



Woods Hole, Martha's Vineyard and Nantucket Steamship Authority

SUMMARY OF THE MEETING OF THE WOODS HOLE, MARTHA'S VINEYARD AND NANTUCKET STEAMSHIP AUTHORITY

November 17, 2020

The Members of the Woods Hole, Martha's Vineyard and Nantucket Steamship Authority Board held a meeting Tuesday, November 17, 2020 in the second-floor conference room of the Authority's Vineyard Haven terminal building, 47 Water Street, Vineyard Haven. All five Board Members were present and participated via Zoom video conference call: Chairman James M. Malkin (Dukes County); Vice Chairman Kathryn Wilson (Falmouth); Secretary Moira E. Tierney (New Bedford); Robert F. Ranney (Nantucket); and Robert R. Jones (Barnstable).

1. General Manager Robert B. Davis provided an update on the Authority's efforts regarding the COVID-19 virus, commonly referred to as the coronavirus, as follows:
 - Since October 21, 2020, the Authority has been running its approved fall operating schedule on both routes.
 - Authority personnel continue to use electrostatic sprayers along with backpack foggers on a daily basis to dispense hospital-grade disinfectant along with a prolonged antimicrobial agent for longer protection. These sprayers and foggers are being used at Authority facilities, onboard the vessels and on buses.
 - The Authority's vessel crews, terminal and bus employees continue to do an exceptional job of cleaning the vessels, terminals, and buses, paying particular attention to surfaces most likely to be touch points such as table tops, faucets and toilets as well as hand rails. Additional crews continue to be assigned to perform deeper cleaning at night.
 - Seating capacity on shuttle buses has been reduced to 50% of their rating; however, on some models, that still results in standees. Passenger capacities on the ferries has likewise been reduced to between 40% and 60% of their ratings.
 - Efforts continue to source cleaning materials and hand sanitizer.
 - Driver services continue to be performed on the Nantucket route solely for frequent shippers.
 - The Authority's lunch counters remain closed.

- Information on best practices regarding health measures continues to be placed on the Authority’s internal Learning Management System for employees.
 - Vessel crews, before the beginning of their watch, are given a wellness check by a trained medical professional. Shoreside personnel are given a wellness questionnaire, which includes a thermal scan by a non-contact scanner, which they need to complete and provide their supervisor to be given clearance to report to work or are sent home.
 - Most importantly, employees have been told that, under no circumstances, should they be coming to work while they are sick, for their own safety, the safety of their crew members and for the safety of the Authority’s passengers. If any employee comes to work sick, they will be sent home – period.
 - Compliance with face covering and mask policies continues to be a challenge. With the recent executive order issued by Gov. Baker that stipulates masks must be worn in public even when social distancing opportunities exist, the Authority is posting additional signs, making PA announcements at the terminals and on the vessels.
 - Since Gov. Baker’s order requiring out-of-state visitors to self-quarantine or have a negative COVID-19 test within 72 hours of travel, the Authority has been sending emails to all of its customers traveling on-island about how to register with the state.
 - A dedicated landing page has been created on the Authority’s website for coronavirus updates: www.steamshipauthority.com/2019coronavirus, so customers are asked to continue to check there for updates, as well as on its Facebook and Twitter pages, its eNews and local media outlets. Since its inception, the dedicated coronavirus landing page on the website has had nearly 123,000 visits with approximately 3,700 visits in the last 30 days and nearly 900 in the past seven days.
2. Woods Hole Terminal Project Manager William J. Cloutier provided an update on the Woods Hole Terminal Reconstruction Project. Marine contractor Jay Cashman Inc. Cashman has completed the water-side demolition. The large concrete masses from the old passenger pier were moved landside to be broken up prior to disposal. The supporting piles for those structures will be removed by the cranes. The bulkhead sheet piles have been driven, although delayed somewhat by obstructions at the southern corner. The landside crews will be working on the installation of the deadman tiebacks that support the sheet piles. The ringer crane meanwhile will begin preparing to drive the 96” monopiles.
- With regards to the terminal, Authority management has met with BIA.studio to review the parameters for the scope of the landside portion of the project, including a review of building construction requirements. As a result of the COVID-19 virus outbreak, certain elements within the building layout are being revisited. As an example, the HVAC system is being looked at to determine optimum airflow requirements, the restroom layout and materials similarly are being looked at.
- After some additional discussions and follow up, it is anticipated that a more detailed update will be prepared and presented at the December meetings of the Port Council and Board.
3. Director of Marine Operations Mark Amundsen provided an update on the dry dock of the *M/V Eagle* at Thames Shipyard in New London, Connecticut, which includes blasting

and recoating of the underwater portions of the hull, overhauling the emergency generator, installation of new cutlass bearings, installation of a new fire detection system and a new diesel oil purifier system, and an overhaul of the bow and stern freight doors. Due to credits for rudder work and steel renewal, the project is currently running approximately \$39,000 below the contract price of \$1,917,691.

4. Mr. Amundsen provided an update on the second phase of the Oak Bluffs Terminal pier repairs, which are under way. Coastal Marine Construction LLC of Canton, Massachusetts, has removed decking to access the pile caps and the replacement of the piles is expected to begin this week. Overall, approximately 30 piles and 331 linear feet of pile caps are expected to be replaced between now and December 20, 2020.
5. Mr. Davis provided an update on the Safety Quality Management System (“SQMS”) project, reporting that the consultants on this project, Safety Management Systems LLC, report that Phase 2 and Phase 3 of the SQMS GUIDE implementation tasks have been delayed. Phase 2 of the project pertains to the Vessel Operations Manual (VOM); comments from marine operations have been received and responded to by SMSLLC. Phase 3 of the project pertains to the Terminal and Facilities Operation Manual (TFOM). Comments have been furnished to SMSLLC but not yet finalized and additional input may be required.

The VOM is expected to be completed during the current week, provided all feedback has been addressed. SMSLLC personnel will coordinate with the Authority to provide training keeping in mind COVID-19 restrictions. A combination of onsite and virtual training sessions is likely.

6. Mr. Davis reviewed the proposed 2021 reservation opening timeline as follows:
 - Headstart (mail and internet only): Jan. 5-11, 2021
 - General opening (internet only) Nantucket: Jan. 12-18, 2021
 - General opening (internet only) Martha’s Vineyard: Jan. 19-25, 2021
 - Telephone opening: Jan. 26, 2021
 - Headstart transfer deadline date: May 15, 2021 or 30 days prior to travel, whichever is earlier
 - Fall opening: June 14, 2021
 - Winter opening: October 18, 2021
7. The Board authorized Mr. Davis to renew for one year the licenses of Seastreak LLC and Freedom Cruise Line for their respective services.

Seastreak proposed a revised service schedule for both of its routes. For example, during the winter (late-October through mid-May) and shoulder seasons (mid-May through mid-June and Labor Day through Columbus Day), its ferry from New Bedford to Nantucket would stop at Oak Bluffs or Vineyard Haven (depending on the terminal’s accessibility) to drop off and pick up passengers and on its return trip it would also stop at Oak Bluffs or Vineyard Haven (depending on the terminal’s accessibility) to pick up and drop off

passengers. By stopping at Oak Bluffs or Vineyard Haven en route between New Bedford and Nantucket, Seastreak achieves greater operational efficiencies while still not providing an interisland ferry service that would compete against Hy-Line during the summer season (mid-June through Labor Day). Seastreak also has asked that it be allowed to operate a Commodore Class vessel, which has a larger passenger capacity, in lieu of a Seastreak Class vessel based upon customer demand and availability, which will enable Seastreak to provide service for more passengers on its routes without increasing the number of ferries it has to operate on those routes.

Freedom Cruise Line asked that its license agreement be renewed for another year on the same terms and conditions as its current license agreement, pursuant to which it has operated one daily round trip commencing on the Friday before Memorial Day through the last Friday in June, then three daily round trips through Labor Day, and then again one daily round trip through Columbus Day.

8. The Board approved the 2021 Operating Budget as recommended by staff following a presentation by Treasurer/Comptroller Mark K. Rozum, the highlights of which are as follows:
 - Assumes 90% passenger traffic and 100% vehicle traffic based on the 12 months of pre-COVID traffic, or March 2019 – February 2020. Total operating expenses of \$112,688,546.
 - An expected operating loss of \$1,377,602
 - Depreciation (+\$1.1 million), general expense (+\$660,000), and the operation of vessels (-\$648,000) are the biggest changes from 2020.
 - Dry dock costs of \$4.8 million and dolphin/dock repairs of \$2.4 million.

9. The Board approved the 2021 rate adjustments as recommended by staff following a presentation by Mark Rozum, the highlights of which are as follows:
 - The total additional revenue expected to be raised is \$8,700,000, with \$5,400,000 coming from the Vineyard route and \$3,300,000 coming from the Nantucket route.
 - All vehicle fares, including over 20-foot vehicles, will be adjusted approximately 7% except for the standard-fare rates on Fridays, Saturdays, and Sundays during the summer schedule on the Vineyard route.
 - Excursion fares would be increased \$2.50 to \$3.50 per segment on the Vineyard route and \$6.00 to \$8.00 per segment on the Nantucket route.
 - Adult traditional ferry passenger tickets would be increased by \$1.00 each way on the Vineyard and Nantucket routes, with \$3.00 increases in high-speed ferry tickets and \$2.50 for each segment for same-day travel on the high-speed ferry. Corresponding increases would be made for the 5-ride, 10-ride and 46-ride passenger books accordingly.

10. The Board authorized Mr. Davis to execute Change Proposal No. 55 for Contract No. 16-2017, Woods Hole Ferry Terminal Reconstruction – Waterside, with Jay Cashman Inc. at a total cost of \$286,389.36. The work is to change the design of the bulkhead off the

western edge of Cahoon Park (the northernmost bulkhead at the site) as, during the second phase of the marine construction project, underwater obstacles were encountered while driving the sheet piles. The work involves hanging new sheet piles off the existing structures of the north bulkhead, and support the toe of the sheets underwater with channel whales tied back to piles that support its existing concrete structure. At the northern end of the bulkhead, the new sheet piles will be affixed to the old bulkhead sheets in order to complete the installation.

The next regularly scheduled monthly board meeting is currently scheduled for 9:30 a.m. December 15, 2020 via Zoom videoconferencing. Please look for the formal notice for the meeting that will appear on this website next month. Thank you.



Woods Hole, Martha's Vineyard and Nantucket Steamship Authority

SUMMARY OF THE MEETING OF THE WOODS HOLE, MARTHA'S VINEYARD AND NANTUCKET STEAMSHIP AUTHORITY

October 20, 2020

The Members of the Woods Hole, Martha's Vineyard and Nantucket Steamship Authority Board held a meeting Tuesday, October 20, 2020 in the second-floor conference room of our Nantucket terminal building, 1 Steamboat Wharf, Nantucket. All five Board Members were present and participated via Zoom video conference call: Chairman James M. Malkin (Dukes County); Vice Chairman Kathryn Wilson (Falmouth); Secretary Moira E. Tierney (New Bedford); Robert F. Ranney (Nantucket); and Robert R. Jones (Barnstable).

