

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

The Meeting in Public Session

August 19, 2025

The Members of the Woods Hole, Martha's Vineyard and Nantucket Steamship Authority met at 9:31 a.m. Tuesday, August 19, 2025, in the lecture hall of the Frank & Maureen Wilkens Science and Engineering Center at Cape Cod Community College, 2240 Iyannough Road, West Barnstable via the Zoom videoconferencing app. All five (5) Members were present: Chair James M. Malkin of Dukes County; Vice Chair Peter J. Jeffrey of Falmouth; Secretary Moira E. Tierney of New Bedford; and Members Robert F. Ranney of Nantucket and Robert R. Jones of Barnstable. Ms. Tierney participated via Zoom videoconferencing.

The Port Council met jointly with the Board this day. Present were Chair Nathaniel E. Lowell of Nantucket; Vice Chair Gordon M. Carr of New Bedford; Secretary Gregory R. Egan of Barnstable; and members Eric R. Dawicki, Fairhaven, Robert S.C. Munier of Falmouth, and Joseph E. Sollitto Jr., Oak Bluffs. Mr. Egan and Mr. Munier participated via Zoom videoconferencing. Member John F. Cahill of Tisbury was absent.

The following staff members were present: General Manager Robert B. Davis; General Counsel Terence G. Kenneally; Treasurer/Comptroller Mark K. Rozum; Chief Operating Officer Mark H. Amundsen; Communications Director Sean F. Driscoll; Reservations and Customer Relations Manager Angela C. Campbell; Director of Shoreside Operations Alison A. Fletcher; Director of Human Resources Janice L. Kennefick; Director of Information Technologies Stephen M. Colman; Port Captain Paul F. Hennessy; and Marketing Coordinator Ian Chase Nichols.

Video and Audio Recording of Today's Meeting:

Mr. Malkin announced Mr. Driscoll was making an audio and video recording of the meeting; Jason Graziadei (representing the Nantucket Current), Eunki Seonwoo (representing the Martha's Vineyard Times), and Louisa Hufstader (representing the *Vineyard Gazette*) indicated they were making audio recordings of the meeting.

Statement Regarding Remote Participation:

Mr. Malkin announced that, pursuant to Section 20 of Chapter 20 of the Acts of 2021, as amended, Members were participating in the meeting remotely because their physical attendance would be unreasonably difficult. The Members were participating in the meeting by the Zoom videoconferencing app and all members would be clearly audible to each other.

As a result of the remote participation, any and all votes taken by the Members shall be by roll call vote, he said.

Minutes:

Upon a motion by Mr. Sollitto and a second by Mr. Carr, the Port Council **voted** 6-0 to approve the minutes of the July 1, 2025, Port Council meeting.

IT WAS VOTED – upon a motion by Mr. Jeffrey, seconded by Mr. Ranney – to approve the minutes of the Board’s July 15, 2025, and August 5, 2025, meetings in public session.

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

M/V Monomoy status:

Mr. Amundsen shared a presentation reviewing the progress of the *M/V Monomoy* conversion at Alabama Shipyard. Recent milestones included the completion of the bulwarks; completion of the steel renewal and reinstallation of the keel coolers; installation of the skeg extension; and the start of the installation of the passenger lounge. The vessel is scheduled to be undocked August 26, 2025, with stability testing scheduled for August 29, 2025.

Woods Hole Terminal Reconstruction Project:

Mr. Davis shared an update on the Woods Hole Terminal Reconstruction Project. Recent milestones at the utility building include electrical work on circuits and breakers in preparation of switching to live current; connections for geothermal pumps; installation of gypcrete flooring; ceiling work in the locker room and break room; installation of copper siding on the second floor; flood vent installation on the first floor; and preparations for the installation of a generator. Progress at the terminal building includes rebar installation; drainage installation; the second of three (3) concrete pours; installation of HVAC duct work; and installation of the roof trusses for solar panels. To date, 287 emails have been issued providing updates on the project.

