



**Spring 2005**

**Electronic Tolling Introduced To The New Hampshire Turnpike System**

Al Almasy knew he had one of the bigger challenges of his NHDOT career on his hands when he took on the job as project manager for implementing E-Z Pass electronic tolling on the New Hampshire Turnpike System. The manager of toll operations now concedes he had no idea the challenge would be this big.



"It's been pretty much a full-time job for the past couple of years," Almasy says. "There's a lot of behind-the-scenes work. It's been a lengthy and time-consuming process with a lot of checks and balances."

The process actually began in 1999 when the NHDOT decided that it was time to join the growing consortium of states along the east coast which are part of the E-Z Pass network. The need was obvious.

"There's no other way to move traffic more quickly and reduce congestion on a turnpike system than electronic tolling," Almasy says. "It promises to be a major service improvement for motorists by reducing or eliminating toll plaza back-ups while making the toll transaction easier and more convenient."

E-Z Pass can process more than 1,300 vehicles per hour in a dedicated lane, compared with about 450 vehicles though a conventional toll lane.

"There are no lines, no waiting," Al Almasy told the *New Hampshire Sunday News*. "With dedicated lanes, it's free sailing through the toll plazas."

Other benefits of E-Z Pass include: seamless travel from Maine to Virginia; eliminating fumbling for loose change or tokens at the toll plazas; reduced vehicle emissions; and capital expense savings by not having to expand toll plazas.

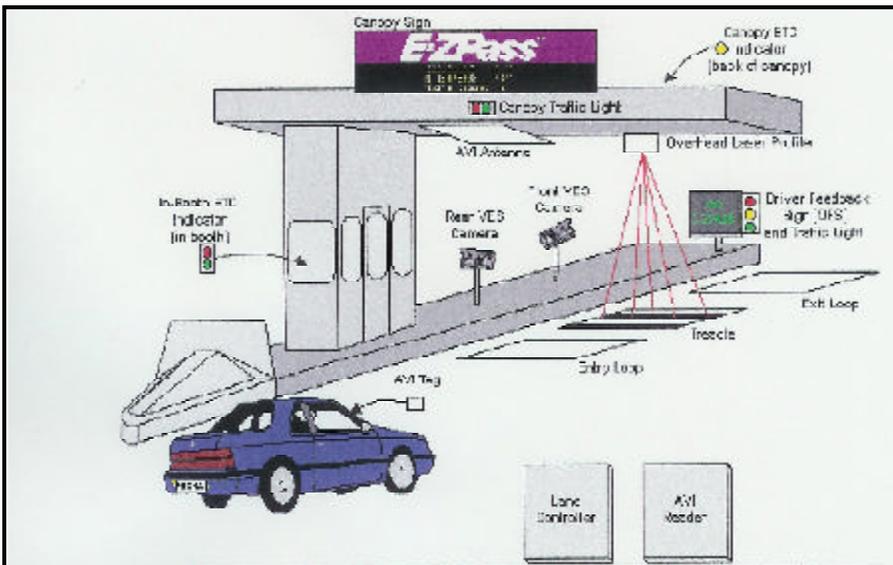
The improved service does come with a pricetag. It's expected that it will cost about \$6 million a year to operate E-Z Pass with the estimate that 100,000 motorists will sign up for the program.

The \$20+ million project includes an overhaul of the entire toll collection system, which needed both hardware and software improvements. In fiscal year 2004, more than 110 million vehicles were processed at New Hampshire toll plazas, generating nearly \$66 million in revenue.

Al Almasy admits he'll be very happy when E-Z Pass is up and running and he can get back to his other responsibilities as manager of toll operations.

"I'm answering 50 to 75 e-mails every couple of days on E-Z Pass alone. The vast majority are positive and people can't wait to get it. It's been a lot of hours at work and at home, but it's satisfying to know there's a light at the end of the tunnel."

Current plans call for E-Z Pass to be operating throughout the New Hampshire Turnpike System by July 2005.



The E-Z Pass electronic toll collection system allows motorists to proceed through a toll plaza without stopping. It will enable a dedicated lane to process three times as many vehicles as a conventional toll collection lane. A transponder, or tag, on the windshield or license plate of the vehicle is "read" as the vehicle and the transponder passes through the toll plaza. The information read from the tag is sent to the customer service center which debits the pre-paid account. Violators passing through the E-Z Pass lane will have their license plates photographed by cameras, and will receive notice of a \$25 "fee" in the mail.