1. The Members held a moment of silence for former Barnstable Board Member Robert L. O'Brien, who died September 25, 2020. Mr. O'Brien's tenure on the Board from January 1991 to November 2016 made him the second-longest serving Member to date.
2. General Manager Robert B. Davis provided an update on the Authority's efforts regarding the COVID-19 virus, commonly referred to as the coronavirus, as follows:
 - Since September 9, 2020, the Authority has been running its full late summer operating schedule with the exception of the *M/V Iyanough*, which is running four (4) round trips per day and a fifth on Friday and Sunday evenings. Starting Wednesday, October 21, 2020, the Authority will run its full fall schedule as published, which is expected to continue as planned through January 3, 2021.
 - The Authority's vessel crews, terminal and bus employees continue to do an exceptional job of cleaning the vessels, terminals, and buses, paying particular attention to surfaces most likely to be touch points such as table tops, faucets and toilets as well as hand rails. Additional crews continue to be assigned to perform deeper cleaning at night.
 - Seating capacity on shuttle buses has been reduced to 50% of their rating; however, on some models, that still results in standees. Passenger capacities on the ferries has likewise been reduced, taking into account weather conditions and the number of interior seats.
 - Efforts continue to source cleaning materials and hand sanitizer.

- Electrostatic sprayers are in use in addition to the backpack foggers that were obtained earlier this summer as part of the daily cleaning regimen. These units dispense disinfectant along with a prolonged antimicrobial agent, which offers longer protection.
 - Driver services continue to be performed on the Nantucket route solely for frequent shippers.
 - Our lunch counters remain closed.
 - Information on best practices regarding health measures continues to be placed on the Authority's internal Learning Management System for employees.
 - Vessel crews, before the beginning of their watch, are given a wellness check by a trained medical professional. Shoreside personnel are given a wellness questionnaire, which includes a thermal scan by a non-contact scanner, which they need to complete and provide their supervisor to be given clearance to report to work or are sent home.
 - Most importantly, employees have been told that, under no circumstances, should they be coming to work while they are sick, for their own safety, the safety of their crew members and for the safety of our passengers. If any employee comes to work sick, they will be sent home – period.
 - Compliance with face covering and mask policies continues to be a challenge, despite PA announcements at terminals and on vessels, and signs on buses, at terminals and on vessels.
 - Since Gov. Baker's order requiring out-of-state visitors to self-quarantine or have a negative COVID-19 test within 72 hours of travel, the Authority has been sending emails to all of its customers traveling on-island about how to register with the state.
 - A dedicated landing page has been created on our website for coronavirus updates: www.steamshipauthority.com/2019coronavirus, so customers are asked to continue to check there for updates, as well as on its Facebook and Twitter pages, its eNews and local media outlets. Since its inception, the dedicated coronavirus landing page has had nearly 120,000 visits with approximately 6,100 visits in the last 30 days and over 1,100 in the past seven days.
3. Mr. Davis provided an update on the Woods Hole Terminal Reconstruction Project, which started its next phase on September 9, 2020. Marine contractor Jay Cashman Inc. Cashman concentrating on shore-side demolition. The passenger platform to the south of Slip No. 1 and the former oil shed were removed. The transfer bridge, along with the gallows and counterweights, were removed and transported to our Fairhaven facility to be reused there. Work to remove the old fenders and dolphins is well underway. The barge with the 10 monopile dolphins arrived onsite since we last meet and the sheet piles are soon to follow.

With regards to the terminal, BIA.studio has been working on the preparation of schematic design since authorization at last month's meeting. At this point, Mr. Davis said he expects an update on the progress at next month's meeting or the December meeting. As a reminder, the concept BIA.studio is working on is a one-story flat-roof building, situated generally in front of Slip 2 on an elevated plaza. The expectation is that the building will incorporate solar panels on the roof and on top of the canopies for the bus pick-up and drop-off lanes. The lobby area will be situated to the north and restrooms to the south. A two-story utility building will replace the existing freight shed.

4. Director of Marine Operations Mark Amundsen provided an update on the repairs of the *M/V Martha's Vineyard* in Fairhaven, which includes replacement of components in the main engine and will be reentering service this week. The *M/V Gay Head*, meanwhile, is undergoing an alternator replacement and other maintenance work and is scheduled for a short dry dock at Thames Shipyard to replace a damaged starboard rudder carrier bearing. The *M/V Eagle* is scheduled to begin its dry dock on October 21, 2020, the highlights of which are installation of a new fire detection system, new diesel oil purifier system, overall of generators and alternators, and overhaul of bow and stern freight doors.
5. Mr. Amundsen provided an update on the second phase of the Oak Bluffs Terminal pier repairs, which are scheduled to begin October 21, 2020. Coastal Marine Construction LLC of Canton, Massachusetts, is to replace approximately 30 piles and 331 linear feet of pile caps between now and December 20, 2020.
6. Mr. Amundsen also provided an update on the Nantucket terminal emergency dredge, which was performed on September 25, 2020, and resulted in 84 cubic yards of material being removed by AGM Marine of Mashpee at a cost of \$85,000.
7. Mr. Davis provided an update on the Safety Quality Management System ("SQMS") project, reporting that the SQMS GUIDE implementation tasks have been completed. SMS LLC and the Authority have not moved forward with implementation yet as staff is performing an extended review of the Vessel Operations Manual by Marine Operations department. Once that is completed, SMS LLC plans to coordinate with Marine Operations and the HSQE manager on the completion of this review to determine arrangements to provide onsite training for vessel personnel.

Meanwhile, SMS LLC personnel will coordinate final tasks relating to Phase 3 for the Terminal and Facilities Operations Manual with Shoreside Operations personnel during onsite meetings.

8. The Board authorized Mr. Davis to approve a license request from Seastreak LLC to provide high-speed ferry service between New Bedford and Vineyard Haven, as well as interisland service between Martha's Vineyard and Nantucket from November 1, 2020, through January 3, 2021.
9. Mr. Davis provided an update on the feasibility study by Jones Lang LaSalle regarding potential solar canopies at the Authority's Thomas B. Landers Road parking lot. The conclusions were:
 - The site's physical conditions are suitable for solar development.
 - The SMART Program incentives are attractive to solar developers.
 - Several developers with experience developing projects under the SMART Program are interested in developing on the site.
 - Annual rent to the Steamship Authority is estimated at \$175,000 to \$350,000.

- The project faces risk associated with the approval time and costs related to interconnection to the Eversource-operated grid. As a result, the interconnection costs cannot be determined at this time.

Due to industry interest in the project and the expected rent payments the Steamship Authority will receive, Jones Lang LaSalle recommended that a competitive Request for Proposals be issued to lease the site for solar development. Following the successful issuance of the RFP, the Authority would begin negotiating a long-term lease with the winning bidder.

Mr. Davis has requested that Jones Lang LaSalle provide a quote to develop an RFP, assist in proposal evaluation and, if needed, to assist in contract negotiations.

10. Treasurer/Comptroller Mark K. Rozum presented the preliminary draft of the 2021 operating budget, the highlights of which are as follows:

- Total operating expenses of \$112,688,546.
 - The largest increases are in depreciation, general expense, and terminal operations, while the largest decreases are in maintenance and operation of vessels.
 - The maintenance decrease is largely a factor of timing regarding the vessel dry-dock schedule and not a reflection of lowered maintenance activities on the part of the Authority.
- Total operating revenues of \$112,437,440.
 - Based upon passenger traffic from March 2019 through February 2020.
 - Assumes 90% of passenger traffic from that time frame and 100% of automobile and truck traffic.
- An expected operating loss of \$1,377,602.
- Based on the cost allocation method, operating revenues and other non-service income would be split 59.3% from the Martha's Vineyard route and 40.7% from the Nantucket route. The allocation of the total cost of service would be split 59.2% to the Martha's Vineyard route and 40.8% to the Nantucket route.

11. Mr. Rozum presented the preliminary draft of the 2021 Rate Adjustments, the highlights of which are as follows:

- The total additional revenue expected to be raised is \$8,700,000, with \$5,400,000 coming from the Vineyard route and \$3,300,000 coming from the Nantucket route.
- All vehicle fares, including over 20-foot vehicles, will be adjusted approximately 7% except for the standard-fare rates on Fridays, Saturdays, and Sundays during the summer schedule on the Vineyard route.
- Excursion fares would be increased \$2.50 to \$3.50 per segment on the Vineyard route and \$6.00 to \$8.00 per segment on the Nantucket route.
- Adult traditional ferry passenger tickets would be increased by \$1.00 each way on the Vineyard and Nantucket routes, with \$3.00 increases in high-speed ferry tickets and \$2.50 for same-day travel on the high-speed ferry. Corresponding increases would be made for the 5-ride, 10-ride and 46-ride passenger books accordingly.

Staff are in the process of scheduling public information sessions on the budget and anticipates bringing updated drafts to the Port Council and Board for votes at their respective November meetings.

12. The Board authorized Mr. Davis to award Contract No. 12-2020, Dry Dock and Overhaul Services for the *M/V Woods Hole*, to the lowest eligible and responsible bidder, Thames Shipyard and Repair Company of New London, Connecticut, for a total contract price of \$761,882.

The next regularly scheduled monthly board meeting is currently scheduled for November 17, 2020; it is uncertain at this time if the meeting will be held in person or virtually due to the restrictions in place from COVID-19, so please look for the formal notice for the meeting that will appear on this website next month. Thank you.



Woods Hole, Martha's Vineyard and Nantucket Steamship Authority

SUMMARY OF THE MEETING OF THE WOODS HOLE, MARTHA'S VINEYARD AND NANTUCKET STEAMSHIP AUTHORITY

September 22, 2020

The Members of the Woods Hole, Martha's Vineyard and Nantucket Steamship Authority Board held a meeting Tuesday, September 22, 2020 in the first-floor conference room (Room 103) of its Falmouth administrative offices, 228 Palmer Avenue, Falmouth, Massachusetts. All five Board Members were present and participated via Zoom video conference call: Chairman James M. Malkin (Dukes County); Vice Chairman Kathryn Wilson (Falmouth); Secretary Moira E. Tierney (New Bedford) (who departed the meeting following discussion of the Woods Hole Terminal Reconstruction Project); Robert F. Ranney (Nantucket); and Robert R. Jones (Barnstable).

1. The Board authorized General Manager Robert B. Davis to approve a license request from Seastreak LLC to provide high-speed ferry service between New Bedford and Vineyard Haven, as well as interisland service between Martha's Vineyard and Nantucket from October 13, 2020, through October 31, 2020, pursuant to the change in certain arrival and departure times so as to not conflict with the Authority's published schedules. Seastreak has requested further modifications to their license through the end of 2020; those will be considered by the Port Council and Board at their respective October meetings.
2. Mr. Davis provided an update on the Authority's efforts regarding the COVID-19 virus, commonly referred to as the coronavirus, as follows:
 - The Authority received its order for six (6) electrostatic sprayers along with a supply of hospital-grade disinfectant to be used by the machines. These sprayers are in addition to the backpack foggers that were obtained earlier this summer and have been incorporated into the daily cleaning regimen. These units dispense disinfectant along with a prolonged antimicrobial agent, which offers longer protection.
 - Vessel crews, terminal and bus employees continue to do an exceptional job of cleaning the vessels, terminals, and buses, paying particular attention to surfaces most likely to be touch points such as table tops, faucets and toilets as well as hand rails. Additional crews continue to be assigned to perform deeper cleaning at night.

