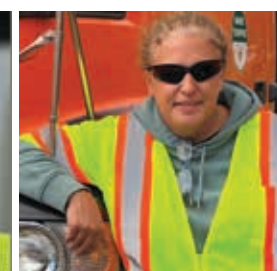
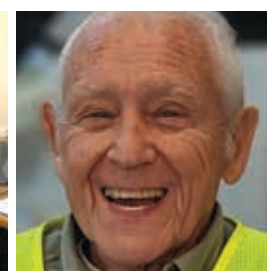


2019 Annual Report



Safe | Reliable | Sustainable

Director's Letter

Dear fellow travelers,

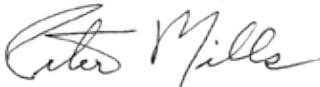
The Maine Turnpike Authority (MTA) is made up of courteous and conscientious employees. I am happy to have the 2019 Annual Report focus on some of the hardworking Mainers who ensure the Maine Turnpike is in tip top shape.

The Maine Turnpike employees 325 full-time employees, 155 part-time and on call toll collectors, and 15 seasonal snow fighters.

In 2019, the Maine Department of Labor (DOL) presented the Maine Turnpike Authority with its prestigious Safety and Health Award for Public Employers (SHAPE). The SHAPE award recognizes public sector employers who are striving to provide a “safe and healthful” workplace. A well-rounded Safety and Health Program achieves lower employee injuries and illnesses and provides for better employee morale and retention. This award is a credit to the employees who have worked so hard to make the MTA a safe place to work. The MTA has many facilities and equipment along our 109-mile highway and to see everything in good shape reflects employee excellence on the Pike.

In 2019, our employees worked on the planning and construction of multiple projects including the construction of an Open Road Tolling Facility in York and multiple bridge projects, plowing of 650 lane miles in winter events, collecting \$140 million in tolls, among other countless tasks up and down the Pike. Because of our courteous and conscientious staff, Maine citizens appreciate the value of this road and how well it has been maintained and constantly improved to benefit daily commuters, freight haulers, commerce, and tourism. Everyone’s livelihood depends on it.

I hope you enjoy learning more about these folks in this annual report.

A handwritten signature in black ink that reads "Peter Mills". The signature is written in a cursive, flowing style.

Peter Mills
Executive Director



Award-Winning Workforce



In 2019, the Maine Department of Labor presented all employees of the MTA with the prestigious Safety and Health Award for Public Employers (SHAPE).



From Left: Scott McConihe, Shelby Whitehouse, Iver Iverson, Linda Wooten, Scott Warchol, Elaine Clukey.

Projects

Bridges

Biddeford	Second Thacher Brook Culvert Repairs	\$0.07M
Biddeford	Third Thacher Brook Culvert Repairs	\$0.08M
Gray	Pleasant River Culvert Repairs	\$0.2M
Gray	Route 26 Bridge Repairs	\$1.6M
Gray	Cole Brook Culvert Repairs	\$0.2M
Lewiston	Webster Road Bridge Repairs	\$0.3M
Litchfield	Plains Road Bridge Repairs	\$0.6M
New Gloucester	Foster Brook Culvert Repairs	\$0.08M
New Gloucester	Bennett Road Emergency Vehicle Ramp	\$0.6M
Ogunquit	Berwick Road Bridge Repairs	\$0.3M
Sabattus	Grove Street Bridge Repairs	\$0.4M
Saco	Boom Bridge Road Repairs	\$0.2M
Scarborough	Beech Ridge Road Bridge Repairs	\$0.3M
Wells	Ogunquit River Culvert Repairs	\$0.2M
York	Mountain Road Bridge Repairs	\$0.7M
York	Clay Hill Road Bridge Repairs	\$0.03M

