

# TOLLWAYS

FEBRUARY 1994

## Schuster Presents Toll Awards

Last year, nine Active Members were chosen as winners of IBTTA Toll Innovation Awards. The awards honored Active Members instituting creative and innovative programs which had a positive affect on customer service, traffic flow, environmental conditions, safety, toll collection, maintenance, or administration within their facilities.

Recently, at their request, three of the award-winning Authorities were personally presented with their certificates by IBTTA Executive Director Neil Schuster.

On December 15, Schuster traveled to Houston, Tex., to attend a Harris County Toll Road Authority (HCTRA) press conference during which he presented an award certificate to HCTRA's Executive Director Wesley E. Freise, P.E. HCTRA won the award for its Rate Equalization Program.

"Our agency is proud to have been chosen as a winner of this award," said Freise. "We feel our Rate Equalization Program has been extremely successful in helping us achieve the goals of this agency...."

Previously, on November 16, the Pennsylvania Turnpike Authority received its award certificate from Schuster; he presented the New Jersey Highway Authority with its certificate on October 28.

A publication listing all Toll Innovation Award winners and detailing their winning projects is available from IBTTA, (202) 659-4620. ▼



HCTRA Executive Director Wesley E. Freise, P.E. (r) receives the Authority's 1993 Toll Innovation Award from IBTTA Executive Director Neil Schuster.



## FHWA Seminar Focuses on Public/Private Partnerships

The Federal Highway Administration (FHWA) recently held a one-day seminar, "Overcoming Barriers to Public-Private Partnerships," at its headquarters in Washington, D.C. IBTTA was an invited attendee.

Prior to the meeting, participants received a briefing book which served as a primer for the discussions. The workbook

identified the obstacles to public/private ventures which seminar attendees were to evaluate.

In welcoming the group, FHWA Administrator Rodney Slater emphasized the importance of public-private partnerships and FHWA's commitment to these ventures. The morning session featured a

*Continued on Page 3*

## INSIDE

### 3

MassPike Projects Go the Extra Mile

### 4

More Members Learn the Value of "Service with a Smile"

### 5

Kansas Turnpike Authority Study Confirms Efficiency

### 6

Part 2: International Private Tollways Update

## IBTTA

## Japanese Highway News

(excerpted with permission from Highway News, published by JETRO, (212) 997-6463)

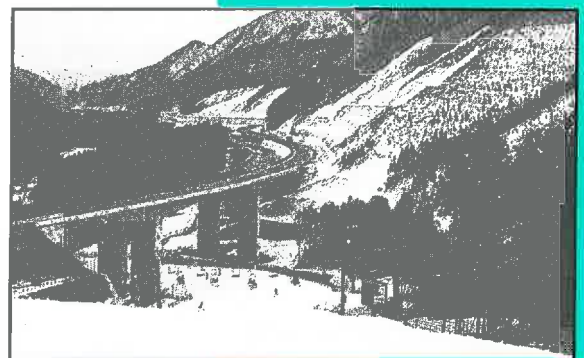
### Innovative Interchanges

Innovative developments are taking place on many of Japan's recently opened, island-traversing regional highways, which connect cities to mainline expressways. For instance:

- Aimed at leveraging regional economic development with a new interchange, a key freight terminal plan and a think-tank complex plan are currently under discussion in Yonago. This interchange's unique landmark is a replica of an ancient Edo-era castle, which is actually a cake shop.
- Another interchange, located next to the skiing area of a Sasaya resort, allows motorists to drive directly into the midst of the slopes. Skiers enjoy slopes overpassing and underpassing the highways.
- A new Disney-esque Russian theme park near the Yasuda interchange boasts an exotic Russian-influenced hotel, museum, church, and multi-use conference hall.
- And, finally, an interchange on the Akita Expressway, which traverses undeveloped national parks and reserves, now has a "fish route," designed to accommodate fish whose natural river habitat was interrupted by highway construction.



Russian-influenced attractions encourage motorists to exit near Yasuda, Japan.



Motorists enjoy a great view of skiers traversing Japan's mountains.