- The Authority continues to run its full operating schedule as published through October 20, 2020, with the exception that the *M/V Iyanough* is operating four (4) trips daily with an additional trip on Fridays and Sundays.
 - Seating capacity on buses has been reduced to 50% of their rating; however, on some models, that still results in standees. Passenger capacities on the traditional ferries has likewise been reduced, taking into account weather conditions and the number of interior seats.
 - Efforts to source cleaning materials and hand sanitizer continue.
 - Lunch counters remain closed.
 - Information on best practices regarding health measures continues to be put on the Authority's internal Learning Management System for its employees.
 - Vessel crews, before the beginning of their watch, are given a wellness check by a trained medical professional. Shoreside personnel are given a wellness questionnaire, which they need to complete and provide their supervisor to be given clearance to report to work or are sent home.
 - Most importantly, employees have been told that under no circumstances should they be coming to work while they are sick, for their own safety, the safety of their crew members and for the safety of passengers. If any employee comes to work sick, they will be sent home – period.
 - Compliance with face covering and mask policies continues to be a challenge, despite PA announcements at terminals and on vessels, and signs on buses, at terminals and on vessels. Mr. Davis noted that, based on conversations with other ferry operators, the Authority is not alone in this challenge.
 - Since Gov. Baker's order requiring out-of-state visitors to self-quarantine or have a negative COVID-19 test within 72 hours of travel, the Authority has been sending emails to all of its customers traveling on-island about how to register with the state.
 - The Authority continues to update its dedicated website landing page for coronavirus updates (www.steamshipauthority.com/2019coronavirus), so customers are asked to continue to check there for updates, as well as the Authority's Facebook and Twitter pages, its eNews and local media outlets. The Authority will keep everyone informed of any changes that are planned so that customers can continue to get where they need to go with as minimal a disruption as possible.
3. Mr. Davis provided an update on the Woods Hole Terminal Reconstruction Project, which started its next phase on September 9, 2020. Marine contractor Jay Cashman Inc. has returned the "Randy R" barge to Woods Hole with the ringer crane. The crane was initially positioned in Slip No. 3 to remove the temporary catwalk and the temporary support piles before moving to Slip No. 1 for the remainder of the season. Shore side demolition has begun with the removal of the passenger platform to the south and the removal of the former oil shed.

Since the southern passenger pier will be larger than the northern pier, additional foundation work will be required this season. Overall, a total of 87 piles will be driven this season for the foundation of the structures as follows:

- 10 monopile dolphins;
 - 38 16-inch diameter piles for the fixed passenger pier; and
 - 39 18-inch diameter piles for the head dolphins and the transfer bridge.
4. Director of Marine Operations Mark Amundsen provided an update on the repairs of the *M/V Martha's Vineyard* in Fairhaven, which includes replacement of components in the main engine, and the *M/V Gay Head*, which is undergoing an alternator replacement and other maintenance work.
 5. Mr. Davis provided an update on the emergency dredging in Nantucket, which is scheduled to begin Friday, September 25, 2020, and hopefully be completed in one (1) day by AGM Marine and overseen by Steele Associates.
 6. Mr. Davis provided, along with Health, Safety, Quality and Environmental Manager Angela M. Sampson, an update on the Safety Quality Management System (“SQMS”) project, reporting that the SQMS GUIDE implementation tasks have been completed but not yet implemented as staff is looking at expanding the development of an event reporting application and database. Staff is targeting October for completion.

Meanwhile, contractor SMS LLC will be on-site starting Wednesday, September 22, 2020, to begin work on the shore side phase of the project.

7. Communications Director Sean F. Driscoll presented an update on the Authority’s eNews program, which transitioned to a new service provider, GovDelivery by Granicus, in May. Mr. Driscoll reported that the new provider will allow the Communications and Marketing Department the ability to send more frequent eNews updates and more easily start newsletters on new topics as well. To sign up, please visit www.steamshipauthority.com/email_lists or <https://public.govdelivery.com/accounts/MASSA/subscriber/new>.
8. The Board authorized an ongoing Veterans Day promotion allowing for free passenger travel on board Authority vessels for all military men and women, including those on active duty, on Veterans Day. The promotion began last year and will now be held on an annual basis on November 11, which this year falls on a Wednesday.
9. The Board authorized Mr. Davis to execute several procurement matters, including:
 - The replacement of computer hardware currently being used for the Authority’s reservation system from Continental Resources Inc., a state vendor under the Commonwealth of Massachusetts’ ITC47 contract, for a total price of \$689,621 plus shipping charges.
 - Contact No. 11-2020, Oak Bluffs Structural Pier Repairs – Phase II, to the lowest eligible and responsible bidder, Coastal Marine Construction LLC of Canton, Massachusetts, for a total contract price of \$752,524.
 - Change Order No. 56 to Contract No. 9B-2012, Final Design and Contract Administration Services (Woods Hole Terminal Reconstruction Project) with BIA.studio for a total of \$956,023. This change order allows the Authority to proceed

with the schematic design phase and related construction documents of the Woods Hole terminal project in accordance with the one-story terminal design scheme approved by the Board in November 2019.

10. Mr. Davis also made the following personnel announcements:

- Angela C. Campbell has been named the new reservations manager. She succeeds Gina L. Barboza, who is retiring from the Authority after 45 years of service. Ms. Campbell has been an Authority employee since 2000, working for 19 years in the reservation office as a reservation clerk and truck coordinator before moving to the Operations and Communications Center in 2019, where she served as a coordinator.
- Curt J. Van Riper has been named the new director of information technologies. Mr. Van Riper has had a long association with the Authority, having consulted with its Management Information Systems Department for 17 years before joining the Authority as a full-time programmer/analyst in 1997. Mr. Van Riper has developed numerous custom solutions for the Authority's technology needs, as well as overseen outside vendors and contractors on various projects.
- Todd M. Falvey has been named the new director of security following the retirement in August of Lawrence J. Ferreira. A Northeastern University graduate with a degree in criminal justice, Mr. Falvey worked at the U.S. Department of Justice beginning in 1993, transitioned into the Department of Homeland Security upon its formation in 2003 and continued there until his recent retirement in 2020. His extensive work in southeastern New England allowed him to develop a working knowledge of the Authority's operations and its partners on the federal and state level.

The next regularly scheduled monthly board meeting is currently scheduled for October 20, 2020; it is uncertain at this time if the meeting will be held in person or virtually due to the restrictions in place from COVID-19, so please look for the formal notice for the meeting that will appear on this website next month. Thank you.



Woods Hole, Martha's Vineyard and Nantucket Steamship Authority

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August 18, 2020

The Members of the Woods Hole, Martha's Vineyard and Nantucket Steamship Authority Board held a meeting Tuesday, August 18, 2020 in the first-floor conference room (Room 103) of its Falmouth administrative offices, 228 Palmer Avenue, Falmouth, Massachusetts. All five Board Members were present and participated via Zoom video conference call: Chairman James M. Malkin (Dukes County); Vice Chairman Kathryn Wilson (Falmouth); Secretary Moira E. Tierney (New Bedford); Robert F. Ranney (Nantucket); and Robert R. Jones (Barnstable).

1. General Manager Robert B. Davis provided an update on the Authority's efforts regarding the COVID-19 virus, commonly referred to as the coronavirus, as follows:
 - As of August 9, 2020 the Authority has been operating the originally approved scheduled trips on the Vineyard route, with five (5) vessels operating weekdays and four (4) vessels operating on the weekends. On the Nantucket route, the Authority has been operating the approved schedules in regards to the vehicle ferries; the high-speed vessel, the *M/V Iyanough*, continues to run four out of its five scheduled round trips per day. On Fridays and Sundays, however, the fifth round trip is being run in the evenings. This level of service is expected to continue until Tuesday, September 8, 2020.
 - Starting Wednesday, September 9, 2020, it is expected that the Authority will run its full operating schedule as published through October 20, 2020. During that time, the *M/V Martha's Vineyard* is scheduled for its annual repair period; as a result, the *M/V Nantucket* will be taking its place on the schedule and the *M/V Katama* will, subsequently, be taking the place of the *M/V Nantucket*. On the Nantucket route, the *M/V Sankaty* will operate Monday through Friday, as it will replace the *M/V Gay Head* as it, too, heads for its repair period.
 - Vessel crews, terminal and bus employees continue to do an exceptional job of cleaning the vessels, terminals, and buses, paying particular attention to surfaces most likely to be touch points such as table tops, faucets and toilets as well as hand rails. Additional crews are still assigned to perform deeper cleaning at night.

- Since the return of the *M/V Iyanough* to service in June, seating capacity has been reduced to 60% as the need for social distancing is continued. Passenger capacities on the traditional ferries have likewise been reduced, taking into account weather conditions and the number of interior seats.
 - The Authority continues its efforts to source hand sanitizer for pop-up wipes and dispensers. It received orders for electrostatic sprayers as an additional sanitizing tool, as well as an order for foggers. These pieces of equipment have been used to optimize the delivery of disinfectant on surfaces.
 - The Authority continues to put information on best practices regarding health measures on its internal Learning Management System for employees.
 - Vessel crews' before the beginning of their "watch" are given a wellness check by a trained medical professional. Shoreside personnel are given a wellness questionnaire, which they need to complete and provide their supervisor to be given clearance to report to work or are sent home.
 - Most importantly, employees have been told that, under no circumstances, should they be coming to work while they are sick, for their own safety, the safety of their crew members and for the safety of our passengers. If any employee comes to work sick, they will be sent home – period.
 - A dedicated landing page has been created on the Authority's website for coronavirus updates: <https://www.steamshipauthority.com/2019coronavirus>, so customers should continue to check there for updates, as well as the Authority's Facebook and Twitter pages, its eNews, and local media outlets.
2. Director of Marine Operations Mark Amundsen provided an update on the dry dock of the *M/V Katama* at Thames Shipyard, which he said is proceeding apace and will include some replacement of structural steel, propellers, a new anchor installation, a hydro blast and coat of the main deck.
 3. Treasurer/Comptroller Mark K. Rozum and Communications Director Sean F. Driscoll provided the Board a demonstration of the eFerry mobile ticketing for the traditional ferry routes, which includes a new online payment method that will allow customers to use not only their credit cards but Apple Pay and Google Pay to quickly purchase the tickets and then redeem them using their mobile devices. The eFerry tickets have been in use on the fast ferry route starting in winter 2019, and will be in use on the traditional ferries in the near future.
 4. The Board approved the Summer and Fall 2021 Operating Schedules on the Vineyard route, as well as a report produced subsequent to the June 11, 2020, public hearing regarding the preliminary version of the 2021 Operating Schedules pursuant to the Authority's Enabling Act.
 5. Counsel Steven M. Sayers presented a comprehensive review of the billing by BIA.studio related to the Woods Hole Reconstruction Terminal Project, which was requested by the Members earlier this year. Mr. Sayers' report found that BIA.studio's fees were in line with the contract provisions and appropriate given the changes to the scope of the project.