Interchanges

Maintenance

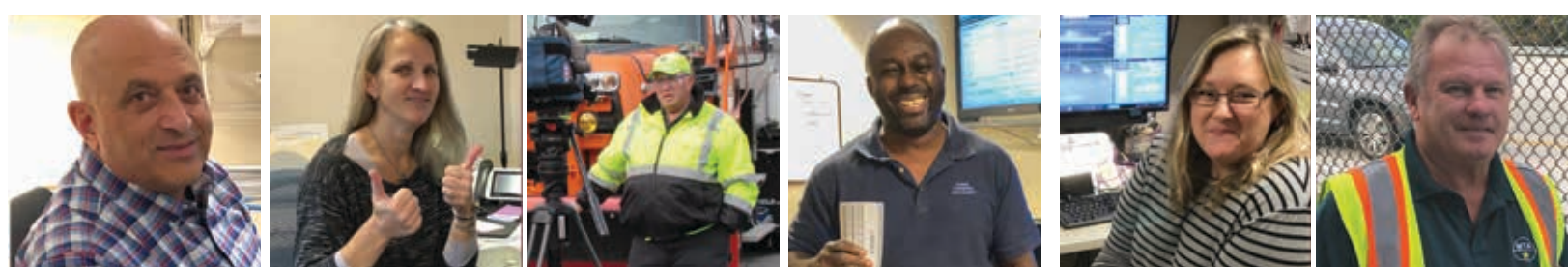
South Portland	Exit 45 Embankment Preload	\$14.8M
Various	Maintenance Garage Extensions & HVAC System Improvements	\$4.0M
Various	Guide Sign Modifications, Phase IV (Mile 0.0 to 32.52)	\$1.6M
Gray	Service Plaza - Fuel System Replacement (Mile 58.8 NB)	\$1.7M
Kennebunk	Travel Plazas Parking Expansion and Route 35 Traffic Signals	\$9.3M
Litchfield	New Mechanics Garage	\$3.1M

Paving

Toll Systems

Scarborough	Pavement Rehabilitation (Mile 42.0 to Mile 44.3)	\$1.2M
West Gardiner	Exit 103 Toll Plaza Open Road Tolling Conversion	\$29.9M
New Gloucester	Toll Plaza Rehabilitation	\$0.09M
Scarborough	Exit 44 Building Renovation	\$0.1M

Total Awarded in 2019 for Construction \$71.65M



From Left: Bob Ferrara, Lauren Carrier, Roger Matthews, Ebenezer Akakpo, Jennifer Levesque, Jeff Bryant.

York Toll Plaza Relocation Project



Setting the precast tunnel sections for the York Toll Plaza, May 2019.

2019 saw more work on the construction of the Open Road Toll Plaza at the new location at Mile 8.8 in York. This is a multi-year, multi-phase project that is expected to be completed in the summer of 2021.

In the past year, Reed & Reed have installed underground utilities, installed the precast pedestrian tunnel sections, paved new sections of roadway, and redirected traffic on to those sections. A toll building has been built and work began on installing the toll system equipment. Nearly all of this work was done while maintaining three lanes of traffic through the construction zone.

The West Gardiner Exit 103 toll plaza conversion started in 2019 as well. When both of these projects are completed in 2021, all of the mainline toll plazas on the Maine Turnpike will be Open Road Tolling. This means that travelers with an E-ZPass can pay their toll at highway speeds, while preserving the option for those who wish to pay cash at a conventional booth.

Prelude to Widening – Improvements to Portland Area Bridges

In March, Cianbro began major improvement work to the Stroudwater Overpass and the Pan Am Railways bridges in Portland. This work is essential for the upcoming roadway widening through the Greater Portland section of the Maine Turnpike. In total, seven bridges in four locations are under construction through this area in order to accommodate the additional third lane. In 2020, construction will begin to add a third lane from Mile 44 in Scarborough to Mile 49 in Portland.

In the past year, approaches have been widened, new piers and abutments have been constructed, stormwater detention basins created, and structural steel has been set. All the while commuters, visitors, and commercial vehicles whiz by. Because of the narrow lanes and heavy traffic, extra measures have been taken to slow drivers down to the posted speed. Rumble strips have been added prior to the construction zone northbound and flashing LED lights and speed limit feedback signs, which shows a vehicles speed, have been added.

