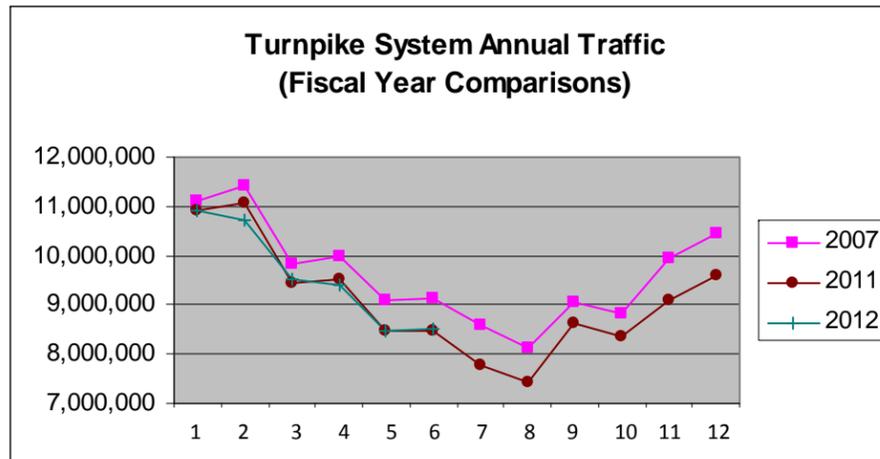


Traffic and Revenue Highlights

For the first half of FY 12 (July through December 2011), traffic and revenue dipped approximately 0.6% and 0.7% respectively as compared to the same period in FY 11. However, this is compared to the fairly robust traffic growth that occurred in the first half of FY 11 of 2.2% as depicted on graphic at right. Overall, traffic is still nearly 5% below the peak levels experienced in FY 07.

E-ZPass continues to grow with all but the Hooksett Mainline Plaza over 60% utilization. With ORT on the horizon for Hooksett, E-ZPass usage is expected to make a dramatic jump similar to what occurred at Hampton with the advent of ORT at that location.



E-ZPass Market Share FY 12 (December 31, 2011)

Hampton Main	63.30%	Rochester	65.46%	Merrimack Exit 11	73.94%
Hooksett Main	58.65%	Hampton Ramp	65.23%	Merrimack Exit 12	75.66%
Bedford Main	67.20%	Hooksett Ramp	61.56%	System Total	64.44%
Dover	66.99%	Merrimack Exit 10	76.09%		

Toll \$ Hard at Work—Spaulding Turnpike

As he gazed down on improvements to the Spaulding Turnpike near Exit 13 in Rochester from a bluff that gave him a panoramic view, Governor Lynch liked what he saw.

"It used to be one lane in each direction. By quarter of four, it looked like a parking lot. I'm very pleased by the progress," Governor Lynch said during several stops to view construction work along the Turnpike on November 17.

Four years into the expansion of the Spaulding Turnpike (NH 16) between Exits 12 and 16 in Rochester, the \$140 million project is about 85 percent complete. It's both under budget and ahead of schedule. The final completion is scheduled for the end of 2013.

The widening project is building two additional travel lanes for 5.6 miles and replacing or rehabilitating of 16 bridges, including four "Red List" bridges. The aim is to improve safety and alleviate current and projected levels of congestion, and modernize and relieve traffic problems at

interchanges. Current traffic volumes range around 70,000 vehicles a day with future volumes to increase to 94,000 vehicles a day by 2025.

"This is such an important project for the area," Governor Lynch said. "It opens up Rochester for everyone."

According to District Construction Engineer Jim Bowles, the average monthly construction contract expenditure has been \$2 million. On any given day, 100 private contractor workers and 10 NHDOT personnel are on the job. NHDOT Turnpikes Administrator Chris Waszczuk told the Governor he expects the completed project to bring more people to the region and help the local economy.

"It will be a big boon for the area," Waszczuk said. The project is also creating 14 acres of wetlands and 7 acres of floodplain storage to offset impacts to both wetlands and floodplains. New bridges crossing the Cocheco River have longer spans to provide better wildlife crossing.

Further south on the Spaulding Turnpike, work continues on a new southbound bridge over Little Bay in Newington and Dover. The eventual rehabilitation of the current Little Bay Bridge will double the traffic capacity over Little Bay from two to four lanes in each direction.

The new \$50.3 million bridge will be a nine span structure with a total length of over five football fields (1,639 ft.).

Among many challenges for the contractor, Cianbro Corporation, of Pittsfield, Maine, is having to work in a narrow area between the existing Little Bay Bridge and the old (closed to traffic) General Sullivan Bridge. The design of the temporary work trestle and daily construction activities have had to account for strong tidal currents that flow through the area.

