



**MAINE TURNPIKE AUTHORITY
MEETING**

September 4th, 2025

1. Pursuant to notice, a meeting of the Maine Turnpike Authority was held at 9 a.m. on September 4th, 2025.

The following were present:

Michael Cianchette, Chair
Jane Lincoln, Vice Chair
Emily Becker, Member (*Via Zoom*)
Nina Fisher, Member (*Via Zoom*)
Thomas Zuke, Member
Acting MaineDOT Commissioner Dale Doughty

2. On motion of Jane Lincoln, seconded by Thomas Zuke, the board voted unanimously to approve the minutes of the board's July 24th meeting.
3. On motion of Thomas Zuke, seconded by Jane Lincoln, the board voted unanimously to approve the minutes of the board's August 21st workshop.
4. John Sirois, Chief Financial Officer and Treasurer, reported on financial matters. He said that Labor Day weekend had been very busy, and traffic in August had been up about 5% overall, with most of the growth being Maine E-Z Pass travel. He reported that New York had paid the remainder of its outstanding transfers. He said that all required fund deposits under the bond resolution had been satisfied for the year. He invited any board members who wanted to take a "deeper dive" into MTA financial practices to please contact him and he would gladly schedule small meetings or one on one meetings.
5. On motion of Thomas Zuke, seconded by Jane Lincoln, the board voted unanimously to approve investments of money to the credit of Maine Turnpike Authority funds made during the month of July, 2025, as detailed on a report submitted to this meeting by Bangor Savings Bank, dated August 21st, 2025.
6. John Sirois introduced some recommended revisions to the MTA's existing Financial Planning Principles document. He explained that the suggested revision to the MTA's unencumbered cash principle was meant to conform to the expectations of rating agencies

regarding liquidity. He noted that the revision required above 700 Days Cash on Hand and that currently the MTA was averaging around 750 days Cash on Hand.

7. Chairman Michael Cianchette made note of the other revision, which was a clarification that the MTA's goal of minimizing toll increases was meant to apply particularly to the effect of toll increases on Maine E-Z Pass users.
8. On motion of Jane Lincoln, seconded by Thomas Zuke, and with unanimous approval of the members present, it was voted to approve the changes to the MTA's Financial Planning Principles as presented.
9. Executive Director Andre Briere reported to the board on various matters. He said that it had been a productive summer on several fronts. He said that it was now time to execute the strategic planning effort that had been developed in August and that workgroups focused on the five major areas of that effort had been formed and were developing specific task lists.
10. Executive Director Briere reported that staff had received Applegreen's initial offer for lease renegotiation this week and he found it encouraging. He said that, while not acceptable in itself, it was a start he believed that the MTA could work with. He said that there were further modifications to the headquarters building in the planning stages, including a nursing room and a space for the new position of Chief Administrative Officer. He also said that staff had been in discussion with wellness providers about assistance for employees with high stress and/or high risk positions, focusing on the possibility of providing preventive preparatory care, or "resilience training."
11. Chairman Cianchette noted that this was the MTA's annual meeting and that the board was statutorily required to elect its officers and Vice Chair at this meeting.
12. On motion of Nina Fisher, seconded by Thomas Zuke, and with unanimous approval of the members present, it was voted to approve the existing slate of officers for the 2025-2026 term, as follows:

Vice Chair	Jane Lincoln
Executive Director	Andre Briere
Treasurer	John Sirois
Secretary	Jonathan Arey

13. Chairman Cianchette said that he had decided, after consultation with board members and staff, to appoint one board member as liason for each work group that had been formed as part of the MTA's strategic planning effort. He said that the function of the board members would be to be available as a channel of communication and inquiry between the work groups and the board. He noted his appointments as follows:

Data and Technology	Andrew McLean
Customer Experience	Jane Lincoln

Public Engagement
Organization, Culture & Empowerment
Finance

Nina Fisher
Emily Becker
Tom Zuke

14. Executive Director Briere presented a proposed amendment to the MTA's Sponsorships and Memberships budget, allowing the MTA to spend up to \$2,500 for membership in the Bicycle Coalition of Maine. Director Briere noted that the coalition offered several valuable benefits at the level of membership proposed, including an analysis of MTA commuting practices and facilities to improve bike access, bike storage and safety.
15. Acting Commissioner Dale Doughty noted that the MaineDOT had participated in similar programs with the coalition. Chairman Cianchette said that he thought staff should reach out regarding membership to chambers of commerce in the turnpike corridor that the MTA was not currently a member of.
16. On motion of Michael Cianchette, seconded by Tom Zuke, and with unanimous approval of the members present, it was voted to approve the amendment to the MTA's Sponsorships and Memberships budget as proposed.
17. Director of Finance Matt Elliott introduced Woodrow Cross of the Cross Insurance Agency, who had been working with MTA staff on insurance renewals.
18. Woodrow Cross gave a presentation to the board on the efforts made and the proposals received to insure the MTA for the 2025-2026 term. He said that, in general, property insurance prices were stabilizing, but that the cost of liability and auto policies continued to be unpredictable. He also said that Acadia, the MTA's current insurer, had removed comprehensive auto coverage from its proposal due to MTA losses from fire in recent years.
19. Tom Zuke asked why Chubb was still the MTA's recommendation for property insurance when Cincinnati had offered a lower premium. Matt Elliott answered that this was due to the lower deductible Chubb was offering for bridge hits. Nina Fisher asked why the MTA wanted to pay a higher premium for a lower deductible. Woodrow Cross answered that the cost for bridge repairs was usually around \$500,000, so with the deductible that Cincinnati offered the MTA would simply be paying for all or most bridge hit repairs. Nina Fisher asked how many bridge hits the MTA experienced in a year and Tim Cote of HNTB Corporation answered that one was probably average, but sometimes there were two or three.
20. Chairman Cianchette noted that the MTA would be "eating" risk with the higher deductible and that this might help its loss profile in the future, obtaining better premiums and deductibles in the long run.
21. Tom Zuke withdrew a motion to approve staff's recommendations and the board instructed staff to rebid the property insurance on the basis of a \$500,000 deductible and the goal of reducing the premium.

22. Chief Administrative Officer Erin Sullivan reported to the board. She said that she had been in this position for a little over 30 days . She reported on a recent meeting with the MTA’s union representative and employee union officers. She said she had recently been working with customer service on pending violations. She said that the pending violation queue had been hovering at around 500,000 images waiting for manual review, but customer service had begun automatically pulling images of “repeat plates” that had been reviewed in the context of previous violations. That had shortened the queue drastically, and they were now at around 200,000 images, including leftovers from Labor Day weekend.
23. Ms. Courtney went over a customer service report from August that showed about 18.5% of calls being abandoned. She said a challenge had gone out to the customer service representatives to achieve 70,000 images reviewed per day and an average of less than a minute for customer service calls. She said that when those goals were met for a period of a week, there would be a reward, such as lunch bought for the department by the MTA.
24. Tom Zuke asked what the normal acceptable call length was for a typical call center. Ms. Sullivan answered that she was going to try to establish that, and was also looking at “call trees” to sort categories of calls more efficiently. Executive Director Briere said that he believed there was an intangible benefit to the way MTA customer service was handled, especially the fact that local people were answering calls. He said that the Customer Experience work group was tasked with finding ways to measure and improve performance, but noted that the MTA did receive a lot of positive feedback on the personal attention people received from the MTA customer service department.
25. Erin Sullivan described the process that staff had initiated of reviewing and updating existing policies, commencing with the “public facing” ones that were posted on the MTA website. She noted that there were six of these policies for the board’s approval today.
26. Staff Attorney Jonathan Arey reviewed a draft of a Freedom of Access Act Reimbursement Policy with the board. Mr. Arey said that the intent of the policy was to lay out consistent guidelines as to when the MTA would charge for costs incurred in responding to FOAA requests, and how it would evaluate whether costs should be waived, whether due to the requester’s inability to pay or because response to the request was inherently in the wider public interest.
27. Acting Director of Communications Rebecca Grover described the revisions proposed for the MTA’s Interchange Policy and Public Participation Policy. She said that the intent of the revisions to the Interchange Policy was to make the process of evaluating proposed new interchanges more flexible. She said there had only been minor edits to the Public Participation Policy, which closely mirrored Sensible Transportation Act requirements.
28. Tim Cote of HNTB described proposed revisions to the MTA’s Highway Traffic Noise Policy. Mr. Cote said that allowable costs for noise mitigation had been increased in accordance with national guidance, and that a provision had been added allowing the MTA

some flexibility in evaluating noise barriers that almost, but not quite, met the cost parameters.