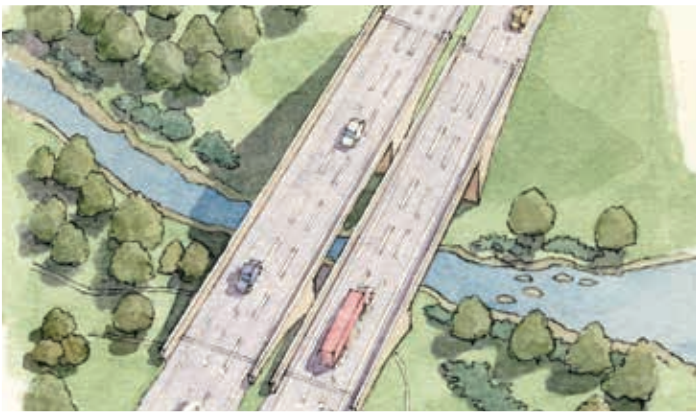
The anticipated completion date of the work on these two bridges is the spring of 2021.



MTA staff reviewing traffic control measures at the Stroudwater River Bridge, July 2019.



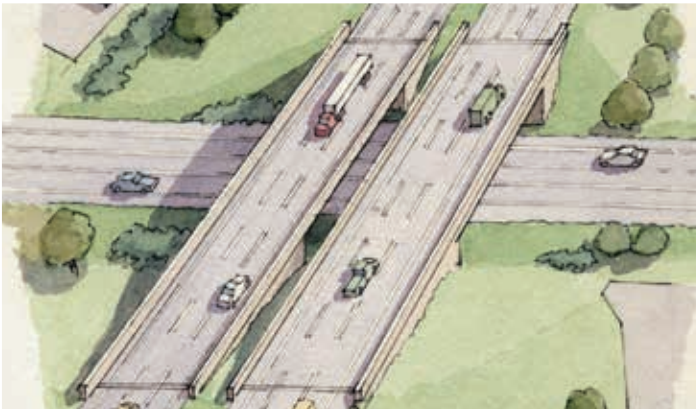
Pan Am Railways Bridge (northbound) with portion of the deck removed, July 2019.



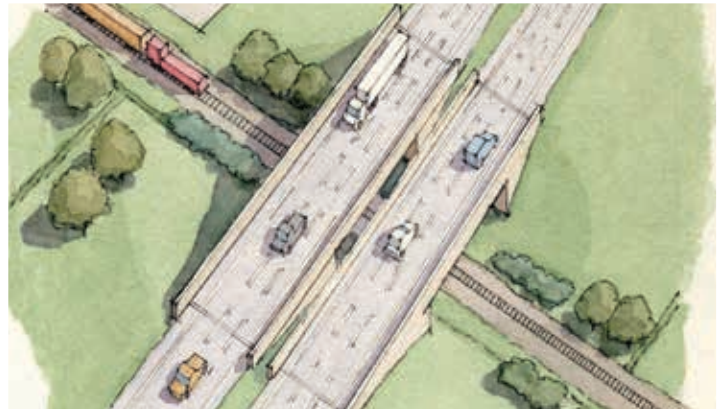
Stroudwater River Bridges



Cummings Road Bridge



Warren Avenue Bridges



Pan Am Railways Bridges

Androscoggin River Bridge and Cobbosseecontee Stream Bridge

Sometimes the maintenance of the highway is done where our patrons cannot see much of the work. However, for the safety of those traveling above, this work is necessary. In the case of the Androscoggin River Bridge, that is the border between Lewiston and Auburn and Cobbosseecontee Stream Bridge in West Gardiner, 2019 brought such needed rehabilitation work. Some of this construction takes place on the traveled section of the road, but much takes place under the bridge and this requires specialized teams in-and-around the water.

The work on these two bridges is being done by Wyman & Simpson Inc. and should be completed in 2021.



Androscoggin River Bridge Pier Rehabilitation, July 2019.



From Left: Richard Parlin, Susan Hussey, Jeff Lafrinea, Sean Poage, Shelly Camire, John Lizotte.



Scott Warchol

Scott is our Construction Program Manager and has been a Maine Turnpike Authority employee for 32 years. Scott has had many roles at the Turnpike, including toll collector, highway maintenance, engineering construction inspector, and widening coordinator. He says he enjoys resolving issues that occur in the field daily, visiting construction sites to check on progress, and that every day is different, but he would prefer not to go to so many meetings! Scott likes to golf and go auto-cross racing in his spare time.