(see answers to frequently asked E-Z Pass questions on page 19)



**Commissioner's  
Corner**  
by  
**Carol A. Murray**

**A Look at Transportation Funding  
in New Hampshire**

It was well-publicized when the State's 10-Year Transportation Improvement Plan was passed into law in 2004 that it was actually more like a 14-year plan.

The acknowledged reality is that the New Hampshire Department of Transportation's long-term schedule for developing, maintaining, and improving the state's transportation infrastructure contains an estimated \$2 billion in federal aid projects with anticipated funding of about \$1.5 billion over the next decade to pay for these projects.

The bottom line is that New Hampshire's transportation needs are outpacing our ability to pay for them.

The law that updates the 10-Year Plan also established a committee to study the adequacy of funding for the plan. That committee, comprised of four State Senators and seven State Representatives, came up with a list of findings and recommendations that it forwarded in a final report to the Governor and Executive Council.

Among its findings:

**Highway Fund Erosion**

- Factors contributing to highway project cost increases include inflation, community requests for project modifications, environmental mitigation, and increasing property acquisition costs attributable to rising land values.
- There is a \$500 million shortfall, not including inflation, between the cost of authorized projects in the 10-Year Plan and available funds.
- Highway funds are being funneled to other state agencies. The DOT share of the highway fund will be at 74% starting in FY 2006.
- The DOT anticipates very modest, if any, increased federal aid over the next six years.

**Gas Tax**

- The 18-cent per gallon state gasoline tax has not been raised since 1991.
- The gas tax currently yields \$6.5 million in revenue annually for each one-cent of gas tax.
- Gas taxes in some states are indexed to the rate of inflation.

**Turnpike System**

- The turnpike system is not self-supporting, given the future capital needs, under the current toll rate structure.
- There is a yearly financial shortfall of \$13-14 million from the combined loss of the Cheshire Toll Bridge, a proposed tollbooth in Nashua and operation costs associated with E-Z Pass electronic tolling.
- New Hampshire has one of the most generous token discount programs in the country. It costs \$750,000 a year to handle and process tokens.

**Surplus Property**

- DOT-owned land surplus to highway needs in excess of one acre statewide is roughly valued at \$18 million.
- There are constitutional concerns about DOT highway funds being used to subsidize other state agencies' interests in real properties. An example is environmental stipulations being placed on property purchased with Highway Funds resulting in reducing the value of the property prior to it being sold as surplus.

In its recommendations to the Governor and Council, the special transportation funding committee made no specific recommendation regarding the gas tax, but said the issue deserves further examination.

The committee did urge the Governor and Council to consider eliminating the token program on the Turnpike System and offer a discount under the new E-Z Pass Program. Also, the committee endorsed the efforts of the NHDOT and the Long Range Capital Planning committee to dispose of state-owned surplus property purchased with either Highway or Turnpike Funds at fair market value.

This special committee's report is a good start in what should be serious discussion and consideration by New Hampshire policy makers on appropriate funding for maintaining and improving our state's transportation system. Our economy and our quality of life depend on it.



**Spring 2005**

Governor.....John H. Lynch  
Commissioner.....Carol Murray  
On the Move Editor.....Bill Boynton

## **Welcome Back...from Iraq!**

*Editor's note: Six NHDOT employees recently returned from extended military service in Iraq.*

Christopher Brown, a Highway Maintainer II from Patrol Shed 124 in Franconia/Butterhill, returned to his duties on 3/11/05. Chris was with Company C 3-172nd Infantry out of Manchester and was a Light Vehicle Mechanic stationed in Balad, Iraq.

Daniel Fogg, a Program Assistant II for District One, returned to his duties on March 18, 2005. Dan was with HHS 2/197th Field Artillery Battalion out of Berlin and was a Military Policeman stationed in Tikrit, Iraq.

Ronald Pierce, a Highway Maintainer II from Patrol shed 125 in Littleton, returned to his duties on April 1, 2005. Ron was with HHB 197 Field Artillery Brigade out of Manchester and was a Petroleum Supply Specialist stationed in 2 different areas in Iraq.

