

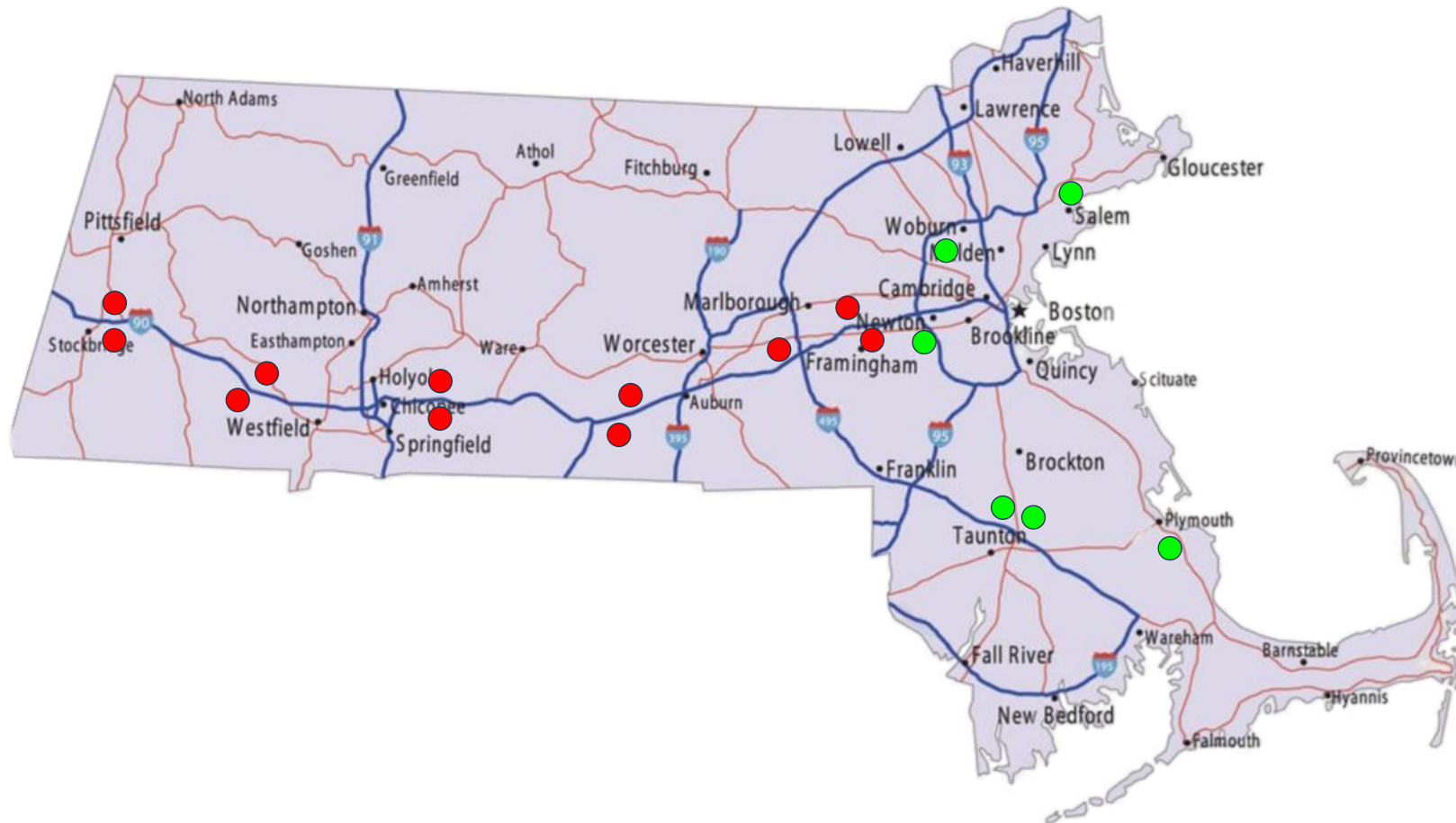
MassDOT Board of Directors Service Plazas Update

Service Plazas Updates

- Service Plaza background
- Original procurement status
- Next steps: preparing to repro cure
- Service Plaza management going forward

Service Plazas Background

18 Service Plazas – 11 on Turnpike, 7 off Turnpike



Service Plazas Background

- 17 out of the 18 service plazas provide fuel (Plymouth does not).
- McDonald's holds a Master Lease for food for 14 of the 18 Service Plazas and a Master Lease for fuel at the Newton and Lexington Service Plazas (on 95).
- Gulf holds a Master Lease for fuel at the 11 Service Plazas on the Pike.
- Global Partners holds a Master Lease for both food and fuel at 4 Service Plazas: Barnstable, Beverly, and the two Bridgewater locations and has a service agreement for fuel with several leaseholders at other Service Plazas.
- Most Service Plazas are more than 20 years old.
- 14 of the 18 leases expire on 12/31/2025.
- The 4 leases held by Global Partners expire 6/30/2027.

Service Plazas Original Procurement Status

- After a lengthy preliminary evaluation process, two bidders made it to the final evaluations: Applegreen and Global Partners.
- Following a thorough final evaluation process, Applegreen received a higher cumulative score than Global Partners based on criteria in the RFP.
- The MassDOT Board authorized the Secretary to award the Transition and Lease Agreements to Applegreen in June.
- Negotiations on final Lease details were ongoing when Applegreen announced it was rescinding its proposal and would not execute a Lease.



Preparing to Reprocure and Next Steps

- After careful evaluation of all risks and options following Applegreen's announcement, MassDOT is preparing to reprocure the Service Plaza contract to deliver the highest quality facilities and services for travelers while ensuring the best value for taxpayers and toll payers.
- Negotiations with current leaseholders for extensions will begin immediately.
- MassDOT has initiated a review of the original procurement. Prior to issuing a revised Request for Proposal, MassDOT will undertake market sounding.
- An evaluation of Service Plaza maintenance needs will be conducted and deficiencies will be prioritized for correction.
- An update will be provided to the Board at the next meeting and updates will be provided throughout the review process and then throughout the new RFP and evaluation process.

Service Plaza Management Going Forward

- Day to day management of Service Plazas is being transferred to the MassDOT Highway Division for enforcement of contract key performance indicators.
- Each Highway District will be responsible for regular inspection and reports on Service Plazas within their district boundaries.
- Deficiencies and corrective actions will be centrally coordinated in Highway Operations.
- This change reflects our goal of aligning plaza operations with the same discipline and accountability used in other major programs — structured performance oversight, regular inspections, and centralized corrective action.



Service Plaza Management Going Forward

- Deliver transparent, competitive, and value-driven procurement.
- Ensure continuity of services and labor at all Service Plazas.
- Apply the same project management rigor as our largest capital programs.
- Deliver the highest quality facilities and services for travelers while ensuring the best value for taxpayers and toll payers.
- Keep the Board and public appropriately informed at every stage.