

MINUTES
OF THE
IT EXECUTIVE STEERING COMMITTEE
OF THE
WOODS HOLE, MARTHA'S VINEYARD AND NANTUCKET STEAMSHIP AUTHORITY
VIRTUAL MEETING ONLY

January 30, 2026

Attendees (in person):

- Peter Jeffrey (subcommittee member)
- John Cahill (subcommittee member)
- Alex Kryska
- Mark Amundsen
- Mark Rozum
- Stephen Colman
- Sean Driscoll
- 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

- Peter acknowledged the importance of public feedback and confirmed it is being incorporated into policy decisions and system design.
 - The team reiterated that they have heard public concerns clearly and are actively working to address them in collaboration with the traveling public.
 - Two representatives from E-Dea were present on the call to help respond to feedback and provide a walkthrough of the system: Gianmaria (Product Manager) and Ciro (Executive Director).
 - E-Dea representatives described their roles and involvement, including on-site visits to terminals and islands and long-term engagement with the project.
 - Leon Brathwaite raised confusion from a prior Tisbury town hall meeting regarding booking based on linear feet, noting a lack of concrete examples and concerns about reservations showing no available space when capacity appears to exist.
 - Leon Brathwaite requested clarification on how the current waitlist process works (manual) and how the new system will handle waitlists going forward.
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2. Minutes

- John made a motion to table approval of the minutes until the next meeting. The motion was seconded by Peter. With no further discussion, the motion passed and the minutes were tabled for the next meeting.
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3. Project Updates

Dashboard (Tom)

- Solution design remains in progress, informed by extensive public feedback through town halls and other sessions.
- The project team is meeting frequently with E-Dea to refine the solution design while simultaneously developing and refining draft policies shared with the Board and Port Council.
- Emphasis is being placed on establishing clear policies (e.g., priorities) first, which will then drive system configuration.
- A draft procurement plan and budget have been developed and shared by Mark R; responses to related questions and comments will be addressed in a future meeting.

- Additional topic-based town halls are planned in the coming weeks to continue gathering feedback and iterating on the solution.
- Work is underway on key business decisions, including website integration, system integrations, commercial booking flows, and ensuring adequate plans for testing and training.
- Project risks related to resource capacity remain under active management due to the size and complexity of the effort.
- Workstreams continue to progress, including terminal infrastructure updates (e.g., rewiring for handheld scanners), terminal flow changes, vendor integrations, preseason processes for shippers, and Business Central (accounting) integration with attention to PCI compliance.
- Project status remains yellow for the reservation system due to ongoing solution design and the need to allow sufficient time for public feedback.
- The team emphasized the ongoing level of effort required, acknowledged the challenges of change management, and expressed appreciation for staff, vendors, and public participation as the project moves toward testing and rollout.
- No questions were raised.

Gantt Chart (Tom)

- A high-level Gantt chart was presented to provide a visual overview of the project timeline extending from the present into 2027.
- The chart illustrates multiple major workstreams converging at key milestones, including the E-Dea system, website, Business Central integration, preseason portal, policy updates, infrastructure, testing, and training.
- The plan highlights the need to align system readiness with terminal infrastructure and hardware readiness to support a successful launch.
- The team will continue coordinating with all vendors to ensure alignment across workstreams.
- A more user-friendly version of the Gantt chart will be developed for future meetings.

4. Policy and Public Feedback

Policies (Tom)

- Multiple engagement sessions have been held to inform policy development, including working sessions, three public town halls, and three shipper meetings,

with two additional virtual town halls planned to focus on standby and waitlist topics.

- Over the coming weeks, the team will continue gathering feedback and refining proposed approaches for standby and waitlist policies.
- Updates to the cancellation policy are in progress, with the intent of bringing proposed changes to a vote; the target remains to present policies to the Board in February.
- The team is working to ensure sufficient time is allocated for broader public feedback through larger meetings.
- Stakeholders were encouraged to continue submitting written feedback, including specific use cases describing how the reservation system and SSA processes are used today, to help inform how they will function in the future system.
- Policies discussed at town halls are work in progress and may differ from the final versions presented to the Board.
- Town halls are being used to better understand public objectives for policy outcomes, with the goal of addressing those needs through policy refinement and system configuration rather than system modification.
- If needed, an additional standalone public meeting may be scheduled after February 17 to review a refined policy manual incorporating synthesized public input, with coordination between leadership and the Port Council on timing and involvement. Peter and Gordon to coordinate.

