Davis said the cost of repairs is factored into the Nantucket route's cost of service, but it is not directly built into the barge fee structure. Those rates are kept purposely low, he said, as the barged cargo is not able to be carried on board the Authority's vessels.

Proposed 2023 Reservation Timeline:

Mr. Davis provided an update on the proposed 2023 reservation timeline. The Authority is again planning to split the internet general opening up by island so as to manage demand. The timeline is as follows:

- Head Start (mail and internet only): January 10-16, 2023
- General opening (internet only) Nantucket: January 17-23, 2023
- General opening (internet only) Martha's Vineyard: January 24-30, 2023
- Telephone opening: January 31, 2023
- Head Start transfer deadline date: May 15, 2023, or thirty (30) days prior to travel
- Fall opening: June 12, 2023
- Winter opening: October 16, 2023

Mr. Davis noted that, during both the Nantucket and Vineyard internet general opening periods, reservation office hours will be extended to provide support to the Authority's internet/web customers. Office hours during this time period will be from 7 a.m. – 6 p.m.

Mr. Davis further noted that customers with profiles ending in an even number will need to renew their customer information this year to participate in Head Start. Staff is also investigating increasing from five (5) to ten (10) the number of reservations each customer can make during the Head Start period.

Mr. Malkin underscored the increase in Head Start reservations and thanked staff for doing that. He also asked Ms. Fletcher if she was comfortable with the Reservation Office staffing going into the internet general openings; Ms. Fletcher said several new reservation clerks had been hired recently. Mr. Davis added that the Authority was still hiring; if anyone was interested in those positions to please reach out to the Authority's Human Resource department.

Request for Licensing Agreement Extension by 41 North Offshore LLC:

Messrs. Davis and Kenneally reviewed the request from 41 North Offshore LLC ("41N") to extend its current license agreement through the end of the year. In summarizing its operational experience under its current license, 41N reports conducting eleven (11) roundtrips between New Bedford and Nantucket, transporting an estimated total of fifty-five (55) vehicles. 41N indicates that the customers for these trips were either unable to travel with the Authority due to lack of capacity or needed to move multiple units to or from Nantucket at one time.

41N's extension request seeks to continue scheduled service once per week on Thursdays subject to sufficient demand, with on-demand service available during the remaining weekdays and no weekend service. 41N is only seeking to extend its current license to December 31, 2022, and it is not proposing any

changes to its schedule, Mr. Davis said. Initially, 41N was approved for two (2) to five (5) freight trips per week, Monday through Friday, but its service is now predominantly on-demand service with scheduled trips set for Thursdays only.

Mr. Kenneally said the operator has been working well with the Nantucket Terminal staff. He added that, at its meeting on October 11, 2022, the Port Council voted unanimously to recommend that the Members approve 41N's request to extend its current license agreement through December 31, 2022.

Mr. Jeffrey noted that, as the Authority considers how to move forward on its Request for Proposals for off-Cape freight service to Martha's Vineyard, it should consider this model since it appears to be working well for Nantucket. Mr. Malkin said, having listened to the conversation at the Port Council meeting with Mr. Mikutowicz, it was important to note the service was not being provided by a freight vessel but a barge, and Mr. Mikutowicz specified that the seasonality and the costs involved made a regular freight service between New Bedford and Martha's Vineyard cost-prohibitive.

Mr. Jones said he has had problems with the service from its inception, including the fact that the Authority was not charging a licensing fee. Mr. Jones said it was time to reexamine the arrangement given the performance of this summer's service. Mr. Davis said if 41N wanted to repeat the service next year, it would be an entirely new application process, which would include comments from the affected communities. What's before the Members now, he added, is an extension of the current agreement.