Mr. Dawicki asked how the Authority was doing with the public sentiment and interaction with the public. Mr. Davis reported that a number of staff met with the Falmouth Select Board in July and there have been continued discussions with the town, including recent meetings with their director of engineering and the Falmouth Police Department. Topics have included the rideshare drivers circling the terminal looking for spots to park. Staff suggested moving some of the Jersey barriers along Luscombe and Railroad avenues back to designate additional spots for pickups and drop-offs, and the town found those plans acceptable. Mr. Davis noted that the final design will provide more pickup and drop off spots than they are currently able to offer. He also noted that the Jersey barriers along the bike path were adjusted to better accommodate riders and pedestrians.

Mr. Dawicki said he was glad to see solutions being found, and he said he recommended keeping engaged with the public throughout the process.

Mr. Munier asked for an update on the traffic situation. Mr. Davis and Ms. Fletcher said there was still some additional messaging to be done, including repositioning the parking signage at the Palmer Avenue Parking Lot, and staff members at the Woods Hole Terminal have been assigned to work the crosswalks. Mr. Davis noted that emails were being sent daily to individuals with reservations the next day about arrival times at the terminal.

Mr. Munier asked to what extent the traffic is associated with the project versus “business as usual.” Mr. Davis said the sense is that the traffic is not related to the project itself but how quickly travelers can be processed through the traffic booth.

Mr. Munier noted that the financial reports indicated minor change orders and asked if the risks were retired to the point that the contingency on the project

could be released. Mr. Davis said it would remain until the end of this phase of construction.

Mr. Jeffrey said he felt coordination, communication, and collaboration had been greatly improved and offered praise to Sgt. Oliver with the Falmouth Police Department for his work with the terminal staff. He also noted that the *Falmouth Enterprise* had recently featured an item from 1925 noting Woods Hole traffic problems. Mr. Davis also offered his thanks to Sgt. Oliver for his assistance.

Mr. Malkin noted that the entire Cape had traffic and congestion issues that were not unique to Woods Hole or the fault of the Steamship Authority. He did suggest a traffic consultant be brought in to review the plans at the terminal just to make sure a working plan was in place for the future of the site.

Reservation System Replacement Project:

Mr. Rozum provided an update on the Reservation System Replacement Project. The Authority and E-Dea are in contract negotiations, but implementation work has begun while those discussions are underway. The current reservation system implementation timeline calls for the full go-live date to be in January 2027. Mr. Rozum also reviewed more than a dozen supporting projects for the initiative.

Mr. Malkin said when the business rules and policy changes come to the forefront, which will change how people do their jobs, it will be one of the hardest parts of the project. Mr. Rozum said he agreed and that matches feedback they received from other ferry operators that went through this process.

Mr. Dawicki asked if employees had been part of the project team, and Mr. Rozum said Capt. Hennessy had been part of the process and reaching out to marine staff for their input. Terminal staff have also been involved, and additional smaller groups will be formed as the process continues. Mr. Dawicki said it's important to directly engage with these employees and to leave them out of the picture is a mistake. He urged staff to get them directly involved in the process.

Mr. Lowell noted he saw a lot of Woods Hole-Vineyard route considerations in this and noted there may be additional work that is specific to the Hyannis-Nantucket route. Mr. Rozum agreed and said the fast-ferry integration will be one of the first parts of the project. He added that some work, like integrating the parking lots, will benefit both routes.

Mr. Colman then reviewed the progress of the infrastructure assessment, and Tom Innis with Gibbous LLC reviewed the change management efforts under way as part of the initiative. Mr. Malkin said he doesn't think anyone fully understands the difficulty in changing work processes and habits.

M/V Aquinnah Performance Update:

Mr. Amundsen provided an update on the performance of the *M/V Aquinnah*, stating the vessel's average transit time is forty-four (44) minutes, one (1) minute shorter than the scheduled 45-minute transit time. The vessel's fuel consumption rate has improved but he emphasized that the vessel runs more generators and has three (3) thrusters, which make for a safer vessel while increasing the fuel consumption versus other vessels.

Mr. Sollitto asked how the loading times had progressed. Mr. Amundsen said the Authority is still in its first year of operation with these vessels, and it is a work in progress to get the crews better trained.