The new bridge and associated road work are an estimated 40 percent complete. A targeted completion date for the new bridge is November 2013. -Article written by NHDOT Public Information Officer, William Boynton.



Hooksett ORT Project Gets Green Light

Building on the tremendous success of Open Road Tolling (ORT) in Hampton, the Bureau of Turnpikes has embarked on installing the State's second ORT facility. Installation at the Hooksett Toll facility will free up congestion heading into the greater Concord area on I-93, help the environment by reducing vehicle emissions and encourage more travelers to take advantage of the many E-ZPass benefits.

NHDOT Commissioner, Chris Clement stated, "The tremendous success story with Open Road Tolling at the Hampton Tolls has certainly encouraged us to proceed as soon as possible with constructing and implementing ORT lanes at Hooksett. Interstate 93 and the Everett Turnpike are vital corridors for travel in New Hampshire.

The Hooksett Toll facility has more than 25 million transactions a year. On summer weekends, the daily numbers routinely top 90,000 vehicles a day and backups are not uncommon. ORT lanes at Hooksett will reduce travel time through the plaza by almost 15%, equal to 269,000 hours annually! Add in thousands of gallons in fuel

savings and improved air quality, and it will be another enhanced service for the users of New Hampshire's Turnpike System. I look forward to the ribbon-cutting at the second ORT facility in the Northeast in the near future!"

ORT represents a blend of highway-speed toll collection for E-ZPass patrons with conventional toll collection for cash-paying patrons. It represents a "middle-ground" between all conventional, cash tolling (e.g. Hooksett Toll Plaza today) and All Electronic Tolling (AET) where there are no cash collection options available. While cash collection lanes can handle between 400 to 450 vehicles per hour (VPH), ORT lanes can handle 1,800 VPH, or four times the capacity of conventional lanes.

Hooksett's ORT installation will include adding 2 toll lanes in each direction to the outside of the plaza, converting the middle 6 lanes to 4 ORT lanes (2 in each direction) and the installation of an Overhead Toll Gantry over the ORT lanes.

The benefits of ORT also include improved safety (clear separation between slowing cash vehicles from higher speed E-ZPass lanes and eliminating last-second lane switching) and environmental benefits (reduction in the number of vehicles breaking and stopping, saving an estimated 465,000 gallons of fuel consumption annually) as well as reduced air emissions that will improve air quality in the region.

The estimated project construction cost is \$24.3M. The construction contract advertised January 31, 2012 with a start for construction anticipated in April 2012. ORT lanes are slated to be open June 14, 2013 with a project completion date of October 2013.

Opening additional ORT lanes is consistent with

Christopher M. Waszczuk, PE
Administrator
John Corcoran, PE
Assistant Administrator
David Smith, PE
Assistant Administrator

what many of the tolling agencies around the country are moving toward as electronic toll collection (ETC) continues to rapidly expand. Presently, E-ZPass use on New Hampshire's three Turnpikes is approximately 64%.

Additional project improvements that will be completed under the ORT project include rehabilitation of 3 bridges (Cross Road, Ramp A-B, Hackett Hill Road) along I-93, pavement on roadway approaches, the existing Toll Plaza and the addition of a fourth lane south of the Toll Plaza along I-93 southbound.

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The Hooksett Toll Plaza, seen here during the first snow fall of 2012, will undergo an exciting change as Open Road Tolling installation begins with a target opening date of spring 2013.

Winter Maintenance and Operations

Winter maintenance can be a challenging time for transportation department budgets for both municipalities and the State. Fortunately, the fairly mild winter New Hampshire has experienced thus far as enabled the Bureau to save significantly.



culverts and addressing damaged guardrail. Prior to the start of the winter season, Turnpike maintenance forces lent a helping hand to the areas in northern New Hampshire that were ravaged by Hurricane Irene. Periodically, Turnpikes Highway Maintainers will be needed to set up traffic control devices for construction activities alongside the Turnpike. Pictured left, a Turnpike crew works alongside Bridge Maintenance crews to perform needed repairs to a bridge expansion joint in Nashua along the F. E. Everett Turnpike.

*Winter Driving Reminder:
Don't Crowd the Plow.*

Compared to the same period in CY 10, from October 15 to December 31, the Bureau spent approximately \$118K less, or approximately 32%, on winter maintenance activities. In summary, less salt has been used (564 tons less), fewer overtime hours expended (653 fewer hours) and fewer hired trucks (private contractors utilized to assist DOT crews with plowing and salting) have been utilized (1,502 fewer hours).

With the reduced efforts on winter maintenance that mother nature has afforded, Turnpikes crews have been able to catch up on much-needed but deferred maintenance needs such as clearing downed or dangerous trees, clearing and repairing



Above and below—Able to assist when needed, Turnpikes Maintenance forces lend a hand to DOT's District 3 in Waterville Valley in August 2011 following severe damage to roadways there in the aftermath of Hurricane Irene which ravaged various parts of New England.



