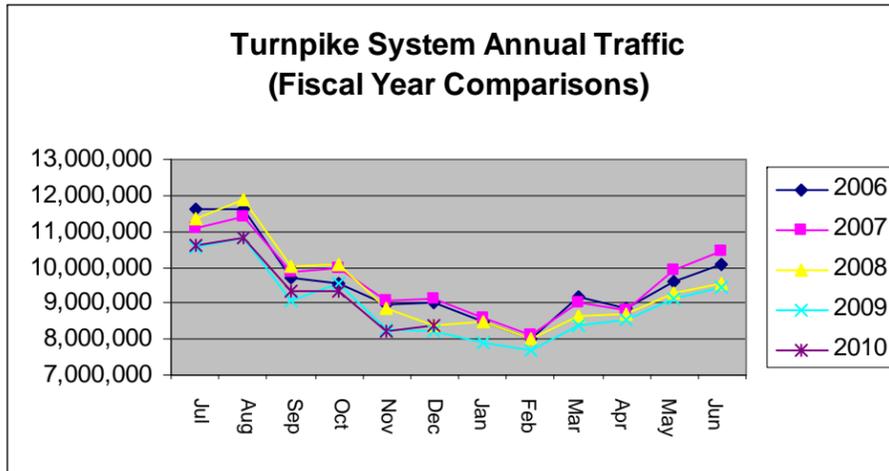


# Traffic and Revenue Highlights

Overall, traffic is down system-wide, which is consistent with the rest of the nation's toll agencies, given a number of factors such as the economy, but revenue is up, given recent toll increases. For FY 2010, projections call for a total of 106,820,501 vehicle transactions with a projected \$114,343,906 in revenue. Traffic is down approximately 6.5% below FY 2007 traffic, when volume peaked on the Turnpike system

Actual vehicle transactions for FY 2009 were 107,653,153 with an actual revenue of \$104,672,894.

Looking at the ten-year period of FY 2000 to FY 2009, vehicle transactions increased by 8.34%, with 8,290,125 more transactions in FY 2009 than FY 2000. Revenue increased 74% with \$44,506,079 more revenue in FY



2009 than FY 2000.

The Hampton Main Toll Plaza and the Hooksett Main Toll Plaza remain the largest plazas in terms of revenue and vehicle transactions with Hooksett putting through

23,975,721 vehicle transactions, with \$23,128,281 in revenue and Hampton through-putting 22,057,589 vehicle transactions, with \$36,849,408 in revenue for FY 2009. \*

## Open Road Tolling: Driving Into the Future

Open Road Tolling (ORT) is scheduled to be deployed at the Hampton Toll Plaza by May 31, 2010. ORT will allow E-ZPass customers to proceed through the toll plaza at the normal highway speed. Cash customers will still be able to access the plaza to the right of the ORT lanes. These two areas will have a barrier separating them for safety.

ORT lanes will have a 9-foot outside shoulder (median side), two 12-foot travel lanes and 10-foot inside shoulder (break down lane). Customers will pass under two gantries which will read E-ZPass transponders and take pictures of license plates. Sensing loops in the pavement will trigger the process and help to classify vehicles. The plaza will be signed two miles ahead, informing customers which lanes to be in for E-ZPass or cash. Signs will be installed informing customers, who inadvertently travel into the ORT lanes, "Do not stop". These customers will receive an invoice in the mail requesting payment.

ORT brings real environmental benefits to the State. Among these, reducing idling by



Contractors work on the gantry footings for the soon-to-be ORT at Hampton Tolls

minimizing traffic queues and increasing the average traffic speeds through the plaza, helps to reduce automobile emissions.

Turnpikes consultant, HNTB, projects the traffic queues, emissions and gasoline consumption reductions during the summer weekends as follows:

**Reduction in traffic queues:**

Fridays -52%, Saturdays-73%, Sundays- 80%

**Reduction in emissions:**

Fridays-5%, Saturdays-21%, Sundays-23%

**Reduction in gas consumption:**

Fridays-5%, Saturdays-21%, Sundays-23%

Multiple, talented people worked on this project in a fast-track fashion. Among these, Charlie Blackman, John Butler, Bob Davis (Highway Design), John Sergeant (Bridge Design), Andy O'Sullivan (Turnpikes), Nickie Hunter, Adam Chestnut (Construction) and DOT consultant, HNTB, have all worked together to bring this exciting project to fruition. Assistant Administrator, John Corcoran has provided project management.