Mr. Dawicki asked if any lessons had been learned from the process. Mr. Amundsen noted that a final change to the stability letter had been made allowing additional vehicle loading capacity. Overall, he said he was quite happy but there's still a lot of hard work to do. Mr. Dawicki asked how the crews liked the vessels; Mr. Amundsen said they love the new quarters and the bridge controls and configuration. Mr. Dawicki offered congratulations to the staff and crew for their efforts.

Mr. Jeffrey noted the fuel consumption graphic was unreadable to him due to his colorblindness and urged staff to ensure they were considering accessibility in their presentations. Mr. Davis agreed and noted that the chart showed higher fuel consumption overall on the Vineyard route because of the additional turnarounds and time spent at the docks.

2026 Operating Schedules and Section 15A Report:

Mr. Davis said, this past April, the Authority placed newspaper advertisements of its proposed 2026 Winter, Spring, Summer, and Fall Operating Schedules for both its Martha's Vineyard and Nantucket routes for the period from January 5, 2026, through January 5, 2027.

On May 15, 2025, the Authority received a petition with respect to its proposed schedules that was signed by 248 Massachusetts residents, primarily

from the Town of Falmouth and surrounding areas. In their petition, the residents objected to the Authority's scheduling of a 5:30 a.m. freight trip from both Woods Hole and Vineyard Haven. On May 28, 2025, the Authority conducted a public hearing on the proposed 2026 schedules. With regards to the Authority's Nantucket route, no comments were received at or following the hearing regarding the proposed 2026 Operating Schedules.

As advertised, the Authority's proposed 2026 freight operating schedules between Woods Hole and Martha's Vineyard would be essentially the same freight schedules that the Board approved for 2025 and 2024, which was a reduction in the freight operating schedules the Authority ran in 2018, 2019, 2021, 2022, and 2023 when it operated five (5) vessels during its summer schedule. The 2020 operating schedules were modified because of the Coronavirus pandemic, but when originally approved essentially mirrored the 2019 schedules.

Mr. Davis noted that the staff's draft of the Section 15A report was included in the meeting packet. Following review of the testimony offered, staff has made some minor revisions to the sailing times of the *M/V Aquinnah*, *M/V Governor*, and/or the *M/V Nantucket*. These revisions are intended to create a little more separation between trips, in order to reduce vehicle traffic congestion in and around the terminals.

Ms. Fletcher noted that work on the Vineyard Haven pier was going to be put out to bid shortly, which means that only one slip will be available during the January 5-March 29, 2026, schedule. As a result, the 5:30 a.m. trip off-island would not be running. In the event the construction schedule is changed, shippers have been instructed to continue to put the 5:30 a.m. trip in their preferences so the wait list will match them directly. Mr. Davis noted there may be some spillover into the March 30-May 13, 2026, schedule as well.

Mr. Carr asked if this was essentially the same schedule that was presented to the Port Council in July, and Ms. Fletcher said it was with the exception of minor changes to the freight boat schedule times.

Mr. Lowell noted the Authority was in a "reset" year given the amount of deck space now available and that some of the schedules may need to be adjusted as a result.

Then, upon a motion from Mr. Carr and a second by Mr. Sollitto, the Port Council **voted** 6-0 to recommend approval of the Section 15A report as presented.

Mr. Carr made, and Mr. Sollitto seconded, a motion to approve the schedules, but discussion ensued before a vote was taken.

Mr. Munier asked when the 5:30 a.m. trip was first instituted and what the rationale was at the time. Mr. Davis said it was done because staff wanted to get the freight boat out ahead of the traditional vessels, and there was more and more demand for shippers to get over earlier in the day. At one point the trip was at 5:45 a.m. but there was concern about harbor congestion, so the sailing time was moved to 5:30 a.m. The justification was, and continues to be, that getting the delivery trucks to the Vineyard early gets the trucks off the roads earlier before traffic gets heavier. In 2018, the trip was limited to trucks under forty (40) feet to limit the noise generated by the trip during the summer season. With the *M/V Aquinnah* able to have the trucks circle on, the rest of the trucks are backing off in Vineyard Haven, so the backup alarm issues reported several years ago do not recur.