Kenneth Wetmore III, a Bridge Maintainer III, Crew #3 Twin Mountain, returned to his duties with Bridge Maintenance on March 29, 2005. Ken was with the 744th Transportation Company in Iraq.

Chris Balch, a Highway Maintainer II from the Hooksett Shed with Turnpikes, returned to his duties March 8, 2005. Chris is attached to the C 3-172nd Infantry in Manchester. Chris was a Military Police Officer stationed in Balad Iraq.

Craig Drouin, an Engineering Tech IV with the Construction Bureau returned to his duties on April 4, 2005. Craig is a Staff Sergeant with the Hillsborough 744th Transportation Company out of Hillsborough and was a tractor trailer operator and combat gunner, stationed at Logistical Base Anaconda, Balad, Iraq.



Craig Drouin (Construction Bureau) is welcomed home from Iraq by his 14-year old son Travis at a Concord reception on February 27 after more than a year of military service. Craig was one of six NHDOT employees who recently returned to New Hampshire from National Guard service in Iraq. Craig's wife Michelle also works for the NHDOT (Finance & Contracts).

**"We're Out To Serve The Public Any Way We Can"  
District 6 Patrol Foreman Responds to a Mobile Home Fire During a Blizzard**



**Jim Twombly**

It was at the height of a weekend blizzard in late January when District 6 Patrol Foreman Jim Twombly got the call on his state radio at 1:30 am. Further up Route 125 in Epping, Bill Murch, a hired plow driver, had spotted a fire at a mobile home near the #608 patrol shed. Twombly reported the fire to the District 6 dispatch in Durham. While en route from the Park and Ride to the scene, Twombly got a second call from Murch to call an ambulance.

When he arrived a short time later, Twombly found Murch's plow truck parked on Route 125 and Murch was escorting an elderly woman away from her burning home. Bertha Judkins, 72, was wearing Murch's coat and appeared disoriented.

"Bill said there's still a man inside, so I went around the back and tried to kick in the door or break a window. It was hot and smoke was pouring from the mobile home. A police officer arrived and we kept hollering and trying to get in. Gasoline was

popping in the attached garage."

Despite their best efforts Jim Twombly and the officer were unable to rescue 75-year old Norman Judkins. His body was later found in the home's garage.

"Evidently he pushed his wife out of the mobile home and then went back in to fight the fire," Jim Twombly says. "I wished we could have saved his life," Jim Twombly says. "We knew him. We regularly cleaned out his catch basin."

Rescuing people from burning homes does not fall under Jim Twombly's job description, but the 25-year NHDOT veteran said he never thought twice about what he did.

"It's something I'd want somebody to do for me or my family. We're out there 24/7. We're out to serve the public any way we can. I'm always calling ambulances," Twombly says.

In fact Jim Twombly had a knock on his door one night in February. His visitor was recovering from a broken jaw and broken ribs. He said he wanted to thank Jim for calling an ambulance three weeks earlier when he was involved in three-car crash on Route 125.

**District 3 Crew (#313 Tilton) Cited For Help With Fires in Tilton and Belmont**

It's not uncommon for NHDOT crews across the state to provide support services for incidents like fires or motor vehicle crashes. The District 3 crew from the #313 Patrol Facility in Tilton did more than their share over a two week period in late January, in addition to their normal response demands for winter maintenance on the roads.



Fire Chiefs from Tilton-Northfield and Belmont were especially appreciative of their efforts in helping with a fire at a historic barn and a mall on US Route 3. From Tilton-Northfield Fire Chief Stephen Currier: *"On behalf of the Tilton-Northfield Fire District, I thank you for your efforts and assistance at the Abbott Farm barn fire. Without your assistance, the loss would have been much more substantial. With your help, we were able to save two additional barns and the main house. Of course, more importantly: no one was injured. It is extremely satisfying to know that strong and professional working relationships exist between our departments. Without hesitation, you always respond to our calls."* From Belmont Fire Chief Richard Siegel: *"Thank you to everyone in your organization who responded to the structure fire on Route 3. This fire is one that will be remembered for many years to come. All of your personnel performed well above the call of duty that evening and next day and should be commended for their efforts. The Belmont Fire Department and the citizens of Belmont will be ever grateful for all the personnel you sent to help with picking up the many lengths of 4 inch frozen hose and the use of a flat bed to haul it away."*

Members of the #313 crew include: John Bickford (Patrol Foreman), Bruce McLaughlin (Assistant Foreman), Joe Dale, Ray Gilpatric, Joe Bush, Bob Doubleday, Steve Huckins and Karl Leighton. John Comeau (Patrol Foreman) and Frank McClay of the New Hampton (#324) shed also assisted in Belmont.

