

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

**The Meeting in Public Session**

**January 20, 2026**

The Members of the Woods Hole, Martha's Vineyard and Nantucket Steamship Authority met at 1:02 p.m. Tuesday, January 20, 2026, in the first-floor meeting room (Room 103) of the Authority's Administrative Offices, 228 Palmer Avenue, Falmouth, Massachusetts. All five (5) Members were present: Chair Peter J. Jeffrey of Falmouth; Vice Chair Moira E. Tierney of New Bedford; Secretary Robert F. Ranney of Nantucket; and Members Robert R. Jones of Barnstable and James M. Malkin of Dukes County. Ms. Tierney participated in the meeting via Zoom videoconferencing.

Port Council Chair Gordon M. Carr was present, and Vice Chair John F. Cahill observed the meeting via Zoom videoconferencing. The following staff members were present: General Manager Alexander T. Kryska, General Counsel Terence G. Kenneally, Treasurer Mark K. Rozum, Chief Operating Officer Mark H. Amundsen, Communications Director Sean F. Driscoll, Reservations and Community 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, Director of Engineering and Maintenance Zachary A. Lawrence, and Grants Administrator Caroline B. Muldoon.

Video and Audio Recording of Today's Meeting:

Mr. Jeffrey announced Mr. Driscoll and Falmouth Community Television were making an audio and video recording of the meeting; Louisa Hufstader (representing the *Vineyard Gazette*), Jason Graziadei (representing the *Nantucket Current*), Lin Lin Hutchison (representing the *Falmouth Enterprise*), and Susan Vaughn (representing the *Cape Cod Times*) indicated they were making audio recordings of the meeting. During the meeting, Eunki Seonwoo (representing the *Martha's Vineyard Times*) and Kaie Quigley (representing the *Nantucket Inquirer & Mirror*) indicated to Mr. Driscoll that they were making audio recordings of the meeting.

Statement Regarding Remote Participation:

Mr. Jeffrey announced that, pursuant to Section 20 of Chapter 20 of the Acts of 2021, as amended, Ms. Tierney was participating in the meeting remotely because her physical attendance would be unreasonably difficult. Ms. Tierney was 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.

Welcoming Mr. Kryska to the Authority:

Mr. Jeffrey welcomed Mr. Kryska to the Authority and said he was looking forward to an exciting year ahead. Mr. Kryska thanked him and said he was happy and excited about the possibilities. He said he's found the staff to be hardworking and diligent thus far and he's looking forward to continuing to build up the Authority.

Minutes:

**IT WAS VOTED – upon a motion by Mr. Malkin, seconded by Mr. Jones – to approve the minutes of the Board’s December 4, 2025, December 9, 2025, and December 31, 2025, meetings in public session.**

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

Ms. Tierney abstained from the vote with respect to the December 31, 2025, meeting in public session.

Port Council's Report on Its January 6, 2026, Meeting:

Mr. Carr then noted the following items from the Port Council meeting:

- An update on the reservation system replacement project.
- Updates on current projects, including the *M/V Monomoy* and the Woods Hole Terminal Reconstruction Project.
- The monthly business summary.

Results of Operations:

Mr. Jeffrey noted he was taking the opportunity, as the chair, to move the Treasurer's Report earlier in the meeting, as he said it was important for the Members to know the Authority's financial status before any other questioning or decision making took place.

Mr. Rozum reviewed the results of the November 2025 business summary via a PowerPoint presentation, which showed the Authority's operating revenue was approximately \$9,929,000, and its operating expenses were approximately \$11,874,000, that, when combined with other income and income deductions, resulted in a net operating loss of \$1,945,000, about \$586,000 less than budgeted. Year-to-date, the Authority has a net operating gain of \$15,085,000, about \$300,000 lower than budgeted.