Nighttime paving at Mile 43, July 2019.

Nicole Chase

Nicole is the foreman at our Auburn Maintenance Facility and has worked for the MTA for 19 years. She says the best part of her job is watching a snowy road get plowed down to the pavement. As for the worst part of the job? It's unsafe drivers who don't pay attention. Nicole says the strangest situation she's ever been in while on the job occurred when she stopped to help a woman who had hit a deer. The poor woman had her daughter with her, who REALLY had to use the bathroom. Nicole taught that little girl what hunters do in the woods when nature calls!





Kevin Burton

Sgt. Kevin Burton has been with the Maine State Police Troop G for nine years. Troop G is responsible for keeping the Maine Turnpike safe.

He says the best part of his job is doing an interview for the Maine Turnpike Authority Facebook page (note the sarcasm). He says the toughest part of the job is having to deal with bad crashes, snowstorms, and drunk drivers. In his spare time, he coaches hockey and is a huge Boston Bruins fan.



Meet Bob

Bob Hooper's Maine Turnpike Authority story is not what it appears to be at first glance.

In June of 2019, Bob, a toll booth operator in Falmouth, celebrated 25 years with the MTA. Monumental? Without question, but that milestone is only part of Bob's MTA story. That story starts in childhood and unfolds over decades.



Prior to joining the MTA in 1994, Bob spent 35 years in the banking industry. How does a retired 35-year trust officer from Bank of America go on to serve another 25 years for the MTA, residents, and visitors to the state of Maine? The answer is it was no ordinary journey.

Born in his grandfather's house in Portsmouth, New Hampshire, he entered into a family that made their mark over generations in the gravel industry. Bob's first memory of the Maine Turnpike was when his grandfather provided gravel to build the initial stretches of turnpike. "It's important for people to know and remember that the turnpike opened up the state of Maine. It connects us all and allows people to see any part of the state they wish to see."

The importance of the turnpike made an impression and stayed with Bob over the years. Bob's father moved his family to Saco, where he graduated from Thornton Academy. From there, Bob earned a college degree and went on to a Bachelor of Science degree in Business from Nasson College. In what would seem providential, he was assigned the Maine Turnpike Authority account at his first job in the banking industry – a responsibility that he took on with great enthusiasm and dedication.

In the early 1990s, Bob decided to try for a job at the MTA and was hired as a toll booth operator. Thus his second career began. Since then, he's seen Maine residents and visitors from various toll booths – from York to Augusta and all spots in between – ultimately settling in Falmouth, where he can be seen working a variety of shifts throughout the week with a smile and a kind word.

An avid camper, fisherman, snow shoe enthusiast, and most recently a ukulele player, Bob and his family have traveled the state via the Turnpike countless times over the years in their trailer. "I'm 84 now, and the Maine Turnpike has been my life from when my grandfather provided the gravel for the early Turnpike construction. Working the toll booths is easy and enjoyable and I like to meet people, answer their questions, and give them directions to the many beautiful places in Maine. Everyone has been so nice to me. It's a joy and I don't consider it work."

The Maine Turnpike Authority thanks Bob Hooper for his many years of service to the State of Maine. We appreciate you and your dedication and the enthusiasm you bring to your job every day.

Thank you, Bob!

Employee Recognition

The employees of the Maine Turnpike Authority are the reason we can deliver on our promises of **safety** and **reliability**—day and night, all year long. Our team’s institutional knowledge, longevity, and loyalty make it possible to offer the high standards of customer service that our travelers expect of us. We are pleased to recognize the dedication of our employees.

