

# 20

MARYLAND TRANSPORTATION AUTHORITY

# 19

CALENDAR YEAR 2019  
ANNUAL REPORT  
**MOVING  
FORWARD  
FOR 2020**



Maryland  
Transportation  
Authority







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# ABOUT THE MDTA

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## Connecting Marylanders to Opportunity

The Maryland Transportation Authority (MDTA) was established in 1971 by the Maryland General Assembly to finance, construct, operate, preserve, and improve the State's toll facilities and finance new revenue-producing transportation projects.

The MDTA is financed by toll revenue without relying on State tax dollars. Two toll facilities, two turnpikes, two tunnels, and four bridges connect Marylanders to life's opportunities.

## Separate Revenues

The MDTA revenues are separate from the State's General Fund and Transportation Trust Fund and are reinvested into our facilities to operate and maintain them. The MDTA's Trust Agreement, for the benefit of bondholders, outlines how funds may be used as the Authority develops and finances transportation solutions.

For nearly 50 years, the MDTA has provided Maryland's citizens and visitors with safe, secure, reliable, and convenient transportation facilities. We are committed to preserving our vital infrastructure and to maintaining quality and excellence in our customer service. We rely on our organization's values, traditions, and most importantly our employees, to achieve these goals.

## A Singular Mission

The Maryland Department of Transportation (MDOT) is a customer-driven leader that delivers safe, sustainable, intelligent, and exceptional transportation solutions in order to connect our customers to life's opportunities.

## The Values That Guide Us:

- **Accountability** - Team members and individuals hold each other responsible for the commitments they have made.
- **Communication** - We encourage healthy discussions built on shared information and knowledge throughout the organization. We clearly, effectively and deliberately share information with and receive feedback from our stakeholders.
- **Employee Empowerment** - We encourage our employees to take initiative to accomplish outcomes using the strategies they determine are best. We provide opportunities to all employees.
- **Innovation** - We are a national leader in applying state-of-the-art technology to revolutionize transportation operations and enhance customer service.
- **Safety** - We are a provider and partner of safe, reliable and resilient transportation services to our employees, customers and community.
- **Stewardship** - We promote and protect the social, environmental, ethical, and financial well-being of our employees, our customers, our agency and our community for our State.
- **Transparency** - As an organization and individuals, our actions and outcomes are upfront, truthful and visible.
- **Trust** - Our teams are open, honest and vulnerable without fear of repercussions. Our external stakeholders know that we are taking actions that are in their best interests.



## **MDTA's Vision**

The MDTA will improve the quality of life and create time for the customers we serve by revolutionizing customer service, delivering premium transportation alternatives, and providing a safer, faster, and more reliable driving experience.

**Maximizing Safety  
& Reliability**

**1**

**Delivering Excellent  
Customer Service**

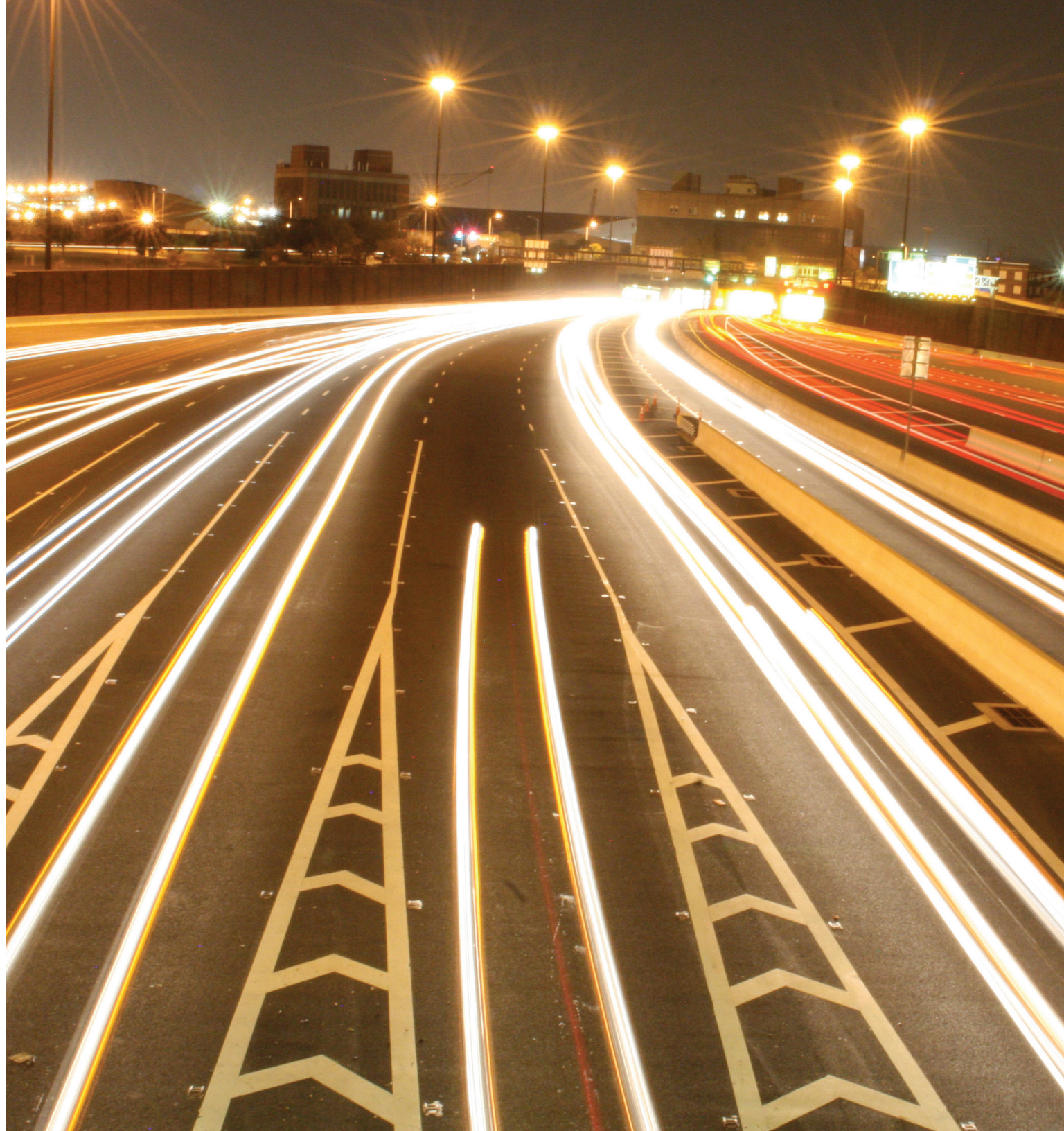
**2**

**Transforming  
the Workforce of  
Tomorrow**

**3**

**Advancing the  
Future of  
Transportation**

**4**





# THE MARYLAND TRANSPORTATION AUTHORITY BOARD

The Board serves as the policy setting, decision-making, and governing body responsible for all actions taken by the MDTA.

The authority to set tolls is at the discretion of Board Members. Maryland's Secretary of Transportation presides as Chairman. In addition, the group consists of eight Members appointed by the Governor with the advice and consent of the Senate. The composition of the Board must reflect the diversity of the population and include expertise in structural engineering, transportation planning, land-use planning and finance.

Each Member serves a four-year term, and term expirations are staggered.

## Chairman



Gregory Slater

## Executive Director



James F. Ports, Jr.

## Members



Dontae Carroll



William H. Cox, Jr.



William C. Ensor III



W. Lee Gaines, Jr.



Mario J. Gangemi, P.E.



John F. von Paris



Cynthia D.  
Penny-Ardinger



Jeffrey S. Rosen

## LEADERSHIP ROUNDTABLE

James F. Ports, Executive Director

Mary O'Keeffe, Chief of Staff

Deborah E. Sharpless, CPA, Chief Financial Officer

Col. Kevin Anderson, Chief Law Enforcement Officer

John O'Neill, Chief Operating Officer

Percy Dangerfield, Chief Administrative Officer

Donna Dicerbo, Director of Procurement

David Goldsborough, Director of Information Technology

Chantelle Green, Director of Finance

David K. Greene, Director of Policy, Innovation, and Performance

Meshelle V. Howard, Director of Civil Rights and Fair Practices

Kelly Melhem, Director of Communications

Kimberly A. Millender, Principal Counsel

Tonya Morant, Director of Human Resources & Workforce Development

William Pines, Chief Engineer

Paul Trentalance, Director of Audits

Paul J. Truntich, Jr., Director of Environment, Safety, & Risk Management

Melissa Williams, Director of Planning and Program Development

As of July 31, 2020









## MESSAGE FROM THE GOVERNOR

As the state continues to implement innovative approaches to improve travel within Maryland, I'd like to take a moment to recognize and commend the dedicated staff of the Maryland Transportation Authority (MDTA) for the important work they do to keep our toll facilities safe and running smoothly. We take great pride in facilitating safe and seamless travel within the state, and the MDTA is instrumental in our ability to do so.

Since day one, our administration has been committed to delivering real, common-sense solutions for Marylanders, including moving forward on nearly all of the highest-priority transportation projects in every jurisdiction across our state—an unprecedented and historic investment in both transit and roads. Through careful research and cutting-edge innovations, we have supported our state's growing economy by facilitating safer and better travel while reducing tolls and fees.

An important aspect of our holistic approach to transportation in Maryland is MDTA's toll modernization efforts, which will save Marylanders more than \$28 million over five years. The latest phase, unanimously approved by the MDTA Board in November 2019, introduces toll modernization - allowing for new payment options like Pay-by-Plate, an early payment discount, and new vehicle classes with lower toll rates. This marks our administration's third round of toll relief, and brings the total savings to travelers to \$344 million since 2014.

Over the past year, MDTA and its employees have also worked hard to complete the Bay Bridge Rehabilitation project. The project, which was expected to take up to two years to complete, addressed severely deteriorated portions on the westbound lanes of the Bay Bridge. In an effort to mitigate the traffic impact on commuters, visitors, and local residents, last October, I directed the MDTA to expedite the Bay Bridge Westbound Deck Rehabilitation project. The committed MDTA team answered my call and worked day and night to accelerate this work without compromising safety, opening lanes on April 1, 2020 - more than a year ahead of the initial timeline. I'd like to express my sincere thanks to the men and women working on the project for their fastidious determination and dedication to meeting the expedited timeline safely.

To further facilitate smooth travel, the MDTA also developed an aggressive construction timeline to implement full-time all-electronic (cashless) tolling at the Bay Bridge as soon as possible. The benefits of all-electronic tolling include less idling time for better fuel efficiency and reduced emissions, decreased congestion, increased driver safety, and a safer work environment for employees.

Our administration continues to deliver transportation projects and solutions that have improved our roads, bridges, transit systems, airports, and the Port of Baltimore. The movement of people and flow of goods through our state directly impacts our ability to connect our citizens to life's opportunities. With balanced investments and the valuable work performed by the MDTA, Maryland will continue to be a leader in transportation performance and define ways to move the state forward in the future.

Lawrence J. Hogan, Jr.  
Governor



## MESSAGE FROM THE CHAIRMAN

Since being sworn in as Maryland's Transportation Secretary and Chairman of the Maryland Transportation Authority (MDTA), I have witnessed firsthand the dedication and expertise that flows throughout MDTA's ranks. During this time of unprecedented change, the MDTA is working around the clock to provide Marylanders the excellent customer service and safe facilities that they deserve.

As a lifelong Marylander and former Director of Planning and Administrator for the MDOT's State Highway Administration, I understand very well the critical role that the MDTA plays in the safety, accessibility, mobility, economic vitality, and quality of life for all Marylanders. MDOT oversees all aspects of state transportation, and I'm very proud and confident of the team in place at the MDTA today.