In December 2025, the Authority carried fewer passengers (down 2.9%), fewer vehicles under twenty (20) feet (down 1.4%) and fewer freight trucks over twenty (20) feet (down 1.3%) than in the same month in 2024. Year-to-date figures show the Authority has carried more passengers (up 0.6%), more vehicles under twenty (20) feet (up 0.1%), and fewer freight trucks over twenty (20) feet (up 0.2%) compared to the same period in 2024.

Mr. Rozum noted that the Authority's fuel hedges had been fully executed for 2026, and they were working on 2027 at this time.

Mr. Malkin asked Mr. Rozum if there were any concerns he had about the current budget, and Mr. Rozum said the effects of inflation on expenses. Mr. Malkin asked what would be needed on the revenue side to offset those expenses, and Mr. Rozum said revenue may need to be remapped to examine them. He noted that the revenue forecasts were usually conservative and, once the general openings were completed for summer reservations, more data would be available to judge how robust the 2026 travel season would be.

Mr. Jeffrey noted the Authority was lucky it was not far off budget and asked what the effect would be on capital spending if it was. Mr. Rozum said misses on the operating budget would affect the flow of funds into the replacement fund and bond redemption fund, both of which were used to fund capital expenses. He said right now the Authority was on pace or slightly ahead with its transfers into those funds. Mr. Jeffrey said he would like to see slides on the progress of those transfers in addition to the operating budget, as well as information on how well the cost of service is being covered over time.

Ms. Tierney asked how the hedging program is performing given the low price of oil; Mr. Rozum said fuel was hedged at \$2.26 per gallon, so any costs after that would result in a rebate. He said the program is an insurance policy against high prices, and the current premium cost is low due to low risk in the market. Ms. Tierney asked if the Authority was, therefore, taking advantage of low market prices, and he said it was.

Status of Response(s) to Office of the Inspector General's Report:

Mr. Kryska noted that he is reviewing the December 2025 report from the Office of the Inspector General with the Board and the SSA team and that he views it as an important tool that will help strengthen the Authority's governance, operations, and public trust. Mr. Kryska outlined three (3) priority areas that he intends to work with the Board and Port Council on immediately: governance, oversight, and role clarity; financial controls, planning, and transparency; and strategic planning and operational alignment. A full copy of his remarks is attached to these minutes as Appendix A.

Mr. Jeffrey said Mr. Kryska has put a tremendous amount of work into preparing a response in his first week, and it has laid out a roadmap with which the Authority can move forward. He said he thinks the next best steps are for the Members to have a conversation at the next meeting to look at action steps, which will allow the Members time to meet individually with Mr. Kryska, share their concerns, and focus on what improvements are needed from the Board.

M/V Monomoy status:

Mr. Lawrence reviewed the progress of the *M/V Monomoy* conversion at Alabama Shipyard. The vessel arrived Monday, January 19, 2026, at the Authority's Fairhaven Vessel Maintenance Facility after a long voyage from Alabama.

Mr. Kryska said that once the *M/V Monomoy* is ready for service, the Authority will conduct a review of the overall project to identify lessons learned and areas of opportunity for future projects. He also said staff wants to recognize successes and acknowledge the teams for those successes.

Mr. Malkin said, when the Board made the decision to pursue the three (3) freight vessels, it was due to the possibility of identical training and crewing capacity, which is very important for the Authority. The project has not been without hiccups, which is normal for any new or second-hand vessel, but these remain a “terrific” investment for the Authority, especially as a new, hybrid *M/V Woods Hole*-style vessel would have cost \$100 million.

Mr. Jones said to buy the three (3) vessels was “a super move” and they will serve the Authority for twenty-five (25) years without having to worry about their age. He asked when the *M/V Monomoy* would go into service, and Mr. Lawrence said a number of inspections and certifications remain to do, as well as pier side work by the Authority. Mr. Jones asked how the trip was, and Mr. Lawrence said it was successful with no hiccups.

Mr. Jones asked when the *M/V Barnstable* would be dry docked, and Mr. Lawrence said in June 2026, with the *M/V Monomoy* and *M/V Aquinnah* due in 2027. Mr. Jones asked about the investigation into the *M/V Barnstable* prop damage, and Mr. Lawrence said it was ongoing.