Mr. Davis said commercial customers still say the trip is valuable. Staff did investigate limiting the off-island portion at the same time, but there were not enough under-40-foot trucks to justify the trip. Moving the trip later in the day would cause a ripple effect, he said.

Mr. Munier asked if there was any sense of the “essentialness” of the goods on the trip, from the perspective of seeing if the trip could run fewer days a week. Mr. Davis said it’s almost exclusively the multi-stop food trucks, which deliver seven (7) days a week.

Mr. Munier said Woods Hole is constrained for space, and it seems that the issue of that constraint only gets worse and worse as the years progress. The trip is very unpopular in Falmouth and with the new vessels it might be time to come up with a creative alternative.

In response to a question about sunseting the 5:30 a.m. trip, Mr. Davis said he would be leery of committing to put a constraint on the Authority’s abilities to operate. He noted that the early morning trips were not getting consolidated due to low demand, it was the late-night trips that were.

Mr. Sollitto noted that trash trucks and other local delivery trucks were operating in Woods Hole that early, and not all the traffic was attributable to the Authority. He said people do not understand the parking issues on the Vineyard when it comes to delivery trucks.

Mr. Dawicki said the trip is causing “chaos in the community” and he does not see the pros of the trip outweighing the cons. Being a responsible tenant and

a good neighbor is just as important as meeting the Authority's mandate. Anyone in this position is never going to be the good guy, but this is an area where the Authority needs to start supporting the community. Given that the Authority now has two (2) communities upset over this trip, he said he does not think this meets the mandate. He said the trip is the "black eye" of the institution and he thinks a little stubbornness is the root of the issue.

Mr. Carr said it's certainly a complex issue and he does not think there is any question that management has spent a lot of time trying to balance the needs of both communities. There are no solutions to the problem, only tradeoffs, and he said putting a sunset on the trip would put both management and the Board and Port Council in an untenable position.

Ms. Tierney said the Authority's relationship with Woods Hole is an "expensive" one, given the increased costs to the Woods Hole Terminal Reconstruction Project because of the adversarial nature of the community's relationship with the Authority. She asked Mr. Davis what those additional costs are; he said it was an additional \$1 million in design costs and an additional two to two and a half years of construction time. If the initial timeline for the project had been followed, the terminal would be open by now. Ms. Tierney said the Authority's basic function is to provide service to the islands, and while it participates in accommodating Woods Hole, a higher price would come to the island if this important trip was eliminated.

Mr. Davis noted everyone is concerned on both sides with the impacts on the communities the Authority serves, and while examinations of operations are part of its strategic planning efforts, he said he does not want to shut the door and establish a sunset to the trip without examining what the ramifications to operations would be.

Mr. Jones noted no one likes noise or traffic but noted that the number of trips down Woods Hole Road and across the bridges was far greater than just the Authority's traffic. Woods Hole has already been granted a number of concessions, including limiting the size of trucks and the arrival times at the terminal, which have not been extended to Hyannis. The islands have exploded in population and that population needs to be fed and have fuel delivered, and that the same conditions exist in Hyannis as well.

Mr. Lowell noted that the Authority has to figure out how to get everything done within an 18-hour day and he knows management looks at the schedule intently to figure out the best way to run the trips.

Then, upon an earlier motion by Mr. Carr and a second by Mr. Sollitto, the Port Council **voted** 4-2 to approve the 2026 Operating Schedules as proposed. (Messrs. Munier and Dawicki voted no.)

IT WAS VOTED – upon a motion by Mr. Jeffrey, seconded by Mr. Ranney – to approve the report issued under Section 15A of the Authority’s Enabling Act on the Proposed 2026 Operating Schedules of the Woods Hole, Martha’s Vineyard and Nantucket Steamship Authority, including its appendices, as presented and as proposed in Staff Summary #SO-2025-09, dated August 15, 2025.