IT WAS VOTED – upon a motion by Mr. Jeffrey, seconded by Mr. Malkin – to extend the license of 41 North Offshore LLC to operate a licensed freight service between New Bedford and Nantucket from October 19, 2022, through December 31, 2022, under the same terms and conditions as its original license fee, including payment of appropriate and reasonable dockage fees, as recommended in Staff Summary #GM-780, dated October 13, 2022

<u>VOTING</u>	<u>AYE</u>	<u>NAY</u>
Ms. Tierney	10 %	
Mr. Ranney	35 %	
Mr. Jones	10 %	
Mr. Malkin	35 %	
Mr. Jeffrey	10 %	
TOTAL	100 %	0 %

Results of Operations:

Mr. Rozum reviewed the results of the August 2022 business summary via a PowerPoint presentation, which showed the Authority carried more passengers (up 7.4%), fewer vehicles under twenty (20) feet (down 5.4%) and more freight trucks over twenty (20) feet (up 12.0%) than in the same month in 2021. Year-to-date, the Authority has carried more passengers (up 7.1%), fewer vehicles less than twenty (20) feet (down 2.2%) and more freight trucks (up 3.9%) than the same period in 2021.

In August 2022, the Authority's operating revenue was approximately \$19,362,000, and its operating expenses were approximately \$10,658,000, that, when combined with other income and income deductions, result in a net operating income of \$9,673,000, approximately \$1,404,000 higher than budget, he said.

During the month of August 2022, the Authority's vessels were scheduled to make a combined 2,666 trips, of which nineteen (19) were canceled for mechanical reasons on the Martha's Vineyard route and six (6) on the Nantucket route, he said.

Preliminary traffic data for September 2022 shows that the Authority carried more passengers (up 6.1%) than September 2021; for vehicles, the Authority carried fewer to the Vineyard (down 2.5%) and fewer to Nantucket (down 0.6%), he said.

Mr. Malkin then noted the Authority's passenger traffic and said, given the repeated calls to trim or eliminate the Authority's advertising budget, the organization's profitability rests on a relatively small window of time. Additionally, it is primarily driven by passenger revenue, which also fuels the islands' economies, and he said it was important for people to realize that. Mr. Jones noted that, especially with the Authority's fast ferry service on the Nantucket route, advertising was vitally important. Without it, the Authority would not be in the minds of people when they are ready to travel.

Proposed Draft of the 2023 Operating Budget:

Mr. Rozum and Ms. Oliveira reviewed via a PowerPoint presentation the Proposed Draft Operating Budget. Mr. Rozum noted the Authority held two (2) open houses on the proposed budget and rate adjustments, and a total of seventeen (17) people attended the two (2) sessions. The highlights of the budget are as follows:

- Operating Revenues: \$129,661,107
- Operating Expenses: \$132,673,963
- Other Income: \$8,700,818
- Other Expenses: \$4,602,928
- Net Income From Operations: \$1,085,034

Mr. Rozum stated the 2022 operating budget had a net income from operations of approximately \$9,100,000, with no fare adjustments. Generally, the Authority tries to have a bottom line of around seven percent (7%) of its operating expenses.

Ms. Oliveira stated the largest operating expense changes were tied to increased fuel costs; the largest increases were forecast to come in the operation of vessels, maintenance expense, depreciation, general expense, and operation of the terminals. Five (5) dry docks are budgeted for 2023 totaling \$4,842,000, with an additional \$4,093,000 budgeted for terminal, dolphin, and dock repairs, up nearly forty-five percent (44.8%) versus the 2022 budget.

Mr. Rozum then reviewed the budgeted operating revenues, and the monthly losses and profits anticipated for 2023. He also noted that the Port Council voted to recommend approval of the budget to the Board.

Mr. Jeffrey asked why the Authority was budgeting approximately \$1.2 million for the dry docking of the *M/V Gay Head* when it was planning to scrap or sell the vessel before the start of the summer schedule. Mr. Davis said, given the timing of the new vessels coming online and the statutory requirements to dry dock its vessels, the Authority could not forego the work. By the time the award of the contract would be necessary, the timing of the anticipated arrival of the *M/V Aquinnah* and *M/V Monomoy* would be clearer, and the dry dock may be able to be canceled or scaled back. However, if there is to be any value to the vessel, it will be because of its valid Certificate of Inspection, and the dry dock would be necessary to secure that certificate.

Mr. Jeffrey said his preference would be to not have the work in the budget to “light a fire” to get one of the new vessels in service prior to the summer, and then have staff approach the Board if the dry dock was needed. Mr. Jones said he understood where Mr. Jeffrey was coming from, but he said the Authority does not know what the future will bring, and it did not know when or if it was going to need the *M/V Gay Head*, and he did not want to be caught short.