#### *M/V Island Home* Dry Dock Update:

Mr. Lawrence shared an update on the *M/V Island Home* dry dock at Thames Shipyard in New London, Connecticut. Highlights of the project include propeller and shaft inspections, hull blasting and coatings, generator overhauls, portside deck renewal on the 01 deck, renewal of the pilot house ceiling, and pump replacements. The project cost to date, including credits and change orders, is \$1,581,775.

Mr. Ranney said he noted the estimates have come in very close to the cost of the work in recent processes, and he asked Mr. Lawrence to speak to how the estimates were prepared so people understood the process. Mr. Lawrence said the vessel’s chief engineer and senior captain work with engineering personnel to develop the repair plan, which begins twelve (12) to eighteen (18) months ahead of the project. Several items are standard, such as coatings, and then other projects are added.

Mr. Amundsen said the Authority has the benefit of several years of information from its steel gauging program, which has helped keep variances and change orders under control.

Mr. Lawrence noted that the *M/V Iyanough* is now in dry dock and the *M/V Woods Hole* is in repair at the Fairhaven Vessel Maintenance Facility. Mr. Jeffrey noted there seems to be a reoccurring problem with the plates next to the exhaust and asked if there was a way to fix it. Mr. Lawrence said the issue is not confined to the Authority's ferries and most vessels of this design have that issue. The extensive inspections the senior chief performs daily are the proper way to manage the condition, he said.

#### Woods Hole Terminal Reconstruction Project:

Mr. Amundsen shared an update on the Woods Hole Terminal Reconstruction Project. Recent milestones at the utility building include completion of the vast majority of interior items; the installation of the concrete sidewalk and entrance path on the east and north sides of the building; and the completion of stair work and the sidewalk at the northeast corner of the building. At the terminal building, milestones included installation of stone siding; installation of equipment in the mechanical room; installation of rough electrical wiring and equipment throughout the building; sheet metal vent insulation installation; and installation of curtain walls and windows. Site work to regrade areas around the west side of the terminal building between Slip Nos. 1 and 3 is now complete.

Mr. Jones said the Authority doesn't take advantage of the extra money it is spending to make the buildings LEED-certified, noting that it costs a lot of money to be "green", but it is very important.

Mr. Jeffrey said he wanted to table discussion regarding the traffic circulation review until the next meeting and requested that staff discuss the matter with the public, the Town of Falmouth, and the Falmouth Bicycle and Pedestrian Committee.

#### Reservation System Replacement Project:

Tom Innis with Gibbous LLC provided an update on the Reservation System Replacement Project. Recent progress includes finalizing customizations and the start of solution design, draft policy changes, and the procurement plan. Upcoming key activities include sharing those draft policies with the Board and

Port Council, sharing the procurement plan, and holding town halls and shipper meetings in late January 2026.

Mr. Innis noted that, at today's afternoon workshop, the Board and Port Council would discuss several policy areas and their operational implications.

Mr. Jones asked when the Authority would switch to its new website; Mr. Innis said when the first reservations can be booked on the E-Dea system, they would be booked on the new website. Mr. Jones asked if it would be difficult to marry the new website and the new reservation system; Mr. Innis said it would not, because it would be a link to a white-label website for booking and the website itself would only have content such as schedules, fares, and news. Mr. Innis said the team was trying to move forward with all the great work that had been done on the website and then link it with the existing E-Dea system.

Mr. Jeffrey said it was his understanding the public would not necessarily even know they were on another website for booking with this plan. Mr. Innis agreed and noted the past issues with the website were the integration with the legacy reservation system, and that is no longer going to be a problem.

Mr. Malkin said it was important that the public attend the upcoming town halls to understand the system in full.

Mr. Jeffrey noted the IT Executive Steering Committee had expanded to include Messrs. Gordon and Ranney to be a five-member body.