Hampton's ORT will be the very first of its kind in New England. We are proud to be on the forefront of tomorrow's toll technology, bringing environmental and customer-focused service to a whole new level.

We anticipate bringing these ORT advantages to the Hooksett Toll Plaza by May 31, 2012 and the Bedford Toll Plaza in 2014. \*



# The Road Ahead

2010 Winter/Spring

NH Department of Transportation, Bureau of Turnpikes



Christopher M. Waszczuk, PE  
Administrator

John Corcoran, PE  
Assistant Administrator

## Turnpikes Happenings

It is both an exciting and challenging time for the Bureau with Open Road Tolling (ORT) on the horizon, E-ZPass utilization increasing, capital projects aggressively processing, and innovative ideas blossoming. The Hampton ORT project will be the first ORT facility in New England. With the aid of many Department staff in Highway Design, Environment, OIT, Construction, as well as the



While there is no slow season for Turnpikes, winter operations are among the most noticed and appreciated by motorists.

Department's consultant, HNTB, the project is on schedule and proceeding to open by May 31, 2010.

E-ZPass continues to grow in stature and volume of transactions. E-ZPass utilization has grown from 40% as of June 30, 2006 to 60% as of this printing. The Bedford mainline plaza continues to lead all mainline plazas with over 64% of its total transactions processed with E-ZPass. Hampton mainline plaza, with nearly 2/3 of out-of-state traffic, has made considerable gains in E-ZPass usage due to increased promotion of E-ZPass and ORT.

The Capital Program, which includes \$575M of projects over a 10-year period, continues to aggressively move forward in design and construction with the \$136M Rochester project leading the construction activity on the Spaulding Turnpike. The Rochester project's construction is 30% complete with construction completion anticipated in the Fall of 2013. The \$265M Newington-Dover project is anticipated to begin construction in the summer of 2010 with the start of the "sister" Little Bay Bridge contract estimated at approximately \$55M.

The Bureau of Turnpikes is also leading the Hooksett Rest Area Redevelopment project. The Hooksett Rest Areas and Liquor stores have out-lived their useful lives and are in need of a major

upgrade. Over two million visitors stopped at the Hooksett Rest Areas and over \$37M in gross sales resulted at the Liquor Stores in Fiscal Year 2009. The redevelopment of both areas is estimated at between \$20-30M. The Bureau, under the direction from the Commissioner, has issued a Request for Proposal (RFP) for a Developer/Operator to redevelop the areas and provide new full service plazas with food and gas, anchored with new State-operated Liquor Stores.

A Selection Committee with diverse representation from several State agencies has been established to evaluate each proposal, and ultimately recommend the selection of the Developer/Operator. A ground lease contract will be executed with payment in the form of an up-front development fee and monthly fixed rent and percentage rents will be made by the Developer/Operator to the State.

Revenue from tolls continues to help fund our capital program, which is designed to deliver congestion relief, safety improvements as well as mobility improvements. We have an aggressive schedule over the next several years and are sure the traveling public will appreciate the work when completed. \*

—Christopher M. Waszczuk, Administrator

### Turnpikes Points of Interest:

- There are 3 NH Turnpikes: F. E. Everett (Central) Turnpike-39.5 miles, Spaulding Turnpike-33.2 miles and the Blue Star Turnpike-16.2 miles
- 617 total lane miles.
- 10 toll plazas
- 4 rest areas
- 164 bridges
- 87 toll lanes

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# Winter Operations

Ever been behind a State plow and wondered if there was any rhyme or reason to the driver's choice of where and when to plow? As a matter of fact, the NHDOT maintains an ice and snow policy whereby it provides priority direction for maintenance crews based on the type of road and the accumulation amount. The goal is to get the Turnpikes, which are class 1 roads, to full-width, bare pavement as soon as practical after a winter storm.