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

Regarding the schedule, Mr. Jeffrey noted it’s “Groundhog Day again” for all the reasons Mr. Munier pointed out. He also pointed out that, as a Board, the Members were being affected by the failure of local governments, including the Town of Falmouth, to deal with wastewater and trash concerns. He said he was sure the Town of Bourne did not appreciate having all those trucks going through its town on the way to the bridges, and the Authority cannot solve these issues on its own.

Mr. Malkin said he understands the traffic noise concerns, but this is a macro issue that has to do with town zoning, and the Authority cannot solve those problems.

IT WAS VOTED – upon a motion by Mr. Jones, seconded by Mr. Ranney – to approve the Proposed 2026 Operating Schedules for both the Nantucket and Martha’s Vineyard routes covering the period January 5, 2026 – January 5, 2027, as presented and as proposed in Staff Summary #SO-2025-09, dated August 15, 2025.

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

Results of Operations:

Mr. Rozum reviewed the results of the June 2025 business summary via a PowerPoint presentation, which showed the Authority carried more passengers (up 0.4%), fewer vehicles under twenty (20) feet (down 2.3%) and more freight trucks over twenty (20) feet (up 0.5%) than in the same month in 2024. Year-to-date figures show the Authority has carried more passengers (up 1.0%), more vehicles under twenty (20) feet (up 0.6%) and fewer freight trucks over twenty (20) feet (down 0.4%) compared to the same time period in 2024.

During the month of June 2025, the Authority's vessels were budgeted to make a combined 2,482 trips, of which ten (10) were canceled for mechanical reasons on the Martha's Vineyard route and two (2) were canceled for mechanical reasons on the Nantucket route, he said.

In June 2025, the Authority's operating revenue was approximately \$18,101,000, and its operating expenses were approximately \$12,714,000, that, when combined with other income and income deductions, resulted in a net operating income of \$5,586,000, about \$1,805,000 less than budgeted, he said. Year-to-date, the Authority has a net operating loss of \$6,402,000, about \$485,000 less than budgeted.

Preliminary traffic data for July 2025 shows that the Authority carried more passengers (up 2.2%) and more vehicles of all sizes (up 0.5%), he said.

Contract No. 04-2025,
Dry Dock and Overhaul Services for the *M/V Sankaty*:

Mr. Davis said no bids were received for this contract. Both the shipyards the Authority typically uses had no shipyard availability in this time frame, so staff will be evaluating options for the work. In the meantime, Mr. Amundsen

and procurement officer Peggy Nickerson have been working to develop relationships with other shipyards. One shipyard indicated they did not bid on the work because of the requirement for a payment bond to be issued, so the Authority may update that requirement to be an issued check that is not cashed unless there is an issue.

Mr. Amundsen said the Authority needs to get more shipyards interested in the Authority's work. He said the *M/V Sankaty* has another year before its dry dock is due, and while this is a short-term issue it points to an overall situation that needs to be improved.

General Manager Search Committee Update:

Mr. Malkin provided an update on the General Manager Search Committee. He said five (5) "very strong" candidates were provided by Faststream, and the committee interviewed each of them in recent executive sessions. The committee will meet Thursday, August 21, 2025, in executive session to discuss the viability and qualifications of the candidates and review next steps before bringing recommendations to the Board.

IT Executive Steering Committee Update:

Mr. Jeffrey presented an update on the IT Working Group, stating the next priority items will be development of a procurement plan, training plan, and resource allocation.

Old and New Business:

Mr. Davis noted the Oak Bluffs fireworks were scheduled for Friday and that the last two trips to and from Oak Bluffs would be diverted as a result.

He also noted that, with the end of the summer schedule on September 9, 2025, the *M/V Iyanough* will be triple-crewed starting September 10, 2025. Although the Authority has vessels in repair and crews in Alabama, staff feels the vessel can be triple-crewed, especially given the importance of the trip for school events off island.

Public Comment:

Via Zoom, Mary Musacchia noted that she has watched traffic back up to Church Street on multiple occasions, as well as multiple vehicles traveling on the wrong side of the Crane Street bridge, so the traffic problem is not getting better. She agrees it is not the construction but the sheer volume that is being put back into the town, and that the situation is worse now than it was at the beginning of the summer.