E-Dea Waitlist & Standby Overview (Gianmaria)

- E-Dea provided an overview of the reservation booking flow and explained standby and waitlist functionality, including how customers select sailings, view availability, and complete bookings.
- Standby was described as bookable capacity beyond standard inventory, based on historical cancellation data, with bookings queued by priority and time and automatically promoted as space becomes available.
- Waitlisting allows customers with confirmed sailing to select multiple preferred sailing before and after their confirmed departure and be automatically promoted if capacity opens.
- Three availability states were demonstrated: available (standard capacity), standby available, and sold out (no standard or standby capacity).
- E-Dea noted that configuration options (e.g., number of waitlist sailings, priority rules, standby capacity) are flexible and can be tailored by SSA policy.

- Discussion focused on improving transparency for customers, including potential indicators for waitlist length or likelihood of promotion.
- Sandbox and prototype demonstrations were discussed; standby functionality can be demoed now, while waitlist remains in design and will be shown via prototypes.
- SSA emphasized that the approach is evolving based on public feedback and that early concepts were shared intentionally to inform refinement.
- Priority handling (e.g., island residents vs. other customer groups) will be policy-driven, with draft priority lists to be shared for public feedback and potentially varied by island.
- Action item: SSA and E-Dea will determine what functionality, and demos can be presented at upcoming town halls to better reflect the developing system and reduce confusion.

Next Steps (Tom)

- Virtual town halls focused on waitlist and standby will be held on Feb 11 and Feb 12 at 5:30 pm
 - The meetings will share the same agenda so that more people can attend
 - The public is encouraged to attend and share their thoughts
 - If the public has any questions or comments, please contact truenorth@steamshipauthority.com
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5. Old/New Business

- Gordon asked if the Port Council will be taking any action on policy on Feb 3; Peter clarified that the Board and Port Council shall have a joint meeting to address the policy changes
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6. Public Comment

- Margaret Hannemann raised a concern that summer excursion demand fills entire travel days far in advance, limiting reservation access for year-round island residents who often need flexibility for medical, family, or short-notice trips; it was suggested that a set amount of capacity be reserved for islander excursions based on historical data.

- Mark R noted that an “allotments” product could hold back a defined amount of capacity (e.g., linear feet) until a later release date, and this approach was acknowledged as a potential solution.
 - Tom added that existing 1-day and 7-day preferred programs were confirmed to continue in the new system, though concerns were expressed that these do not fully address excursion-related needs.
 - It was agreed that these issues should be discussed further at an upcoming town hall.
 - Elizabeth O’Connor requested to use concrete, real-world use cases at town halls to clarify what policies and programs will remain and how the new system would handle common scenarios (e.g., medical or dentist appointments).
 - Virtual town halls are scheduled for February 11 and 12; stakeholders were asked to submit proposed use cases by February 6 to inform those discussions.
 - Alysha Norbury asked about the possibility of fees for waitlist or standby; Peter clarified that no decisions have been made, any fees would require Board approval, and examples shown were illustrative only, with policy options including exemptions for island residents.
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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.
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Meeting Duration

2:00 pm – 3:18 pm, EST

Documents Distributed:

- January 30, 2026, IT Executive Steering Committee Meeting - Presentation
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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
Schedule and hold two virtual town halls on February 11 and 12 focused on standby, waitlist, and policy clarification	Sean	2/6/26
Collect and compile written use cases from island residents and stakeholders by February 6 to inform town hall discussions	Gibbous	2/6/26
Further evaluate the use of “allotments” (held back capacity) to preserve excursion availability for island residents and discuss at a town hall	Internal Working Group	2/12/26
Coordinate with E-Dea to determine what functionality (sandbox, prototypes, demos) can be shown at upcoming town halls to better illustrate system behavior	Internal Working Group	2/6/26
Coordinate Port Council/Board joint policy session	Peter, Gordon	2/17/26
Continue refining standby and waitlist policies, including priority rules and potential visibility into queue length or likelihood of promotion	SSA	Next policy session

Present in-depth procurement plan and budget	Mark R	Next IT Steering
Clarify terminology and program naming (e.g., resident categories, standby/waitlist labels) as part of policy and system refinement	SSA	Before R1 system launch
Confirm and communicate which existing programs (e.g., 1-day and 7-day preferred) will remain in the new system	SSA	Before R1 system launch
Develop clearer guidance on whether standby or waitlist fees will be considered, noting that any decision would require Board review	SSA	Before R1 system launch