**New Health and Safety Administrator Making Employee Safety a Top Priority**  
*Colleen Cook Brings Extensive Public and Private Sector Experience to the Job*

Name a safety or environmental issue faced by a state agency or a large company and their employees and Colleen Cook has probably dealt with it. That's good news for the Department of Transportation employees, who will benefit from her extensive experience and education in her new position as the NHDOT's Health and Safety Administrator.

Among the positions the Manchester native has held in her more than nine years of field occupational and environmental safety administration: Hazardous Materials Manager for the Vermont Agency of Transportation; Enforcement Officer for the Division of Waste Management for the New Hampshire Department of Environmental Services; and environmental and safety remediation for Freudenberg Nok, an international company located in New Hampshire that makes gaskets for the automotive industry. She is used to working in settings where she has had to manage safety and environmental issues from a remote location.

Colleen has her educational roots in New Hampshire. A graduate of Trinity High School, she has a Bachelor's Degree in Occupational Safety and Health from Keene State College and a Master's Degree in Business Administration from Southern New Hampshire University. She began her new position with the NHDOT on January 31.

"I'm very excited about the job," Colleen says "There is a strong management commitment to safety in this agency and that is critical. The employees are also concerned and willing to look at safety-related issues."

Colleen Cook is spending the first few months on the job evaluating the "strengths, weaknesses and opportunities" of the safety-related programs in place at the NHDOT. She plans to get out into the Districts as much as possible to meet those in the field and "get an appreciation for what they are doing".

"We have a lot of great programs established. We need to streamline them as much as possible and manage them as a system."

Colleen Cook can be reached by e-mail or by telephone at her Human Resources Bureau office at 271-8023.



**Colleen Cook**

**Sharon Caprarello Retires From a 30-Year Career Dedicated to Employee Safety**



**Sharon Caprarello**

Many of us have heard that voice from behind as we sat at our computers. It was the voice that warned us we are an ergonomic disaster, sitting either too close, too far away, too high or too low at our work stations and thus inviting avoidable aches and pains throughout our bodies. That voice belonged to Sharon Caprarello, the NHDOT Workers' Compensation Manager. What usually followed was Sharon, armed with a yardstick, taking measurements to make sure necessary changes were made to avoid those chronic pains.

Sharon's long-time commitment to employee safety went far beyond computer work stations, and her efforts were recognized by a long ovation from those attending her final annual Workers' Compensation Awards Meeting before retiring on April 1.

"I am proud to say that I have written the (NHDOT) Worker's Compensation and Ergonomics Programs," Sharon says. She is very pleased that the increased focus on safety programs and training in recent years has produced a continuous decline in the frequency and severity of NHDOT workplace injuries (see page 7). Her efforts with the return-to-work program have helped many employees get back on the job and be productive.

Sharon began helping employees with ergonomics issues in 1997 and continued to do work station evaluations until retirement. "This has been a very satisfying and rewarding part of my job, because when I'm done, I usually have a more comfortable, happy employee!"

While she's looking forward to retirement, Sharon Caprarello leaves believing that the NHDOT's focus on safety is headed in the right direction. "I feel that my efforts have been worthwhile," the Concord resident says.

**Winter Maintenance Crashes Take Five State Plow Trucks Out of Service**

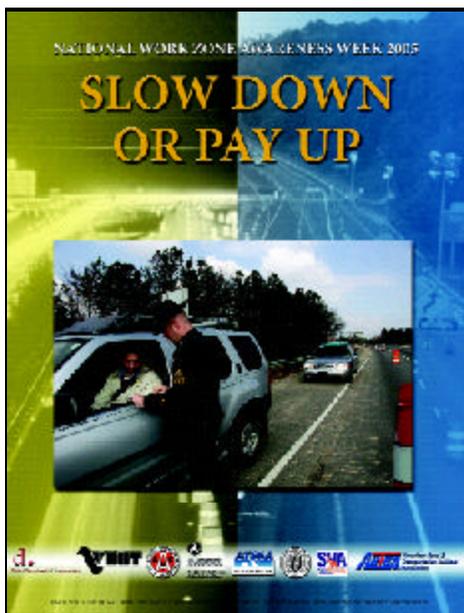


Frank Maker was plowing on NH 115 in Jefferson late on the afternoon of March 7 when he confronted a snowplow driver's worst nightmare. The District 1 Highway Maintainer (Patrol Facility #108) suddenly saw a large box truck heading straight for him. He was next to a guardrail with nowhere to go.