### Expressway Plan Approved

Much-awaited relief is finally in sight for Japan's most clogged highway. The final plan for the second Tomei-Meishin Expressway construction has been approved by the government. The new expressway will bypass the existing Tomei-Meishin Expressway and will run about 480 km. (300 miles) from Tokyo to Kobe, with six lanes (three in each direction), and a maximum speed limit of 140 km. (90 miles)/hour. ▼

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## SHRP Catalog Now Available

The Strategic Highway Research Program (SHRP) Catalog of Products presents a picture and work description of the 130 items of new technology or products produced by the \$150 million, five-year effort. The products come in a variety of forms, including equipment, specifications, manuals, and training.

Some of the products currently ready for use are: work zone safety devices designed specifically for short-term maintenance operations; items which improve the quality and cost-effectiveness of pothole patching; and snow and ice control technology. The catalog is available from the University of Maryland Technology Transfer Center, (301) 405-2009. ▼

## MassPike Goes the Extra Mile

### Projects Strengthen Community Ties

(excerpted from PikeLine, published by MassPike)

#### Vietnam Vets Memorial Park Dedicated

**M**assachusetts Turnpike Authority (MassPike) Chairman Allan R. McKinnon recently unveiled a memorial to Vietnam War veterans. The dedication ceremony, held at the refurbished Vietnam Veterans' Memorial Park in East Boston, drew state legislators, city officials, representatives from veterans' organizations, and other members of the community.

The memorial, carved from Black Vermont granite, has a rough cut top and back and a highly polished face. Ten East Boston veterans' names are etched into it.

"This memorial is a fitting way to pay tribute to those who lost their lives fighting with courage and honor during the Vietnam War," McKinnon said in dedicating the memorial to local veterans and opening the park. Much hard work and planning went into the project, including the efforts of teams at Boston's Sumner and Callahan Tunnels, East Boston Post #4 of the United States Vietnam Era Veterans' Association, the City of Boston Veterans' Service Commission, and members of the East Boston community.



MassPike Vietnam Vets' Memorial dedication drew state legislators, city officials, veterans' groups, and other community members. Photo: Joanne Ciccarello.

#### FHWA Seminar Continued from Page 1

panel of experts with experience in assembling successful projects. The Dulles Greenway, SR91, San Joaquin Hills and Arizona projects were featured. Speakers included representatives from both the public and private sectors involved in these ventures; each highlighted lessons learned from the experience, including positive and negative project features.

Several speakers noted that the private toll provisions of ISTEA, particularly the revolving loan fund concept, need funding support. Most urged the support of a bill recently introduced by Senate Environment and Public Works Committee Chairman Max Baucus, which would make it easier for states to create revolving loan funds.

Other comments included: government needs to be creative and allow the private sector to do what they do best; the legislative framework must support the private partnership, not hinder it; the environmental process must be streamlined; and the private sector must have available the funds to support the project and show government how they can benefit from public-private partnerships.

Like Slater, luncheon speaker Deputy Secretary of Transportation Mortimer Downey also emphasized the positive support of the DOT. Afterward, the afternoon session centered around another panel and audience comments on the obstacles to public-private partnerships. Attendees agreed that support from state, federal, and local groups was essential to successful projects, and that no two projects are alike.

Many participants cited the design-build concept as a good step in completing projects, although later noting that not all states allow design-build partnerships.

An interesting question which arose was, "How [does the panel] suggest DOT proceed from this discussion to implementing more public-private partnerships?" Much discussion followed with one of the solutions being the creation of an Advisory Council to the FHWA comprised of members of the group.

Jose A. Gomez-Ibanez and Roger Feldman provided closing comments. Mr. Gomez-Ibanez said that, based on comments made during the session, it occurred to him that the toll projects selected for privatization are only those which are the most financially viable. He questioned how best to address other road needs not on this list, and suggested that tolls should be placed on existing Interstates to provide funds for those projects.

The meeting Proceedings, published by FHWA and Apogee Research, will be available early this year.

#### MassPike Awarded Grant for "Gateway of Color"

In a continued effort to enhance the aesthetics of its turnpike, MassPike will use its recently-awarded National Endowment for the Arts Design Arts Program grant to fund its "Gateway of Color" program.