Using smart technology and performance data, we are finding solutions to Maryland's transportation challenges with a focus on building the foundation of the transportation system for generations to come. The MDTA's efforts are vital to the state's transportation vision, whether it's all-electronic tolling, toll modernization, or the constant maintenance and rehabilitation of our many toll facilities.

I'm looking forward to the coming months and years as we work closely with our state partners and deliver state-of-the-art technology to our customers. We will all work together toward safety, efficiency, and environmental awareness so that all our residents and businesses can thrive.

Gregory Slater  
Chairman



## MESSAGE FROM THE MDTA EXECUTIVE DIRECTOR

Since June 2019, I have had the pleasure of serving as Executive Director of the MDTA, which oversees Maryland's eight toll facilities, *E-ZPass*® Maryland and the nationally accredited MDTA Police force. We have a \$324.4 million annual operating budget, and an innovative and visionary capital program that works for all Marylanders. MDTA's facilities are fully financed, operated, maintained, improved and protected with toll revenues paid by our customers using these facilities.

Soon after I became executive director, the MDTA Board approved a contract for the new US 301 bridge to replace the Governor Harry W. Nice Memorial/Senator Thomas "Mac" Middleton Bridge located over the Potomac River. This project is a shining example of the MDTA's ability to develop state-of-the-art solutions that are both safe and affordable, while improving our citizens' quality of life. As one of Maryland's biggest transportation initiatives, projected to be complete by early 2023, this new bridge will greatly improve the mobility, safety, and economic opportunities for southern Maryland, northeastern Virginia, and the surrounding region.

I had the privilege of serving in several transportation roles in Maryland and the U.S. Department of Transportation (USDOT), prior to my appointment to lead the MDTA. In 2015, Governor Larry Hogan appointed me as Deputy Secretary of Operations for the Maryland Department of Transportation, where I oversaw operations of the State Highway Administration, Maryland Transit Administration, Motor Vehicle Administration, Maryland Aviation Administration, the Helen Delich Bentley Port of Baltimore, and the Maryland Transportation Authority. Prior to my appointment to MDOT, I served as administrator and chief executive officer for Harford County's Transit system, and served as deputy administrator for the National Highway Traffic Safety Administration (NHTSA) for USDOT.

During my career in our state's transportation system, I have seen firsthand the teamwork between Governor Hogan and our local and regional community. This collaboration proved to be instrumental in securing the new US 301 bridge, and will benefit our agency for years to come.

James F. Ports, Jr.  
Executive Director



# 2019

## EIGHT FACILITIES CONNECTING MARYLANDERS





## Thomas J. Hatem Memorial Bridge

1

FY 2019 TRAFFIC VOLUME  
**10.4 MILLION VEHICLES\***

The oldest of the MDTA's facilities, this 1.4-mile, four-lane bridge opened in 1940. It spans the Susquehanna River on US 40 between Havre de Grace and Perryville located in northeast Maryland. Tolls are collected in the eastbound direction only. The Hatem Bridge was the first of the MDTA's legacy facilities to begin all-electronic tolling in October 2019.



## Baltimore Harbor Tunnel

2

FY 2019 TRAFFIC VOLUME  
**17.3 MILLION VEHICLES**

The 1.4-mile, four-lane tunnel opened in 1957. Designated I-895, the facility crosses under the Patapsco River and connects major north/south highways and many arterial routes in Baltimore's industrial sections. Including the tunnel and approach roadways. The facility is approximately 18.3 miles long.



## John F. Kennedy Memorial Highway

3

FY 2019 JFK HIGHWAY AND TOLL PLAZA TRAFFIC VOLUME  
**30.9 MILLION VEHICLES\***

FY 2019 TRIPS EXPRESS TOLL LANES  
**10.3 MILLION**



Opened in 1963, this highway is a 50-mile section of I-95 from the northern Baltimore City line to Delaware. Tolls are collected in the northbound direction only at the toll plaza one mile north of the Millard E. Tydings Memorial Bridge located over the Susquehanna River in northeast Maryland. The redeveloped Maryland House and Chesapeake House travel plazas serve millions of customers annually. Eight miles of the I-95 Express Toll Lanes (ETL) opened on the JFK Highway between I-895 and White Marsh in 2014. Tolls are paid at highway speeds on the all-electronic I-95 ETL via *E-ZPass* and Video Tolling as vehicles pass beneath tolling structures.

## Fort McHenry Tunnel

4

FY 2019 TRAFFIC VOLUME

**51.5 MILLION VEHICLES**

When it opened in November 1985, the Fort McHenry Tunnel was the largest underwater highway tunnel as well as the widest vehicular tunnel built by the immersed tube method in the world. The eight-lane tunnel is nearly 1.4 miles long and connects the Locust Point and Canton areas of Baltimore, crossing under the Patapsco River just south of historic Fort McHenry. The tunnel is a vital link in I-95, the East Coast's most important interstate route. Including the tunnel and approach roadways, the facility is 10.3 miles in length.



## Francis Scott Key Bridge

5

FY 2019 TRAFFIC VOLUME

**14.7 MILLION VEHICLES**

This outer crossing of the Baltimore Harbor opened in 1977 as the final link in I-695 (Baltimore Beltway). The 1.7-mile Key Bridge crosses over the Patapsco River where Francis Scott Key was inspired to write the words of the "Star Spangled Banner." This facility also includes the Curtis Creek Drawbridge, and the Bear Creek Bridge. Including the bridges and approach roadways, the facility is approximately 10.3 miles in length. The Key Bridge was the second of the MDTA's legacy facilities to begin all-electronic tolling in October 2019.



## Intercounty Connector, (ICC)

6

FY 2019 TRAFFIC VOLUME

**21.3 MILLION TRIPS**



The ICC/MD 200 links I-270/I-370 in Montgomery County and US 1 in Prince George's County and is Maryland's first all-electronic, variably priced toll facility. The first segment between I-370 at Shady Grove and MD 97 in Rockville/Olney opened in early 2011; the second segment to I-95 opened in late 2011; and the ICC was completed to US 1 in Laurel in 2014. A faster, more reliable drive for motorists, the ICC also reduces congestion on I-495, (Capital Beltway). Tolls are paid at highway speeds via *E-ZPass* and Video Tolling.



## William Preston Lane Jr. Memorial (Bay) Bridge

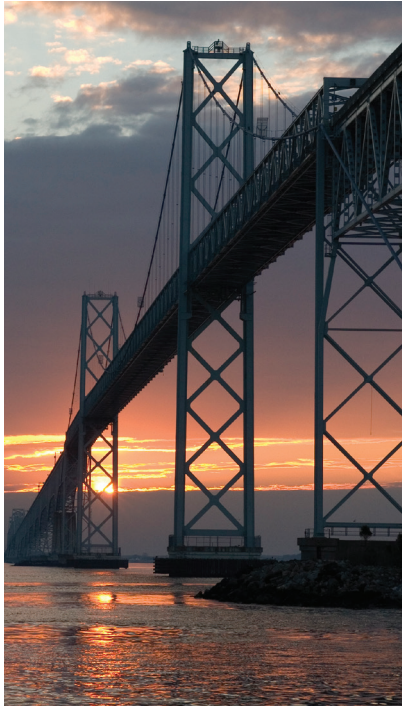
7

FY 2019 TRAFFIC VOLUME

**27.6 MILLION VEHICLES\***

The Bay Bridge crosses the Chesapeake Bay along US 50/301. Its dual spans provide a direct connection between recreational and ocean regions on Maryland's Eastern Shore and the metro areas of Baltimore, Annapolis, and Washington, D.C. At four miles, the spans are among the world's longest and most scenic overwater structures. The original span opened in 1952 and provides a two-lane roadway for eastbound traffic. The parallel structure opened in 1973 and has three lanes for westbound travelers.

During periods of heavy eastbound traffic, one lane of the westbound bridge is "reversed" to carry eastbound travelers. The Bay Bridge was the third of the MDTA's legacy facilities to begin all-electronic tolling in May 2020.



*\*NOTE:*

*Tolls are collected in one direction only, but traffic volume reflects both directions.*

## Governor Harry W. Nice Memorial/ Senator Thomas, "Mac" Middleton Bridge

8

FY 2019 TRAFFIC VOLUME

**6.8 MILLION VEHICLES\***



Opened in 1940, this 1.9 mile, two-lane bridge is located on US 301 and spans the Potomac River from Newburg, Maryland, to Dahlgren, Virginia. President Franklin D. Roosevelt participated in the facility's groundbreaking in 1939. Tolls are collected in the southbound direction only. Construction of a new bridge is anticipated to begin in spring 2020 with major construction activities starting in summer 2020. The project is one of Maryland's largest transportation initiatives and will provide four 12-foot-wide travel lanes with 2-foot shoulders, cashless tolling, and a 100-year service life. The new bridge is expected to open by early 2023.

## Why Are Roads Tolled?

Road construction and maintenance in Maryland has typically been funded by State and federal taxes. Yet while transportation needs have increased, government budgets have decreased.

Toll roads meet transportation challenges without raising taxes. Only those who use the facilities are charged for their upkeep and improvement. Roads are tolled for three reasons:

To pay for a road that can't be built soon enough with available resources;

1

To pay for the continued maintenance and operation of a roadway; and

2

To pay for other transportation improvements in the area, on highways, bridges, tunnels, travel plazas, or toll facilities.

3

Toll roads offer economic value, quality of life, and safety benefits that can be delivered years in advance of using other funding methods. Toll roads also help with management and congestion of traffic.

The background features a large, light gray '2019' spanning the top half of the page. On the left, a large orange triangle points downwards. On the right, two gray triangles point upwards, meeting at a central vertical line.

# CHANGING MARYLAND FOR THE BETTER



Key Bridge toll gantries

**All Cashless Tolls**  
coming to Hatem & Key Bridge!  
**Starting October 2019**

**Get E-ZPass today!**  
FREE Transponders • No Monthly Fee  
SAVE 25% or More on Tolls

**ezpassmd.com**

Outreach for cashless toll collection

## All-Electronic Tolling

In October 2019, the MDTA marked a milestone by bringing all-electronic (cashless) toll collection to its toll facilities at the Francis Scott Key Bridge (I-695) in Baltimore and at the Thomas J. Hatem Memorial Bridge (US 40) in Harford and Cecil counties.

With all-electronic toll collection, customers pay tolls through *E-ZPass* or Video Tolling, which are collected at highway speeds as drivers travel beneath overhead toll collection points (gantries). The system provides convenience for motorists, less engine idling for better fuel efficiency and reduced emissions, decreased congestion, and increased safety.

Demolition of the bridge toll plazas and pavement reconstruction of the travel lanes will be complete in spring 2021 at the Hatem and Key bridges. Providing all-electronic tolling is estimated to save \$1 million of fuel and 44,000 hours of driving time each year for bridge customers.

The MDTA has been an industry leader in all-electronic tolling since 2011 with the Intercounty Connector (ICC)/MD 200 and with the I-95 Express Toll Lanes in Baltimore.



## Toll Modernization

In November, the MDTA Board approved a statewide toll modernization plan as well as a package of new payment options that will save Marylanders more than \$28 million over five years. The toll modernization system upgrades toll collection hardware and software and enhances customer service.

Customer enhancements include a new Pay-by-Plate option that will allow tolls to be billed to credit cards at the cash toll rate. For the Intercounty Connector/MD 200 and I-95 Express Toll Lanes, Pay-by-Plate customers will pay 20 percent less than the Video Toll rate. New vehicle classes will bring reductions in toll rates for motorcycles and “light” vehicles towing one and two-axle trailers. Board Members also approved a 15 percent discount for Video Tolling customers who pay the toll before their Notice of Toll Due invoices are mailed.

The MDTA's next generation tolling system will soon include more customer service improvements such as a new and improved website with chat feature and a new mobile app.

