

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

August 14, 2025

Virtual & In-Person Meeting

First Floor Conference Room

Steamship Authority Headquarters

228 Palmer Avenue, Falmouth, MA

Attendees (in person):

- Peter Jeffrey (subcommittee member)
- Eric Dawicki (subcommittee member)
- Stephen Colman
- Mark Amundsen
- Mark Rozum

Attendees (virtual)

- John Cahill (subcommittee member)
- Sean Driscoll
- Tom Innis
- Ourania Siabanis
- Lizzy Freeman (minute-taker)

Video and Audio Recording of Today's Meeting:

- It was announced that Mr. Driscoll 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, Mr. Cahill was participating in the meeting remotely because his physical

presence would be unreasonably difficult. Mr. Cahill participating in the meeting by Zoom videoconferencing app and all members will be clearly audible to each other.

1. E-DEA Contract Status

- Terence is making edits to the contract with third-party counsel; a meeting is scheduled tomorrow to finalize and send it back.
 - Peter asked whether Mark Amundsen is the project owner, and if Steve and Gibbous will be included in the review process. A meeting will be set to clarify roles.
 - A copy of the contract will be shared with the IT Steering Committee.
 - John asked who will sign the contract; it was confirmed that the General Manager will sign.
-

2. E-DEA Project Update

- Current timeline for implementation was reviewed.
 - Mark Rozum met with E-Dea to discuss organizational information and vessel allocation; work is now focused on allocating boats.
 - Next meeting is scheduled for August 26 to cover accounting, cross-center functions, integrations, and pricing.
 - Members of the Accounting team will join the August 26 meeting.
-

3. Reservation System Implementation Supporting Projects

- Reservation system in discovery; contract review in progress.
- Accounting system preparing for integration vendors to come onsite.
- E-Dea onsite visit: first week functionality review, second week onsite work with catch-up days and questionnaires.
- Data migration and data warehouse reporting remain on hold.
- Business rules being documented; Steering Committee to receive read-only access.
- Bulk system updated to import freight reservations rather than manual entry.
- Mark Amundsen and Alison finalizing MVP with Intrasystems.
- Website: old APIs to be replaced with E-Dea white-label solution.
- Implementation timeline clarified: public go-live in 2027; High Line planning for fall 2026 per E-Dea recommendations.
- Parking lot integrations advancing with Amano McGann APIs for barcode-based access.

- Procurement planning underway; working draft expected by December.
 - Procurement priorities and funding sources (including grants) discussed.
 - Hardware replacement program ongoing; awaiting E-Dea specs (September/October).
 - Anticipated purchases: new scanning equipment and computers.
 - Employee training on change management and software still to be determined.
 - Customer focus groups held; feedback provided useful insights.
 - Concern raised about IT support at go-live; possible need for third-party vendor.
 - Accounting vendor SOW and pricing pending E-Dea meeting.
 - Backlog of proposals due to awaiting information.
 - John flagged a copy/paste error in materials.
 - Physical assessment shows high risk at parking lot, Mashpee data center, terminals, slips, and offices.
 - Palmer, warehouse, and vessels assessed as in good shape.
 - Network architecture review found to be in good shape.
 - John appreciated the awareness of these updates.
 - Steve noted that none of the findings were surprising to IT.
 - John raised budget clarification; Steve and Mark Rozum confirmed operating vs. capital budget conversations are happening internally.
 - Virtualization/software assessment findings were also unsurprising to IT, reflecting ongoing issues.
 - Environment remains architecturally sound but has overly complicated application dependencies and reliance on infrastructure prone to failure.
 - Switch routers carry medium to high risk without investment in newer hardware; risk expected to drop once new architecture is implemented.
 - VMware and Azure assessed as low risk.
-

4. Public Engagement

- Public engagement conducted through focus group-style meetings, gauging opinions on new technologies (e.g., license plate readers) and timing of implementation.
- Agendas were similar across groups but reflected different priorities.
- John suggested involving Dukes County Commissioners (led by Jim Malkin) to promote town halls.
- Business owners include freight users and hotel owners.