5 Years

Kelly A. Allen	Toll Collector I
Rebecca H. Barr	Business Account Processor
Benjamin M. Bolduc	Surveyor/Assistant Project Manager
Timmy J. Boynton	Toll Collector I
Ronald T. Cr, Jr.	iSeries - Programmer Analyst
David L. Cyr	Highway Maintenance III
Haralabos P. Douzepis	Toll Collector I
Jeanne A. Gagnon	Toll Collector I
David A. McCourt	Building Maintenance III
Samuel A. Oldham	Building Maintenance III
Mark Gerard Pettey	Toll Collector
Tracy J. Pomerleau	Highway Maintenance III
Paul A. Whitley, Jr.	Highway Maintenance III

10 Years

Casey Hall	Facility Systems Operator
Arlo Pike	Safety Coordinator

15 Years

Kenneth R. Barnes, Jr.	Highway Maintenance III
Lynn M. Benavides	Toll Collector I
Jason R. Cassette	Toll Collector I
Cecile Champagne Thompson	Deputy Director Human Resources
Mark A. Ekholm	Toll Collector I
Joyce M. Martin	Fare Collection Coordinator
Calvin Paquet	Communication Center Specialist
Richard S. Parlin	Sign Maker
John P. Sirois	Director of Finance

20 Years

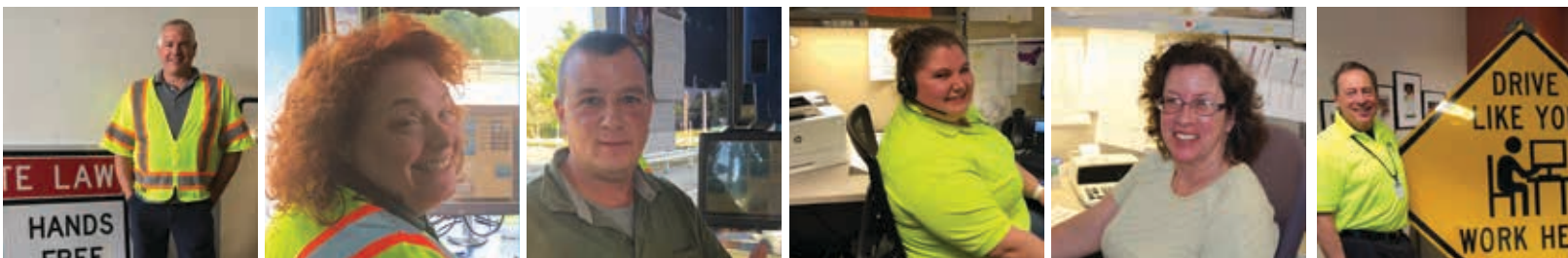
Ronald E. McCarthy	Equipment Body Mechanic
Gregory B. Stone	Toll Revenue Auditor

25 Years

Timothy E. Harris	Fare Collection Superintendent
Bob Hooper	Toll Collector I
Jane M. Oldham	Communication Center Specialist
James S. Sotir	Highway Maintenance Foreman