The "Gateway of Color" program, combining the perspectives of artists and engineers, will result in dramatic changes in the design and colors used to repaint approximately 80 bridges along the Boston Extension. Over the next ten years, instead of reapplying the same muted green color to the bridges, the grant will allow the turnpike to implement new cost-effective paint technologies.

#### Creative Recycling Efforts

Creative recycling has become a way of life at the MassPike. Following are some of the new efforts which have been instituted on turnpike facilities:

- Asphalt from concrete materials that come from demolitions, street sweepings, and sandblasting debris is sent to a licensed hazardous materials recycler, where it is crushed, sifted, segregated, and recombined with virgin bitumen to make new asphalt.

Continued on Page 5

## Toll Personnel Practice Quality Service

Toll supervisors, collectors, and administrative personnel of the Thousand Islands Bridge Authority, Alexandria Bay, N.Y., and Ogdensburg Bridge & Port Authority, Ogdensburg, N.Y., recently gathered for an enjoyable training session designed to teach the importance of "service with a smile."



Barbara Lawson outlines ideas for the group during their customer service training session.

Through IBTTA's Toll Collector Quality Service Program, administered by Lawson Training and Marketing, Greeneville, Tenn., numerous participants across the country are realizing the central importance of quality customer service.

"The Thousand Islands Bridge system is located in the heart of a very tourism-oriented region and, as such, a good share of our revenues are derived from this market," said Thousand Islands Executive Director and IBTTA President Russell I. Wilcox.

According to Wilcox, a critical Authority revenue source is protected and enhanced through the training. "...The IBTTA Toll Collector Quality Service Program...assures that our patrons are greeted and treated in a proper fashion."

Barbara Lawson, Lawson Training & Marketing, noted that the program has been such a success plans call for future

sessions in Australia and expansion to include maintenance personnel.



Thousand Islands Bridge Authority Executive Director and IBTTA President Russ Wilcox speaks with training session leader Barbara Lawson (left) and Nancy Humphrey, the Authority's Assistant Director of Administration.

"...We began the program with emphasis on those with the greatest customer contact, the toll collectors," explained Wilcox, "[but now] we realize there is a wider use...including general office staff, patron information center personnel, and maintenance." Now, all Thousand Islands employees participate and the program is included in the Authority's new employee orientation program, ensuring what Wilcox calls "a truly complete package."

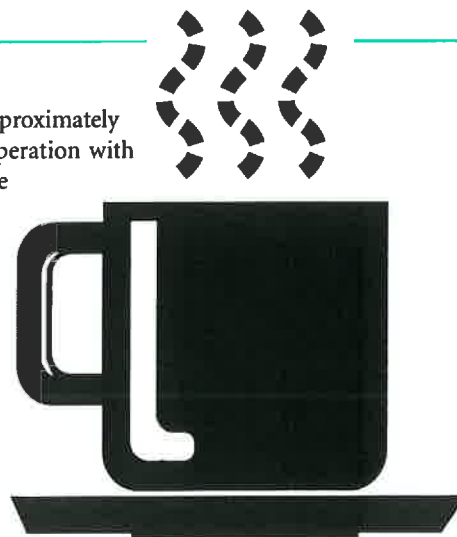
Other program participants have included: Kansas Turnpike Authority, New Jersey Highway Authority, New Jersey Turnpike Authority, Port Authority of New York & New Jersey, Delaware River Port Authority, Delaware River & Bay Authority, The Seaway International Bridge Corporation, Ltd., Niagara Falls Bridge Commission, Buffalo & Fort Erie Public Bridge Authority, The Blue Water Bridge Authority, and the Detroit & Canada Tunnel Corporation.

The IBTTA Toll Collector Quality Service Program includes — depending on your organization's needs — a series of training workshops, educational print materials (brochures, workbooks, instructor guides), and videotapes. Call IBTTA for more information, (202) 659-4620. ▼

## NYSTA Begins Year with Free Coffee

In a 35-year tradition, the New York State Thruway Authority distributed approximately 1,200 free cups of coffee to its New Year's Eve patrons. The Authority, in cooperation with Marriott Corporation and McDonald's Corporation — which operate the Thruway's travel plazas — offered complimentary coffee from 11:00 p.m., Friday, December 31, to 7:00 a.m., Saturday, New Year's Day, at its restaurant travel plazas.