The box truck apparently was blown into the opposite lane by severe gusty winds and the two large vehicles collided nearly head-on. The crash tore the plow off the state truck. Frank Maker was treated for minor abrasions at a local hospital and released. He was back in another state snowplow the next day. The driver of the box truck had to be freed by emergency crews using the jaws of life. He was transported by helicopter to the Dartmouth Hitchcock Medical Center in Lebanon where he was treated for serious injuries.

The Jefferson crash was the latest incident in a difficult winter for NHDOT snowplow drivers and their plows. While none of the Department of Transportation employees was seriously injured, a total of five plows were either taken out of service or totalled by collisions with other vehicles. The major crashes, and many more less severe ones, highlighted both the dangers the plowdrivers face and the costs to state personnel and equipment. An average plow truck costs \$93,000 to replace.

**Enforcement the Theme of  
National Work Zone Safety Week  
(April 3-9, 2005)**



"Do your part or we'll do ours." That motto linked to the emphasis on enforcement was the message of this year's National Work Zone Safety Week (April 3-9), an annual effort aimed at raising awareness and provide education on the importance of safe driving through highway work zones.

Nearly 900 men, women and children die in work zones every year. Studies have shown that having a police presence, and letting motorists know in advance of that police presence, is one of the most effective ways of getting them to slow down as they approach and pass through work zones.

Under New Hampshire law, speeding motorists through highway work zones face double fines.

**Major Progress Cited in Reducing NHDOT Workplace Injuries**

The increased emphasis on safety training for NHDOT employees in recent years is paying off big time.

Figures cited at this year's annual Workers' Compensation Awards Meeting on March 4 show a continuing five-year decline in the number of NHDOT employee injury-related incidents and workers' comp claims.

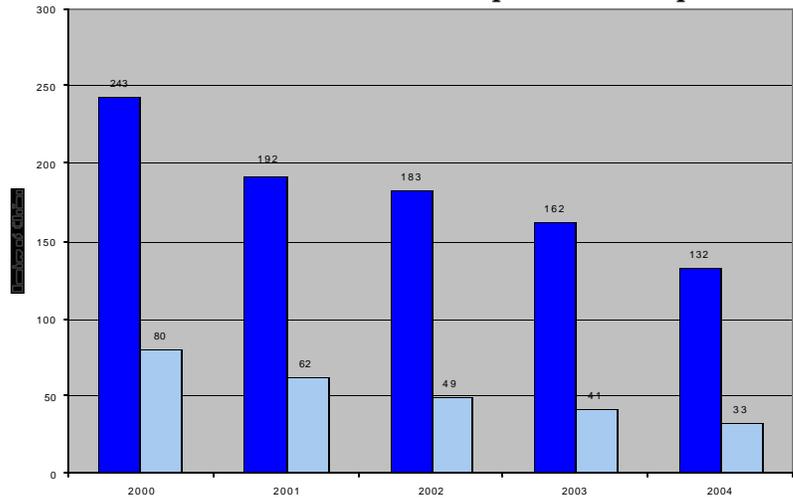
As the graph (at right) indicates, total injury claims have dropped steadily from 243 (dark bars) in 2000 to 132 in 2004, a 46% reduction! Employees losing work time has also improved, dropping from 80 workers in 2000 (light bars) to 33 in 2004, a 59% reduction in lost time claims!

"This is great news for the agency," says Sharon Caprarello, the NHDOT's Worker's Compensation Manager.

"Our employees are our greatest asset. By increasing the emphasis on safety training we have seen a steady decline in both the frequency and the seriousness of injuries. Our 'return-to-work program' also has employees getting back on the job sooner and being productive again. The sooner we can get them back, the better it is for everybody, and the results have saved millions of dollars."

Caprarello credits the commitment to safety by Commissioner Carol Murray with significantly helping to spread the message throughout the agency that safety on the job is a top priority.