35 Years

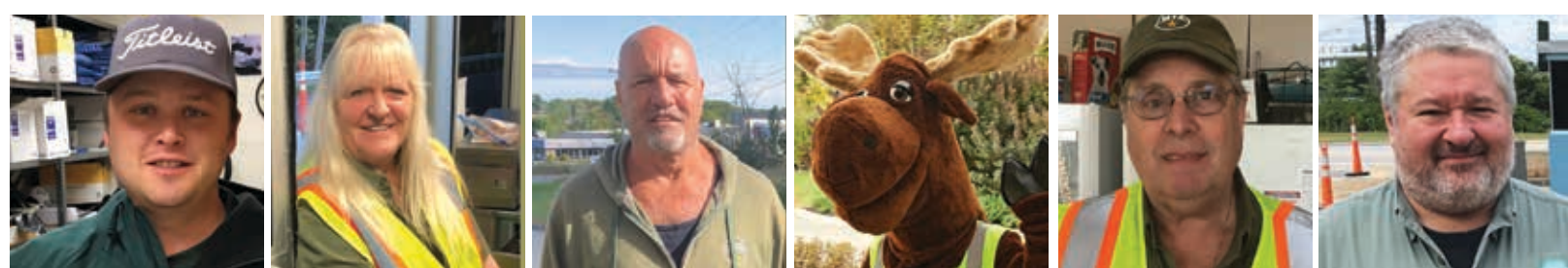
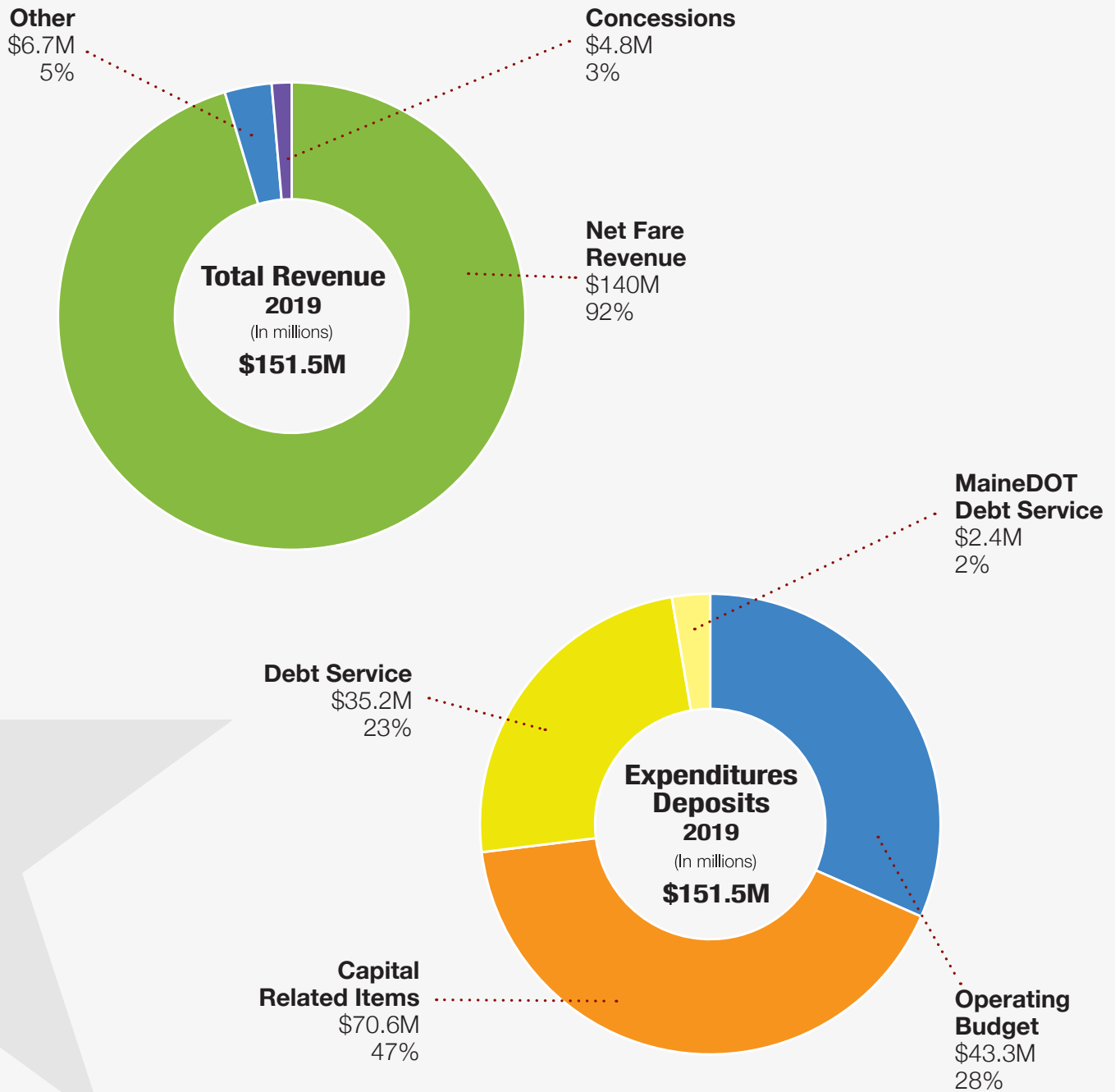
Mark F. Gustin	Building Maintenance Foreman
Gregory D. Sotir	Violation Notice Processor
Jo-Ellen Williamson	Toll Collector I



From Left: Shawn Laverdiere, Terri Patch, Tim Hutchinson, Alyssa Howell, Rosa Jaynes, Rick Barra.