In September, Mr. Davis said he intends to bring to the Board and Port Council a proposal to start the schematic design phase of the terminal project.

6. The Board authorized Mr. Davis to execute several procurement matters, including:
 - Contract 06-2020, Dry Dock and Overhaul Services for the *M/V Eagle*, to the lowest eligible and responsible bidder, Thames Shipyard in New London, Connecticut, for a total contract price of \$1,917,691.
 - Change Order No. 106 to Contract No. 16-2017, Woods Hole Ferry Terminal Reconstruction – Waterside, with Jay Cashman Inc. at a total contract cost of \$137,771.20.

Mr. Davis also informed the Board that the Authority will be engaging in emergency dredging of the berth off the eastern bulkhead at its Nantucket terminal. The dredging follows a complaint in June 2020 by one of the Authority's customers concerning the depth of water under certain tidal conditions, which caused a delay in unloading its hopper barge filled with stone due to a risk of grounding in the shallow waters.

The next regularly scheduled monthly board meeting is currently scheduled for September 22, 2020; it is uncertain at this time if the meeting will be held in person or virtually due to the restrictions in place from COVID-19, so please look for the formal notice for the meeting that will appear on this website next month. Thank you.



Woods Hole, Martha's Vineyard and Nantucket Steamship Authority

SUMMARY OF THE MEETING OF THE WOODS HOLE, MARTHA'S VINEYARD AND NANTUCKET STEAMSHIP AUTHORITY

July 21, 2020

The Members of the Woods Hole, Martha's Vineyard and Nantucket Steamship Authority Board held a meeting Tuesday, July 21, 2020 in the first-floor conference room (Room 103) of its Falmouth administrative offices, 228 Palmer Avenue, Falmouth, Massachusetts. All five Board Members were present and participated via Zoom video conference call: Chairman James M. Malkin (Dukes County); Vice Chairman Kathryn Wilson (Falmouth); Secretary Moira E. Tierney (New Bedford); Robert F. Ranney (Nantucket); and Robert R. Jones (Barnstable).

1. General Manager Robert B. Davis provided an update on the Authority's efforts regarding the COVID-19 virus, commonly referred to as the coronavirus, as follows:
 - Since the beginning of the pandemic, one of the measures the Authority has been taking was to adjust its schedules based upon travel demand. Initially this resulted in fewer than 45% of the originally scheduled trips being operated. The current schedule, which ends August 9, 2020, has service levels at approximately 90% of scheduled trips on the Vineyard route on the weekdays and 100% of scheduled service on the weekends. On the Nantucket route, the Authority is operating 100% of scheduled trips for vehicle ferries, although as it is running with a smaller vessel than budgeted, the capacity for that route is 92% of budget.
 - The Authority is operating its high-speed vessel, the *M/V Iyanough*, on the Nantucket route for four of the five scheduled round trips, although the fifth trip was added on Fridays and Sundays for a two-week trial.
 - Starting August 10, 2020, the Authority expects to run its full operating schedule through Labor Day.
 - The Authority's vessel crews continue to do an exceptional job of cleaning the vessel interiors during and in between trips, paying particular attention to surfaces most likely to be touch points such as table tops, faucets and toilets as well as hand rails.
 - Crews continue to be assigned to perform deeper cleaning at night.
 - Terminal and bus employees, likewise, have been doing an exceptional job of cleaning.

- With the return of the M/V Iyanough to service, seating capacity has been reduced to 60% as the need for social distancing is evaluated. Passenger capacities on the *M/V Woods Hole* and *M/V Sankaty* have likewise been reduced.
 - The Authority continues its efforts to source hand sanitizer for pop-up wipes and dispensers. Efforts continue to expedite orders for electrostatic sprayers as an additional sanitizing tool.
 - On the Nantucket route, the Authority suspended driver services for automobiles to prevent possible transference of the virus from customers to employees. The service has resumed for trucks, provided that the driver fills out a wellness questionnaire and the terminal workers are provided personal protective equipment, including seat and steering wheel covers.
 - The Authority continues to put information on best practices regarding health measures on its internal Learning Management System for employees.
 - Vessel crews, before the beginning of their watch, are given a wellness screening by a trained medical professional. Shoreside personnel are given the wellness questionnaire, which they need to complete and provide their supervisor to be given clearance to report to work or are sent home.
 - An order has been placed for a “Non-Contact Thermal Body Temperature Screening System,” which has been approved by the CDC and/or FDA, as a longer term solution to the screenings.
 - Most importantly, the Authority has told its employees that under no circumstances should they be coming to work while they are sick, for their own safety, the safety of their crew members and for the safety of passengers. If any employee comes to work sick, they will be sent home – period.
 - The Authority has created a dedicated landing page on its website for coronavirus updates, www.steamshipauthority.com/2019coronavirus, so the Authority asks that customers continue to check there for updates, as well as its Facebook and Twitter pages, its eNews and local media outlets. The Authority will keep everyone informed of any changes that are planned so that its customers can continue to get where they need to go with as minimal a disruption as possible.
2. While the Authority continues to have productive bi-weekly discussions with the Massachusetts Department of Transportation, along with the Commonwealth’s Executive Office for Administration and Finance regarding the Authority’s financial condition, Mr. Davis reviewed recent steps that have been taken at the Statehouse. When the Senate was taking up a supplemental budget bill, Senator Julian Cyr, along with Senator Susan Moran and Senator Mark Montigny, sponsored an amendment stating no assessment shall be made on the Authority’s port communities as a result of costs or disruptions caused by COVID-19. State Representative Dylan Fernandes then worked with the House on this amendment and, as was just recently reported, the supplemental budget bill including this amendment was forwarded to Governor Baker’s office for review and approval.

Mr. Davis said the Authority is extremely gratified to see progress on the amendment to the supplemental budget bill, and he extended his thanks to the local legislative team for their ongoing support. The Authority stands ready to continue its positive conversations

with Gov. Baker's Office of Administration and Finance team to answer any questions they may have on behalf of the governor during his review of the legislation.

3. Woods Hole Terminal Reconstruction Project Manager Bill Cloutier provided an update on the marine project and stated that the middle slip went into operation prior to the Independence Day holiday. Crews continue to finish punch-list items at the slip and passenger platform, including installing the railing on the floating portion of the platform.
4. Director of Marine Operations Mark Amundsen provided an update on the dry dock of the *M/V Katama* at Thames Shipyard, which he said is proceeding apace and will include some replacement of structural steel and additional generator components.
5. Mr. Davis provided an update on the status of the implementation of the recommendations contained in the HMS Consulting report, stating that the Authority was resuming its efforts on the SQMS project with Safety Management Systems LLC in order to finish the vessel-side portion of the project. Other efforts regarding engineering resources, the mission statement and organizational chart have resumed, while others, such as the strategic planning process, are on hold due to financial concerns.
6. The Board approved the Winter, Spring, Summer and Fall 2021 Operating Schedules on the Nantucket route and the Winter and Spring schedules on the Vineyard route. Following the June 11, 2020, public hearing regarding the preliminary version of the 2021 Operating Schedules pursuant to the Authority's Enabling Act, it became clear that there were no comments on any of the above-mentioned schedules, so the Authority moved forward on those portions so as to begin the bulk reservation process. Staff are working on compiling a report on the hearing regarding the Summer and Fall 2021 Operating Schedules on the Vineyard route and expect to present it to the Port Council and Board at their August meetings.
7. Communications Director Sean F. Driscoll provided the Board an update on the High-Speed Ticket Book sales, which were reopened for a second round from June 8, 2020 – June 21, 2020. Mr. Driscoll noted that the second round of the sale garnered 997 additional ticket book sales, for a total sold during the 2020 promotion of 2,407 ticket books. Although that total is below the 2012-2019 average of 3,286, the second round increased sales by 71% and generated \$475,312 in revenue for the Authority.
8. Mr. Davis reported to the Board that he has engaged a consultant, Jones Lang LaSalle Americas Inc., to provide a feasibility study and due diligence as to the possibility of installing a solar array at the Authority's Thomas B. Landers Road parking facility.
9. The Board authorized a change to the Authority's Medical Travel Policy that expands its availability from solely individuals seeking medical treatment to those individuals' immediate family members or caregivers who are responsible for transporting them off-island or on-island.

10. The Board authorized Mr. Davis to waive certain provisions of the Authority's contract with Boston Culinary Group, better known as Centerplate, including minimum guaranteed fees and commission fees, and also to extend the contract for one (1) year in light of the downturns associated with COVID-19 and its reluctance to reopen concessions on board the vessels due to safety concerns.
11. The Board authorized Mr. Davis to dispose of surplus property in accordance with the terms and conditions of the Authority's procurement policy. The property includes four (4) shuttle buses powered by compressed natural gas (CNG) that are no longer of use to the Authority as the only CNG filling station on the Cape closed abruptly in February 2020, as well as other vehicles and equipment.
12. The Board also extended their appreciation for the dedication that the Authority's employees exhibit on a day to day basis, particularly in light of the trying times they find themselves in.

The next regularly scheduled monthly board meeting is currently scheduled for August 18, 2020; it is uncertain at this time if the meeting will be held in person or virtually due to the restrictions in place from COVID-19, so please look for the formal notice for the meeting that will appear on this website next month. Thank you.



Woods Hole, Martha's Vineyard and Nantucket Steamship Authority

SUMMARY OF THE MEETING OF THE WOODS HOLE, MARTHA'S VINEYARD AND NANTUCKET STEAMSHIP AUTHORITY

June 17, 2020

The Members of the Woods Hole, Martha's Vineyard and Nantucket Steamship Authority Board held a meeting Tuesday, June 17, 2020 in the first-floor conference room (Room 103) of its Falmouth administrative offices, 228 Palmer Avenue, Falmouth, Massachusetts. All five Board Members were present and participated via Zoom video conference call: Chairman James M. Malkin (Dukes County); Vice Chairman Kathryn Wilson (Falmouth); Secretary Moira E. Tierney (New Bedford); Robert F. Ranney (Nantucket); and Robert R. Jones (Barnstable).

1. General Manager Robert B. Davis provided an update on the Authority's efforts regarding the COVID-19 virus, commonly referred to as the coronavirus, as follows:
 - Since the beginning of the pandemic, one of the measures the Authority has been taking was to adjust its schedules based upon travel demand. Initially this resulted in fewer than 45% of the originally scheduled trips being operated. The current schedule, which ends June 16, 2020, has service levels at approximately 70% of the originally scheduled trips being operated.
 - Beginning June 17, 2020, service levels will be at approximately 95% of originally scheduled trips being operated.
 - For the first two weeks of June, passenger traffic is roughly 48% of expected, automobile traffic is about 78% of expected and trucks are 85% of expected.
 - The Authority's vessel crews continue to do an exceptional job of cleaning the vessel interiors during and in between trips, paying particular attention to surfaces most likely to be touch points such as table tops, faucets and toilets as well as hand rails.
 - Crews continue to be assigned to perform deeper cleaning at night.
 - Terminal employees likewise have been doing an exceptional job of cleaning.
 - Buses are being cleaned at least once every four (4) hours Capacity on its shuttle buses has been reduced to 50% of their rated capacities.