Crews are committed to move toward environmentally-friendly and financially-responsible methods of clearing the snow and ice from the roads to provide safe passage for motorists. One of the challenges is timing the plowing and salt applications. If plowing is mis-timed, much of the expensive salt could be removed to the side of the roads, rendering it useless to motorists.

How expensive is it to treat roads with salt? In a recent storm, January 1-3, 2010, of the approximate \$309,000 cost, roughly thirty-percent went to salt costs. Salt has averaged \$55 per ton this year for the Bureau of Turnpikes to purchase.

One of the exciting innovations the Bureau of Turnpikes is doing is exploring the use of brine mixture with salt applications. A blend of 80% salt brine and 20% Ice-B-Gone is used to treat both the roadway surface as well as the salt as it is dispensed from the

spreaders. This not only provides the moisture needed to activate the salt, but also provides adhesion to help reduce the bouncing of the salt as it is distributed, keeping it where motorists most need it—on the road. Adding 20% Ice-B-Gone to salt brine also serves to lower the freezing point quite a bit, allowing the use of the product even at low temperatures. This all works together to more quickly clear roads.

The Bureau of Turnpikes utilizes up to 46 State-owned trucks and up to 85 privately-owned, hired trucks to deal with major winter storms. The key factor in how many resources are used is the rate of snow accumulation. For small storms, or for storms of light accumulation, Turnpikes has the resources, including wheel loaders, one-ton, 6-wheel and 10-wheel trucks, to take care of the storm on its own. If accumulation is much heavier, hired resources are brought into the action.

The safest place to be traveling during a winter storm, with snow or ice, is *at a safe distance* behind a plow truck. The longest plow run on the Turnpikes is about seven miles before our trucks turn off for the round trip. So, it may well be worth having the



Turnpikes Highway Maintenance crews work to clear the roads of snow and ice near Nashua.

patience for a while to have sure traction ahead. Use a good amount of caution when passing a plow truck, particularly one with double-wing plows, given the blind spots.

What is Turnpikes doing to help the environment in its operations? Like all NHDOT operations, our trucks are being programmed to automatically shut down after ten minutes of idling. This is per the Department's anti-idling policy that is consistent with a new, federal mandate that all trucks, such as those used at Turnpikes, be programmed with auto-shut down, beginning with the 2010 models. This will help to eliminate excess, damaging emissions and reduce consumption of fuel.

The Bureau of Turnpikes is committed to keeping Turnpike roads among the very best in the New England. \*

# Toll Plaza Locations and Fare Amounts

Turnpikes maintains 10 toll plazas along its three roads. For a class 1 vehicle (2 axles with single rear wheels), the following are the toll fares showing both cash price and NH E-ZPass account discount.

	Cash	E-ZPass*
Hooksett Main Toll (F. E. Everett)	\$1.00	\$0.70
Hooksett Ramp Toll (F. E. Everett)	\$0.50	\$0.35
Bedford Main Toll (F. E. Everett)	\$1.00	\$0.70
Exit 12 Toll (F. E. Everett)	\$0.50	\$0.35

	Cash	E-ZPass*
Exit 11 Toll (F. E. Everett)	\$0.50	\$0.35
Exit 10 Toll (F. E. Everett)	\$0.50	\$0.35
Hampton Main Toll (Blue Star)	\$2.00	\$1.40
Hampton Side Toll (Blue Star)	\$0.75	\$0.53
Dover Toll (Spaulding)	\$0.75	\$0.53
Rochester Toll (Spaulding)	\$0.75	\$0.53

**\*Use a NH E-ZPass account and get a 30% discount.**

# E-ZPass: Faster and Cheaper

Anytime motorists can travel faster and cheaper, it warrants getting more information and changing how they do things. That is exactly what one can expect when participating in New Hampshire's E-ZPass program. Among the key benefits, motorists get 30% off toll fares with classes 1-4 and 10% off toll fares with classes 5-12, saving time by avoiding traffic queues at toll plazas and getting an accurate record of Turnpikes use and cost with monthly statements.