- Mark Rozum noted system includes a B2B module for hotels to book tickets directly for customers.
- John raised concerns about large organizations (e.g., rental car companies) reserving excess spots and not canceling. Suggested revisiting policies: financial incentives for early cancellations, penalties for excessive no-shows, and restricting bulk participation.
- Tom noted new system will improve self-service for commercial users, making cancellations and waitlist management more efficient.
- Peter thanked participants and suggested town halls could also be held on boats, possibly with virtual surveys for passengers to complete onboard.
- Mark Rozum confirmed SSA is evaluating the best ways to reach users.
- Eric Dawicki raised the importance of marine-side involvement; Paul has joined the team to assist with vessel calculations and allocations, working closely with crew for accurate planning.
- Preseason portal being used to modernize platform end-to-end.
- Testing underway at technical level; will move to functional testing and then system integration.
- Website discussions kicked off, including leveraging E-Dea capabilities for launch.
- Infrastructure assessment identifies hardware upgrades as critical path for new reservation system.
- Peter asked about timeline for website integration: launch in fall 2026 vs. linking current site to new system.
- Steve: targeting March 2026 for federal review; full system launch in January 2027. Current website will remain live in fall 2026, linking to E-Dea for 2027 reservations.
- Peter: parallel systems may require extra public-facing tech support (call center).
- Mark Rozum: procurement underway with Intrasystems (SOW ~\$65,000) to manage APIs, white label integration, and design through state contract. Data handling approach raised in focus groups.
- Steve: camera proposal starting next week; handheld scanners and Wi-Fi coverage assessments to be conducted at terminals. State contract cost estimate ~\$87,000.
- Mark Rozum: Wi-Fi upgrade is a priority given past issues; will also benefit public users.
- Steve: goal is to complete assessments early to prepare for hardware upgrades.

5. Change Management Progress

- Change implementation requires planning, developing, leading, evaluating, assessing, supporting, and sustaining.
 - Key focus areas: stakeholder engagement, operations redesign, information/data utilization, and multi-vendor coordination.
 - Each overall effort includes underlying efforts such as:
 - Feedback sessions.
 - Creating user groups within operations redesign (e.g., reservation process improvements).
 - Making the system more customer responsive.
 - Questions to address:
 - What are the KPIs and reporting needs?
 - How will reports be used?
 - What information do managers and supervisors need daily?
 - How can better information be provided to terminals for vessel loading?
 - Need to ensure a single coordinated plan for all vendors involved.
 - Wi-Fi plan viewed as strong technically and for customers; need to validate with vendors and draft documentation.
 - SSA has established an internal structure guiding the project, with cross-departmental involvement.
 - Internal working group meets weekly; subteams (technical, customer, commercial, accounting) meet at varying frequencies to align with E-Dea configurations.
 - John asked about E-Dea's role in change management.
 - Tom noted SSA relies on E-Dea as SMEs for system guidance, while structure and process are managed locally.
 - John suggested E-Dea could provide more proactive expertise, offering "quick wins" and communications through Gibbous on improvements to consider.
 - John also recommended documenting high-impact, high-value changes internally first, then sharing with the public to highlight immediate returns.
 - Tom agreed to engage E-Dea on these opportunities and emphasized considering how to leverage the system for improvements (e.g., using pricing to influence customer behavior).
-

6. Public Comment

- None.
-

Motion to Adjourn:

- It was voted upon a motion by Mr. Jeffery, seconded by Mr. Cahill, to approve the motion to adjourn of the IT Executive Steering Committee, meeting in public session.
-

Meeting Duration

4:00 pm – 5:01 pm, EST

Documents Distributed:

- SSA Project Subcommittee Steering Slides 8.14.25
-

Next Meeting:

- Date: TBD
 - Time: TBD
 - Location: TBD
-

Action Items:

Action Item	Owner	Due Date
Send copy of the reservation system contract to IT Steering Committee	Mark Rozum	When the contract is negotiated
Provide IT Steering Committee with read-only access to operational/business rules	Gibbous	Next meeting
Identify quick wins	Gibbous	Next meeting
Schedule town hall meetings for public engagement	Gibbous	TBD
Continue engaging identified user groups	Gibbous	TBD