Look for the debut in 2020 of Maryland's new home for everything tolling ... DriveEzMD!



*Toll booth removal*



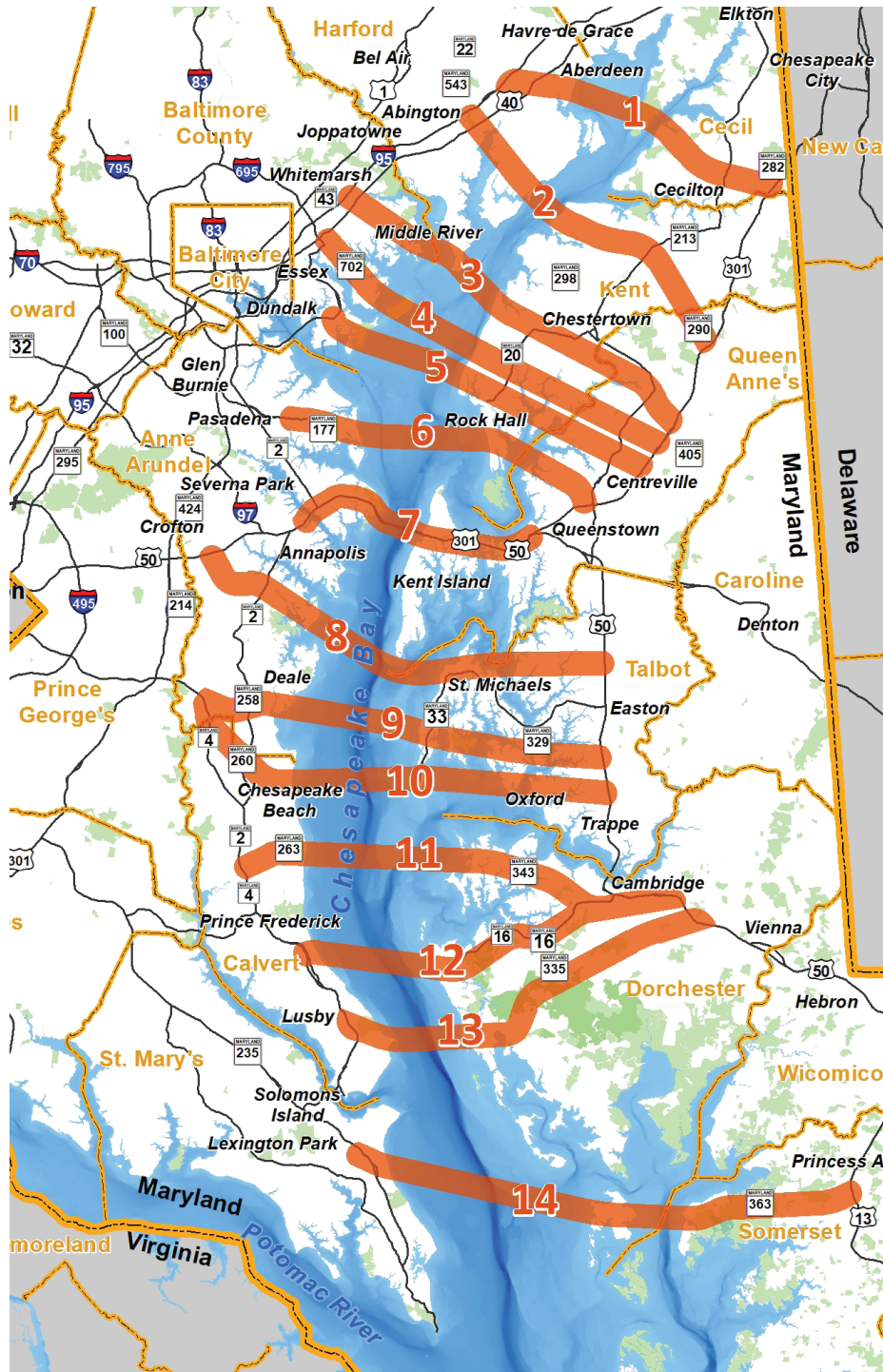
*Construction at the New Nice/Middleton Bridge*

## A New Governor Harry W. Nice Memorial/Senator Thomas, “Mac” Middleton Bridge

A longtime goal for Governor Hogan has been replacement of the 80-year old bridge span on US 301 that carries about 18,000 vehicles daily over the Potomac River between Charles County, Maryland, and King George County, Virginia.

With a \$463 million contract and \$13 million contributed by the Commonwealth of Virginia, construction of a new bridge is anticipated to begin in spring 2020 with major construction activities starting in summer 2020. The project is one of Maryland's largest transportation initiatives and will provide four 12-foot-wide travel lanes with 2-foot shoulders, cashless tolling, and a 100-year service life. The new bridge is expected to open by early 2023.

The new bridge will double capacity and improve safety, enhancing emergency response and maintenance/inspection activities. Materials from the demolished bridge will be used to create an artificial fish reef. In addition, partnerships with the Potomac River Fisheries Commission and Maryland Department of Natural Resources are funding oyster seeding in the lower Potomac River basin.



Map of preliminary corridors

## Progress Continues on the Bay Crossing Study

The Chesapeake Bay Crossing Study: Tier 1 NEPA (Bay Crossing Study) is a National Environmental Policy Act (NEPA) study that will result in the identification of a preferred corridor alternative to address congestion at the Chesapeake Bay Bridge and evaluation of its financial feasibility. The MDTA and Federal Highway Administration (FHWA) are following a tiered NEPA process that provides a systematic approach for advancing potential transportation improvements.

In summer 2019, the MDTA announced the no-build alternative and three preliminary corridor alternatives are being retained in the federal environmental process for further study. Data indicates these three preliminary corridor alternatives are the only corridors to sufficiently meet the purpose and need in accordance with NEPA. In fall 2019, the Bay Crossing Study Team presented the no-build alternative, the preliminary corridor alternatives, and the original full range of alternatives from the study for public review and comment at open houses.

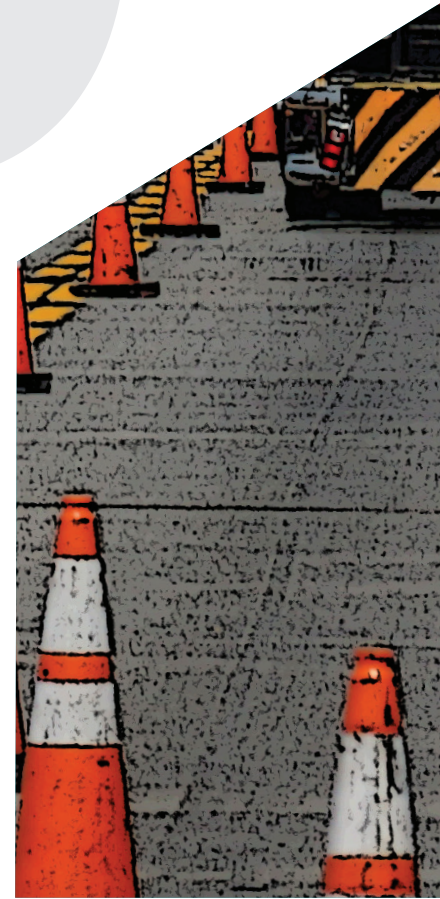
The three Preliminary Corridor Alternatives Retained for Analysis (CARA) are as follows:

- Corridor 6: MD 100 to US 301 between Pasadena (Anne Arundel County), Rock Hall (Kent County) and Centreville (Queen Anne's County);
- Corridor 7: existing Bay Bridge corridor, US 50/301 to US 50 between Crofton (Anne Arundel County) and Queenstown (Queen Anne's County); and
- Corridor 8: US 50/301 between Crofton (Anne Arundel County) and Easton (Talbot County).



# 20

## MARYLAND'S CONSOLIDATED TRANSPORTATION PROGRAM





## MDTA's System Preservation

The MDTA's System Preservation Program for 2019 through 2024 covers 199 projects with a total budget of almost \$1.3 billion.

System Preservation ensures infrastructure is safe and in good working condition. It includes annual inspections and repairs, as well as cyclic preservation needs such as deck sealing and repair, painting, deck replacement, substructure rehabilitation and repairs, and structure replacements.

Interestingly, the MDTA invests more money annually in cleaning and maintaining the Bay Bridge than the original (eastbound) span cost to construct.



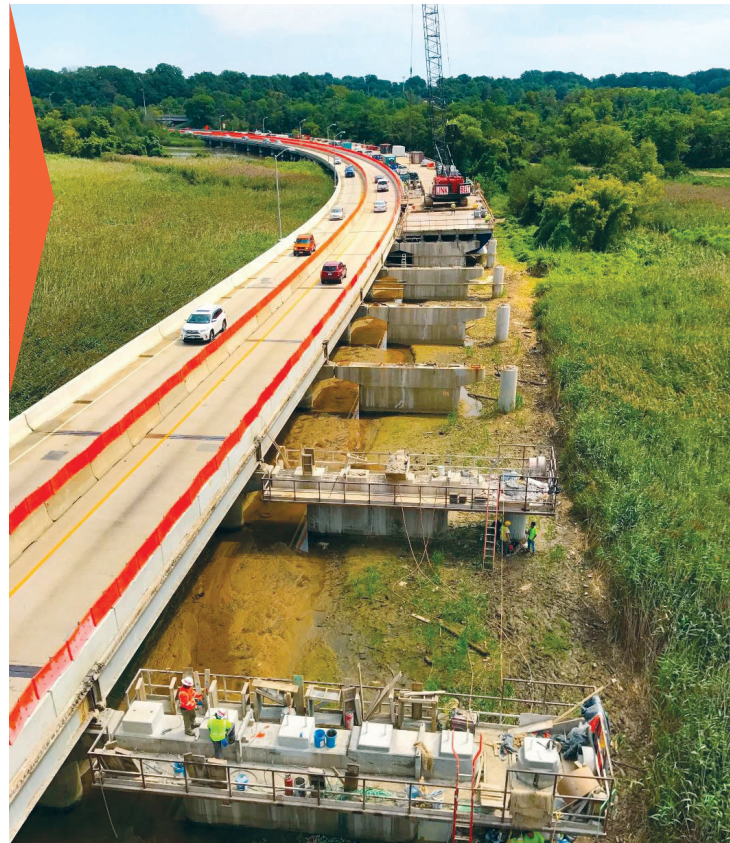
### PRESERVING THE BAY BRIDGE WESTBOUND SUSPENSION SPAN

Work is now complete on this \$36.6 million project. New access platforms and supplemental cables were installed, and the suspension span superstructure rehabilitated.

#### Highlights include:

### RENOVATING PATAPSCO RIVER FLATS

A \$61.3 million project is replacing the bridge deck and superstructure carrying I-895 over the Patapsco River Flats between Exit 4 (MD 295) and Exit 6 (I-97 and MD 2 spur road). The project will be complete in 2020 with an entirely new bridge superstructure and fewer roadway joints for a smoother ride.







## I-895 PROJECT

A \$189 million project to replace the I-895 bridge located north of the Baltimore Harbor Tunnel. The project extends for three miles, starting on the south side of the Harbor Tunnel to the Boston/O'Donnell Street exit ramp (Exit 11). Work also includes replacing the Holabird Avenue exit ramp (Exit 10) and rehabilitating the Harbor Tunnel. The three-year project began in April 2018 and is expected to be completed in summer 2021.