Proposed Preseason Promotion for High-Speed Passenger Ticket Books:

Mr. Driscoll then presented a request to authorize the 2026 Preseason Sale of high-speed passenger ticket books. For the past fourteen (14) years, the Authority has offered a twenty percent (20%) discount on the sale of high-speed passenger ticket books for a short period prior to the return of the *M/V Iyanough* to service. This preseason promotion continues to be quite popular, nearly half of the yearly ticket book sales for the *M/V Iyanough* occur during the promotional period.

In 2025, the preseason sale promotion began on Sunday, March 16, 2025, and ended on Saturday, March 29, 2025. It resulted in 4,173 ticket books sold and generated \$1,101,298.50 in revenue for the Authority at a cost of \$275,290.50 due to the discount offering. This total was down seven percent (7%) from the prior year but is still above the average sales for the event.

Following discussion with the Port Council, Mr. Driscoll said staff was proposing that the Authority continue to offer a twenty percent (20%) discount on the sale of electronic ticket books for the high-speed ferry during the period from Sunday, March 22, 2026, through Saturday, April 11, 2026, to expand the time that customers can purchase the books at a discount. The discount would apply solely to electronic ticket books for adults, seniors and children. Staff requests that the Board allow the general manager flexibility to change the proposed preseason sale dates should the return of the *M/V Iyanough* to service be delayed for any reason.

**IT WAS VOTED – upon a motion by Mr. Malkin, seconded by Mr. Ranney – to approve a twenty percent (20%) discount on the price of all electronic passenger ticket books for the high-speed ferry during the period of from Sunday, March 22, 2026, through Saturday, April 11, 2026, and allow the general manager flexibility to change the proposed preseason sale dates should the return to service of the *M/V Iyanough* be delayed, as proposed in Staff Summary #COMM-2026-01, dated January 12, 2026.**

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

Change Order No. 1, Contract 08-2025,  
Vineyard Haven Ferry Terminal Slip 1 Under Deck Concrete Repair:

Mr. Lawrence said the change order stemmed from the determination that the “repair areas” required to complete each repair type, as defined in the individual repair details, exceeded the square footage of the “defective areas” identified in the defect schedule. While the defect schedule captured the locations and extents of the observed deficiencies, the corresponding repair details require work to extend beyond the defective areas in order to properly execute the repairs.

The additional square footage associated with the full repair extents was not captured in the Authority's bid sheet quantities and therefore, all potential bidders, including ACK, did not consider the omitted square footage within their original pricing. As a result, ACK, as the winning bidder, must perform additional work to complete the project beyond the originally contracted scope, he said.

Mr. Lawrence noted that, as work is commencing and defect areas are opened, additional deterioration areas may be identified, which could warrant additional repairs and result in potential change order requests. The full extent of the necessary repairs, including total repair quantities, will not be known until each defect area has been fully opened, inspected, and documented.

In response to questions from the Members, Mr. Lawrence said the change order was not due to "scope creep" but due to a difference between the defect area and the repair area in the specifications. He added that a clerk of the works and a project manager were working on this project, and moving forward both of those resources will be used to manage these projects and develop specs.

Ms. Tierney said this was disappointing and a poorly thought-out process. She asked if the work could be rebid; Mr. Amundsen said it was "unfortunate" that this was not noted from the start and that the Authority needs to get better at this process, especially as this is part of a long-term plan for the terminal. Ms. Tierney said it seemed there was no option other than to accept the overrun cost without having a competitive comparison from other bidders to show what the cost would be. Mr. Rozum noted that ACK would be held to the initial per-unit pricing of its bid.

Mr. Malkin said this shows a need to overhaul the Authority's processes on these projects, but there did not seem to be an alternative.