Via Zoom, Nat Trumbull asked why the 5:30 a.m. trip off-island could not also be seasonal; Mr. Davis said staff would have to look at the impact on the island residents who are getting off-island for appointments as well as the effect on island businesses.

Via Zoom, an individual who identified as “Mark K.” said there is probably a better job being done by the town of enforcing the ride shares but the number of those is not dropping, and now they’re simply idling elsewhere in Woods Hole. He said the situation has been “very painful” especially given the recent Falmouth Road Race in the village.

At 12:02 p.m., Mr. Malkin said the meeting would be in recess until 12:25 p.m.

Strategic Plan Workshop:

At 12:25 p.m., the meeting was called back to order.

All five (5) Members were present: Chair James M. Malkin of Dukes County; Vice Chair Peter J. Jeffrey of Falmouth; Secretary Moira E. Tierney of New Bedford; and Members Robert F. Ranney of Nantucket and Robert R. Jones of Barnstable. Ms. Tierney participated via Zoom videoconferencing.

Port Council members present were Chair Nathaniel E. Lowell of Nantucket; Vice Chair Gordon M. Carr of New Bedford; Secretary Gregory R. Egan of Barnstable; and member Joseph E. Sollitto Jr. of Oak Bluffs. Members Eric R. Dawicki of Fairhaven, Robert S.C. Munier of Falmouth, and John F. Cahill of Tisbury were absent. Mr. Egan participated via Zoom videoconferencing.

The following staff members were present: General Manager Robert B. Davis; General Counsel Terence G. Kenneally; Treasurer/Comptroller Mark K. Rozum; Chief Operating Officer Mark H. Amundsen; Communications Director Sean F. Driscoll; Reservations and Customer Relations Manager Angela C.

Campbell; Director of Shoreside Operations Alison A. Fletcher; Director of Human Resources Janice L. Kennefick; Director of Information Technologies Stephen M. Colman; Port Captain Paul F. Hennessy; and Marketing Coordinator Ian Chase Nichols.

Emily Uselton with Raftelis then reviewed with the members the recent history of the Strategic Plan and the implementation of the framework that was adopted by the Board and Port Council in January 2024. She reiterated that the plan is a “living document” that reflects the vision and priorities of the Authority and guides decision making and resource allocation.

The implementation, she said, must be planned with the staff’s capacity in mind, as well as the feasibility of the projects. Each initiative is broken into “bite-sized” pieces to account for other large projects underway and the upcoming leadership transition.

Ms. Uselton noted that Raftelis met with the outcome leads in May to review initiatives and progress made and to revise those initiatives and develop a work plan that aligns with the current operations. The outcome leads then shared updates on their respective initiatives; a summary of those updates is attached to these minutes as Appendix A.

Mr. Carr asked at what point in the plan an analysis of the 5:30 a.m. trip from Woods hole would occur; Mr. Davis said likely under the “Provide Safe and Reliable Service” outcome area and that work would dovetail nicely with a higher-level review as to the Authority’s capacity and the need to supplement its service with licensed carriers. The new reservation system will also help optimize the Authority’s usage. Mr. Carr said it will be important to understand how all of these items mesh together.

At 1:03 p.m., Mr. Egan ended his participation in the meeting, thus the Port Council meeting ended due to lack of quorum.

Mr. Malkin commented that he noted when this process started that the Strategic Plan should be very simple and focused on running the boats on time. He said the items that were presented were very important and it was too bad that Mr. Dawicki was not present to hear the update. Given what was presented, he asked Ms. Uselton what she thought the Authority was doing properly in its efforts. Ms. Uselton said she thought the overall approach was productive. The iterative approach to the plan can feel frustrating in that progress is not always a perfect march from 0 percent to 100 percent because the plan evolves, so what would be helpful is instances like this when the organization gathers to review the roadmap and give guidance to staff. The classic challenge in these processes

is buy-in from the employees and the public, and there's an opportunity with the upcoming transition in the general manager's office to reengage with the plan and look for opportunities for improvement. That work is already going on, she said, but that can help it settle in deeper within the organization.