Mr. Malkin asked if there was any concern about the new vessels’ delivery dates. Mr. Davis said staff had been hopeful it would be awarding the contract

for their dry docks at this meeting, but the invitation for bids were not yet on the street. The initial timeline has already been moved back one (1) month, and a lot of the timeline will be dependent on the shipyard that wins the bid.

Mr. Amundsen said supply chain concerns are an ongoing challenge, especially for computer units for critical equipment, and it's crucial that sufficient training time is provided to the Authority's crews. He said the Authority would be prudent to keep the *M/V Gay Head* dry docking as scheduled.

Mr. Rozum said, even though it is in the budget, the Board would still have to approve a contract for the work. Mr. Davis added that, if the dry dock was not completed, those funds could be applied to advancing other work from the 2024 operating budget. Ultimately, if the new vessels were significantly delayed, the Authority would need the vessel in its fleet for the summer service.

Mr. Jeffrey asked if the Authority would have a fair market value for the *M/V Gay Head* before the contract would be awarded for its dry docking; Mr. Davis said that should be completed this year.

IT WAS VOTED – upon a motion by Ms. Tierney, seconded by Mr. Jones – to approve the 2023 Operating Budget as recommended in Staff Summary #A-677, dated October 13, 2022.

<u>VOTING</u>	<u>AYE</u>	<u>NAY</u>
Ms. Tierney	10 %	
Mr. Ranney	35 %	
Mr. Jones	10 %	
Mr. Malkin	35 %	
Mr. Jeffrey	10 %	
TOTAL	100 %	0 %

Proposed Draft of the 2023 Rate Adjustments:

Mr. Rozum then reviewed via PowerPoint the preliminary rate adjustments for 2023, reiterating that the adjustments are necessary to account for a sixty-nine percent (69%) increase in fuel costs, or \$5,600,000. The target net operating revenue is \$9,000,000, which results in a \$4,400,000 adjustment from the Vineyard route and \$3,400,000 adjustment from the Nantucket route.

The proposed Vineyard route adjustments are as follows:

<u>Rate</u>	<u>Proposed Adjustment</u>	<u>Additional Revenue</u>
Standard fare vehicles under 20' in length	\$3.00-\$5.00 one-way \$10.00 peak Fri-Sun	\$1,960,000
Excursion rates	\$1.00 one-way	\$185,000
Vehicles 20' in length and over	8.0 %	\$1,040,000
Passenger fares	\$0.50 single ticket \$4.00 10-ride \$9.00 46-ride	\$815,000
Parking	\$50.00 and \$1.00/day	\$350,000

The proposed Nantucket route adjustments are as follows:

<u>Rate</u>	<u>Proposed Adjustment</u>	<u>Additional Revenue</u>
Standard fare vehicles under 20' in length	\$9.00-\$14.00 one-way \$20.00 peak Fri-Sun	\$910,000
Excursion rates	\$2.00 one-way	\$60,000
Vehicles 20' in length and over	8.0 %	\$1,320,000
Barge Fees	\$1.00 per ton	\$145,000
Passenger fares	\$1.00 conventional \$3.00 high-speed	\$900,000
Parking	\$50.00 and \$1.00/day	\$90,000

Mr. Rozum noted that, in response to a request from Nantucket Port Council member Nathaniel E. Lowell, the dates of the drive-on, drive-off service fare adjustments would be shifted to match the change in the excursion rate changes in the fall.

Mr. Jeffrey asked if, given how little revenue would be raised by the Excursion Program fare increases, if it made sense to not increase them at all. Mr. Rozum noted staff was originally proposing increasing them more than the current adjustment, but it was lowered to only reflect the increase represented in the two (2) adult tickets that are included in each excursion fare. Mr. Jeffrey

asked how much of a bind the Authority would be if it did not increase excursion fares; Mr. Rozum said he would recommend adding another \$2.00 to the shoulder season vehicle fares to compensate.

Mr. Davis said the Authority's annual Cost of Service study, which is issued annually, shows that the excursion fares pay only thirty percent (30%) to thirty-five percent (35%) of the cost of travel, although he understands some individuals feel that discount is not steep enough.