**IT WAS VOTED – upon a motion by Mr. Malkin, seconded by Mr. Jones – to reconsider the twenty-five percent (25%) cost contingency assigned to Contract 08-2025 and to authorize the general manager to execute Change Order #001, Additional Deck Repair Quantities, for the additional scope and associated costs required to reconcile the difference between the defective areas identified in the underdeck defect schedule table and the actual repair areas required by the detailed repair criteria, as recommended in Staff Summary #ENG-2026-01, dated January 13, 2026.**

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

Supply and Deliver Spare Parts for  
Two (2) EMD Model 12-645-E6 engines for the *M/V Martha's Vineyard*:

Mr. Lawrence said the Authority intends to purchase EMD diesel engine parts suitable for the planned main engine overhauls to be conducted during the 2026 fall repair period for the *M/V Martha's Vineyard*. The engine parts will be for the planned overhaul of two (2) EMD main engines. The total price of \$363,780.86 does not include core charges. The 2026 Operating Budget estimate for these parts was \$375,000.

Mr. Lawrence noted the request was just for the parts, and staff would evaluate the Authority's maintenance capacity before deciding if the labor would be outsourced as well.

**IT WAS VOTED – upon a motion by Mr. Jones, seconded by Mr. Malkin – to authorize the General Manager to execute purchases of miscellaneous spare engine parts for the *M/V Martha's Vineyard* including blowers, cylinder heads, fuel pumps, 12-cylinder emission kits, fuel pumps, jacket water pumps, lube oil pumps and other miscellaneous parts as per quotation #2804381 from Marine Systems Inc. of Chesapeake, Virginia, for a total contract price of \$363,780.86, as recommended in Staff Summary #ENG-2026-02, dated January 13, 2026.**

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

Subscription Renewal of Granicus Targeted Messaging Service:

Mr. Colman said Granicus provides the Authority's digital communications platform for its emails and SMS text messages sent from the reservation system and ancillary applications and is a vital part of its communication to customers.

**IT WAS VOTED – upon a motion by Mr. Malkin, seconded by Mr. Ranney – to authorize the general manager to proceed with the purchase of a one-year subscription renewal of Granicus Targeted Messaging service, subject to the GSA Contract 47QSWA18D008F, with Granicus at Carahsoft of Reston, Virginia, for a total contract price of \$124,500, as recommended in Staff Summary #MIS-2026-01, dated January 15, 2026.**

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

Annual Subscription Renewal with IntraSystems LLC:

Mr. Colman said this was the Authority's subscription for Microsoft M365-E3 software, which is the Authority's main productivity software.

**IT WAS VOTED – upon a motion by Mr. Malkin, seconded by Ms. Tierney – to authorize the general manager to proceed with the purchase of a one-year subscription renewal of Microsoft M365-E3, subject to existing Commonwealth of Massachusetts IT contracts, with IntraSystems LLC of Braintree, Massachusetts, or a total contract price of \$136,713.50, as recommended in Staff Summary #MIS-2026-02, dated January 16, 2026.**

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

Professional Services Agreement with  
IntraSystems LLC for IT Staff Augmentation:

Mr. Colman said the Authority has limited application developer resources, and those it has are committed to supporting the current environment and the reservation system project. IntraSystems will be able to provide personnel to augment Authority staff.

**IT WAS VOTED – upon a motion by Mr. Jones, seconded by Mr. Malkin – to authorize the general manager to execute a professional services agreement with IntraSystems LLC, under the Commonwealth of Massachusetts contract ITS73, in the amount of \$275,000, as recommended in Staff Summary #MIS-2026-05, dated January 16, 2026.**

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

Professional Services Agreement with  
IntraSystems LLC for IT Project Management Services:

Mr. Colman said this request is to augment project management resources to manage complex and comprehensive projects, so they stay on time, on budget, and identify and mitigate, if not, eliminate risk. All integrations assigned to Authority application developers are critical to the success of the E-Dea

reservation system replacement project, must be done by the time the platform launches and require experienced project management oversight.

Mr. Malkin said, taking these requests together, it appears these are the necessary resources to give the Authority the staffing and expertise necessary for the reservation system project that was not in the original budget. He asked, therefore, if this was the money needed to get the project done. Mr. Jeffrey said this is part and parcel of the procurement plan and budget. Mr. Rozum said an updated, integrated procurement plan should be available by the next meeting.

