

MISSION STATEMENT PUBLIC COMMENTS - MATRIX OF ISSUES

Note: A black dot ● indicates a single person made a comment under the associated heading.
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Commenter
 Number of People Who Commented

	Nantucket open house	Hyannis open house	Vineyard open house	Falmouth open house	Kate Warner	Noli Taylor	Preston Bealle	Jean Muchel	Brian Matthews	Joy Robinson-Lynch	Carol Wagner	Renate Bresko	Nancy Hyde	Alyssa Emden	Harriet Barrow	Peter Neilley	Virginia Crowell Jones	Suzanne Kuffler	Dean Rosenthal	Rob Lytle	Wendy Northcross	David Basiner	Chuck Hodgkinson	Michelle Marsh	Scott Simenas	Damien Kuffler	Eugenie Kuffler
1. Values to include in the mission statement																											
Sustainability	●		●	●	●	●			●	●											●		●				●
• Environmental responsibility																											
• Environmental stewardship																											
• Environmentally correct																											
• Be around for decades to come																											
Safety		●			●				●		●	●				●	●	●	●					●			
Reliability	●	●			●					●		●	●	●		●	●	●	●					●			
• Quality																											
• Effective																											
• Dependability																											
• Functional																											
Embrace change	●			●		●																					
• Adaptability																											
Be a leader			●			●																					
Customer engagement and solutions	●	●	●	●			●		●	●			●	●		●			●				●	●		●	●
• Communication																											
• Educate our port communities																											
• Responsive																											
• Meets needs of customers																											
• Collaboration																											
• Community concerns																											
• Respect for our neighbors																											
• Responsible														●													
• Equal weight and attention to all villages impacted by SSA																											
Convenience		●															●					●					
• Including the convenience of the community of Woods Hole																											
• Keep the experience simple																											
Efficiency	●			●				●			●	●	●							●				●	●		
• Affordable																											
• Efficient customer service																											
• Not to be achieved at the expense of the village streets/life of WH																											
Pride																											
Professionalism																											
Fair treatment to staff/passengers/neighbors																				●							

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- Compassionate Quality of Life
- Health of Vineyard Community
- Serving the Public Good (includes safety, health, education, economic opportunity)
- Making it possible for islands to have viable, thriving, diverse year-round populations
- Protect the natural rights of those who live on the islands
- Facilitate the lives of those who live on the islands
- Serve the needs of residents
- Provide transportation w/o "undue barriers"
- Lifeline
- Bridge
- Marine highway
- Regional collaboration
- Needs to be specific to the islands
- Implement current technologies
- Employee benefits
- Diversity
- Living wage for employees
- Professional growth
- Tools and training
- Transparency
- Planning
- Allow "free movement of all residents"
- Manage demand
- Comfort
- Financial accountability

Committer	Number of People Who Commented	Nantucket open house	Hyannis open house	Vineyard open house	Falmouth open house	Kate Warner	Noli Taylor	Preston Bealle	Jean Muchel	Brian Matthews	Joy Robinson-Lynch	Carol Wagner	Renate Bresko	Nancy Hyde	Alyssa Emden	Harriet Barrow	Peter Neilley	Virginia Crowell Jones	Suzanne Kuffler	Dean Rosenthal	Rob Lytle	Wendy Northcross	David Basiner	Chuck Hodgkinson	Michelle Marsh	Scott Simenas	Damien Kuffler	Eugenie Kuffler
Compassionate Quality of Life	6																			●	●							
Health of Vineyard Community																												
Serving the Public Good																												
Making it possible for islands to have viable, thriving, diverse year-round populations																												
Protect the natural rights of those who live on the islands																												
Facilitate the lives of those who live on the islands																												
Serve the needs of residents																												
Provide transportation w/o "undue barriers"	1																											
Lifeline	9		●	●	●																							
Bridge																												
Marine highway																												
Regional collaboration	6		●		●						●									●								
Needs to be specific to the islands	3																							●	●			
Implement current technologies	1																											
Employee benefits	5																							●	●	●		
Diversity																												
Living wage for employees																												
Professional growth																												
Tools and training																												
Transparency	1																								●			
Planning																								●				
Allow "free movement of all residents"																												
Manage demand	1																							●				
Comfort	3	●	●																									
Financial accountability	1	●																										
2. Values to remove from previous mission statement																												
Changing needs and market demands	5	●			●														●								●	
The word "vision"	2		●																			●						
Environment	1																											
Convenience	2													●														
Community Concerns	4			●	●																							