*I-895 Bridge construction*



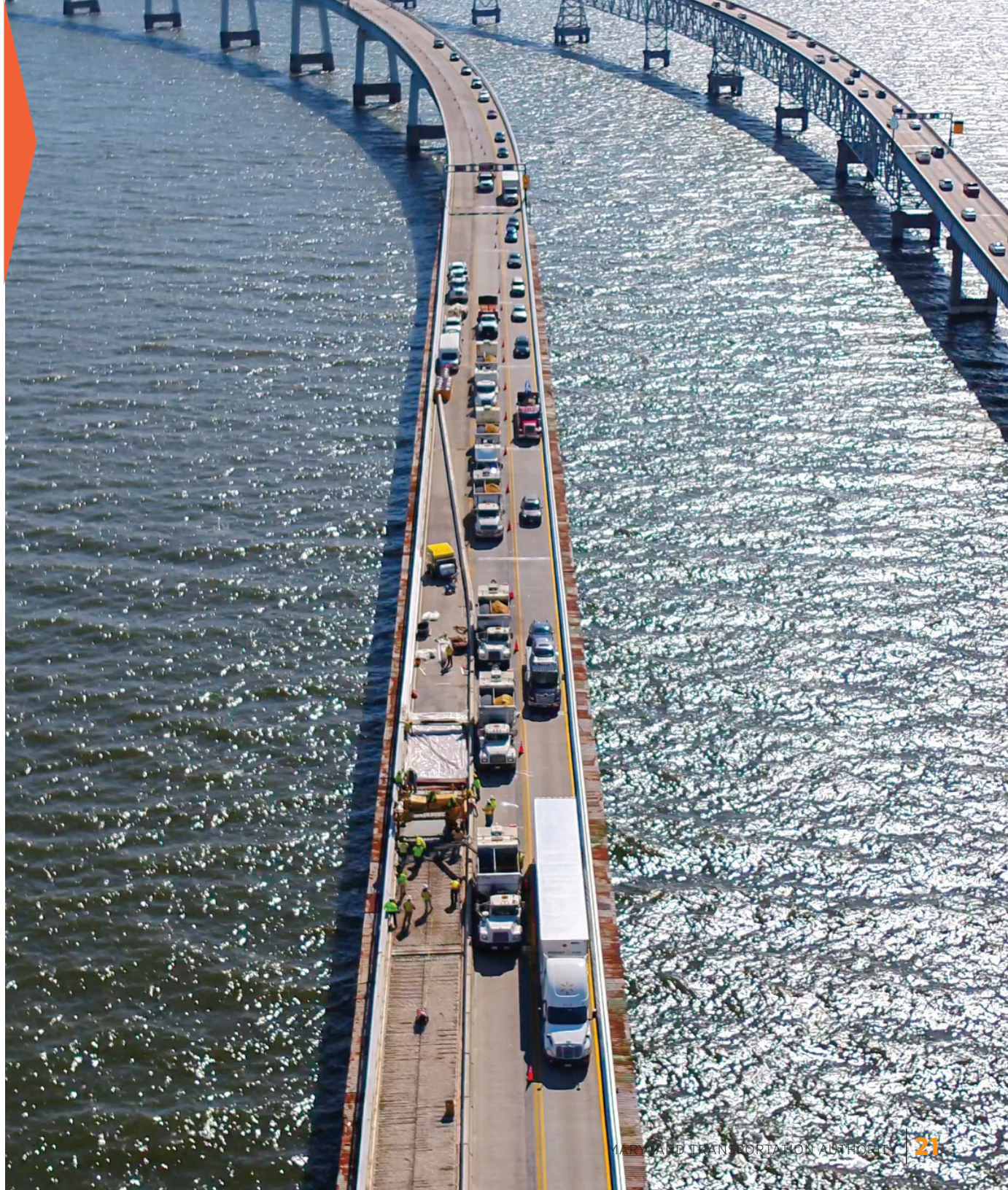
## DECK REHABILITATION OF THE WESTBOUND BAY BRIDGE

In fall 2019, the right lane of the westbound Bay Bridge was closed 24/7 to replace the bridge deck surface. This

work includes making deck repairs, sealing the bridge deck, and replacing existing lane-use signal gantries and steel rail posts. The bridge deck in this lane had reached the end of its service

life and was severely deteriorated, presenting a safety risk. In one section, 75% of the lane was patched and deteriorated. Delaying this critical work would have resulted in a lengthier, costlier and more extensive project.

The project was originally slated to take two years to complete. After Governor Larry Hogan's directive to expedite the project, the MDTA quickly moved forward on a series of steps to shorten the duration of the project and mitigate the traffic impact on commuters, visitors, and local residents. These steps include extra crews working around the clock, crews working through Thanksgiving week, converting the Bay Bridge to all-electronic tolling, using a balanced approach to eastbound and westbound traffic, and redoubling our efforts to engage local residents.







## **PAINTING THE BAY BRIDGE**

A monumental project, painting the westbound Bay Bridge began in 2011 and will be complete in 2020. The project includes painting of the girders, deck-trusses, through-trusses and suspension spans, suspension towers, and steel rail posts.



## **REPLACING HARBOR TUNNEL FANS**

The MDTA is investing \$70.5 million to replace ventilation fans at the Harbor Tunnel. The project began in 2016 and will be complete in early 2023.



## REPLACING FORT MCHENRY TUNNEL LIGHTING

Lights in the Fort McHenry Tunnel have been completely replaced as of this year. The \$22 million project began in early 2017 and involved installing new energy efficient LED lights.

As part of the Baltimore Gas and Electric Company (BGE) smart energy savers program, the MDTA received a one time payment rebate check of approximately \$460,000. The annual savings the energy-efficient fixtures and control system are approximately \$480,000 (based upon assumptions for energy rates and system usage).





# 2019

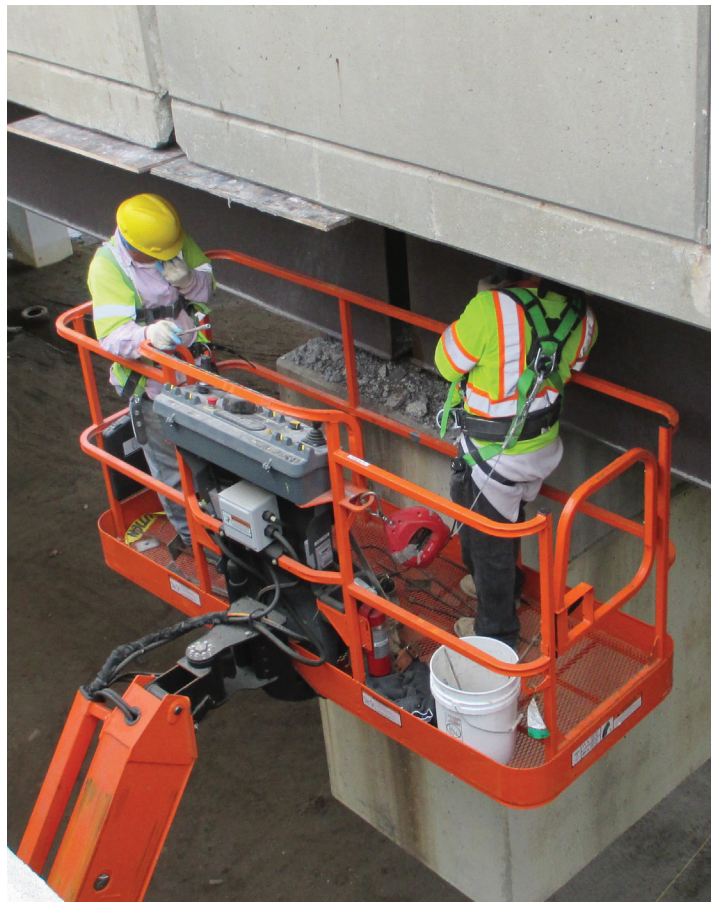
## SAFER FACILITIES, WORKPLACES & ROADWAYS



## An Ongoing Commitment to Inspecting Facilities

Over the last two years, the MDTA strengthened its bridge and tunnel inspection program to continue exceeding national standards and embrace newer asset management initiatives by providing relevant input data. In addition to previously adopted requirements for more comprehensive hands-on inspections and procedures to address priority deficiencies, asset management tools are used to tie the inspection, preservation and capital project programs in order to make system-wide considerations and identify projects for long-term preservation and rehabilitation of structures.

**Independent, certified, and nationally experienced engineering firms inspect all bridges, tunnels, roadways, lighting, and signage annually. Inspections are performed from August through June each year, mirroring the fiscal year.**



*Bridge inspection*



*Work on I-895 bridge*

### Inspections in 2019:

- The MDTA inspected 323 bridges in 2019 that meet the Federal Highway Administration definition, including our large and complex signature structures.
- The MDTA performed more detailed inspections of spans over railroads such as CSX and AMTRAK, which are normally inspected every six years.
- 25 consultant and subconsultant firms performed \$15.6 million in inspection services. All facilities were found to “be maintained in good repair, working order, and condition.”
- All MDTA bridges allow for legally loaded vehicles, emergency vehicles, and school buses to traverse safely.
- One bridge is classified as “structurally deficient” due to deck condition. The I-895 Bridge Project to replace the bridge just north of the Baltimore Harbor Tunnel, begun in 2018, is now halfway complete.
- The MDTA continued to invest in extensive training and certification of employee experts and consultant inspectors in the MDTA Temporary Traffic Control Training Course, NTIS inspections of both tunnels, paint inspections, and the MDTA inspection requirements.

## NATIONAL BRIDGE INSPECTION STANDARDS (NBIS):

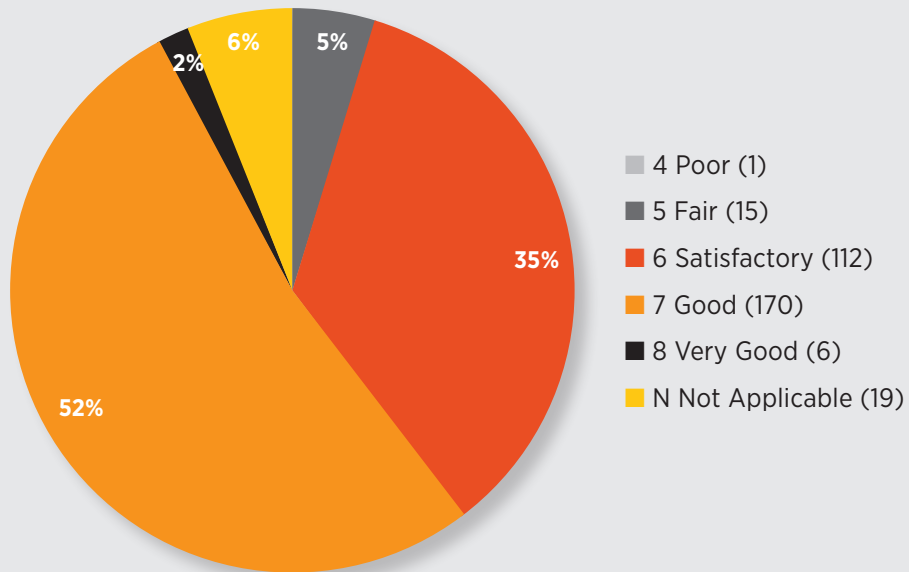
NBIS requires separate and specific condition ratings for bridge deck, superstructure, (beams, girders, etc.) and substructure, (piers and abutments). Below are ratings from the 2019 inspection data:

	DECK	SUPERSTRUCTURE	SUBSTRUCTURE	OVERALL CONDITION
<b>Francis Scott Key Bridge</b>	6	6	6	6
<b>Bay Bridge, (Eastbound)</b>	6	6	6	6
<b>Bay Bridge, (Westbound)</b>	6	6	6	6
<b>Thomas J. Hatem Bridge</b>	7	6	6	6
<b>Nice/Middleton Bridge</b>	5	5	6	5
<b>Millard E. Tydings Bridge</b>	6	6	6	6
<b>Fort McHenry Tunnel</b>				6
<b>Baltimore Harbor Tunnel</b>				5

The following summarize condition ratings by component for the 323 bridges that the MDTA inspected:

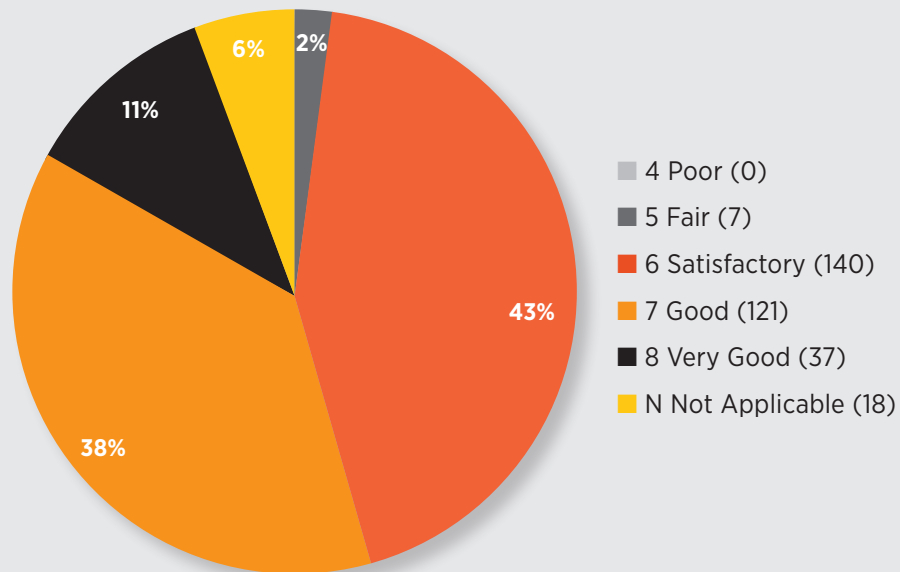
DECK CONDITION RATING	Count
4 - Poor (1)	1
5 - Fair (15)	15
6 - Satisfactory (112)	112
7 - Good (170)	170
8 - Very Good (6)	6
N - Not applicable* (19)	19
Grand Total	323





## DECK CONDITION

Rating	Count
4 Poor (1)	1
5 Fair (15)	15
6 Satisfactory (112)	112
7 Good (170)	170
8 - Very Good (6)	6
N - Not applicable* (19)	19
Grand Total	323



## SUBSTRUCTURE CONDITION

Rating	Count
4 Poor (0)	0
5 Fair (7)	7
6 Satisfactory(140)	140
7 Good (121)	121
8 - Very Good (37)	37
N - Not applicable* (18)	18
Grand Total	323

\* Note: These ratings are Not Applicable for culverts that do not include the respective components (deck, superstructure and substructure).



## **Maintenance of Traffic (MOT) Safety Program**

**The MDTA's Office of Engineering and Construction developed this program to provide the safest and most efficient traffic environment possible for contractors and customers on all MDTA projects.**

**Inspectors report on MOT safety daily, and an independent traffic engineer performs random inspections on active construction projects. New construction inspection employees and contractors become certified in the MOT safety program during training. Onsite safety inspections follow a comprehensive MDTA Safety Program Manual.**

*Maintenance of Traffic devices at the Key Bridge*



## COURTESY PATROLS & VEHICLE RECOVERY UNIT (VRU)

MDTA Courtesy Patrols are vital to customer service and safety on our roadways by minimizing the risk of crashes and congestion from stopped vehicles. They assist drivers with disabled vehicles and provide fuel, tire changes, and other minor repairs. They also help with incident-management efforts and tow disabled vehicles, keeping traffic moving especially during rush hours, holiday travel periods, and weather or construction events. Patrols are staffed by the MDTA's Vehicle Recovery Unit.

Maryland has many work zones as well as bridges and tunnels without roadway shoulders. Vehicle Recovery Units provide 24/7 coverage at the Bay Bridge, Key Bridge, Baltimore Harbor Tunnel, and Fort McHenry Tunnel, plus peak-travel coverage at the Kennedy Highway and the ICC/MD 200. Units are now equipped with Automated External Defibrillators (AED), and operators are trained in the event a customer, contractor, or employee has a cardiac event. Using an AED along with CPR increases survival rate by 40 to 60 percent.



*Courtesy patrol*

## EMPLOYEE SAFETY INITIATIVE

The MDTA's Office of Environment, Safety and Risk Management (OESRM) hosted the annual June Safety Month Conference and Expo for employees on June 12, 2019. Vendors provided information on safety and health resources and presentations were made by Maryland Occupational Safety and Health personnel, Pivot Occupational Health, and Grainger. New in 2019 to June Safety Month activities was a Distracted Driving Simulator.

OESRM employees are trained and train other employees so that proactive safety efforts like facility inspections can happen more frequently. Software procured in 2019 will make documentation of risk inspection activities more efficient and reduce the time to correct hazards.



*MDTA employees at Safety Expo*

**IN 2019, COURTESY PATROLS:**

# 7,398

**Assisted drivers of 7,398 disabled vehicles.**

# 6,261

**Changed 6,261 flat tires.**

# 34,443

**Logged 34,443 assists, including 444 towed vehicles and 7,530 disabled vehicles removed from roadways, and 1.3 million+ patrol miles.**

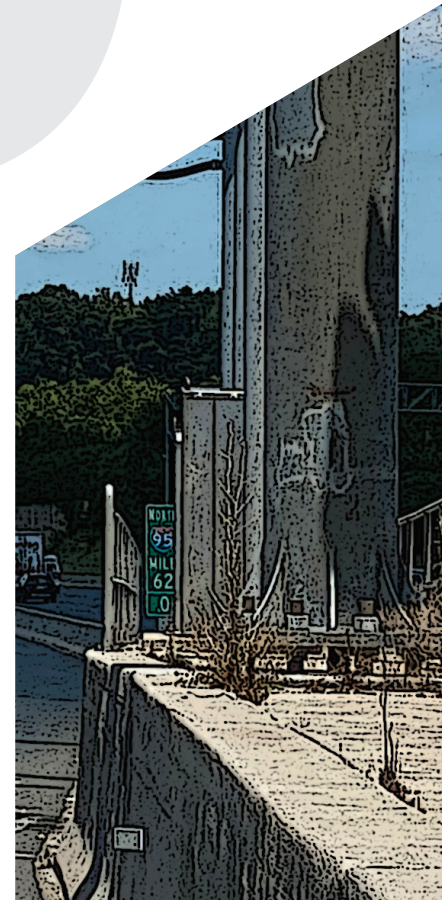
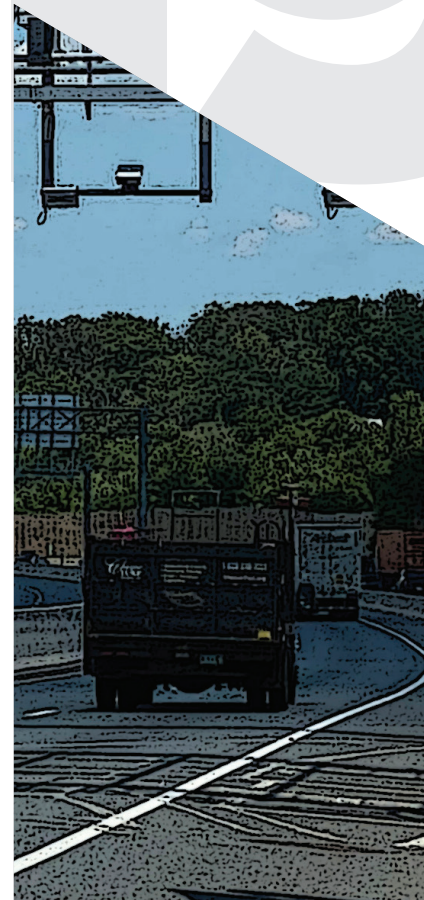
# 102

**Earned 102 emails and letters commending the patrols and employees from appreciative customers.**



# 20

## CELEBRATING 20 YEARS OF ELECTRONIC TOLL COLLECTION





## E-ZPass Operations

Over the course of 2019, the MDTA's *E-ZPass* Operations staff assisted more than 17,000 customers. Staff were increased, processes streamlined, and new waiver guidelines implemented to increase account specialists' ability to resolve issues and help customers fast.

The number of open cases per week averages 140, and the average processing time is less than seven days.

The MDTA's *E-ZPass* Outreach Team provides information for large employers, community groups, and civic organizations. The MDTA is selling *E-ZPass* "On the Go" transponders at Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA) eStores. An *E-ZPass* Maryland Customer Service Center also is located at the MDOT MVA's Bel Air, Beltsville, Gaithersburg and Glen Burnie branches.

All Customer Service Centers offer a consistent look and feel with purple paint treatments, stanchions, rugs, posters, materials and more.

Purple pavement markings and *E-ZPass* symbols can be easily found in toll lanes approaching the Fort McHenry and Baltimore Harbor tunnels and the Kennedy Highway, guiding motorists to *E-ZPass* Only lanes.



*E-ZPass outreach team at Camden Yards*

## E-ZPass Outreach 2019 Accomplishments

- 180 events
- 13,443 customers engaged
- 2,809 *E-ZPass* transponders sold
- 13 new members joined the Outreach Team

## IN APRIL 2019, THE MDTA MARKED 20 YEARS OF ELECTRONIC TOLL COLLECTION IN MARYLAND.

Over those two decades, M-TAG became *E-ZPass*, and *E-ZPass* use consistently grew each year. Today, the MDTA is at the forefront of :

More than two million *E-ZPass* Maryland transponders are on the move.

80.6 percent of all traffic at MDTA facilities uses *E-ZPass* to pay tolls electronically.

Nearly 94 percent of customers using the Hatem Bridge pay by *E-ZPass*.

On the I-95 Express Toll Lanes, 95.2 percent pay by *E-ZPass*.

Standard transponders are free.



# 2019

## LAW ENFORCEMENT EFFORTS





**The MDTA Police help keep Maryland citizens and visitors safe and secure as they use MDTA bridges, tunnels, and highways, the Port of Baltimore, and BWI Thurgood Marshall Airport.**

**The MDTA Police was formed in 1994 by the Maryland General Assembly, combining the Toll Facilities Police with Port Administration Police. The MDTA Police have grown to become the seventh largest police department in the state of Maryland.**



*MDTA Police Marine Unit*

## High Visibility Enforcement (HVE)

HVE is a proven traffic safety approach to deter and change unlawful traffic behaviors. It comprises highly visible and aggressive enforcement of specific traffic safety issues in data-driven locations.

The MDTA Police help prevent traffic crashes, injuries and deaths through HVE. In 2019, police conducted DUI saturation patrols, participated in the “Click It or Ticket” campaign for seatbelt enforcement, and were a part of the “You Text. You Drive. You Pay.” distracted driving campaign. All efforts are focused on the goal of Zero Deaths.

### IN 2019, MDTA POLICE

- Handled more than 281,800 calls for service.
- Made 524 criminal arrests.
- Made 1,021 arrests for suspected DUI offenses.
- Issued 95,742 traffic citations and 98,136 traffic warnings.
- Conducted commercial vehicle safety and post-crash inspections and enforcement activities at all MDTA facilities.

### IN 2019, THE COMMERCIAL VEHICLE SAFETY UNIT (CVSU)

- Inspected 25,885 vehicles, of which 2,818 vehicles were found to be overweight.
- Took 6,102 vehicles and 2,743 drivers out of service to help preserve roadways and keep customers safe.

CVSU is comprised of uniformed MDTA Police officers, civilian motor carrier inspectors and police cadets.