According to Thruway Authority Executive Director John H. Shafer, free coffee was offered to encourage Thruway motorists to take frequent breaks "to avoid fatigue and ensure a safe trip." The coffee was available at 23 travel plazas along the Thruway's mainline between New York City and the Pennsylvania border, southwest of Buffalo, N.Y., including a total of 21 newly-constructed travel plazas. ▼



## KTA Earns Excellent Results

The Kansas Turnpike Authority (KTA) is "an efficient turnpike in comparison with other turnpikes in the United States in terms of maintenance and operating costs per mile," according to a study recently conducted by Coopers & Lybrand, a national accounting firm engaged by the Authority to study its operating efficiency. Results were based on comparison with other U.S. toll roads and similar-sized businesses.

"This study confirms what the Authority has known all along, that the Kansas Turnpike is one of the most efficient toll roads in the country," said R.D. Fogo, KTA Chief Engineer-Manager and IBTTA Past President.

Findings were based on studying and analyzing operating and maintenance costs; salary and wage structure; toll rates; internal controls; and debt financing. The study compared the KTA's operating and

maintenance costs per mile of operation for the past five years to several similar turnpikes. The KTA's five year average operating and maintenance cost per mile is \$82,876, compared to the other turnpikes' average of \$224,717. The KTA's average cost is lower than six of the seven comparable turnpikes.

Toll rates were studied for the KTA and eleven other turnpikes, representing more than 90 percent of U.S. toll road miles. KTA's toll rate per mile was less than or equal to two-thirds of the turnpikes in the study. The KTA has not had a rate increase in more than eight years.

Additionally, the KTA fared well in the comparison of its salary and wage structure and debt financing issues, having achieved a total debt service reduction of more than \$175 million as a result of refunding efforts. ▼



## Historical "Factoids"

Courtesy of Florida DOT

(excerpted from TNews, published by the Florida DOT)

- In 1917, roads were paved manually. At that point in time, ten men could lay 300 tons of asphalt in 12 hours.
- Driver education courses were first offered in Florida schools in 1948-49. Fifty-nine schools in 24 counties held the classes, and the year's statistics showed a 50% decrease in accidents among their students.
- The Florida Turnpike (Sunshine State Parkway) began on June 11, 1953, with the signing of the Florida State Turnpike Act and appointment of the first Turnpike Authority by Governor Dan McCarty. In 1955, a \$74 million bond issue was sold to finance the original 109-mile Fort Pierce-to-Miami Florida Turnpike, which opened on January 25, 1957. Construction costs were \$42,903,786 and right-of-way costs totalled \$7,850,746.
- In 1969, Florida became the first state to use an underwater television system to inspect bridges, enabling DOT divers to carry small, hand-held television cameras, costing \$8,400 each. ▼

## MassPike, Creative Recycling...

Continued from page 3

- Along with a recycling vendor, MassPike has developed a new technology to recycle "cold patch" materials for use on the turnpike. Called "ultra patch," the material is soil mixed with asphalt. It is used for repairs and resurfacing during the winter months, when hot asphalt is not available. Now used on a pilot basis, when the material comes into full use, a 50% savings on asphalt is anticipated.
- Waste oil generated from vehicle maintenance, stored in above-ground tanks at all maintenance garages, now goes into a certified waste oil burner and generates supplemental heat for the garages.
- Nonflammable gaseous liquid fluorocarbons and other chemicals are no longer evacuated into the atmosphere. Now, through a refrigerant recovery system, all MassPike refrigerant is pumped into tanks, cleaned, and reused.
- Used antifreeze, stored in barrels, is now recycled on-site by an Authority vendor, for immediate reuse.
- Gasoline, waste diesel fuel, and paint thinners are stored separately and sent to a licensed recycler who blends them into fuel to supplement large industrial furnaces. ▼

# Private Tollways: International Update — Part 2

(excerpted from Privatization Watch with permission by Reason Foundation, (310) 391-2245)



## Eastern Europe

First off the starting blocks in Eastern Europe was Hungary. In February, it granted its first private tollway franchise, a \$350 million project to upgrade the M1/M5 route from Vienna to Budapest to the Slovak border. France's Transroute heads the winning consortium. Five other Hungarian tollways are in various stages of competition, including a new toll bridge across the Danube, 90 miles south of Budapest.