Mr. Malkin said he would love to support the idea, but he has concerns that he has shared with staff about people from other port communities about the inequity of island residents having cheaper fares than those who live in port communities on the mainland. Mr. Kenneally said the Enabling Act stipulates that the Authority provide adequate transportation for people on the islands, and it is up to the Board to set fare rates and meet that mandate. Mr. Davis reiterated that the Board is allowed to set its fares as it chooses.

Mr. Jones said he would find it hard to not have the excursion rate increase as a matter of parity with the other rate increases.

Mr. Rozum stated that he has been trying to limit the losses the Authority experiences in the off-season to lessen the dependence on the summer season, and not increasing the excursion fares would exacerbate that differential.

Ms. Tierney said she thought the Board should not raise the excursion rates; Mr. Jones asked where the precedent for that decision would stop.

IT WAS VOTED – upon a motion by Mr. Malkin, seconded by Mr. Jeffrey – to approve the 2023 rate adjustments as recommended in Staff Summary #A-678, dated October 13, 2022, except to eliminate the excursion fare increases and instead raise automobile rates an additional \$2.00 in the shoulder seasons as recommended by Mr. Rozum.

<u>VOTING</u>	<u>AYE</u>	<u>NAY</u>
Ms. Tierney	10 %	
Mr. Ranney	35 %	
Mr. Malkin	35 %	
Mr. Jeffrey	<u>10 %</u>	<u> </u>
TOTAL	90 %	0 %

Mr. Jones abstained from voting on the motion.

Transportation Agreement with
Martha's Vineyard Regional High School District:

Mr. Rozum then reviewed the proposed transportation agreement with the Martha's Vineyard Regional High School District, which each year establishes a fixed-price contract for the transportation of student groups, teachers, administrators and game officials on school-approved travel. The agreement runs concurrently with the school year; in this case, the 2022-2023 school year. The 2021-2022 school year agreement established a fixed price of \$33,000, which reflected the lower amount of travel occurring in light of COVID-19; the 2022-2023 agreement adjusts the price to \$35,000, which would approximate the fifty percent (50%) discount normally given to island schools, including the Nantucket Public Schools.

IT WAS VOTED – upon a motion by Mr. Malkin, seconded by Mr. Jones – to authorize the general manager to execute a new transportation agreement with the Martha's Vineyard Regional High School District for school-related approve transportation for a fixed price of \$35,000, for the period July 1, 2022, through June 30, 2023, as recommended in Staff Summary #A-676, dated October 13, 2022.

<u>VOTING</u>	<u>AYE</u>	<u>NAY</u>
Ms. Tierney	10 %	
Mr. Ranney	35 %	
Mr. Jones	10 %	
Mr. Malkin	35 %	
TOTAL	90 %	0 %

Mr. Jeffrey abstained from voting on the motion.

Contract No. 20-2022, Nantucket Terminal Bulkhead Repairs:

Mr. Davis said the contract seeks repairs to the Nantucket Terminal's bulkhead along its east face, where barges dock to unload materials. The wooden fendering along the face is severely worn and damaged and needs to be replaced. The concrete sheet pile cap is also damaged and will be restored with new concrete. Ultra-high molecular weight polyethylene (UHMW), which is an extremely tough plastic with high abrasion and wear resistance, will be added to the wooden fenders and the concrete sheet pile cap to protect them.

Mr. Davis said bid packages were sent to twenty (20) contractors, and two (2) bids were received. He noted the Authority's budget estimate for this project was \$300,000.

IT WAS VOTED – upon a motion by Mr. Malkin, seconded by Mr. Jones – to authorize the general manager to award Contract No. 20-2022, Nantucket Terminal Bulkhead Repairs, to the lowest, eligible, and responsible bidder, AGM Marine Contractors of Mashpee, Massachusetts, for the total contract price of \$340,000, as recommended in Staff Summary #GM-781, dated October 14, 2022.

<u>VOTING</u>	<u>AYE</u>	<u>NAY</u>
Ms. Tierney	10 %	
Mr. Ranney	35 %	
Mr. Jones	10 %	
Mr. Malkin	35 %	
Mr. Jeffrey	10 %	
TOTAL	100 %	0 %

Contract No. 21-2022, Dredging at Nantucket Terminal:

Mr. Davis said the contract seeks dredging services in front of the bulkhead along the east face of the Nantucket terminal where barges dock and in specific locations within the terminal's south slip. The dredging plans estimate that 3,125 cubic yards will be removed from the ocean floor. The removal of the dredge spoils will allow barges to better access the terminal's east face at all tide conditions and will lower three (3) berms in its south slip. The contract is pending successfully obtaining permits from the Massachusetts Department of Environmental Protection and the U.S. Army Corps of Engineers, which are currently reviewing the Authority's submitted applications.