- With the return of the *M/V Iyanough* to service, seating capacity has been reduced to 50%, or 175 passengers, as the Authority evaluates the need for social distancing.
 - The Authority continues its efforts to source hand sanitizer for pop-up wipes and dispensers. Unfortunately, replacements for these items continue to be back ordered. Cleaning materials have been easier to source, and the Authority continue its efforts to expedite orders for electrostatic sprayers as an additional sanitizing tool.
 - Signage has been posted on board vessels, buses and terminals.
 - On the Nantucket route, the Authority has suspended driver services as to prevent possible transference of the virus from customers to employees.
 - The Authority continues to put information on best practices regarding health measures on its internal Learning Management System for employees.
 - Vessel crews, before the beginning of their watch, are given a wellness screening by a trained medical professional.
 - Shoreside personnel are given the wellness questionnaire, which they need to complete and provide their supervisor to be given clearance to report to work or are sent home.
 - Most importantly, the Authority has told its employees that under no circumstances should they be coming to work while they are sick, for their own safety, the safety of their crew members and for the safety of passengers. If any employee comes to work sick, they will be sent home – period.
 - The Authority has created a dedicated landing page on its website for coronavirus updates, www.steamshipauthority.com/2019coronavirus, so the Authority asks that customers continue to check there for updates, as well as its Facebook and Twitter pages, its eNews and local media outlets. The Authority will keep everyone informed of any changes that are planned so that its customers can continue to get where they need to go with as minimal a disruption as possible.
2. Mr. Davis discussed with the Board the Authority’s current modified schedule, which extends to July 1, 2020, as the Authority continue to monitor traffic patterns. As part of any consideration for schedule changes, staff looks at a number of items, including vehicle reservations and the commodities being transported; passenger accessibility; ability for social distancing; and emergency services.

As of June 17, 2020, on the Vineyard route, the Authority has the *M/V Woods Hole*, the *M/V Martha’s Vineyard*, the *M/V Island Home* and the *M/V Nantucket* on the schedule. On the Nantucket route, the Authority has the *M/V Eagle*, *M/V Iyanough*, *M/V Sankaty* and the *M/V Gay Head* on the schedule. At this time, based on advance bookings, the Authority anticipates that, once this operating schedule is in place, the Authority will continue to run that level of service through the remainder of the summer.

3. Mr. Davis provided an update on traffic and financial information, sharing that, ordinarily, 50-55% of the Authority’s operating revenue is generated from June through September. For 2020, total operating revenues for those five months alone were projected to be approximately \$64 million. If traffic levels increase to only 75% of expected by

June and hold for the remainder of the year, there would be a potential impact of approximately \$35 million in unrealized revenue.

Staff continues to have productive with MassDOT, along with the Commonwealth's Executive Office for Administration and Finance, regarding the Authority's financial condition. Since the Authority's immediate cash needs have been mitigated somewhat by the CARES Act funds, the approach being taken is to continue to monitor activity while sources of potential funding are investigated.

4. Woods Hole Terminal Reconstruction Project Manager Bill Cloutier provided an update on the marine project and stated that he believes the middle slip will be available by July 1, 2020, although some remaining work may be completed following the Fourth of July holiday.

Thus far, the Authority has sent out 105 weekly community emails on the construction progress.

5. Director of Marine Operations Mark H. Amundsen provided an update on vessel repair projects, including to the *M/V Gay Head*, *M/V Eagle* and *M/V Governor*, which he stated should be available for use as a spare vessel within two weeks.
6. Mr. Amundsen also provided an update on the repairs to the Oak Bluffs pier, stating that the contractor finished work on budget and ahead of schedule on Monday, June 15, 2020. Service is scheduled to resume to the port on Wednesday, June 17, 2020.
7. Mr. Amundsen also updated the Board on the recent failure of the transfer bridge in Vineyard Haven, stating that it was a fracture of the outer race of the sheave bearing that was to blame. He characterized it as a stress fracture, although the root cause analysis remains underway.
8. Mr. Davis noted that, on June 11, 2020, the Authority held a public hearing regarding the preliminary version of the 2021 Operating Schedules pursuant to the Authority's Enabling Act, which requires it upon the receipt of no less than fifty (50) signatures from a port community. Staff are working on compiling a report on the hearing and expect to present it to the Port Council and Board at their July meetings.
9. The Board authorized the terms of a settlement with Senesco Marine relative to Contract 02-2020, "Overhaul and Dry Dock of the *M/V Katama*", and to negotiate with the second and only remaining eligible and responsive bidder, Thames Shipyard of New London, Connecticut, for certain modifications to their proposal as the Authority will be furnishing owner-supplied materials for the project.

The next regularly scheduled monthly board meeting is currently scheduled for July 21, 2020; it is uncertain at this time if the meeting will be held in person or virtually due to the restrictions in place from COVID-19, so please look for the formal notice for the meeting that will appear on this website next month. Thank you.



Woods Hole, Martha's Vineyard and Nantucket Steamship Authority

SUMMARY OF THE MEETING OF THE WOODS HOLE, MARTHA'S VINEYARD AND NANTUCKET STEAMSHIP AUTHORITY

May 19, 2020

The Members of the Woods Hole, Martha's Vineyard and Nantucket Steamship Authority Board held a meeting Tuesday, May 19, 2020 in the first-floor conference room (Room 103) of its Falmouth administrative offices, 228 Palmer Avenue, Falmouth, Massachusetts. All five Board Members were present and participated via Zoom video conference call: Chairman James M. Malkin (Dukes County); Vice Chairman Kathryn Wilson (Falmouth); Secretary Moira E. Tierney (New Bedford); Robert F. Ranney (Nantucket); and Robert R. Jones (Barnstable).

1. General Manager Robert B. Davis provided an update on the Authority's efforts regarding the COVID-19 virus, commonly referred to as the coronavirus, as follows:
 - Vessel crews continue to do an exceptional job of cleaning the vessel interiors during and in between trips, paying particular attention to surfaces most likely to be touch points such as table tops, faucets and toilets as well as hand rails.
 - Additional crews continue to be assigned to perform deeper cleaning at night.
 - Terminal employees likewise have been doing an exceptional job of cleaning (at least 3 times per shift).
 - Buses are being cleaned at least once every four (4) hours.
 - The Authority's efforts continue to source hand sanitizer such as Purell. Unfortunately, replacement cartridges for the dispensers continue to be back ordered. Authority staff have been able to source stands with pop-up sanitizing wipes and have installed units at each terminal and on board the vessels.
 - In coordination with the Authority's Health, Safety, Quality and Environmental Manager Angela Sampson, maintenance personnel are preparing stands for liquid hand sanitizer that was able to be sourced but, unfortunately, did not come in a dispensing cartridge.
 - Signage has been posted that includes but is not limited to:
 - Practice social distancing
 - Please remain in your vehicle on the freight deck

- Advisory from the Nantucket Cottage Hospital and Martha's Vineyard Hospital
 - Flu Prevention Tips
 - Handwashing Tips
 - A notice to all out of state customers to self-quarantine for 14 days and
 - Mandatory Mask notice.
 - On the Nantucket route, driver services has been suspended as to prevent possible transference of the virus from customers to employees.
 - Information on best practices regarding health measures continues to be placed on the Authority's internal Learning Management System.
 - Vessel crews, before the beginning of their watch, are given a wellness check by a trained medical professional.
 - Shoreside personnel are given a wellness questionnaire, which they need to complete and provide their supervisor to be given clearance to report to work or are sent home.
 - Most importantly, employees have been told that under no circumstances should they be coming to work while they are sick, for their own safety, the safety of their crew members and for the safety of our passengers. If any employee comes to work sick, they will be sent home – period.
 - A dedicated landing page has been created on our website for coronavirus updates (www.steamshipauthority.com/2019coronavirus), so we ask that customers continue to check there for updates, as well as our Facebook and Twitter pages, our eNews and local media outlets. We will keep everyone informed of any changes that are planned so that our customers can continue to get where they need to go with as minimal a disruption as possible.
2. Mr. Davis discussed with the Board the current modified schedule, which extends to May 26, 2020, as traffic patterns continue to be monitored. As part of any consideration for schedule changes, staff looks at a number of items, including vehicle reservations and the commodities being transported; passenger accessibility; ability for social distancing; and emergency services.

Currently on the Vineyard route, the *M/V Woods Hole* and the *M/V Martha's Vineyard* are both operating with a triple crew; which allows for up to seven (7) roundtrips per day. Effective May 21, 2020, the *M/V Island Home* will be added to the schedule.

Meanwhile, on the Nantucket route, the *M/V Eagle* and the *M/V Gay Head* are both operating with a triple crew; which allows for up to three (3) roundtrips per day. The *M/V Iyanough* is scheduled to resume service on May 21, 2020, for the Memorial Day weekend only; on that day, the *M/V Sankaty* will be added to the schedule for Nantucket service.

At this time, based on advance bookings, it is anticipated that once the *M/V Island Home* and *M/V Sankaty* are added to the operating schedule, that level of service will continue to be run through the remainder of the spring schedule, which ends June 16, 2020.

3. Mr. Davis provided an update on traffic information, sharing that, for April 2020, passenger traffic was down 84%, or nearly 160,000 versus last year; automobiles carried were down 77%, or nearly 25,000 versus last year; and trucks carried were down 58%, or nearly 10,000 versus last year. For May, as of May 14, 2020, passenger traffic was down 73%, or nearly 75,000 versus last year; automobiles carried were down 60%, or nearly 10,000 versus last year; and trucks carried were down 44%, or nearly 4,000 versus last year.

Treasurer/Comptroller Mark K. Rozum shared information on advanced reservations, showing that June figures are at approximately 60% of 2019 figures, while July and August are at approximately 80% of 2019 figures and September and October are roughly equal with last year.

4. Mr. Davis reviewed updated revenue projections in light of the April activities. Using the activity through the middle of May as the baseline, he discussed with the Board the fact that, given that 50% to 55% of the Authority's operating revenues are generated from June through September, the Authority could see a potential impact of approximately \$35 million in unrealized revenue should traffic levels increase to only \$75 million of expectations from June through the end of the year. The Authority is having continued conversations with MassDOT, along with the Commonwealth's Executive Office for Administration and Finance, regarding its financial condition. Mr. Davis characterized the discussions as productive. However, since the Authority's immediate cash needs have been mitigated somewhat by the CARES Act funds, the approach being taken is to continue to monitor activity while sources of potential funding are investigated.
5. Woods Hole Terminal Reconstruction Project Manager Bill Cloutier provided an update on the marine project and stated that the end of the season is running approximately three to four weeks behind schedule due to slowdowns caused by COVID-19 activities. He said it is now expected that work will be complete in early July.

Thus far, the Authority has sent out 100 weekly community emails on the construction progress.