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Employees	2																●											
Efficiency	2	●		●																								
Quality	2			●																								
Safety	1			●																								
"Customer"	1				●																							
3. Other comments related to mission statement project																												
Old statement is too generic	3				●			●									●											
Priority in mission statement should be island residents	8	●									●					●	●			●				●				
Efficiency/customer service/quality all vaguely similar	1																											
Meetings were not well publicized	1																											
Tension between islanders and tourists - who is served?	1			●																								
Go back to enabling act	4			●	●																							
Consider your planning process first	1			●																								
Need a vision statement first	2			●	●															●								
"We" is more inclusive	1			●																								
Decide what we do, how we do it and who we serve	1			●																								
Provide basic needs/life-sustaining materials to the islands only	2											●															●	
Old mission statement is fine	1																											
Include all communities through which SSA has traffic flows	1																										●	
Stay focused on "keeping the road open for all who wish to use it"	1																										●	
Old one is too long	1		●																									
4. Comments to be passed on to strategic planning team/other staff																												
Limiting traffic	12			●	●	●			●										●	●	●		●				●	●
Reducing size of new terminal building	4				●														●	●							●	●
Put less cars on the ships	3				●	●																					●	●
Rates for island residents too high	2				●	●										●												
Stop advertising	5				●			●																				●
• Do not lure more summer residents																												
Public meetings should not be during the day	2				●												●											
SSA is blocking out competition from private companies	2				●																							
• SSA can act as an "umbrella" for other businesses																												
• More "Authority," less "Steamship"					●																							
Create an app that tracks buses and ships	1	●																										

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Completely uninterested in TVs and Wi-Fi on the boats	1																											
Early/late/unscheduled trips important for short-notice travel	1																											
Create advising committee/subcommittee of Board on environmental issues	1																											
Limit cars, not commercial vehicles	1			●																								
Island (Vineyard) needs to lead in throttling demand	1			●																								
New Bedford	3											●																●
• Industrial materials need to be shipped from another port																												
Greater attention needed to medical priorities	1																											
Customer service is lacking	1																											
Require all SSA vessels to be electric	1																											
Install solar on all buildings, parking lots, vessels	1																											
Provide ride share, bike share	1																											
Provide long-term parking on both sides	1																											
Reduce bicycle fees, add bicycle parking	1																											
Differentiate pricing - premiums for visitors, discounts for locals, etc.	1																											
Public interaction is "broken"	1				●																							
Do not have to meet market demand	1				●																							
Martha's Vineyard must be less dependent on SSA	1				●																							
SSA has been captured by its constituents	1				●																							
Tell the good stories about the SSA	1	●			●																							
5. Commenters' Home Towns or Open House location																												
Aquinnah	2						●																					
Barnstable (town)	2		●																									
Centerville	1																					●						
Chilmark	1																											
Edgartown	3			●					●												●							
Falmouth (outside of Woods Hole)	1																											
Home Town Not Stated	11		●							●																		
Martha's Vineyard (town not stated)	7			●																								
Nantucket	5	●		●										●														
Oak Bluffs	1																●											
Open House - Falmouth	2																											
Open House - Hyannis	0																											
Open House - Martha's Vineyard	3			●											●													

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Open House - Nantucket

Other Massachusetts

Outside of Massachusetts

Steamship Authority employee

Tisbury (Vineyard Haven)

West Tisbury

Woods Hole

Commenter

Number of People Who Commented

0
1
1
3
9
3
12

Hometown count

Commenter	Number of People Who Commented
Nantucket open house	4
Hyannis open house	4
Vineyard open house	9
Falmouth open house	5
Kate Warner	1
Noli Taylor	1
Preston Bealle	1
Jean Muchel	1
Brian Matthews	1
Joy Robinson-Lynch	1
Carol Wagner	1
Renate Bresko	1
Nancy Hyde	1
Alyssa Emden	1
Harriet Barrow	1
Peter Neilley	1
Virginia Crowell Jones	1
Suzanne Kuffler	1
Dean Rosenthal	1
Rob Lytle	1
Wendy Northcross	1
David Basiner	1
Chuck Hodgkinson	1
Michelle Marsh	1
Scott Simenas	1
Damien Kuffler	1
Eugenie Kuffler	1