**IT WAS VOTED – upon a motion by Mr. Jones, seconded by Mr. Malkin – to authorize the general manager to execute a professional services agreement with IntraSystems LLC, under the Commonwealth of Massachusetts contract ITS75, in the amount of \$208,018, as recommended in Staff Summary #MIS-2026-04, dated January 16, 2026.**

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

Professional Services Agreement with  
IntraSystems LLC for Travel Alert Integration:

Mr. Colman said email and SMS notification is part of the E-Dea reservation platform, however it only communicates to customers with reservations. It does not communicate to anyone who is not a customer and does not meet the requirements of the travel alerts feature of the current website. This integration will allow both travelers and non-travelers to receive alerts when a trip status changes. This integration will be completed and tested before the platform launches.

**IT WAS VOTED – upon a motion by Mr. Malkin, seconded by Ms. Tierney – to authorize the general manager to execute a professional services agreement with IntraSystems LLC, under the Commonwealth of Massachusetts contract ITS75, in the amount of \$124,015.90, as recommended in Staff Summary #MIS-2026-06, dated January 13, 2026.**

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

Professional Services Agreement with IntraSystems LLC for Phase II Web Integration:

Mr. Colman said this is for continued integration of the website previously developed by Stellar Elements with the E-Dea reservation platform.

**IT WAS VOTED – upon a motion by Mr. Jones, seconded by Ms. Tierney – to authorize the general manager to execute a professional services agreement with IntraSystems LLC, under the Commonwealth of Massachusetts contract ITS75, in the amount of \$93,624.01 for the website phase II integration with the Authority’s reservation system currently under development with E-Dea, as recommended in Staff Summary #MIS-2026-08, dated January 16, 2026.**

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

Agreement with Shift4 Payments LLC for Payment Processing Services:

Mr. Rozum said this will cover the migration of the payment processing gateways from the Eigen platform to the Shift4 platform, which will be implemented in the new reservation system by E-Dea. The Authority realized approximately \$142,000 in savings in 2024 and \$129,000 in savings during 2025 compared to its previous credit card processor when the Authority switched to Eigen, which has since been acquired by Shift4.

In response to a question from Mr. Jeffrey, Mr. Rozum said there will be no additional integration costs for the E-Dea reservation system.

**IT WAS VOTED – upon a motion by Mr. Jones, seconded by Ms. Tierney – to authorize the treasurer/comptroller to execute an agreement with Shift4 Payments LLC for payment processing services for thirty-six (36) months, as recommended in Staff Summary #A-723, dated January 14, 2026.**

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

Addendum to Continued Support for Contract No. 07-2023, Information Technology Management Consulting Services:

Mr. Rozum said this is an extension of the support contract for Gibbous for project management and change management. The term is January-March 2026, and additional extensions will be brought back to the Board.

**IT WAS VOTED – upon a motion by Mr. Ranney, seconded by Ms. Tierney – to authorize the general manager to execute an amendment for Continued Support for Contract No. 07-2023, Information Technology Management Consulting Services Project, with Gibbous LLC at an estimated total cost not to exceed \$135,000, for the change management process and solution design phase related to Contract No. 16-2024, Replacement of the Steamship Authority’s Reservation System,” with E-Dea of Napoli, Italy, as recommended in Staff Summary #A-724, dated January 15, 2026.**

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

Public Comment:

Mr. Jeffrey noted if public comment included a question on something addressed as an agenda item, the Board and staff would do its best to try and answer the question. If there’s a question out of that scope, staff will address it in writing or at a future meeting.

Beth O’Connor said she took exception to calling the OSV project “a success” and questioned why the Board got an initial estimate of \$46 million that is now eighty percent (85%) over that cost. She said she was “very surprised” the Board could consider that a success. She noted that then-Chief Operating Officer Mark Higgins assessed the project in April 2023 and called the matter “a colossal failure” and she is now asking for a full postmortem on the project.