Bid packages were sent to sixteen (16) potential contractors, and two (2) bids were received. The Steamship Authority's budget estimate for the project was \$900,000.

IT WAS VOTED – upon a motion by Mr. Malkin, seconded by Mr. Jeffrey – to authorize the general manager to award Contract No. 21-2022, Dredging at Nantucket Terminal, to the lowest, eligible, and responsible bidder, AGM Marine Contractors of Mashpee, Massachusetts, for the total contract price of \$251,500, as recommended in Staff Summary #GM-782, dated October 14, 2022.

<u>VOTING</u>	<u>AYE</u>	<u>NAY</u>
Ms. Tierney	10 %	
Mr. Ranney	35 %	
Mr. Jones	10 %	
Mr. Malkin	35 %	
Mr. Jeffrey	10 %	
TOTAL	100 %	0 %

Ongoing Digital Platform Post-Launch Support Agreement:

Mr. Davis said, in November 2021, the Board authorized the general manager to award Contract No. 02-2021, Redesign of the Steamship Authority's Website and Development of a Mobile Application, to ADK Group of Boston, Massachusetts, for a total contract price of \$1,996,554. Since that time, ADK Group and the Authority have been engaged in the development of the new website, along with the Authority's first-ever mobile application.

Following the scheduled launch of the website and app on or about March 15, 2023, the Authority wishes to retain ADK Group for ongoing support and strategic growth services, Mr. Davis said. As part of the proposed Statement of Work, ADK Group will assign a team including a project coordinator, a principal architect, a digital strategist, a front-end developer, and a quality analyst to execute platform maintenance, strategic growth and road mapping, technical search engine optimization (SEO) services, and ongoing feature development and optimization efforts. This ongoing support agreement would be in effect ninety (90) days after the launch of the website and mobile application. The term will extend for twelve (12) months, then renew for consecutive six (6) month periods, or longer if agreed upon by both parties.

The monthly cost of these services is \$29,000, or \$348,000 per year. The Authority currently pays approximately \$13,000 per month, or \$151,000 per year, on average for website maintenance and SEO services with the current website developer. However, in the first three (3) years of the current website's

existence, the Authority paid an average of approximately \$308,000 per year to its current website vendor for similar services, Mr. Davis said.

Mr. Malkin said he would prefer this be tabled until next month's meeting in November, by which time the meeting with ADK Group he referenced earlier in the meeting would have happened. Mr. Driscoll stated he brought the request forward so ADK could properly resource its support team, but if the Members wished to table the item, that would be fine.

Old or New Business:

Mr. Malkin asked for an update on the hiring of the chief operating officer; Mr. Davis said he and Ms. Kennefick had performed approximately thirteen (13) screening interviews and would be narrowing the list of finalists soon.

Public Comment:

Harriet Bernstein said she had a rental property and is dependent on the income it provides and had four (4) cancellations over the summer due to her renters not being able to procure ferry reservations. She said she has heard that others have had similar problems, only for the boats to be less than full, and asked what could be done to address that issue. Mr. Davis said there are a few reservation system issues that staff were working to address, including a glitch that caused customers with Preferred Spaces to be unable to book non-preferred spaces. Mr. Davis further noted that the Authority had a record number of bookings at its January 2022 general opening for the summer season. He further said that the Authority needed to do a better job of managing bookings as there had been some trips that were flagged as freight trips that should not have been.

Ms. Bernstein said she had been renting her property for twenty (20) years and she was not sure if the Authority could convince her there wasn't something wrong with the reservation system. Mr. Malkin said, given the increased traffic, it may make sense for her to change her rental period so people aren't coming on the weekends when traffic is already heavy.

Carolina Cooney, executive director of the Martha's Vineyard Chamber of Commerce, said she had been tracking passenger traffic and asked how often the Authority reached passenger capacity on its trips. Mr. Davis said it rarely occurs on the Vineyard routes except on freight vessels.