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1. Values to include in the mission statement																	
Sustainability							●			●		●				●	
• Environmental responsibility							●			●		●				●	
• Environmental stewardship							●			●		●				●	
• Environmentally correct							●			●		●				●	
• Be around for decades to come							●			●		●				●	
Safety										●	●	●	●				
Reliability		●						●	●	●	●	●	●				
• Quality		●						●	●	●	●	●	●				
• Effective		●						●	●	●	●	●	●				
• Dependability		●						●	●	●	●	●	●				
• Functional		●						●	●	●	●	●	●				
Embrace change																	
• Adaptability																	
Be a leader																	
Customer engagement and solutions	●	●	●			●									●		
• Communication	●	●	●			●									●		
• Educate our port communities																	
• Responsive																	
• Meets needs of customers																	
• Collaboration																	
• Community concerns																	
• Respect for our neighbors																	
• Responsible																	
• Equal weight and attention to all villages impacted by SSA																	
Convenience													●		●		
• Including the convenience of the community of Woods Hole													●		●		
• Keep the experience simple													●		●		
Efficiency		●				●				●			●		●		
• Affordable		●				●				●			●		●		
• Efficient customer service																	
• Not to be achieved at the expense of the village streets/life of WH																	
Pride											●						
Professionalism											●						
Fair treatment to staff/passengers/neighbors											●						

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 - Diversity
 - Living wage for employees
 - Professional growth
 - Tools and training
- Transparency
- Planning
- Allow "free movement of all residents"
- Manage demand
- Comfort
- Financial accountability

2. Values to remove from previous mission statement

- Changing needs and market demands
- The word "vision"
- Environment
- Convenience
- Community Concerns

Commenter	Jim Newman	Elaine Pace	Karin Stanley	James Malkin	Elizabeth Durkee	Brian Hall	Harriet Bernstein	Margaret Wheeler	Mark Glass	Chris Green	Steve Deleon	Keith McGuire	Cary Brown	Eugene Johnson	Judith Stetson	Ben Robinson	Seth Gambino
• Compassionate Quality of Life		●		●									●			●	
• Health of Vineyard Community																	
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• Facilitate the lives of those who live on the islands																	
• Serve the needs of residents																	
Provide transportation w/o "undue barriers"													●				
Lifeline																	
• Bridge																	
• Marine highway																	
Regional collaboration																	
Needs to be specific to the islands		●															
Implement current technologies		●															
Employee benefits						●								●			
• Diversity																	
• Living wage for employees																	
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- Employees
- Efficiency
- Quality
- Safety
- "Customer"

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3. Other comments related to mission statement project																	
Old statement is too generic		●		●								●					
Priority in mission statement should be island residents		●		●								●					
Efficiency/customer service/quality all vaguely similar												●					
Meetings were not well publicized												●					
Tension between islanders and tourists - who is served?																	
Go back to enabling act					●												
Consider your planning process first																	
Need a vision statement first																	
"We" is more inclusive																	
Decide what we do, how we do it and who we serve																	
Provide basic needs/life-sustaining materials to the islands only																	
Old mission statement is fine																	
Include all communities through which SSA has traffic flows																	
Stay focused on "keeping the road open for all who wish to use it"						●											
Old one is too long																	
4. Comments to be passed on to strategic planning team/other staff																	
Limiting traffic			●				●										
Reducing size of new terminal building																	
Put less cars on the ships																	
Rates for island residents too high		●															
Stop advertising			●														
• Do not lure more summer residents																	
Public meetings should not be during the day																	
SSA is blocking out competition from private companies																	
• SSA can act as an "umbrella" for other businesses																	
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Create an app that tracks buses and ships																	

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Completely uninterested in TVs and Wi-Fi on the boats Early/late/unscheduled trips important for short-notice travel Create advising committee/subcommittee of Board on environmental issues Limit cars, not commercial vehicles Island (Vineyard) needs to lead in throttling demand New Bedford <ul style="list-style-type: none"> Industrial materials need to be shipped from another port Greater attention needed to medical priorities Customer service is lacking Require all SSA vessels to be electric Install solar on all buildings, parking lots, vessels Provide ride share, bike share Provide long-term parking on both sides Reduce bicycle fees, add bicycle parking Differentiate pricing - premiums for visitors, discounts for locals, etc. Public interaction is "broken" Do not have to meet market demand Martha's Vineyard must be less dependent on SSA SSA has been captured by its constituents Tell the good stories about the SSA									●				●					
5. Commenters' Home Towns or Open House location																		
Aquinnah		●																
Barnstable (town)																		
Centerville																		
Chilmark					●													
Edgartown																		
Falmouth (outside of Woods Hole)																		
Home Town Not Stated			●				●			●	●							
Martha's Vineyard (town not stated)				●					●					●				
Nantucket																		
Oak Bluffs						●												
Open House - Falmouth																		
Open House - Hyannis																		
Open House - Martha's Vineyard																	●	●

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- Steamship Authority employee
- Tisbury (Vineyard Haven)
- West Tisbury
- Woods Hole

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Hometown count	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2	2