*Toys for Tots collection*



*MDTA Police Honor Guard*

### **MDTA Police in Our Communities – 2019 Highlights:**

- Participated in several community events including Trunk or Treat in Anne Arundel, Baltimore and Harford counties; the Turner Station Community Resource Fair; Career Day at Wheaton Woods Elementary School; Kindertime Toy Drive in Baltimore City; First Responder's Day at the B&O Railroad Museum "Shop with a Cop" in Charles, Cecil, Harford and Queen Anne's counties; and "Fishing with the Fuzz" with the Perryville Police in Cecil County.
- In May, at BWI Thurgood Marshall's first annual Safety Fair, the MDTA Police joined others in showcasing safety efforts and educating members of the airport community.
- Encouraged youth at school events: Sgt. Jermaine Montgomery participated in Career Day at Imagine Hope Lamond Public Charter School in Washington, D.C., an event to uplift and inspire young people to begin thinking about future careers, and Officer Paul Jerry spoke during Career Day at Nicholas Orem Middle School in Hyattsville.
- Provided drone demonstrations during National Traffic Incident Response Awareness Week. The MDTA Police deploy drones during crash reconstruction investigations to clear incident scenes safely and efficiently.
- Joined communities for National Night Out in August, with officers from every MDTA Police detachment participating.
- Sold pink versions of the MDTA Police Patch to recognize National Breast Cancer Awareness Month in October, raising \$1,050 to support Susan G. Komen of Maryland.
- In December, the MDTA Police welcomed Officer S. Claus (Badge #1225) to Toys for Tots collection sites at toll facilities across Maryland and the Port of Baltimore.



## Teamwork at BWI Marshall Airport

A full-time Special Response Team was implemented at BWI Thurgood Marshall Airport. Officers also trained and coordinated with law enforcement partners and MDOT Maryland Aviation Administration Fire/Rescue to form a rescue task force, preparing fire and rescue personnel to team with police officers during critical incidents.

## Our Lifeline—the MDTA Police Communications Unit

In 2019, the MDTA Police Communications Unit handled 281,818 calls for police service and 4,402 calls for emergency management and fire.

Supporting both police personnel and the public, the Communications Unit is a lifeline, coordinating delivery of emergency services for the MDTA Police and the MDOT Maryland Aviation Administration Fire/Rescue. Three centers staffed 24/7 by trained emergency dispatchers are designated for the Baltimore Metro area, BWI Thurgood Marshall Airport and the Nice/Middleton Bridge.



*MDTA Police K-9 Unit at BWI Thurgood Marshall Airport*

The background features a large, light gray '2019' spanning the top half. On the left, a large orange triangle points downwards. On the right, two gray triangles point upwards, meeting at a central vertical line.

# COMMITMENT TO OUR ENVIRONMENT & SUSTAINABILITY



## Celebrating Earth Day

The MDTA celebrated Earth Day 2019 with an annual Earth Day Fair held on April 25th. Employees spoke with exhibitors about a variety of environmental topics.



*Recycled Art Contest winner*



*Waste water treatment plant in Baltimore*

Our Office of Environment, Safety and Risk Management (OESRM) held the 4th Annual Reused/Recycled Material Art Contest and continued the MDTA's annual recycling competition between its facilities.

Field trips were added as a component to the MDTA's Earth Month events in 2015, and this year, OESRM scheduled them throughout the warmer months to promote the idea that Every Day is Earth Day. MDTA employees visited:

- A wastewater treatment plant in Baltimore.
- A public charter school in Baltimore City that's the only school in the State to achieve LEED Platinum Certification for a renovation project.
- The facility that collects and processes the MDTA's street sweeping wastes for reuse.
- A Calvert County natural treasure known as the Battle Creek Cypress Swamp Sanctuary.
- A veteran-owned and operated composting facility that's home to the largest commercial vermicomposting operation in Maryland.

Connecting MDTA employees to these opportunities emphasizes the importance of participating in local programs for materials reuse, waste reduction, and recycling conservation.

The Office of Engineering and Construction's (OEC) Environmental Division also celebrated Earth Day with a public outreach event in Turner Station. Schoolchildren and parents were invited to the community center and treated to a presentation on stormwater pollution prevention. Activities included an EnviroScape kit, which simulates a watershed community and shows how pollution runs off land into the water.

## Growing Our Recycling Efforts

In 2007, the MDTA had a recycling rate of 4.5 percent. Today, the recycling rate is nearly 25 percent, far above the mandated minimum level of 15 percent.

The OESRM works with employees to recycle Maryland Recycling Act (MRA) materials, including cardboard, paper, bottles and cans, rubber, fluorescent lamps, ballasts, printer/toner cartridges, electronics and batteries. Although other materials from maintenance and automotive do not count, they recycle scrap metal, concrete, street sweeper dirt, sewage sludge, wastewater, wood and used oil.

Combined efforts of office, maintenance and automotive personnel resulted in the recycling of 1,647 tons of materials during 2019. Savings from recycling efforts included:

- Conservation of approximately 320 trees; 3,045 gallons of oil; 32,161 kilowatt, (kW) hours of electricity; and 96,363 gallons of water by recycling 60.18 tons of paper and cardboard.
- Recycling 109 tons of scrap metal, which contributed to the conservation of another 8,284 gallons of oil and a whopping 1,293,176 kW hours of electricity.
- Recycling 34.42 tons of bottles and cans contributed to an additional conservation of approximately 7,460 kW hours of electricity and 1,271 gallons of oil.
- Recycling 0.71 tons of electronics contributed to conservation of approximately 56,544 kW hours of electricity.



## Environmental Management System (EMS) Focuses on Outreach

The MDTA's EMS Team spent the year focusing on internal outreach, holding a Brown Bag Lunch, an online EMS Awareness training module for all office-based employees and in-person EMS Awareness training sessions for non-office personnel. Following training, the MDTA employees were provided with an EMS lanyard card, which summarized key factors of the program and provided contact information.

The EMS Team continued to meet monthly, working on meeting Environmental Objectives (EOs) to reduce environmental risks, updating EMS procedures, and developing EMS awareness training. Three EOs were set, and action plans developed to accomplish them:

- 1 Ensure compliance with hazardous waste management and disposal regulations at facilities and construction sites.
- 2 Ensure environmental compliance relating to mechanical services, specifically during fueling, at construction sites.
- 3 Ensure oil water separators and vehicle wash bays comply and are functioning properly.

The Team includes representatives from OESRM, Operations, OEC, and Planning & Program Development.



## Transponder Recycling: “The Great Swap Out”

Following Governor Hogan’s 2018 announcement that the MDTA would no longer charge the \$7.50 fee for *E-ZPass* transponders, new devices were mailed to customers.

Each transponder operates with lithium ion battery, which contains heavy metals. Heavy metals are harmful to our environment and result in toxic leachate in landfills. Protecting the environment through disposal of old transponders is important, as the batteries are considered a universal waste by the U.S. Environmental Protection Agency (EPA). OESRM arranged for collection and, by the end of 2019, the MDTA had collected and shipped 28 55-gallon drums of transponders for recycling.

The “great swap out” resulted in an estimated eight tons of materials sent for recycling.

## Tree Plantings Along Kennedy Highway

Over the past two years, the JFK Maintenance I team and Engineering’s Environmental Division collaborated on native tree plantings. Completed entirely by the MDTA workforce, it was a first for an MDOT business unit. The team procured a commodities contract from tree growers to get the most competitive price and best quality. In 2019, maintenance staff installed the trees and will continue to maintain them.

The new trees reduce mowing costs and offer cost-effective environmental mitigation credit, helping to meet Chesapeake Bay restoration requirements.

The plantings meet all Maryland Department of Environment and Maryland Department of Natural Resources guidelines. The turn-key approach delivers significant savings and sustainable landscaping and provides opportunities for different divisions to work together.

## Reducing Use of Road Salt for Deicing

Using deicing materials on roadways helps keep drivers safe, but environmental effects can be harsh. Engineering’s Environmental Division is studying ways to reduce the use of road salt in winter. Working with the University of Alabama, the team is gathering information on alternate deicers which would have fewer negative environmental effects.



*MDTA employees planting trees on Kennedy Highway*





# 2019 COMMUNICATIONS & COMMUNITY OUTREACH

**As part of the MDTA's commitment to superior service, its Division of Communications (DOC), Community Relations and Government Relations teams use various public relations, education, grassroots marketing, and new technologies for outreach.**

**These diverse communications tools support all efforts to keep customers aware by delivering everything necessary to plan daily commutes and vacations.**

## **WEBSITES**

In 2019, the baybridge.com website had 665,529 unique visitors who were able to access traffic cameras along the bridge and the US 50 corridor, while finding travel tips and the latest on bridge construction projects. The mdtamaryland.gov website continued to provide valuable information about all facets of the agency, with more than 664,000 unique visitors on the site in 2019. Both sites feature responsive design, which makes the sites easily viewable from desktop computers, tablets, and smartphones.

## **EMAIL & TEXT ALERTS**

In 2019, a total of 199 bulletins were sent to MDTA subscribers to keep drivers on top of ongoing roadwork and projects based on their commuter route. The agency has more than 49,411 subscribers to traffic advisories, news items and safety messages.



## **“GO ORANGE” FOR NATIONAL WORK ZONE AWARENESS WEEK**

Every spring, a week is chosen to bring national attention to safety and mobility issues in work zones. During the 2019 National Work Zone Awareness Week from April 8-12, the MDTA took the time to “Go Orange” with various activities including a “Go Orange Day Breakfast.”

## **MDTA TWITTER & FACEBOOK**

Through our various social media platforms, customers can get current information about MDTA roadways and operations throughout the state of Maryland. Media outlets and transportation partners can retweet messages directly to their followers. Social media offers customers another avenue to voice concerns and receive a timely response. In 2019, the MDTA sent more than 2,800 tweets and garnered more than 32,400 Twitter followers and nearly 44,500 “Likes” on Facebook. The MDTA social media platforms also include Flickr and Instagram.

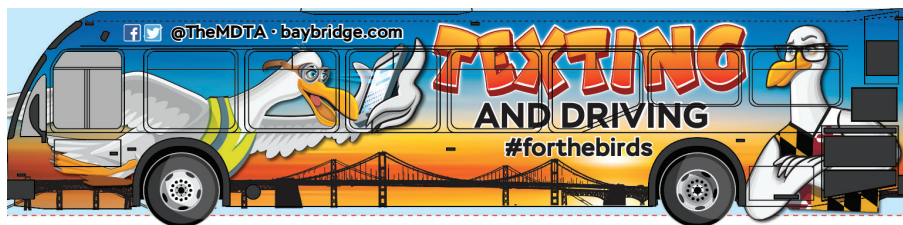


## 1-877-BAYSPAN

One invaluable resource for communities, commuters, and travelers is 1-877-BAYSPAN (229-7726) for timely Bay Bridge traffic conditions. It is coordinated with Maryland's 511 traveler information system, and the hotline received more than 1,050,000 calls in 2019.

## BAY BRIDGE SUMMER TRAVEL AND SAFETY CAMPAIGN

The Bay Bridge Summer Travel campaign began in May, just before the unofficial start to summer, and encouraged drivers to Plan Ahead and Avoid the Flock. The campaign ran throughout the summer, and included radio spots, digital and static billboards, transit ads, bus wraps, seaboard, print ads, digital ads and social media. Grassroots marketing materials were distributed to local businesses, restaurants, and bars and included posters, mirror clings, floor graphics, coasters and banners in Ocean City, Md. Street Teams distributed 1-877-BAYSPAN information in Ocean City along the Boardwalk during summer weekends.



Bay Bridge Summer Travel Safety Campaign bus wrap



Bay Bridge Summer Travel Safety Campaign digital ads





E-ZPass Maryland Summer Campaign

## E-ZPASS MARYLAND CAMPAIGNS

*E-ZPass* Maryland Campaigns took place throughout the year. Our messaging reminded customers that *E-ZPass* transponders are free, tying in Maryland Pride. The later campaigns we embarked on had particular focus on the transition to All Electronic Tolling at the Hatem and Key Bridges. We featured aesthetic shots of our facilities and reached customers through traditional marketing, with specific focus on local newspapers and geotargeted ad buys directed around both facilities. The goal of the campaign was to get motorists access to *E-ZPass* Maryland in advance of the transition.