Left—A wave of orange steel is prepped for tackling whatever winter may throw at the NH Turnpikes. Here, a fleet of Highway Maintenance trucks are ready for action at the Hampton Maintenance Shed.



Right—DOT Bridge Maintenance crews work along side Turnpikes Maintenance crews to repair bridge joints in Nashua, along the F. E. Everett Turnpike (Rt. 3).

Getting Lean: Efficient Use of Toll Funds

The Bureau of Turnpikes retained A. D. Little in 2011 to take a hard look at the toll collection cost components and drivers. The study examined toll collection operation, provided industry benchmarks and identified strategic options for improving performance to reduce costs within the tolling structure.

Primarily, the study identified the need to alter the existing operating model to improve workforce flexibility and align staffing levels at each facility to actual lane traffic through the implementation of a more uniform/consistent scheduling practice across the entire system.

Through implementation, Turnpikes has realized substantial savings and greater efficiencies. Effective June 17, 2011, the Bureau implemented a "Lean Staffing Model"

for Toll Operations whereby scheduling guidelines, driven by historic traffic numbers, were provided to toll supervisory staff, allowing for more efficient staffing at each facility aligned to projected cash lane traffic.

Results at the mid-point of the fiscal year (based on 13 bi-weekly pay periods) indicate 16% fewer full-time and part-time hours worked as compared to the same period in FY 11. This resulted in total personnel cost savings of 15.2% or approximately \$765K system-wide. This savings, extrapolated over the entire fiscal year, is estimated to result in an annual cost savings of approximately \$1.5M, as compared to the expenditures in FY 11, or over \$2.3M less than the toll personnel costs budgeted for FY 12.

The Bureau continues to seek and implement measures to improve the E-ZPass system (presently accounts for about 64% of all toll transactions) and increase customer convenience while managing costs without compromising on customer service.

The impact of ORT, combined with lean staffing at the Hampton Mainline Plaza, indicates over 32% fewer full-time and part-time hours worked and approximately 20% lower personnel costs as compared to the same period in FY 10 (prior to ORT). As ORT is installed and operational at the Hooksett Mainline Plaza in June 2013, we anticipate similar savings and efficiencies. These cost savings help to make capital improvements elsewhere on the Turnpike system to make better use of your Turnpike dollars.

Partnering with Other Agencies for E-ZPass

The E-ZPass On-the-Go transponder presents a great way to access all the advantages of E-ZPass, such as discounts on NH tolls and saving time when driving through toll plazas throughout the Northeast and Mid-Atlantic states, in a pre-programmed package that can be utilized immediately.

Now, in addition to select AAA Northern New England offices in Maine, New Hampshire and

Vermont, customers can purchase E-ZPass On-the-Go transponders at NH Liquor Outlets in Hampton and Hooksett. These Outlets are located just north of the Hooksett Toll Plaza (I-93) on both the north and southbound sides and on I-95 south of the Hampton Toll Plaza, on both the north and southbound sides.

The Department of Motor Vehicles will soon

begin a pilot program at their Concord facility, located at 23 Hazen Drive, making E-ZPass On-the-Go available to customers for a convenient, one-stop location to take care of their vehicle registration, drivers license and other DMV-related needs, as well as purchase an E-ZPass On-the-Go transponder.

The Bureau will continue to look to expand the program to more locations (i.e. gas stations, city or town halls) to improve the convenience of purchasing E-ZPass On-the-Go transponders.

*Save Time. Save Money. Help the Environment.
Get your E-ZPass today!*



Exercise Caution with E-ZPass Speed

One of the favorite features of E-ZPass is that customers do not have to stop to pay their toll. Instead, they continue through the plaza without stopping, and, in the case of ORT such as is in Hampton and soon-to-be, Hooksett, can do so at highway speeds or at or below 25 MPH in regular E-ZPass lanes.

The dedicated E-ZPass lanes, next to the cash collection lanes, however, are not meant to be used at high rates of speed. In fact, a law

was implemented in July 2010 placing the enforceable speed limit through E-ZPass lanes at a maximum of 25MPH. State Police do patrol the toll facilities and do pull people over when passing through at excessive speeds.

There are two primary dangers with driving too fast through the E-ZPass lanes—the risk of hitting the toll collection staff who walk across the E-ZPass lanes to get to the toll

booths and the risk of hitting either another vehicle or part of the tolling facility. Both of these risks could lead to the speeding driver causing damage or personal injury.

The Bureau of Turnpikes is pleased to provide the convenience of E-ZPass to our customers and asks that each use regular E-ZPass lanes with caution, keeping speed at or below the posted 25MPH limit.