6. Director of Marine Operations Mark Amundsen provided an update on vessel dry dock and repair projects, including the ultra-high superstructure blasting, freight deck door repair, and structural steel renewal on the *M/V Nantucket*.
7. Mr. Davis provided an update on the repairs to the Oak Bluffs pier, stating that the contractor was on site Monday to begin their mobilization. The Authority ran the *M/V Katama* on Monday to help deliver needed equipment to the Vineyard, and the piles have already been delivered to one of the Authority's properties in Falmouth. The estimated delivery date for the pile caps, meanwhile, has been moved up to June 2, 2020, from its original expected delivery date of June 8, 2020. The Vineyard Transit Authority has been running buses from the Authority's Vineyard Haven terminal to Oak Bluffs for any passengers who otherwise would have been going to that port.

Mr. Davis also reported that a proposal was received from Seastreak LLC to run high-speed passenger service between Woods Hole and Oak Bluffs. However, given the cost (\$11,000 a day to \$17,000 a day depending on the vessel used) and the anticipated low demand for service, Mr. Davis stated that it did not make much economic sense to enter into the agreement, and the Members concurred.

8. The Board authorized Mr. Davis to waive the enforcement of Article 10(i) of the license agreement with Freedom Cruise Line Inc. for the duration of the State of Emergency declared by Gov. Charles Baker on March 10, 2020. The provision calls for a termination of the agreement should service be disrupted for thirty (30) consecutive days; however, given the unusual circumstances, it was decided that enforcing that provision would be neither fair nor reasonable.
9. In response to an inquiry last week by a Vineyard resident, the Board voted to authorize Mr. Davis to extend the off-season excursion rate pricing until June 21, 2020, as island residents have likely been unable to make their typical doctor's appointments and other necessary off-island trips due the pandemic. The decision will result in approximately \$30,000 in lost revenue per week but, given the timing of the state's reopening plan, the Members decided it was a reasonable accommodation to make for year-round residents

The next regularly scheduled monthly board meeting is currently scheduled for June 16, 2020, at 9:30 a.m. at the Authority's Hyannis terminal. However, it is uncertain at this time if the meeting will be held in person or virtually due to the restrictions in place from COVID-19, so please look for the formal notice for the meeting that will appear on this website next month.

Additionally, pursuant to the Board's wishes, biweekly meetings are planned for the near future. The next of those meetings will be held concurrently with the Port Council's regularly scheduled monthly meeting, which is scheduled for 9:30 a.m. Wednesday, June 3, at the Authority's Hyannis terminal. However, it is uncertain at this time if the meeting will be held in person or virtually due to the restrictions in place from COVID-19, so please look for the formal notice for the meeting that will appear on this website next month.

The formal notice for both meetings, including virtual call-in information if applicable, will appear on this website no less than 48 hours prior to the meeting.



Woods Hole, Martha's Vineyard and Nantucket Steamship Authority

SUMMARY OF THE MEETING OF THE WOODS HOLE, MARTHA'S VINEYARD AND NANTUCKET STEAMSHIP AUTHORITY

April 21, 2020

The Members of the Woods Hole, Martha's Vineyard and Nantucket Steamship Authority Board held their regularly scheduled monthly meeting on Tuesday, April 21, 2020 in the first-floor conference room (Room 103) of its Falmouth administrative offices, 228 Palmer Avenue, Falmouth, Massachusetts. All five Board Members were present and participated via Zoom video conference call: Chairman James M. Malkin (Dukes County); Vice Chairman Kathryn Wilson (Falmouth); Secretary Moira E. Tierney (New Bedford); Robert F. Ranney (Nantucket); and Robert R. Jones (Barnstable).

1. General Manager Robert B. Davis provided an update on the Authority's efforts regarding the COVID-19 virus, commonly referred to as the coronavirus, as follows:
 - The Authority's crews are doing an outstanding job of cleaning vessel interiors during and in between trips. They have been asked to pay particular attention to surfaces most likely to be touchpoints, such as tabletops, faucets, hand rails and toilets. Additional crews are assigned to perform deeper cleanings at night.
 - The Authority's bus, parking lot and terminal employees have been instructed to specifically disinfect all hand railings, credit card machines, ATMs, seat backs, counter tops, door handles, as well as restroom facilities. Buses are being cleaned at least once every four (4) hours; terminals at least three times per eight-hour shift.
 - Stands with pop-up sanitizing wipes have been installed at each terminal and Purell dispensers are on board the vessels.
 - Posted signage includes, but is not limited to, the following topics:
 - Practice social distancing
 - Please remain in your vehicle on the freight deck
 - Advisory from the Nantucket Cottage Hospital and Martha's Vineyard Hospital
 - Flu Prevention Tips
 - Handwashing Tips and
 - A notice to all out of state customers to self-quarantine for 14 days
 - Driver services have been suspended on the Nantucket route.

- Information on best practices regarding health measures has been uploaded to the Authority's internal Learning Management System for employees.
- Employees have been instructed to wash their hands frequently and use hand sanitizer and to practice social distancing.
- Vessel crews are assigned strictly to a vessel, so as to minimize the risk of cross contamination.
- Vessel crews, before the beginning of their watch, are given a wellness check by a trained medical professional. This wellness check includes questionnaire asking 4 questions:
 1. Have you experienced cold or flu-like symptoms such as cough, fever, sore throat, respiratory illness or difficulty breathing in the past 14 days?
 2. Have you had close contact with or cared for a person infected with COVID-19?
 3. Have you traveled or been in close contact with someone who has traveled to an affected geographical area in the past 14 days?
 4. Do you have or think you may have a fever?
The medical professionals then obtains a blood oxygen reading and a temperature reading. Crew members are then either given clearance to report to work or are sent home.
- Shoreside personnel are given the wellness questionnaire, which they need to complete and provide their supervisor to be given clearance to report to work or are sent home.
- Most importantly, employees have been told under no circumstances should they be coming to work while they are sick, both for their safety as well as the safety of the crew and passengers. If any employee comes to work sick, they will be sent home – period. Even if it means having to cancel a scheduled trip, the risk of spreading the virus to other people is too high.

Although the Authority's operations are not ones that lend themselves easily to remote work, some additional measures that have been taken include:

- Enacting telecommuting procedures at the administrative offices in Falmouth.
 - Preparing to allow reservations center staff to respond to calls remotely should the need arise.
 - Closing both the administrative office and reservation office to the public until further notice.
 - Employees who do not normally work from those buildings have been asked to avoid coming there unless absolutely necessary.
2. Mr. Davis discussed with the Board the need to extend the current reduced schedule to May 14, 2020, which would have been the end of the spring operating schedule, as the Authority currently has enough flexibility to offer sufficient deck capacity and the ability to offer extra trips, if needed. Additional steps to be taken include:
- Deferring placing the *M/V Iyanough* into service, at least through the May 14th date.

- Keeping the *M/V Sankaty* as well as the *M/V Katama* tied up in Hyannis and Vineyard Haven, respectively. These vessels are available to be placed into service immediately should the need arise.
 - Suspending overhaul repairs on the *M/V Island Home*, although the remaining work will require about a week's time to have that vessel fully operational.
 - Suspending overhaul repairs on the *M/V Governor*; in this case, three to four weeks of repair time will be required.
3. The Members decided to hold short, weekly meetings moving forward in light of the fast-changing situation regarding COVID-19. The weekly Board meetings will be held at 10 a.m. Tuesdays, starting April 28, 2020.
 4. The Board discussed potential salary adjustments for nonunion personnel in light of the need to reduce expenses following the severe drop in revenue being experienced by the Authority. Members asked for additional information to be provided to them and will address the matter at their next Board meeting.
 5. The Board authorized staff to change the Authority's Customer Policies and Procedure Handbook – specifically, Part E, Reservations, Subpart 6, Canceling Vehicle Reservations – in light of the COVID-19 epidemic. The change will make vehicle reservations valid for two years from the date they were originally issued, instead of one year, subject to the same refund and cancellation policies. Extending the reservations will allow customers to retain their bookings and place them on the same date in 2021, or dates as close to those dates as possible. The new policy will be in place through next year's Headstart and General Public opening.
 6. Mr. Davis provided the following updates on the Woods Hole Terminal Reconstruction Project:
 - Work continues to finish the landside foundation for the transfer bridge and the southern portion of the sheet pile bulkhead cap.
 - Lawrence Lynch Corp. completed the landside utilities work.
 - The electricians continue to work on the passenger platform and other site electrical work.
 - The canopy glass subcontractor is installing the glass canopy roof.
 - The concrete workers and iron workers installed the rebar for the transfer bridge foundation and the sheet pile cap and poured the concrete for those structures.
 - The fuel oil system is being installed by the fuel oil contractor.
 - Coming up, Lawrence Lynch will do the final grading of the landside area. The fuel oil system subcontractor will continue installing the system for the new slip. Electricians will continue with their work, and the glass subcontractor will continue installing the canopy glass.

Thus far, the Authority has sent out 97 weekly community emails on the construction progress.

7. Director of Marine Operations Mark Amundsen provided an update on vessel dry dock and repair projects, including the superstructure blasting, freight deck door repair, and structural steel renewal on the *M/V Nantucket*; installation of the MTU engines on the *M/V Iyanough*; and the underwater hull area blast and coat, new cutlass bearing, and reduction gear overhaul on the *M/V Island Home*.
8. The Board discussed needed repairs to the Oak Bluffs pier, where thirty-five (35) pilings are in critical need of repair to the extent that the pier will be unable to support any vehicular traffic until repairs are made. The Authority will be putting out bids on the project this week with a May 7, 2020 opening date; in the meantime, it will source pilings and pile caps to be used in the project.
9. The Board authorized Mr. Davis to execute two (2) memoranda of understanding with the Cape Cod Regional Transit Authority regarding grant funds from the Federal Transit Administration. One MOU is in regard to the “standard” funds the Authority receives each year due to its participation in the National Transit Database; the second is in regard to funding made available through the Coronavirus Aid, Relief, and Economic Security Act (the “CARES Act”). All told, the Authority is receiving a much-needed \$12,251,920 in the coming weeks.
10. The Board authorized Mr. Davis to restart the preseason sale for *M/V Iyanough* passenger ticket books prior to the vessel’s eventual return to service for the 2020 season. During the first promotional period of March 23, 2020 through April 5, 2020, 1,410 ticket books were sold. That total represents less than half of the average ticket sales of 3,286 per year. As the COVID-19 epidemic may have depressed sales for a number of reasons, it was thought that the resumption of the sale for a short time could give customers an additional opportunity to purchase books if they did not do so initially.
11. Mr. Davis presented the preliminary version of the 2021 Operating Schedules for discussion purposes only. The schedules are essentially the same as what ran in 2019 and what was proposed to run in 2020, other than the assigned vessels, the start and end dates of the schedules and the combination of the first two schedules of the year (last year’s 01/04/2020-03/15/2020 and 03/16/2020-04/02/2020 have been combined to 01/04/2021-03/31/2021). The schedules will be advertised in local newspapers and brought back to the Board for a vote at a later time.
12. Treasurer Mark K. Rozum presented a line of credit resolution authorizing a revolving line of credit of up to \$10,000,000 with Cape Cod Five Cents Savings Bank, which would be accessed only as needed to aid the Authority’s cash position. After discussion, the Members asked Mr. Rozum to return to the bank in an attempt to renegotiate certain terms of the line of credit; namely, the “seasonal cleanup” requiring the outstanding principal balance be \$0.00 for 30 consecutive days in any 12-month period.