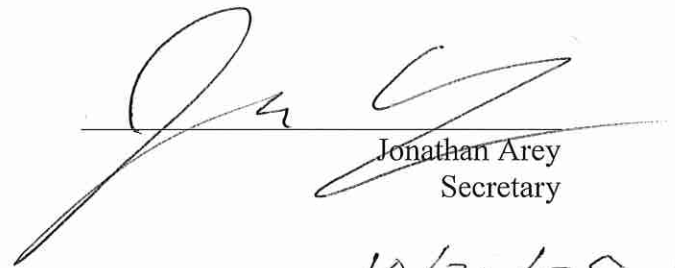
29. Director of Engineering Steve Tartre reviewed changes to the MTA's Real Estate Acquisition and Disposition policies, noting that the changes had been primarily cosmetic.
30. On motion of Jane Lincoln, seconded by Thomas Zuke, and with unanimous approval of the members present, it was voted to approve the FOAA Reimbursement, Interchange, Highway Traffic Noise, Public Participation, and Real Property Acquisition and Disposition policies as presented to the board.
31. Chairman Michael Cianchette drew the board's attention to the September Contract Consent Agenda and asked if there were any questions or objections. There were none, and the Consent Agenda was considered approved.
32. On motion of Thomas Zuke, seconded by Emily Becker, and with unanimous approval of the members present, it was voted to award Contract 2025.17 – Bridge Repairs at Saco River and Forest Avenue, in the amount of \$1,638,885.84, to CPM Constructors.
33. Deputy Director of Engineering Kristi Van Ooyen presented two contracts to the board for final payment. She noted that the roadside clearing contract price was significantly higher than the original bid due to a significant amount of work MTA staff had added to the contract, owing to the low unit prices.
34. On motion of Thomas Zuke, seconded by Jane Lincoln, and with unanimous approval of the members present, it was voted to approve final payment on the following contracts:
 - Contract 2023.03 – Route 122 Superstructure Replacement, to CPM Constructors, in the amount of \$ 4,999.99, for a final contract amount of \$ 4,661,396.36.
 - Contract 2025.09 – Roadside Clearing, to Comprehensive Land Technologies, in the amount of \$ 4,221.95, for a final contract amount of \$ 281,463.00.
35. Kristi Van Ooyen presented a proposed consultant contract 2025.104 – Support Services for Work Zone Pilot Project. Ms. Van Ooyen explained that the scope would include development of a conceptual system to form the basis of an RFP to build and run the system during the pilot program, if and when that program was approved by the legislature. Executive Director Briere noted that having these consultants under contract would enable the MTA to respond better to legislative questions in the spring regarding the cost and functionality of the system.
36. On motion of Thomas Zuke, seconded by Emily Becker, it was voted to award Contract 2025.104 - Support Services for Work Zone Pilot Project, to HDR, Inc, with the not to exceed amount of \$ 150,000.00.

37. Project Manager Jamie Mason reported on ongoing construction projects. Mr. Mason said that the Saco Interchange Project was on the finish line, with only some final paving on Route 112 and the interchange ramps to be completed. He said the lanes were being prepared for final commissioning and the only component of the project with significant work remaining was the signing package. He said that this would probably be the final update on the headquarters renovation project, with customer service moving into its renovated space this weekend. He said the bridge painting contractor had wanted to work seven days a week, but had been limited to six. They were making good progress, however. He said that on the southern paving project there were about two more weeks left of actual paving, to be followed by grading and drainage work. He reported that the new joints for the Androscoggin Bridge project had arrived that morning after being on order for months. He said that both joints would be installed within a month or so on the north bound side, then paving would be done in preparation for opening that side for the winter. He described the treatment of the inside of culverts with UV light on the culvert repair project, noting that the project was going well, but that the third culvert in the contract was currently held up with permitting issues and would probably be completed next year.
38. Acting Director of Communications Rebecca Grover reported on activities relating to her department. Ms. Grover said that a group of legislators had been invited to tour sample work zone setups on September 16th, to educate them on the intentions and functions of the proposed work zone safety pilot, and that about 12 were expected to attend. She said the Exit 35 opening had been scheduled for October 24th, featuring a ribbon cutting, speeches by local officials, and a gathering with abutters. She said that about 300 employees had attended the Sea Dogs event and it had been universally seen as successful. She shared some images of Miles the Moose greeting travelers at the Kennebunk Service Plaza on Labor Day. She reported that a “Good Deal for Maine” video had been recorded with the MTA and Concord Coach as part of the MTA’s new outreach effort aimed at explaining its mission.
39. Chairman Michael Cianchette asked if there were any members of the public present who wished to address the board. There were none.
40. On motion of Nina Fisher, seconded by Jane Lincoln, and with unanimous approval of the members present, it was voted to enter executive session for the purposes of:
- Discussion, pursuant to 1 MRSA § 405(6)(C), of the acquisition of real property in Ogunquit, Maine, for construction of an emergency vehicle ramp.
 - Discussion, pursuant to 1 MRSA § 405(6)(E), of the legal rights and duties of the MTA in relation to selection of Department Projects for funding under 23 MRSA § 1961.

The executive session began at 10:39 A.M. and ended at 11:20 A.M.

41. On motion of Tom Zuke, seconded by Jane Lincoln, and with unanimous approval of the members present, it was voted to approve the acquisition of property rights adjacent to Captain Thomas Road in Ogunquit, Maine, in the amount of \$85,000.00, for construction of an emergency vehicle ramp, and the use of eminent domain for this acquisition was authorized, but on the condition that the owner consent to this method of acquisition and on the further condition that, in MTA staff's judgment, this method of acquisition would not have any material negative effects on the remainder of the landowner's adjacent property.
42. On motion of Thomas Zuke, seconded by Jane Lincoln, it was voted to award Contract 2026.11 – Emergency Vehicle Ramp – Southbound Captain Thomas Road, in the amount of \$ 289,934.00, to R.J. Grondin and Sons.
43. On motion of Tom Zuke, seconded by Nina Fisher, and with unanimous approval of the members present, it was voted to adjourn.

Adjourned at 11:26 A.M.


Jonathan Arey
Secretary
10/20/25
Date