At 11:39 a.m., Ms. Tierney ended her participation in the meeting.

Ms. Cooney asked if the Authority had ever considered shifting its automobile rates monthly instead of seasonally; Mr. Davis said it had been done in the past, but the decision was made to shift to the seasonal model now used.

Dukes County Commissioner Leon Brathwaite said he thought the proposed increase in the excursion rates was equitable and reasonable, as once the decision is made to not increase that fare, it can never be undone.

Via Zoom, Shane Corey with Toscana asked about limits to barge offloading during the repair periods on Nantucket. Mr. Davis said the schedule would be determined with AGM now that the contract had been awarded, but it would still depend on the receipt of the final permits. Mr. Corey asked if the Authority would keep its barge customers informed on this point; Mr. Davis said it would.

Mr. Saltzberg asked Mr. Davis to describe the capital improvements planned for Vineyard Haven in 2023; Mr. Davis said they were operating improvements, but the work included concrete repair and changing the gallows on the transfer bridges.

An individual who did not identify herself stated the Authority's website was hard to read and it was hard to tell if a customer was getting the excursion rate when booking.

Guinevere Cramer asked if the Authority had ever considered a pedestrian-friendly walkaway in Vineyard Haven to keep automobile and passenger traffic separate and noted there had been instances where she felt the situation was unsafe. Mr. Davis said Ms. Fletcher would review the situation, but that the larger vessels were typically berthed in Slip No. 2 so the passenger traffic could unload to the north of the automobiles. He added that it would be difficult to have a dedicated passenger lane as both slips are used at the terminal.

Mr. Ranney stated that the executive session advertised for this meeting would not be held. Therefore, at 11:51 a.m., he entertained a motion to adjourn.

IT WAS VOTED – upon a motion by Mr. Malkin, seconded by Mr. Jeffrey – to adjourn the meeting in public session.

<u>VOTING</u>	<u>AYE</u>	<u>NAY</u>
Mr. Ranney	35 %	
Mr. Jones	10 %	
Mr. Malkin	35 %	
Mr. Jeffrey	<u>10 %</u>	<u> </u>
TOTAL	90 %	0 %

A TRUE RECORD

ROBERT R. JONES, Board Secretary

Documents and Exhibits Used at the
October 18, 2022, Meeting in Public Session of the
Woods Hole, Martha's Vineyard and Nantucket Steamship Authority

1. October 18, 2022, Meeting Agenda, posted October 13, 2022.
2. Video and audio recording announcement.
3. Statement regarding remote access to the meeting.
4. Minutes of the Board's September 27, 2022, meeting in public session (draft).
5. Minutes of the Port Council's October 11, 2022, meeting (draft dated October 14, 2022).
6. PowerPoint Presentation, Woods Hole Terminal Reconstruction Project, dated October 18, 2022.
7. Staff Summary #RCR-2022-01, Proposed 2023 Reservation Opening Dates, dated October 13, 2022.
8. Staff Summary #GM-780, 41 North LLC's Request to Extend the Term of Its License Agreement for Freight Transportation Service Between New Bedford and Nantucket, dated October 13, 2022.
9. PowerPoint Presentation, Business Summary – August 2022, dated October 18, 2022.
10. August 2022 Business Summary.
11. PowerPoint Presentation, Proposed 2023 Operating Budget and Proposed 2023 Rate Adjustments, dated October 18, 2022.
12. Staff Summary #A-677, Proposed 2023 Operating Budget, dated October 13, 2022.
13. Staff Summary #A-678, Proposed 2023 Rate Adjustments, dated October 13, 2022.
14. Staff Summary #A-676, 2022-2023 Transportation Agreement with M.V. Regional High School District, dated October 13, 2022.
15. Staff Summary #GM-781, Contract No. 20-2022, Nantucket Terminal Bulkhead Repairs, dated October 14, 2022.
16. Staff Summary #GM-782, Contract No. 20-2022, Contract No. 21-2022, Dredging at Nantucket Terminal, dated October 14, 2022.

17. Staff Summary #COMM-2022-05, Digital Platform Post-Launch Support Agreement with ADK Group, dated October 11, 2022.