The Czech Republic is in the final stages of competition for its first private tollway, an 83-km. section of the D5; next, another 400 km. of existing highways will be upgraded as private tollways. Rumania has awarded a 25-year franchise to an Italian/Rumanian consortium for the 800-mile Via Vita tollway. An Italian team appears to be the finalist for Bulgaria's first private tollway, a 130-km. section of a motorway connecting Central Europe with Iran.



## Asia

Russia has ambitious plans for a privately funded 1,000-km. Brest to Minsk to Moscow tollway. Three British consulting firms are under contract to do a feasibility study on the project, which is envisioned as the first link in what would eventually be a 13,300-km. trans-Russia superhighway that could ultimately connect to Alaska across the Bering Strait, providing "Paris to New York" linkage via Russia. Preliminary estimates put the Brest-Moscow tollway at \$150 billion.



## Middle East

The Israeli-Palestinian peace accord will likely spur on several private tollway proposals in Israel. One or two toll tunnels under Haifa's Mount Carmel are being studied, as is a major toll highway: Highway No. 6, otherwise known as the Cross-Israel Highway. This 280-km., \$2 billion tollway is envisioned as a BOT project. Cross-Israel Highway Ltd. has been created by the government to manage the competitive process to select a consortium to finance, build, and operate the tollway. Its first phase would be 90 km. to the east of Tel Aviv.



## Australia

Australia released new pro-privatization infrastructure guidelines in September, and several major projects are moving forward. A competition is under way for a \$500 million Melbourne bypass highway. Near Sydney, already home of two private tollways and a tolled harbour tunnel, a \$340 million, 21-km. North West Transport Link tollway is next to be offered to the private sector. On the drawing board is a \$3.7 billion, 700-km. tollway from Newcastle to the Queensland border. This project is envisioned as funded jointly by private and government funds. ▼



## ***SJTA Maintenance Manager Passes Away***

**D**ale F. Kipers, 57, South Jersey Transportation Authority (SJTA) Maintenance Manager for the past ten years, died December 25, at his home in Millville, N.J. Mr. Kipers had been an IBTTA member since 1983 and was involved in the Association's Maintenance Committee.

"Thinking of Dale brings to mind a strong taskmaster who had the courage to demonstrate his Christianity, dedication, and loyalty to his family, co-workers, and the job he loved," said IBTTA Board member and SJTA Operations Director Vincent L. Leonetti.

Mr. Kipers is sadly missed by his wife Pamela, their two sons, family, friends, and co-workers. ▼

The following publication of interest is now available from the Transportation Research Board (TRB), National Research Council, 2101 Constitution Avenue, N.W., Washington, D.C. 20418 USA (202) 334-3214:

- *Transit Research Abstracts, Volume 11, 1993*, \$75 for U.S., Canada, Mexico; \$78 for other countries, 393 pp.

Also Available from the Organization for Economic Co-operation and Development, *Infrastructure Policies for the 1990s*. For ordering information: Head of Publications Service, OECD Publications, 2, rue Andre-Pascal, 75775 Paris, Cedex 16, FRANCE. ▼

## ***MEETINGS OF INTEREST***

**Vehicle Navigation & Information Systems International Conference**, August 31 - September 2, Yokohama, JAPAN. Information: VNIS '94 Secretariat, REN Associates, Inc., 2-12-14 Hamamatsucho, Minato-ku, Tokyo 105, JAPAN; tel. +81-3-3433-2543; fax +81-3-3433-3904.

**The 27th International Symposium on Advanced Transportation Applications (ISATA)**, October 31 - November 4, Aachen, GERMANY, Information: ISATA Secretariat, Croydon, ENGLAND; tel. 081 681 3069; fax 081 686 1490.

**Second International Conference, Safety in Road and Rail Tunnels**, April 1995, Granada, SPAIN. Information: Judy Whitham or Lorraine Cookham, Independent Technical Conferences Ltd., U.K., tel. +44 234 854756; fax +44 234 841375. ▼



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