Ms. O’Connor also said earlier commissioning ceremonies cost \$50,000, and that it may seem like a trivial amount, \$50,000 is not trivial.

Dukes County Commissioner Christine Todd welcomed Mr. Kryska, wished him the best of luck, and said she looked forward to his success.

Amy Cody said she noted Mr. Jones said he wants credit for the things the Authority does for taking care of the environment, but other ferry systems are “light years” ahead of the Authority in that regard. She said the inspector general, Jeff Shapiro, has called the website project a “colossal failure” and asked what the Board’s plan is to monitor the general manager’s action items in this regard. Mr. Jeffrey said, as he noted, that it would be part of a discussion at a future meeting.

At 12:08 p.m., Mr. Jeffrey said he would entertain a motion to move into executive session to discuss and approve the minutes of the Authority’s meetings in executive session on December 4, 2025, and December 9, 2025, and to review and discuss the Authority's strategies with respect to litigation, the exchange, lease, or value of real estate, and security because a public discussion of these matters may have a detrimental effect on the Authority’s negotiating and bargaining positions. These matters include:

- Captain Albert Brox et al vs. Woods Hole, Martha’s Vineyard and Nantucket Steamship Authority et al.; Civil Action No. 1:22-cv-10242;
- 590 Thomas B. Landers Road Parking Lot Solar Project, Falmouth, MA; and
- The procurement and deployment of cybersecurity software, hardware, and related systems from IntraSystems LLC.

The public disclosure of any more information with respect to these matters would compromise the purposes for which the executive session is being called.

After the conclusion of the executive session, the Board will not reconvene in public.

**IT WAS VOTED – upon a motion by Mr. Malkin, seconded by Mr. Ranney – to go into executive session to discuss and approve the minutes of the Authority’s meetings in executive session on December 4, 2025, and December 9, 2025, and to review and discuss the Authority's strategies with respect to litigation, the exchange, lease, or value of real estate, and security.**

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

A TRUE RECORD

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ROBERT F. RANNEY, Board Secretary

**Documents and Exhibits Used at the  
January 20, 2026, Meeting in Public Session of the Board of the  
Woods Hole, Martha's Vineyard and Nantucket Steamship Authority**

1. January 20, 2026, Meeting Agenda, posted January 15, 2026 (revised January 19, 2026).
2. Video and audio recording announcement.
3. Statement regarding remote participation.
4. Minutes of the December 4, 2025, meeting in public session (draft).
5. Minutes of the December 9, 2025, meeting in public session (draft).
6. Minutes of the December 31, 2025, meeting in public session (draft).
7. Minutes of the January 6, 2026, Port Council meeting (draft dated January 9, 2026).
8. November 2025 Business Summary.
9. Presentation, November 2025 Business Summary, dated January 20, 2026.
10. Response to the December 2025 Inspector General's Steamship Authority Report, undated draft.
11. Presentation, *M/V Monomoy* conversion at Alabama Shipyard, dated January 20, 2026.
12. Presentation, *M/V Island Home* Dry Dock at Thames Shipyard, dated January 20, 2026.
13. Presentation, Woods Hole Terminal Reconstruction Project, dated January 2026.
14. Presentation, Reservation System Project Update, dated January 2026.
15. Staff Summary #COMM 2026-01, Approval of Preseason Promotion for High-Speed Passenger Ticket Books, dated January 12, 2026.
16. Staff Summary #ENG-2026-01, Contract 08-2025, Vineyard Haven Ferry Terminal Slip 1 Under Deck Concrete Repairs, Change Order 1, dated January 13, 2026.
17. Staff Summary #ENG-2026-02, Supply and Deliver Spare Parts for Two (2) EMD Model 12-645-E6 Engines for the *M/V Martha's Vineyard*, dated January 13, 2026.

