

MINUTES
OF THE
IT EXECUTIVE STEERING COMMITTEE
OF THE
WOODS HOLE, MARTHA'S VINEYARD AND NANTUCKET STEAMSHIP AUTHORITY
VIRTUAL MEETING ONLY
May 26, 2026

Attendees:

- Peter Jeffrey (subcommittee member)
- Rob Ranney (subcommittee member)
- Gordon Carr (subcommittee member)
- Alex Kryska
- Mark Amundsen
- Mark Rozum
- Stephen Colman
- Sean Driscoll
- Lizzy Freeman (minute-taker)

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, all members 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

- Mary Musacchia: Emphasized the importance of taking a holistic approach to the new reservation system by incorporating traffic management planning. She

expressed hope that vehicle staging at the Palmer Avenue location, or another site in Woods Hole, will be part of the implementation to help manage congestion, noting that this has not been sufficiently emphasized in discussions to date.

2. Minutes

- It was voted upon a motion by roll call vote to approve the motion to approve the April 28, 2026 IT Executive Steering Committee minutes, meeting in public session.
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3. Project Updates (Mark A)

Project Dashboard

- Reported that the E-Dea onsite workshop during the week of May 11 was productive, with another onsite session planned for June.
- The project has entered the second round of testing. Master data has been finalized, and an updated procurement plan will be shared with the Board and Port Council.
- Upcoming activities include the Beta Group kickoff on May 28, continued Policy Phase III work later this summer/fall, data migration planning, terminal operations workflow design, testing, and development of training resources.

Beta Group Update

- Reviewed the Beta Group's purpose, objectives, participant composition, meeting schedule, and kickoff agenda.
- Sean reported that 104 individuals have signed up for the Beta Group but did not have a demographic or geographic breakdown available. He will research the participant data and provide it to Peter.
- Discussion emphasized the importance of recruiting a broad cross-section of users, including preferred and excursion program participants, commuters, seasonal travelers, and travelers from different routes and user groups. The registration process captures information such as primary travel route, residency status, travel purpose, and participation in existing programs to support this goal.
- Sean noted that while there is no target number of participants, the objective is to maintain a robust group of testers throughout the project. The team acknowledged

that participation may vary over time but hopes participants will remain engaged across multiple sessions.

- The committee discussed whether incentives could encourage continued participation. Ideas included branded SSA merchandise or a reservation-related benefit, with agreement to explore potential options further.
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4. Project Budget (Mark R)

- Reported that the overall project budget remains largely unchanged since the previous update.
 - The primary budget change is an increase in the cost of the Bulk Shipper Portal, which exceeded the original estimate of approximately \$732,000 and will require a change order.
 - Third-party software, project management, and training budgets remain unchanged. Network equipment costs increased from an estimated \$460,000 to approximately \$650,000 due to additional equipment requirements, also requiring a change order. Handheld devices have been ordered, and these updates have been incorporated into the preliminary budget.
 - Going forward, the budget included in Board packets will highlight significant spending changes and approved change orders.
 - Peter asked whether project funds could be used to hire internal project management or training staff instead of relying on vendors. Mark R noted that project-related staff time is included in the budget and that the team will explore whether existing staffing resources can be reallocated to support these roles.
 - Mark A shared observations from a recent visit to BC Ferries, noting that their implementation required significantly more testing and training resources than originally anticipated. BC Ferries employed a dedicated five-person training team and expanded testing efforts after identifying the need for additional testers.
 - Based on those lessons learned, Mark A indicated that the current project will likely require additional testing and training resources, estimating a need for approximately five more full-time testers who could later transition into training roles. He noted that using external resources would likely increase costs beyond the current training budget.
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5. Public Engagement Update (Mark A)

- Reported that there are no additional updates regarding the Beta Group beyond the kickoff activities.
 - The project team is developing a monthly newsletter to be distributed on the first of each month to provide project updates. The True North project landing page will also be updated as needed.
 - Mark R shared that he and Alex recently met with an association to discuss upcoming changes to the reservation process. The team plans to reconnect closer to system launch to provide training and help prepare association staff for the new booking process.
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6. Old/New Business

- None
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7. Public Comment

Public Comment

- Cameron Naron asked whether the project budget includes integration of the new reservation system with the SSA website. Project leadership confirmed that website integration is included as part of the True North project and that customers will access the E-Dea reservation system through the redesigned website.
- Cameron recommended that end-to-end testing be performed through the public-facing website, rather than solely within the E-Dea application, to ensure the customer experience is fully validated.
- Cameron also encouraged the SSA to proactively communicate upcoming policy changes throughout the implementation rather than waiting until launch. He emphasized that public outreach, particularly through local newspapers and community information sessions, will help residents understand both the policy changes and the benefits of the new reservation system.
- During the discussion, the meeting temporarily lost quorum when Gordon disconnected from the call. It was noted that Cameron's remaining question and any question from Beth O'Connor would be addressed at the next meeting. Quorum was re-established when Gordon rejoined.

- Beth O'Connor requested that future presentations include an updated project timeline showing key milestones, including Beta Group activities.
 - Beth also asked about the long-term testing strategy, including whether a smaller pilot group would be established before launch and how training and help desk support would be handled after implementation.
 - Project leadership responded that a dedicated training team is being assembled and is expected to remain in place for at least three to six months after go-live to support employees, customers, commercial users, and the public. The Beta Group will initially remain open and broad, with a smaller pilot testing group expected to emerge as the project progresses. The long-term help desk function is planned to be supported by SSA staff as the organization transitions to ongoing operations.
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Motion to Enter Executive Session:

- A motion was made to enter executive session to discuss the deployment of security measures on project devices, as discussing the matter in open session would be detrimental to the Authority's security policies.
 - The motion was approved by roll call vote.
 - The committee entered executive session and announced that it would not reconvene in public following the executive session.
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IT Steering Committee Executive Session Agenda:

- IT access controls audit finding
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Meeting Duration

10:00 am – 11:31 am

Documents Distributed:

- May 26, 2026, IT Executive Steering Committee Meeting - Presentation
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Next Meeting:

- June 23, 2026 at 10:00 am – virtual only

Action Items:

Action Item	Owner	Due Date
Share beta group participant demographics	Sean	Next meeting
Share updated procurement plan	Mark A	Next meeting
Evaluate additional testing and training resources	Project team	Next meeting
Explore beta group participation incentives	Project team	Next meeting
Publish monthly project newsletter	Project team	Next meeting
Continue stakeholder outreach	Project team	Project duration
Include updated project timeline in future presentations	Project team	Project duration
Confirm end-to-end website testing	Project team	Next meeting
Develop communications plan for policy change	Project team	Next meeting
Address deferred public comments	Project team	Next meeting
Highlight significant budget changes in future reports	Mark R	Next meeting