

MINUTES
OF THE
IT EXECUTIVE STEERING COMMITTEE
OF THE
WOODS HOLE, MARTHA'S VINEYARD AND NANTUCKET STEAMSHIP AUTHORITY
Virtual & In-Person Meeting
January 15, 2026
First Floor Conference Room
Steamship Authority Headquarters
228 Palmer Avenue, Falmouth, MA

Attendees (in person):

- Peter Jeffrey (subcommittee member)
- Alex Kryska
- Mark Amundsen
- Mark Rozum
- Stephen Colman
- Tom Innis
- Ourania Siabanis
- Lizzy Freeman (minute-taker)

Attendees (virtual):

- Rob Ranney (subcommittee member)
- Gordon Carr (subcommittee member)

Video and Audio Recording of Today's Meeting:

- It was announced that the Steamship Authority was making an audio and video recording of the meeting.

Statement Regarding Remote Participation:

- It was announced that, pursuant to Section 20 of Chapter 20 of the Acts of 2021, as amended, Gordon Carr and Rob Ranney are participating in the meeting remotely because their physical presence would be unreasonably difficult. All IT Steering

Committee members participating in the meeting by Zoom videoconferencing app and all members will be clearly audible to each other.

1. Public Comment

- None.
-

2. Minutes

- Peter made a motion to table approval of the minutes until the next meeting. With no further discussion, the motion passed and the minutes were tabled to the next meeting.
-

3. Project Updates (Tom)

Project Updates Overview

- The project timeline was revisited; the team is currently in the solution design phase.
- Initial system setup is largely complete, allowing focus to shift to detailed solution design.
- The team meets with E-Dea at least weekly to address requirements in an iterative design process, with system updates occurring in parallel.
- Work is underway to define remaining dates and milestones in the workplan.
- Overall, the project remains on track*relative to planned progress.

Project Team

- An updated project team structure was reviewed, including confirmation of Mark Amundsen as project sponsor.
- A subcommittee meeting is taking place concurrently.
- The PMO meets weekly to align priorities, coordinate internal and external teams, and prepare for stakeholder engagement.
- Subteams are organized by function: commercial operations, public customer operations, accounting, and IT.
- External vendors include E-Dea (reservation system), Intrasystems (website, preseason portal, IT PM), Integrato (financial integration), and Shift4 (payments).
- Committee members raised questions about vendor accountability, scope control, and internal points of contact.

- It was clarified that each vendor has an SSA point of contact; future materials will clearly identify these roles and the internal technical project manager.
- Resource capacity remains a known risk, though mitigation efforts and selective vendor support are underway.
- Vendors were confirmed to be familiar with SSA operations and not new to the organization.

Project Dashboard

- Work continues on solution design and system configuration, alongside a comprehensive review and clarification of SSA policies.
- The reservation system is being used as an opportunity to codify and modernize existing policies, including terminal operations and vessel loading practices.
- Draft policy updates will be shared through upcoming Board, Port Council, and town hall meetings.
- Key risks include resource constraints, unclear or undocumented policies, and organizational change fatigue.
- All workstreams are green except the reservation system, which is yellow due to configuration and design complexity.
- Several policy decisions, particularly around the waitlist and customer visibility, are prerequisites for finalizing system design.
- Approximately a dozen policies require near-term discussion with others to follow over the coming months.
- Temporary policy adjustments may be required to support data migration during the transition period.

4. Budget (Mark R)

- The E-Dea reservation system operating expense totals \$3.3M. Approximately \$2.5M for implementation.
- Some cost estimates were developed before full project details were known and have since been refined.
- Certain expenses, such as printing and hardware, would have occurred regardless of the project.
- Third-party software costs are projected over a five-year period.
- A request for an IT project manager will be brought to the Board, with cost estimates provided.

- Overall budget projections are now more reliable and trending lower than earlier conservative estimates.
-

5. Procurement (Mark R)

- Capital funding is supporting several infrastructure and technology initiatives tied to the reservation system.
 - The procurement plan encompasses not only the reservation system but also supporting infrastructure and technical debt remediation.
 - Committee members requested clearer integration of procurement and budget information, including a consolidated slide.
 - Distinctions between capital and operating expenses were discussed, with a recommendation to visually communicate this breakdown for public understanding.
 - Many procurement activities can leverage existing state contracts.
-

6. Policy Updates and Town Hall Meeting Schedule

- Policy revisions are being aligned with the E-Dea implementation timeline.
 - The upcoming Board discussion is expected to surface key questions and guide further public engagement.
 - A series of town halls and shipper meetings are scheduled across Martha's Vineyard, Nantucket, and the Mainland, with both in-person and virtual options.
 - These meetings are intended to gather feedback on policy changes, particularly those affecting shippers.
 - Meetings are open, recognizing overlap between shippers and public customers.
 - Feedback from sessions will be documented and shared to support informed Board and Port Council decision-making.
 - Coordination with the SSA communications team is underway to ensure broad public awareness.
-

7. Old/New Business

- A request was noted for a more detailed budget review at the next meeting.
 - A Gantt chart showing timelines and dependencies was requested from Gibbous.
-

8. Public Comment

- Mary Musacchia expressed concern about earlier budget estimate variability and requested improved cost clarity going forward.
 - She made a request to publish proposed policies online in advance of town halls to support meaningful public input.
 - She raised a question regarding the timing of system architecture work; IT leadership clarified that this work is already underway and the timeline will be adjusted accordingly.
-

Motion to Adjourn:

- It was voted by roll call to approve the motion to adjourn of the IT Executive Steering Committee, meeting in public session.
-

Meeting Duration

1:00 pm – 2:03 pm, EST

Documents Distributed:

- SSA_Project_Steering_Subcommittee_January_1.13.26v4
-

Next Meeting:

- Date: TBD
 - Time: TBD
 - Location: SSA Admin Offices (228 Palmer Ave, Falmouth MA) Virtual and In-Person
-

Action Items:

Action Item	Owner	Due Date
Identify and document internal single points of contact for each external	Gibbous	Next meeting

vendor and reflect this in updated project materials		
Update procurement materials to clearly integrate project management, budget, and capital vs. operating cost distinctions	Mark R	Next meeting
Prepare and share draft policy updates with the Board, Port Council, and the public ahead of scheduled workshops and town halls	SSA Communications Dept	Before the 1/20 Board meeting
Facilitate upcoming shipper meetings and town halls and document feedback for Board and Port Council review	Gibbous	Before the February Port Council meeting
Develop a Gantt chart outlining project timelines and dependencies for presentation at the next meeting	Gibbous	Next meeting
Provide a more detailed budget review, incorporating updated cost estimates and assumptions	Mark R	Next meeting