18. Staff Summary #MIS-2026-01, Granicus Annual Subscription Renewal, dated January 15, 2026.
19. Staff Summary #MIS-2026-02, One-year Renewal of Microsoft M365, dated January 16, 2026.
20. Staff Summary #MIS-2026-05, IT Staff Augmentation, dated January 16, 2026.
21. Staff Summary #MIS-2026-04, IT Project Management Services, dated January 16, 2026.
22. Staff Summary #MIS-2026-06, Travel Alerts Integration, dated January 13, 2026.
23. Staff Summary #MIS-2026-08, Website Phase II Integration, dated January 16, 2026.
24. Staff Summary #A-723, Shift4 Payment Process Services Agreement, dated January 14, 2026.
25. Staff Summary #A-724, Continued Support for Contract No. 07-2023, Information Technology Management Consulting Services, dated January 15, 2026.
26. Statement to be read prior to going into executive session.

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

**The Meeting in Public Session  
December 9, 2025**

**General Manager Alex Kryska's Response to  
the December 2025 Inspector General's Steamship Authority Report**

I have received the Inspector General's December 2025 report on the Steamship Authority, and I appreciate the time and effort that went into pulling it together.

I am reviewing it with the board and the Steamship team and view it as an important tool that will help us to strengthen the Steamship Authority's governance, operations, and public trust. The report appropriately identifies areas where improvement is necessary. Many of its findings reinforce concerns previously identified in the 2018 HMS Consulting report, confirming that these challenges are longstanding and require focused, sustained action. I am committed to addressing these issues promptly, transparently, and with accountability.

Below are three priority areas that I intend to work on with the Board and the Port Council to start focusing on immediately.

**Governance, Oversight, and Role Clarity**

The Inspector General cites gaps in governance, inconsistent oversight, and unclear roles between the Board, management, and staff. These same issues were highlighted in the 2018 HMS report, which emphasized the need for clearer decision-making authority and governance structure.

I intend to address this as follows:

1. Conduct one-on-one meetings with all senior and mid-level managers to review decision making and clarify roles within all departments.
2. Establish standardized reporting and performance dashboards so the Board receives timely, consistent, and decision-ready information.
3. Implement a regular schedule of strategic and operational reviews to strengthen accountability while avoiding micromanagement.

This will improve transparency, clarify authority, and allow the Board to assist with policy and strategy while management executes.

### **Financial Controls, Planning, and Transparency**

The report identifies weaknesses in financial controls, long-range planning, and documentation supporting key decisions, concerns also raised in the HMS report.

I intend to address this as follows:

1. Strengthen internal financial controls, including approval thresholds, documentation standards, and reconciliation practices through all departments.
2. Implement a multi-year financial plan aligned with the capital plan, service objectives, and labor agreements.
3. Improve transparency through regular financial forecasts, variance reporting, and clear communication of risks and assumptions.

These steps will strengthen fiscal discipline, reduce risk, and support informed long-term decision-making.

### **Strategic Planning and Operational Alignment**

The Inspector General notes the absence of an integrated long-term strategic plan linking service levels, fleet investments, workforce planning, and financial capacity, a key gap also identified in the 2018 HMS report.

I intend to address this as follows:

1. Build on the current multi-year strategic planning process that is in place to improve operations and boost it in the areas of future planning and capital forecasting to develop a fully comprehensive, Board-approved plan that has clear priorities, timelines, and performance metrics.
2. Align fleet replacement, maintenance planning, and workforce development with service reliability and customer expectations.
3. Treat the strategic plan as a living document, reviewed annually and adjusted as conditions change.

This will ensure daily decisions support long-term goals and resources are allocated intentionally.

### **Closing**

Taken together, the December 2025 Inspector General report and the 2018 HMS report provide a consistent and credible roadmap for improvement. My focus will be to partner with the Board and the Port Council on turning these findings into concrete actions, measurable results, and lasting cultural change. By strengthening governance, improving financial discipline, and aligning strategy with operations, all coupled with clear and transparent communications, the Steamship Authority can better fulfill its mission to the Islands and the traveling public.