At 1:17 p.m., Ms. Tierney ended her participation in the meeting.

Mr. Lowell noted the Authority's operations are complicated and that a lot of work goes on behind the scenes that the Authority doesn't get credit for.

Mr. Davis said the staff have worked well with Raftelis on these matters in addition to their day-to-day responsibilities, so it's been helpful to take these pauses to look at the initiatives and review their progress.

Mr. Carr agreed it was important to do and noted that, while the fundamental mission of the Authority remains the same, all kinds of other things change, and the Authority needs to keep up with it. He said the complexities are only increasing and, while the Authority ultimately gets graded on whether there's a boat in dock or not, getting broader community engagement and understanding will be a helpful addition.

Janae Janik with Raftelis then reviewed communication over the plan's progress to date, including quarterly reports to the Port Council and Board and periodic updates during meetings. The Ellio platform can also be used to communicate progress and facilitate data-driven decision making, she said, and some level of public access can be provided to that platform, but ultimately they were looking for insight from the Port Council and Board as to how to communicate progress moving forward.

Mr. Malkin said the challenge is that it's only news when "man bites the dog." All the public hears about are things that don't go well, which is amplified by social media, as opposed to the thousands of things that go right every day. He said proactively putting out news of things going right is a continued challenge. Ms. Janik said a big step is putting the plan out there and speaking to those wins in its implementation.

Ms. Uselton said there is a public link that can show the dashboard of the plan and the journey to implementation. The key performance indicators for each area also emphasize consistency and reliability, which are also reflective of the larger industry.

Mr. Jones said it's very important to have good leadership. He said that he "hates" the term "culture" and it's above his head, but he thinks the Authority is

going in the right direction now and it has good, capable people in the organization who need to be developed.

At 1:25 p.m., Mr. Lowell ended his participation in the meeting.

Mr. Carr said he's a believer in this process and that communicating these matters is an important part of it.

Ms. Uselton said next steps will be to update the framework and coordinate with Mr. Driscoll and his team on how to make the plan more visible to the public. She thanked Mr. Davis for his foundational work on this matter and said they stand ready to help coach and bring the new leadership up to date.

Public Comment:

Mr. Malkin asked for public comment, but none was offered.

At 1:41 p.m., Mr. Malkin asked for a motion to adjourn.

IT WAS VOTED – upon a motion by Mr. Jeffrey, seconded by Mr. Jones – to adjourn the meeting.

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

A TRUE RECORD

MOIRA E. TIERNEY, Board Secretary

Documents and Exhibits Used at the
August 19, 2025, Meeting in Public Session of the Board of the
Woods Hole, Martha's Vineyard and Nantucket Steamship Authority

1. August 19, 2025, Meeting Agenda, posted August 15, 2025 (revised).
2. Statement regarding remote participation.
3. Video and audio recording announcement.
4. Minutes of the July 1, 2025, Port Council meeting (draft dated August 15, 2025).
5. Minutes of the July 15, 2025, Board Meeting in public session.
6. Minutes of the August 5, 2025, Board Meeting in public session.
7. Presentation, *M/V Monomoy* conversion at Alabama Shipyard, dated August 19, 2025.
8. Presentation, Woods Hole Terminal Reconstruction Project, dated August 2025.
9. Presentation, Reservation System Replacement Project, dated August 19, 2025.
10. Presentation, *M/V Aquinnah* performance report, dated August 19, 2025.
11. Staff Summary #SO-2025-09, Proposed Draft of the 2026 Operating Schedules for the Martha's Vineyard and Nantucket routes, dated August 15, 2025.
12. Report Issued under Section 15A of the Authority's Enabling Act on the Proposed 2026 Operating Schedules of the Woods Hole, Martha's Vineyard and Nantucket Steamship Authority (draft).
13. June 2025 Business Summary.
14. Presentation, June 2025 Business Summary, dated August 19, 2025.
15. Presentation, Strategic Plan Implementation Workshop, dated August 19, 2025.

APPENDIX A