13. The Board authorized Mr. Davis to execute two change orders to Contract No. 16-2017, Woods Hole Ferry Terminal Reconstruction – Waterside with Jay Cashman Inc.:
 - Change Order No. 81 for \$185,000, related to subsurface obstructions encountered while driving seven (7) monopiles in Slip No. 2.
 - Change Order No. 82 for \$347,000, related to the removal of debris, including steel piles, wood piles, concrete and timber sheeting, while excavating Slip No. 2.

The next regularly scheduled monthly board meeting is currently scheduled for May 19, 2020, at a time and place to be determined on Nantucket, Massachusetts. Please look for the formal notice for the meeting that will appear on this website next month.

Additionally, pursuant to the Board's wishes, weekly meetings are planned for the near future. The first of those meetings is scheduled for 10 a.m. Tuesday, April 28, 2020. The formal notice for the meeting, including virtual call-in information, will appear on this website no less than 48 hours prior to the meeting.



Woods Hole, Martha's Vineyard and Nantucket Steamship Authority

SUMMARY OF THE MEETING OF THE WOODS HOLE, MARTHA'S VINEYARD AND NANTUCKET STEAMSHIP AUTHORITY

March 17, 2020

The Members of the Woods Hole, Martha's Vineyard and Nantucket Steamship Authority Board and Port Council held a joint meeting Tuesday, March 17, 2020 in the first-floor conference room (Room 103) of its Falmouth administrative offices, 228 Palmer Avenue, Falmouth, Massachusetts. All five Board Members were present: Chairman James M. Malkin (Dukes County); Vice Chairman Kathryn Wilson (Falmouth); Secretary Moira E. Tierney (New Bedford) (who participated via conference call); Robert F. Ranney (Nantucket) (who participated via conference call); and Robert R. Jones (Barnstable).

1. General Manager Robert B. Davis provided an update on the Authority's efforts regarding the COVID-19 virus, commonly referred to as the coronavirus, as follows:
 - The Authority's crews are doing an outstanding job of cleaning vessel interiors during and in between trips. They have been asked to pay particular attention to surfaces most likely to be touchpoints, such as tabletops, faucets, hand rails and toilets.
 - Bus, parking lot, and terminal employees have been instructed to specifically disinfect all hand railings, credit card machines, ATMs, seat backs, counter tops, door handles, as well as restroom facilities. Buses are being cleaned at least once every four (4) hours; terminals at least three times per eight-hour shift.
 - The Authority is well-stocked with cleaning supplies and have ordered extra hand sanitizers and other supplies for our customers to use while traveling. This includes installing stands with pop-up sanitizing wipes at each terminal and Purell dispensers on board the vessels.
 - The Authority has put information on best practices regarding health measures on our internal Learning Management System for its employees.
 - Most importantly, employees have been told that under no circumstances should they be coming to work while they are sick, both for their safety as well as the safety of the crew and passengers. If any employee comes to work

sick, they will be sent home – period. Even if it means having to cancel a scheduled trip, the risk of spreading the virus to other people is too high.

The Authority is making contingency plans to maintain service in the event that a significant number of its employees fall ill, but there is every confidence that the Authority will continue to provide essential service to the islands throughout this time.

2. Additionally, the Authority is following the lead of many other government offices and **closing the Administrative Office and Reservation Office** to the public starting **Thursday, March 19, 2020**. Employees who do not normally work from those buildings will be asked to avoid coming there unless absolutely necessary. This is for the safety of both the Authority’s employees and the public.
3. The Authority has made the following recommendations to its customers:
 - Customers are encouraged to stay in their vehicles if they drive on the ferry. The Authority has lowered the vehicle capacities on its vessels to ensure there is adequate space to allow everyone to freely exit their vehicle, per Coast Guard regulations, while the vessel is under way.
 - Passengers are encouraged to spread out while sitting on board to maintain a safer distance from each other. Ferry boats are much larger vessels than most other forms of transit, which gives passengers more opportunity to keep some distance between each other.
 - Customers should not bunch up at exit doors when the vessels arrive at their destination.
 - Customers are encouraged to utilize the Authority’s restrooms, which have running water and hand soap available on all vessels, and hand sanitizers located throughout the vessels and terminals.

The Authority has asked customers to consider whether they need to travel. If travel is necessary, passengers should consider traveling outside of the morning and afternoon commutes when the largest number of passengers travel. If a customer feels ill or is experiencing symptoms of COVID-19, they should contact their healthcare provider and avoid traveling if possible.

A dedicated landing page has been created on the Authority’s website for coronavirus updates: www.steamshipauthority.com/2019coronavirus. The public is asked to continue to check there for updates, as well as the Authority’s Facebook and Twitter pages, its eNews and local media outlets. The Authority will keep everyone informed of any changes that are planned so that its customers can continue to get where they need to go with as minimal a disruption as possible.

4. The Board authorized Mr. Davis to take the following additional actions regarding COVID-19:

- Revising the ticket usage and refund limits from the current one year from date of issue to two years from date of issue. Rules regarding advanced cancellation notice would still apply, but this measure would allow customers the ability to use their ticket at a later time.
 - Suspending driver services on the Nantucket route for the immediate future to prevent possible transference of the virus between customers and employees.
 - Making modifications, if necessary, to current operating schedules in the best interest of the Authority and the traveling public in the event of either a significant decrease in traffic or a significant number of employees falling ill. Prior to making such a change, Mr. Davis would consult with the two port community Board Members on that run (i.e. the Barnstable and Nantucket Members or the Falmouth and Dukes County Members). The modifications could include delays or postponement of planned schedule changes to increase service; delays or postponement of resumption of the high-speed service on the Nantucket route; and/or consolidating service.
 - Taking steps, with Treasurer/Comptroller Mark K. Rozum, to explore the establishment of a revolving line of credit to fund operations. At the end of March, the Authority is budgeted to have incurred a year-to-date net loss of nearly \$15,000,000; if traffic patterns do not increase as budgeted, the Authority could find itself in need of extra capital in the short term.
5. The Board authorized Mr. Davis to execute Change Order No. 65 for Contract No. 16-2017, Woods Hole Ferry Terminal Reconstruction – Waterside” with Jay Cashman Inc. in the amount of \$225,462.16.

The next regularly scheduled monthly board meeting is currently scheduled for a time and place to be determined in New Bedford, Massachusetts. Please look for the formal notice for the meeting that will appear on this website next month.



Woods Hole, Martha's Vineyard and Nantucket Steamship Authority

SUMMARY OF THE MEETING OF THE WOODS HOLE, MARTHA'S VINEYARD AND NANTUCKET STEAMSHIP AUTHORITY

February 18, 2020

The Members of the Woods Hole, Martha's Vineyard and Nantucket Steamship Authority Board and Port Council held a joint meeting Tuesday, February 18, 2020 in the first-floor conference room (Room 103) of its Falmouth administrative offices, 228 Palmer Avenue, Falmouth, Massachusetts. Four Board Members were present: Chairman Marc N. Hanover (Dukes County); Vice Chairman Kathryn Wilson (Falmouth); Robert F. Ranney (Nantucket) (who participated via telephonic conference call); and Robert R. Jones (Barnstable). Secretary Moira E. Tierney was absent.

The following members of the Port Council were present: Chairman Edward C. Anthes-Washburn (New Bedford); Vice Chairman Robert V. Huss (Oak Bluffs); Secretary Eric C. Shufelt (Barnstable); Robert S.C. Munier (Falmouth); Nathaniel C. Lowell (Nantucket); and George J. Balco (Vineyard Haven). Member Mark H. Rees (Fairhaven) was absent.

1. General Manager Robert B. Davis provided an update on the Woods Hole Terminal Reconstruction Project. During the past month, marine contractor Jay Cashman Inc. continued working on the 96-inch monopiles. The final four monopiles needed to be driven to the embedment depth of approximately 100 feet with the diesel hammer after initially being driven with the vibratory hammer. By the end of January, the driving of the 96-inch monopiles was completed for this phase of the project.

Cashman also continued to work on the north passenger pier. The carpenters finished the perimeter forms on the passenger pier and the electrician placed the conduits for the pier power and communications in the pier as the conduit will be encased in the cast-in-place concrete topping. Cashman worked on setting formwork for the cast-in-place concrete topping on the north passenger pier, which is located between Slip No. 2 (the middle slip) and Slip No. 3 (the northern slip) as the iron workers were placing the rebar for the poured concrete on the pier. The final pile cap for the pier was cast in place and the remaining precast pile caps have been set, which allows for installation of the remaining precast deck planks as well as the reinforcing and conduit. More recently, the concrete subcontractor poured the topping deck for the passenger platform as the concrete

subcontractor poured 120 cubic yards of concrete to complete the slab for the passenger platform.

Cashman finished driving the sheet pile bulkhead sheets across the old middle slip. Cashman then installed the sheet pile bulkhead closure sheets at the south end of the middle slip and began filling the slip with crushed stone. The landside crew was busy setting the deadman sheet pile wall and the whaler beam to the back of the bulkhead sheet piles. The deadman wall will be connected to the whaler with tie rods. Last week, Cashman completed connecting the deadman wall to the sheet pile bulkhead in the middle slip (Slip 2) by fastening the tie rods to each component.

Cashman also started setting the falsework necessary to drive the 30-inch diameter pipe piles for the floating passenger platform. They will then drive the 18-inch pipe piles for the transfer bridge foundation. Lawrence Lynch Corp. was on site to excavate behind the sheet pile bulkhead and to bring additional fill onsite.

Thus far, the Authority has sent out 88 weekly community emails on the construction progress.

2. Regarding the Woods Hole terminal building, the architectural team made a presentation to the Falmouth Conservation Commission to request an amendment of the Authority's Order of Conditions to allow for the one-story terminal and two-story utility building concept. At their following meeting, the Falmouth Conservation Commission voted to approve the Authority's request for an amended order of conditions. Mr. Davis said the Authority is extremely grateful to the Conservation Commission for approving the request.

On Tuesday, February 4, 2020, the architectural team made a presentation to the Falmouth Historical Commission. During the meeting the commissioners noted the great lengths that have been made to address community concerns.

Meanwhile, the Massachusetts Department of Environmental Protection notified the Authority that the Authority's Chapter 91 requested amendment was approved.

3. Mr. Davis provided an update on the Woods Hole Terminal Reconstruction Project timeline and budget following concerns expressed at the January meeting by Members about the overall cost the project. A summary of the costs to date is below:

	Budget	Net Change Orders	Total Cost
Feasibility Study	\$ 300,000	\$ 693,204	\$ 993,204
Administration Building	\$14,824,886	\$ 970,993	\$15,795,879
Temporary Terminal	\$ 2,754,182	\$ 274,013	\$ 3,028,195
Waterside	\$54,547,915	\$2,483,506	\$57,031,421
Permanent Terminal	\$15,236,257	\$ 652,492	\$15,888,749
Building & Storage Building			
Total	\$88,356,444	\$4,381,004	\$92,737,448

Additionally, Mr. Davis stated that the completion date for the project is now May 2025. A full summary of the report can be found on the Authority's website at www.steamshipauthority.com/WHterminalreconstruction.