We continued our partnerships with local sports teams, choosing to focus on the Orioles, Ravens, Baysox, and Ironbirds for the 2019 season. Our creative was able to appear in Camden Yards on the club level, featuring an On the Go transponder nested inside a baseball glove. The campaigns with all teams were simple, and intended to build brand recognition and familiarity with both in-person and streaming fans. We utilized traditional marketing, in-stadium creative and graphics, and even web takeovers and email mentions on the websites of the teams we partnered with.



E-ZPass Cashless Tolling Campaign

E-ZPass Sports Sponsorship Campaign







ICC Customer Fair

## 2019 CUSTOMER SERVICE & COMMUNITY OUTREACH HIGHLIGHTS

- Communications staff served MDTA customers through 4,030 calls, 1,279 emails, 565 pieces of correspondence, 235 Public Information Act requests, 121 traffic advisories and news releases, and more than 200 media contacts and inquiries.
- The Division of Civil Rights & Fair Practices managed the outreach program, “Getting Your Foot in the Door,” which assists companies with how to do business with both federal and state government. The MDTA initiated “Building a Nice Bridge to Business” with a focus on getting connected to businesses in Maryland.
- The MDTA co-hosted the I-95 Safety Fair with the Maryland State Police’s Kennedy Highway Barracks along with other MDOT and community participants on October 5th.
- More than 70 people attended the MDTA’s Job Fair and Open House on October 3rd at the Intercounty Connector.
- The MDTA Police and operations staff hosted another successful Toys for Tots campaign in December, marking the 30th year the MDTA has participated in this program. Customers donated 3,638 toys and \$5,437 to the cause. Since 1990, we have collected more than 163,000 toys and \$136,000.
- The MDTA employees helped raise funds during the 2019 Maryland Charity Campaign. Employees designate contributions toward causes like medical research, support for students and seniors, family healthcare services, veteran assistance, animal rescue, and emergency response for disaster relief.





*Tunnel Run*

• **To benefit Special Olympics Maryland:**

- Team MDTA Police participated in the 22nd Annual Polar Bear Plunge and raised \$2,696. Recruit Class 50 also raised \$1,760.
- The MDTA Police joined the annual Law Enforcement Torch Run, the largest grassroots fundraiser and public awareness vehicle in the world for Special Olympics Maryland. MDTA Police officers ran the torch across the Bay Bridge on June 6th.
- The MDTA Police and staff hosted the 11th Annual Fort McHenry Tunnel 5K Run/Walk on October 6th. A total of 430 runners participated, and more than \$38,000 was raised.



*Polar Bear Plunge*



*Torch Run*



# 2019

## JOB WELL DONE

**Every year, the MDTA says thank you to our employees and community partners through a variety of awards and recognition efforts. These awards recognize exemplary service, high standards, and excellence across the agency, and the MDTA presents them with great pride. Our employees and projects also are recognized for outstanding achievement by state, federal, local and industry partners.**



### **CONFERENCE OF MINORITY TRANSPORTATION OFFICIALS (COMTO) HONORS**

Congratulations to the MDTA's former Director of Civil Rights and Fair Practices Meshelle Howard, recipient of the Celebrating Women Who Move the Nation Award from COMTO. Hosted annually in Washington, D.C., in observance of Women's History Month, this event celebrates women from all modes of transportation.

### **BEST PROJECT AWARD FROM MARYLAND QUALITY INITIATIVE (MDQI)**

MDTA's Division of Construction received an award at the 2019 MDQI conference for best project under \$5 million. The award recognized the project for Substructure and Superstructure Repairs on I-95 Bridges in Baltimore and Harford counties.

### **THE NEW WALTER E. WOODFORD AWARD OF EXCELLENCE**

In December, two Office of Engineering and Construction (OEC) employees were honored with the newly created Walter E. Woodford Award of Excellence. Congratulations to Larry Hughes (Construction) and Chris Thompson, (Engineering). Winners must be nominated by their peers, hold the highest standards, excel in the division and industry, and deliver in their workplace. Thirty-four people were nominated, which shows the depth of the OEC team.

Before passing in 2013, Mr. Woodford served as an MDTA Board Member and was instrumental in significant projects including the Bay Bridge's westbound span, I-68, and the JFK Highway, and engineering for the development of Columbia, Md. He was a tremendous influence within the MDTA, well respected and generously assisted new engineers.

### **MARYLAND PUBLIC PURCHASING ASSOCIATION (MPPA) HONORS**

At MPPA's meeting on February 2, the MDTA Supervisor of Information Technology, Commodities and Small Procurement Margaret (Margie) Hajiantoni received the MPPA's Buyer of the Year Award for professionalism in meeting IT, Commodities and Small Procurement needs.

At the same meeting, Director of Procurement, Donna DiCerbo, CPPO, CPPB, was re-elected as MPPA President for 2019.. Division of Procurement Administrator Ruth Carnes serves as MPPA's Recognition Chair.

MPPA is a professional organization of more than 300 procurement professionals, representing public purchasing entities. It's the local chapter of the National Institute of Governmental Purchasing (NIGP) with more than 70 chapters in the U.S., Canada, and internationally. Both are dedicated to establishing and maintaining increased professionalism in public sector procurement.



## MDTA-WIDE ANNUAL AWARDS

Luther Dolcar, Division of Finance - Rising Star Award

Troy Palmer, Office of Environment, Safety & Risk Management - Lifetime Achievement Award

Brian D. Bennett, Division of Operations - Customer Service Award

Kimberly Millender, Principal Counsel - Executive Director's Distinguished Leader Award

Allen Garman, Division of Finance - Innovation & Quality Improvement Award

Barbara Finlayson, E-ZPass Operations - Guiding Principles Award







## MDTA POLICE 2019 AWARDS

Officer of the Year: Officer Ayanna Turner –  
Port Detachment  
Dispatcher of the Year: Dispatcher  
Kelly Artiga – Metro Communications  
Motor Carrier Inspector of the Year: MCI  
Ronald Jarvis – CVSU JFK  
Law Enforcement Supervisor of the Year:  
Corporal Steven Campbell –  
Bay Bridge Detachment  
Dispatch Supervisor of the Year: Dispatch  
Supervisor Shantee Henry –  
BWI/TM Communications



## CONGRATULATIONS TO SR. OFFICER MICHAEL DUNN

Sr. Officer Dunn was honored by the Baltimore Retired Police Benevolent Association for his actions on April 7, 1979. During a traffic stop, then Baltimore Police Officer Dunn was shot in the chest, arm, and leg by a suspect who had raped and kidnapped two women. He survived with the help of the Baltimore Police Department's new body armor. He was presented with a plaque honoring his service as well as two medals from the American Police Hall of Fame.



MDTA Police Sr. Ofc. Clyde Heyliger and Sr. Ofc. Gary Williams were honored at the MDOT Excellerator for going the extra mile with their lifesaving actions. They were alerted to a child with special needs who was suffering a medical emergency. They rendered the appropriate first aid and called for a medic.

## EMPLOYEE AWARDS

### Employee of the Month:

Daniel Sampson – January  
Larry Simms – February  
David Carvalho – March  
Linda Bush – April  
Efrem Foster – May  
Sharon Johnson – June  
Kevin Byers – July  
Tammera Caldwell – August  
Selena McKissick – September  
Ramil Perez – October  
Nancy James – November  
Darlene Rasin – December



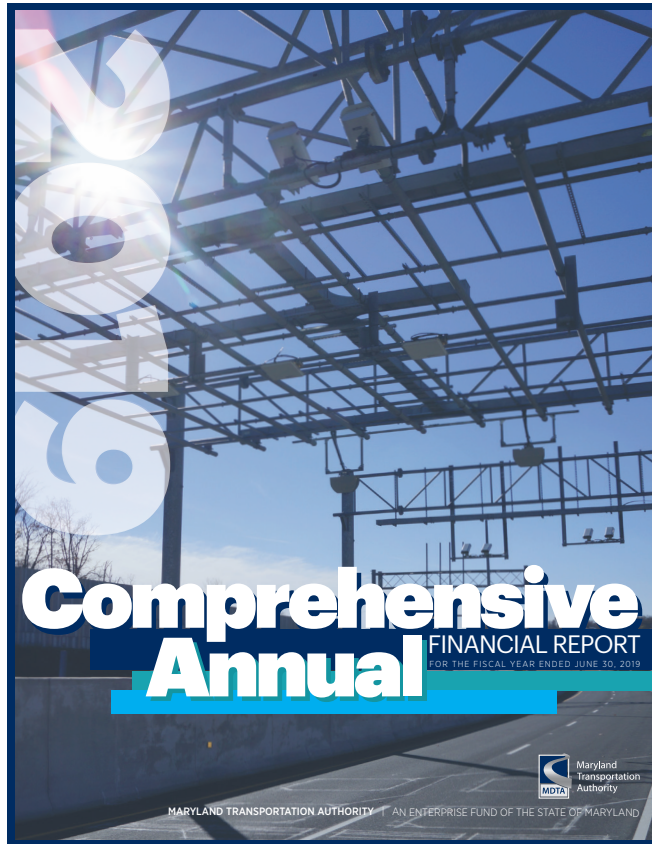
## MORE MDTA EMPLOYEES RECEIVE MDOT EXCELLERATOR EXTRA MILE HONORS:

Zina Dimirkow  
Selena McKissick  
Brian Bennett





# FINANCIALS



*2019 Comprehensive Annual Financial Report*

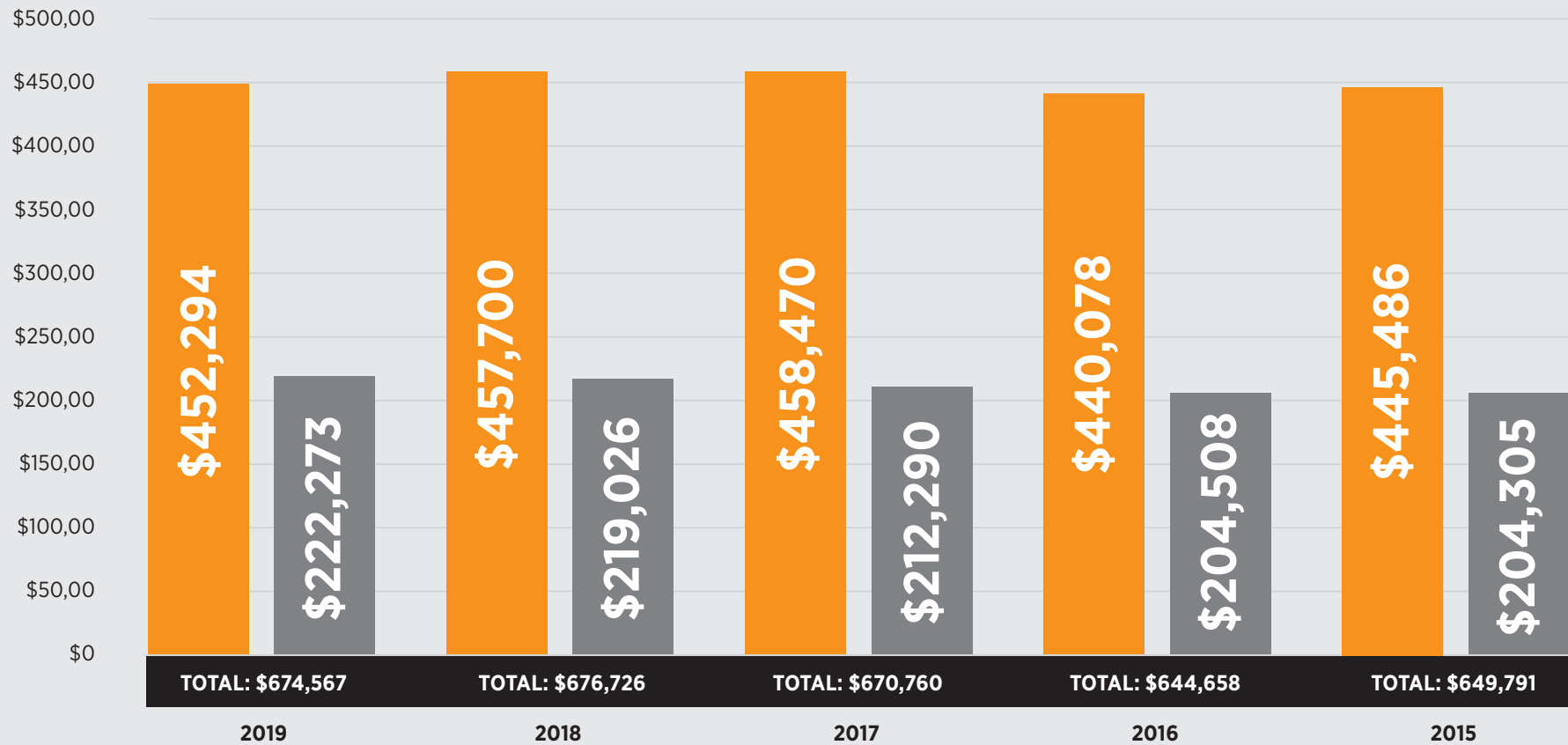
The MDTA is responsible for various transportation facilities projects, the pooled revenue from which is pledged to the payment of toll revenue bonds. Transportation Facilities Projects include the Nice/Middleton Bridge, Bay Bridge, Baltimore Harbor Tunnel, Key Bridge, Kennedy Highway (including the I-95 Express Toll Lanes), Fort McHenry Tunnel, and the ICC/MD 200. The Hatem Bridge is the only Maryland toll facility categorized as a General Account Project under the Trust Agreement for the benefit of MDTA's bondholders.

The MDTA may issue either taxable or tax-exempt municipal bonds to finance the cost of largescale projects that would otherwise exceed current available operating revenues. Through this financing mechanism, MDTA is able to fund the construction of projects that will generate sufficient future revenues to repay bondholders the principal amount borrowed along with interest.

Outstanding principal and interest due each year is paid from revenues collected from all the MDTA toll facilities. Toll revenues are the primary source of funds. Revenues from all eight toll facilities are combined for operating, maintaining, preserving, protecting/securing, and making capital improvements to these facilities. The agency's strong bond ratings secure its position to finance transportation solutions for Maryland's citizens. The MDTA maintains, double-A credit ratings from all three bond-rating agencies, which is the highest possible rating for an organization without independent taxing authority.

By Maryland statute, the MDTA also may issue bonds to finance other revenue-producing, transportation-related projects that are not tolling projects. Nonrecourse bonds and Grant and Revenue Anticipation (GARVEE) bonds are secured by revenues pledged from the individual projects or federal government grants and are backed by sources external to MDTA. To date, the agency has issued bonds for transportation projects at BWI Marshall Airport, parking facilities at Metrorail stations operated by the Washington Metropolitan Area Transit Authority (WMATA) and a State parking facility in Annapolis. Additionally, the MDTA issued GARVEE bonds to finance a portion of the ICC/MD 200. In March 2020, the MDTA paid the final maturity on the GARVEE bonds.

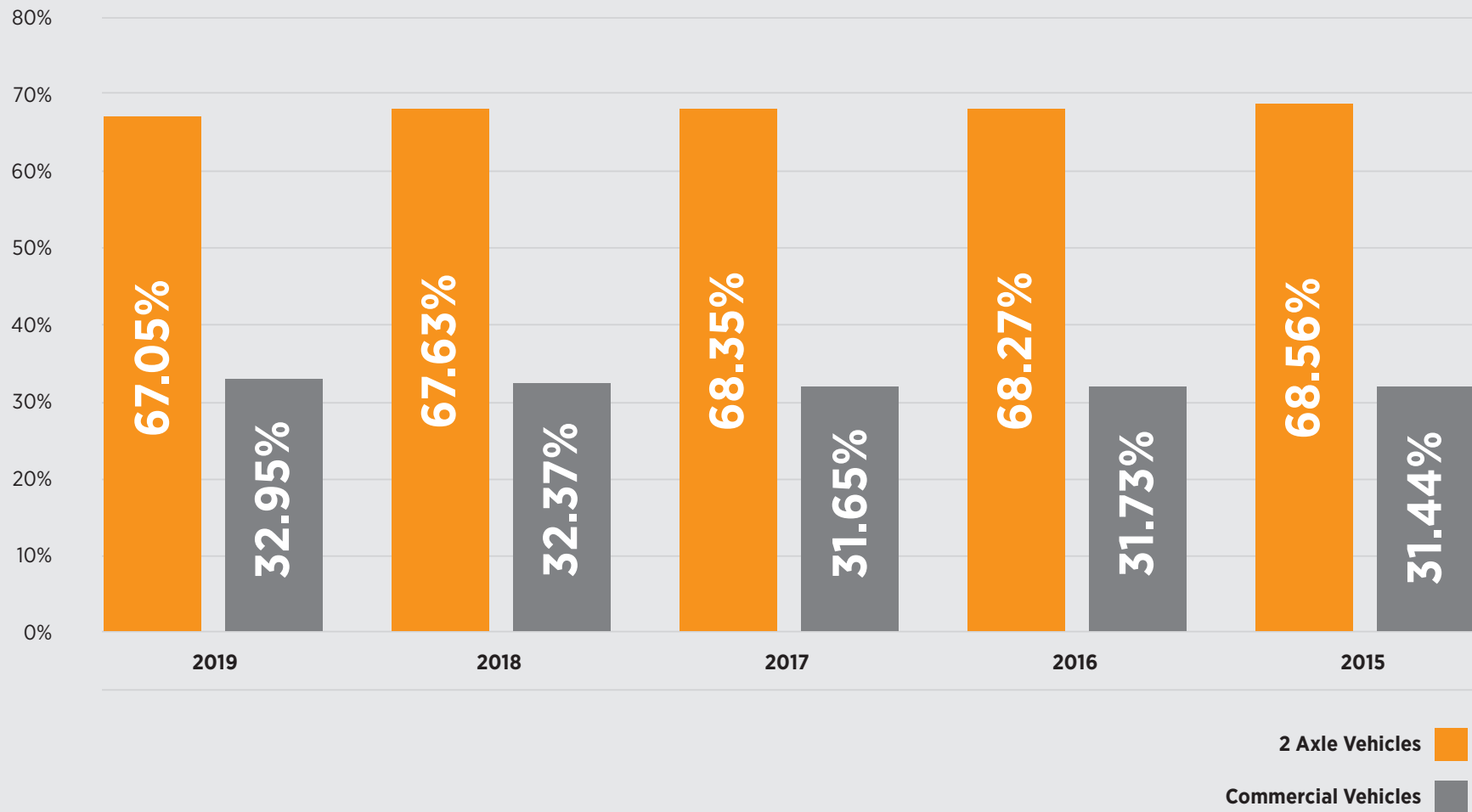
## TOLL REVENUE (IN THOUSANDS)



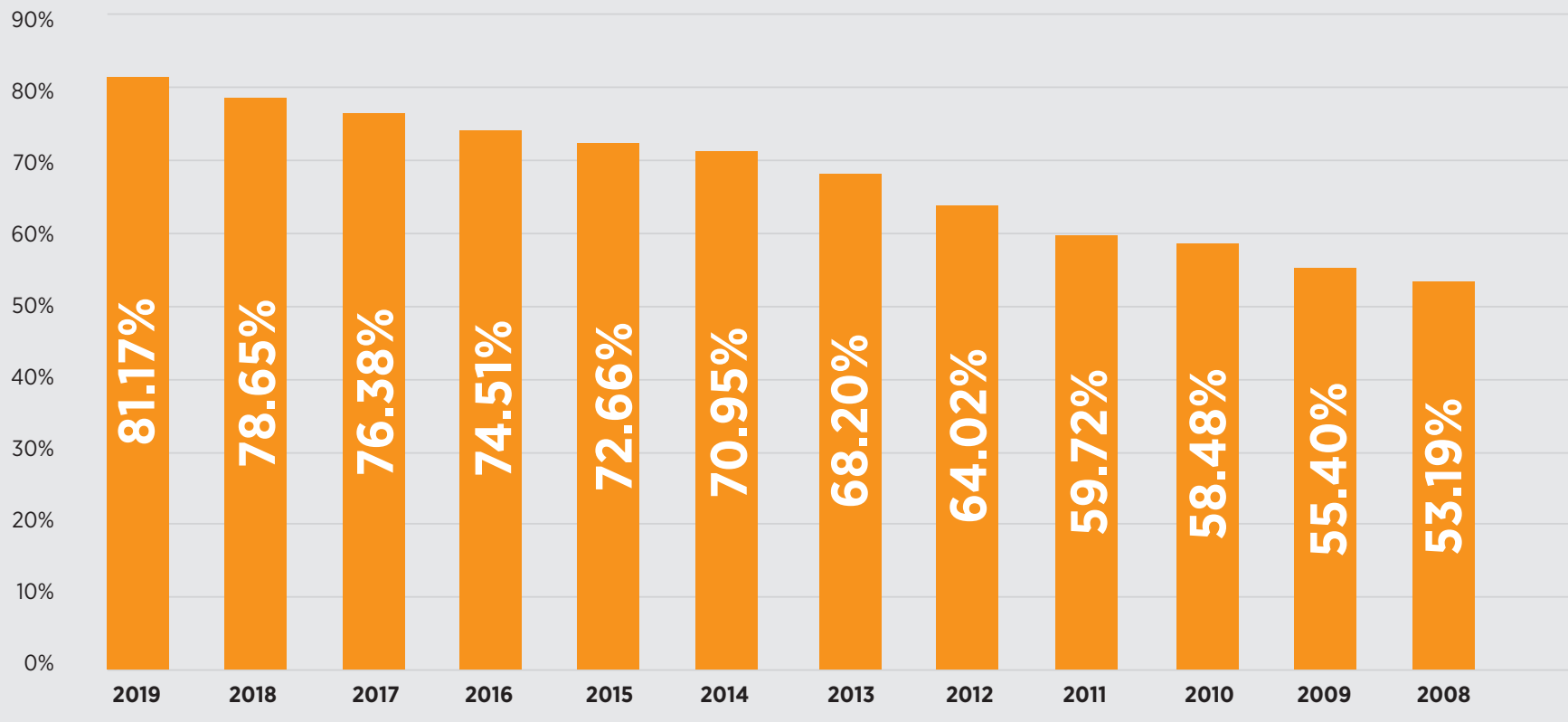
2 Axle Vehicles  
Commercial Vehicles



## TOLL COMPOSITION



## PERCENTAGE OF REVENUE FROM ELECTRONIC TOLL COLLECTION







Maryland  
Transportation  
Authority

2310 Broening Highway, Baltimore, MD 21224  
410-537-1000  
711 (Md Relay)  
1-866-713-1596

[mdta@mdta.maryland.gov](mailto:mdta@mdta.maryland.gov)  
[mdta.maryland.gov](http://mdta.maryland.gov)  
[ezpassmd.com](http://ezpassmd.com)  
[baybridge.com](http://baybridge.com)

Larry Hogan, Governor  
Boyd K. Rutherford, Lt. Governor  
Gregory Slater, Chairman