Financial Overview

(2019 unaudited)



From Left: Alex Martin, Becky Willette, Bill Thompson, Miles T. Moose, Tom Wyman, Scott Redlon.

Executive Staff

The Maine Turnpike Authority employees are responsible for maintenance and operation of the 109 miles of roadway that serve as the economic lifeblood for Maine, as well as the welcome mat for most visitors into the state. **Executive Director Peter Mills** leads these employees and his executive staff, listed below.

Douglas D. Davidson
Chief Financial Officer & Authority Board Treasurer

Peter S. Merfeld, P.E.
Chief Operations Officer

Jonathan A. Arey, Esq.
Staff Attorney & Authority Board Secretary

Richard R. Barra
Director of Fare Collection

John W. Cannell
Director of Maintenance

Lauren G. Carrier
Director of Human Resources

John P. Sirois
Director of Finance

Greg J. Stone
Director of Public Safety

Stephen R. Tartre, P.E.
Director of Engineering

William H. Yates III
Director of Information Services & Communications

MTA Board of Directors

Daniel E. Wathen, Esq.
Chairman

Michael J. Cianchette
Member

John E. Dority[†]
Member

Ann R. Robinson
Member

Robert D. Stone
Vice Chairman

Thomas J. Zuke, CPA
Member

Commissioner Bruce Van Note
Member Ex-Officio

[†] Deceased

Contact the MTA

Erin T. Courtney
Public Outreach & Marketing Manager
(207) 482-8119

**MTA Administration
& Public Safety Building**
2360 Congress Street
Portland, ME 04102

Administration
(877) 682-9433 (toll free)
(207) 871-7771

E-ZPass
(888) MTA-PASS or (888) 682-7277
8:00 a.m. to 6:00 p.m. M-F
ezpassmaineturnpike.com

Outside United States
(207) 871-7771, then press 2

MTA Website
www.maineturnpike.com



Twitter: @maineturnpike



Facebook: Maine Turnpike Authority

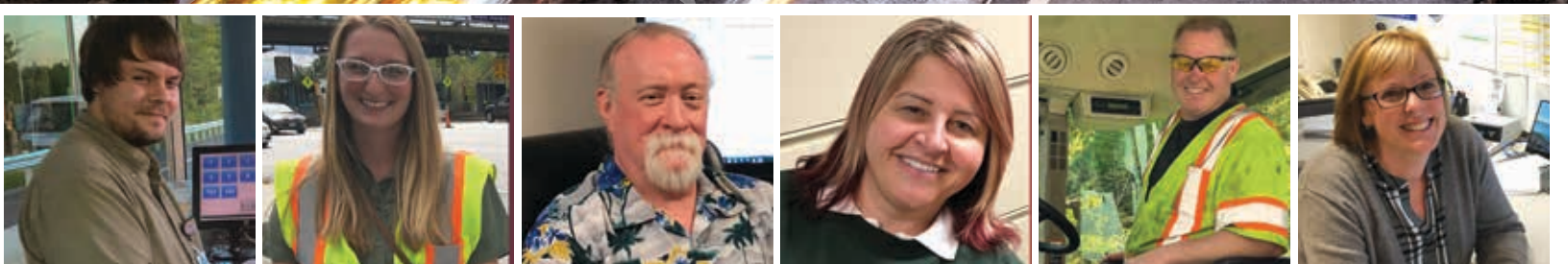
Photo: Nighttime Turnpike maintenance keeps the traffic moving with efficiency.



Our employees are the backbone of the Maine Turnpike Authority, with their hard work, diligence, and dedication. Here are a just a few of the men and women who are making a difference for the people of Maine each and every day.

Front Cover From Left: Paul Loeber, Marie Silver, Kevin Burton, Danielle Namer, Dan Orino, Nicole Chase.

Back Cover From Left: Austin Swinnin, Krystal Delano, Ron Croteau, Misty Bentham, Brian Hahn, Kristen Kloth.



Safe | Reliable | Sustainable