4. Mr. Davis provided the following updates on the implementation of the recommendations contained in the HMS Consulting report:
 - Regarding the Safety and Quality Management System, or SQMS, Safety Management System LLC is reporting a minor delay in the current phase due to the volume of additional documentation identified within the Marine Operations Department. They have continued on the related development of the SQMS Guide and Vessel Operations Manual and continue to have bi-weekly meetings and on-site visits.
 - Regarding the Learning Management System or LMS, at the annual Passenger Vessel Association conference, Janice Kennefick, the Authority's director of human resources and the LMS project manager, along with the Authority's Health, Safety, Quality, and Environmental Manager Angela Sampson, gave a presentation on the Authority's LMS along with representatives from Marine Learning Systems. It was well received by the other ferry operators in the session.
 - The request for proposals for consultants to assist in developing a strategic plan was issued just before Thanksgiving. Over 28 firms have taken out packages. Proposals are due back at the end of this week. One addendum to respond to questions was issued.
 - Regarding the Vessel Operations project, the Authority is in the midst of executing changes to the Authority's organizational structure.

5. The Board authorized the sale of high-speed passenger ticket books at a 20% discount prior to the resumption of the *M/V Iyanough* service on April 3, 2020. The pre-season promotion is quite popular with both existing customers and new customers, as over 45% of the yearly ticket book sales for the *M/V Iyanough* occurred during the promotional period. The promotional period will run Monday, March 23, 2020 through Sunday, April 5, 2020 and will apply solely to electronic ticket books for adults, seniors and children.

6. Mr. Davis provided a report on the system issues that affected the Vineyard general internet reservation opening day on January 21, 2020. Following an internal investigation, the following causal factors were identified:

- The mobile site was not switched to a persistent connection following the 2018 reservation system issues despite the change being made to the web servers at that time.
- The load testing conducted in November 2019 did not include the mobile site or measure the stress on the Authority’s web systems through the entirety of a reservation transaction.
- The server configuration settings were not verified prior to the internet general opening to determine that production servers were properly configured.
- Memory resources were exhausted on the website due to the volume of users.

The report also made the following recommendations:

- The Authority will require the inclusion of the mobile site in future load testing and redesign the load testing process to perform a complete end-to-end testing across all platforms (website, mobile site, reservation system, credit card processing, etc.).
- The Authority will require load testing involvement from Imarc’s technical team and other vendors.
- The Authority will review changing the current tool used for load testing and/or the use of an outside vendor for enhanced analysis and review.
- The Authority will oversee a study of a website upgrade/redesign, which will incorporate the conclusions of this report, in preparation for the solicitation of proposals and award of a contract for a mobile app and/or redesign of the website.
- The Authority will utilize a “virtual waiting room” to improve the customer experience and to manage activity on the Authority’s servers.

In addition, the Authority will fully examine and, where appropriate, execute the specific solutions regarding its IT department in Section 4 of the 2018 comprehensive review of the Authority’s operations performed by HMS Consulting, Glostten Associates and Rigor Analytics. A review of those issues and prioritization of their execution will be among the first tasks for the Authority’s next director of information technologies. The search for that individual is now under way.

The full report, along with a report from Imarc, can be found on the Authority’s website, www.steamshipauthority.com/about/news.

7. Treasurer/Comptroller Mark K. Rozum reported on the recent sale of \$20,630,000 of bonds. An official notice of sale was distributed and bids were opened on Wednesday, February 12, 2020. Twelve bids were received, and the bonds were awarded to JP Morgan of New York, New York, based on their offer to purchase all of the bonds at the lowest true interest cost of 1.253189%. Since the successful bidder included over \$6,119,000 in bond premium, the total amount of bonds to be issued was “resized” from the initial offering of \$24,925,000 down to \$20,630,000. The proceeds will finance the ongoing work at the Woods Hole terminal, as well as to refund all of the Authority’s outstanding 2009 Series B bonds maturing in year 2021 through 2029 in the aggregate principle amount of \$5,660,000.

8. The Board authorized Mr. Davis to execute the following procurement items:
 - Change Order No. 10 to Contract No. 05-2019, Dry Dock and Overhaul Services for the *M/V Island Home* in the amount of \$199,430.64.
 - Contract No. 07-2020, Complete A5 Overhaul of Two (2) Transmissions from the *M/V Iyanough* to the lowest eligible and responsible bidder, ZF Marine Propulsion Systems, Miramar LLC of Miramar, Florida, for a total contract price of \$103,342.20.

9. As it was the final meeting for Dukes County Board Member Marc N. Hanover, those present thanked him for his years of service and presented him with a commemorative chair in recognition of his 15 years on the Board.

The next regularly scheduled monthly board meeting is currently scheduled for 10:00 a.m. on March 17, 2020, in the first-floor conference room (Room 103) of the Authority's administrative offices, 228 Palmer Avenue, Falmouth. However, the location, time and date of these meetings are all subject to change; so please look for the formal notice for the meeting that will appear on this website next month.



Woods Hole, Martha's Vineyard and Nantucket Steamship Authority

SUMMARY OF THE MEETING OF THE WOODS HOLE, MARTHA'S VINEYARD AND NANTUCKET STEAMSHIP AUTHORITY

January 21, 2020

The Members of the Woods Hole, Martha's Vineyard and Nantucket Steamship Authority Board held their monthly meeting Tuesday, January 21, 2020 in the first-floor conference room (Room 103) of its Falmouth administrative offices, 228 Palmer Avenue, Falmouth, Massachusetts. All five members were in attendance: Chairman Marc N. Hanover (Dukes County); Vice Chairman Kathryn Wilson (Falmouth); Secretary Moira E. Tierney (New Bedford); Robert F. Ranney (Nantucket); and Robert R. Jones (Barnstable).

1. General Manager Robert B. Davis provided an update on the website issues that occurred Tuesday morning for the general internet opening on the Vineyard route. Despite extensive preparation and load testing that occurred prior to the opening date, an unexpected problem occurred that prevented the Authority's customers from making their reservations for travel. After several hours of working with its vendors to try and diagnose and repair the issue, the decision was made to delay the opening time so all of the Authority's customers could better plan their day. The opening was delayed twice; first until 9 a.m. and then to noon so the necessary work could be done.

Mr. Davis said this was obviously an unacceptable result on the Authority's biggest reservation day of the year, especially since there have now had issues in two of the most recent three years. The Authority will do a full accounting of what went wrong and what has to be fixed to make sure it does not happen again. Mr. Davis apologized to the Authority's customers for what happened Tuesday and stated it will be his top priority to address it.

2. Mr. Davis provided an update on the Woods Hole Terminal Reconstruction Project. During the past month, marine contractor Jay Cashman Inc. continued to work on the north passenger pier by driving piles and setting the concrete pile caps. They also set the falsework for the 30-inch diameter piles and the falsework for the 96-inch monopiles.

The barge that arrived at the beginning of December with the clamshell crane removed the last of the old wharf debris. The ringer barge crane began to drive the monopiles, but

only after a delay for weather as well as a delay to replace 2,500 feet of boom cable. Cashman drove nine (9) monopiles using the vibratory hammer and/or the impact hammer to the necessary depths.

Cashman also completed a “mock-up” of the passenger canopy at the Authority’s Gifford Street lot. The canopy, which will feature navigational charts of the area waters, will be installed on the passenger pier.

It was recently discovered that the driving of the monopiles has caused a portion of the bulkhead installed last season to shift both downward and outward. Engineers are determining what steps will be needed to remedy this situation.

Thus far, the Authority has sent out 84 weekly community emails on the construction progress.

3. Regarding the Woods Hole terminal building, the Authority’s architectural team is preparing to present to the Falmouth Conservation Commission on January 29, 2020 on the one-story terminal and two-story utility building concept. The Falmouth Historical Commission will follow. The Department of Environmental Protection was notified of the Authority’s intent to have a one-story terminal building instead to the two-story building originally included in the Authority’s Chapter 91 application; the Authority was informed Tuesday that DEP has approved the administrative change to the application.
4. Mr. Davis provided the following updates on the implementation of the recommendations contained in the HMS Consulting report:
 - Regarding the Safety and Quality Management System and Quality Management System, or SQMS: Now that the draft of the gap analysis prepared by Safety Management Systems LLC (SMSLLC) is completed, SMS is heading into the development and implementation of the project. They were onsite two weeks ago and are developing a risk assessment register. One of the ways the Authority will communicate progress to its employees will be via an “SQMS Alert,” the first of which went out by email and a physical copy in paychecks last week.
 - Regarding the Learning Management System or LMS: the system continues to be populated with various material. A training matrix is being developed as the Authority moves along, but the system has been deployed company-wide at this time. The Authority will be adding an “employee portal” within the LMS to distribute notices and updates.
 - Regarding the Strategic Plan, the request for proposals for consultants to assist in developing the plan was issued just before Thanksgiving. More than 26 firms have taken out bid packages, and proposals are not due back till late February. Several requests for clarification and/or additional information have been received, which will be responded to in the form of an Addendum.

- Regarding the Vessel Operations project, the Authority is in the midst of executing changes to its organizational structure. As part of that realignment, the position of director of engineering and maintenance has been eliminated. The engineering and maintenance department will now fall under the authority of the marine operations department and Director of Marine Operations Mark H. Amundsen. Mr. Davis stated he strongly feels this change will not only begin the process of making the Authority's organizational structure less "flat," as stated by HMS, but will also aid greatly in communication and operations as the engineering staff and vessel staff will now all fall under the same command structure. As was previously announced, former Director of Engineering and Maintenance Carl R. Walker is no longer with the Authority following this restructuring; Mr. Davis thanked him for his years of service.
5. The Board authorized Mr. Davis to execute a contract for continued support of the Authority's strategic initiatives implementation planning project, commonly known as the implementation of the HMS Consulting recommendations, after the Authority was informed that HMS Consulting and Technical was being dissolved by its parent company, HMS Global Maritime. Glostten Associates, which was a subcontractor to HMS under the previous arrangement, submitted a proposal to provide continued support in lieu of HMS, with former HMS President John Sainsbury acting as a subcontractor under the new arrangement.
 6. The Board authorized Treasurer/Comptroller Mark K. Rozum to issue and sell on a competitive basis up to \$26,000,000 in bonds to finance the ongoing work at the Woods Hole terminal, as well as to refund all of the Authority's outstanding 2009 Series B bonds maturing in year 2021 through 2029 in the aggregate principle amount of \$5,660,000.
 7. The Board authorized Mr. Davis to execute Contract No. 02-2020, Dry Dock, Overhaul and Storage Services for the *M/V Katama*, to the lowest eligible and responsible bidder, Senesco Marine of North Kingstown, Rhode Island, for a total contract price of \$895,791.

The next regularly scheduled monthly board meeting is currently scheduled for 10:00 a.m. on February 18, 2020, in the first-floor conference room (Room 103) of the Authority's administrative offices, 228 Palmer Avenue, Falmouth. However, the location, time and date of these meetings are all subject to change; so please look for the formal notice for the meeting that will appear on this website next month.