As of December 31, 2009, there were 232,886 NH E-ZPass accounts with 399,986 transponders in use. 97.71% were private accounts, 2.26% were business accounts, with 0.03% representing other types of government-use accounts. While serving our customers, the Customer Service Center received 250,408 phone calls in 2009.

E-ZPass use currently represents 59% of cars and 80% of trucks, for a total 60.37% system-wide of the vehicle transactions on New Hampshire's Turnpikes. The Bureau of Turnpikes has set an internal goal of increasing E-ZPass usage on its Turnpikes to 70% in the next five years.

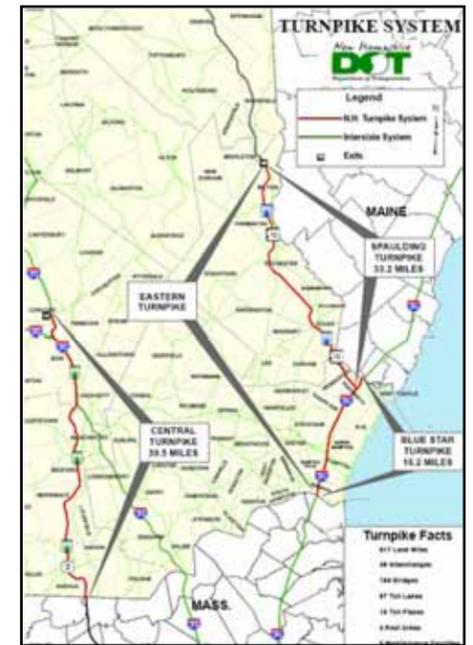
Another key benefit to using E-ZPass is the ability to travel in other states, from Maine to Virginia over to Illinois, and use E-ZPass to pay at every toll plaza that accepts E-ZPass. New Hampshire handles the reciprocity (exchange

of toll payments) between these other states making it easy for motorists to not worry about cash payments or how much the tolls are. The states where E-ZPass is accepted for toll payments are: NH, ME, MA, RI, NY, NJ, PA, DE, MD, VA, WV, OH, IN, and IL. Vermont and Connecticut are presently not toll-road states. Look for the purple E-ZPass signs.

There are several, easy ways to connect with our E-ZPass Customer Service to open or maintain E-ZPass accounts: online at [www.EZPassNH.com](http://www.EZPassNH.com), calling 1-877-643-9727, or by visiting one of our three Walk-In-Centers (WIC's) between the hours of 10am and 6pm, Monday through Friday.

Interior, windshield-mounted transponders cost \$20.95 each while exterior, license-plate-mounted transponders cost \$33.04 each. Private accounts may have up to four transponders while business accounts may have more than four transponders.

WIC's are located in **Portsmouth**, at the Pease International Tradeport, **Nashua**, next to the Exit 6 Welcome Center, and **Hooksett** on the northbound side of Rt. 93, just north of the Hooksett Toll Plaza. The Hooksett and Nashua WIC's, presently located in trailers, will likely be located to permanent facilities in 2010. Actual locations can be viewed on our E-ZPass website, [www.EZPassNH.com](http://www.EZPassNH.com), along with other pertinent WIC information such as hours of operation. \*



Map of the 3 New Hampshire Turnpikes

Visit [www.EZPassNH.com](http://www.EZPassNH.com) and open an account to start enjoying **faster travel at tolls** throughout the Northeast and Atlantic states and a **30% discount on all NH tolls\***



# Turnpikes Online

The Bureau of Turnpikes makes a point to provide pertinent information to the public via its presence on the Web, which can be found by going to [www.NHDOT.com](http://www.NHDOT.com). Viewers can navigate to the Bureau of Turnpikes once at the DOT Website.



Among the items on the Website are the Toll Rate Schedule, map of the three NH

turnpikes, capital projects, E-ZPass information and links, Open Road Tolling (ORT) information, along with ORT-Hampton project updates, traffic and financial data, toll plaza information and engineering/operations/maintenance items. Check out the great ORT simulations posted on the Turnpikes site! \*



Northbound Hooksett Toll Plaza lanes as seen from the employees' parking lot