*5 Year NHDOT Workers' Comp Claims Comparison*



**District 3 was recognized as the Most Improved District or Bureau for its reduction in total claims and for its reduction in the lost time incidence rate. Pictured above are District 3 Engineer Mark Morrill and Safety Coordinator Lane Evans.**



**District 4 was honored for Zero Lost Time Claims for 2004, and for meeting Total Claims Incidence Rate Goals for the 2004 calendar year. Pictured above are Safety Coordinator Ryan Lavoie and Highway Maintainer Barry Mueller.**



**District One was recognized for meeting Total Claims Incidence Rate Goals for 2004. Above are Acting Safety Coordinator Dennis Croteau and District 1 Engineer Greg Placy.**



**NEW HIRES**

**Michael Medici**, Highway Maintainer 1, District 5  
**James Klocek**, Highway Maintainer 1, District 5  
**Robert Rogers**, Info. Center Attendant 1, Turnpikes  
**Glen Levesque**, Highway Maintainer 2, District 5  
**Mark Brady**, Heavy Equip. Mechanic, Mechanical Services  
**Michael Carter**, Toll Attendant 1, Turnpikes  
**Colleen Cook**, Supervisor 7, Human Resources  
**Joseph Romano**, Highway Maintainer 2, District 4  
**Aaron Domaine**, Highway Maintainer 1, Turnpikes  
**Joseph Briere**, Highway Maintainer 1, District 1  
**David Barry**, Highway Maintainer 2, District 6  
**Benjamin Crosby**, Highway Maintainer 1, District 4  
**Zachary Demers**, Highway Maintainer 1, Turnpikes  
**Jason Desellier**, Highway Maintainer 2, District 1  
**James Glocek**, Highway Maintainer 1, District 5  
**Michael Medici**, Highway Maintainer 1, District 5  
**John Mello**, Highway Maintainer 1, District 6  
**Howard Clouse**, Toll Attendant 1, Turnpikes  
**Kevin Kennedy**, Highway Maintainer 2, District 5  
**Kate Morrone**, Engineering Tech. 2, Public Works  
**Marlene Carignan-Lamper**, Toll Attendant 1, Turnpikes  
**Beau Leighton**, Highway Maintainer 1, Turnpikes

**Charles Bartlet**, Highway Maintainer 1, District 5  
**Michael Coulombe**, Highway Maintainer 1, District 5  
**Joey Bard**, Highway Maintainer 2, District 2  
**Jonathan Evans**, Environmentalist 1, Environment  
**Jeffrey Stewart**, Highway Maintainer 1, Turnpikes  
**Richard Bergquist**, Highway Maintainer 2, District 1  
**Joshua Bessette**, Highway Maintainer 1, District 4  
**Marshall Bennett**, Highway Maintainer 1, District 3  
**Allen Pasela**, Highway Maintainer 2, District 5  
**Michael Kenison**, Highway Maintainer 1, District 1  
**Ellen Pasela**, Highway Maintainer 2, District 5  
**Gary Robbins**, Highway Maintainer 2, District 5  
**Fred Savage**, Highway Maintainer 2, District 2  
**Jeffrey Stewart**, Highway Maintainer 1, Turnpikes  
**Joshua Sullivan**, Highway Maintainer 1, District 3  
**Richard Nagy**, Highway Maintainer 2, District 5  
**Robert Alvey**, Highway Maintainer 1, District 2  
**James Anderson**, Highway Maintainer 3, District 2  
**Glen Levesque**, Highway Maintainer 2, District 5  
**Stella Parrott**, Data Control Clerk 3, Commissioner's Office  
**Michael Kimball**, Engineering Tech. 4, Mechanical Services

**PROMOTIONS**

**Scott Tobin**, Highway Maintainer 1, District 5  
**Robert Panno II**, Ass't Highway Patrol Foreman, Dist. 3  
**Daniel Schanda**, Senior Radio Dispatch, District 5  
**Spencer Minarcin**, Ass't Highway Patrol Foreman, Dist. 5  
**Robert Daneau**, Highway Maintainer 2, Turnpikes  
**Shawn Marchetti**, Highway Maintainer 2, District 2  
**Denis Switzer**, Civil Engineer 4, Construction  
**Steven Ireland**, Assistant District Engineer, District 6  
**William Sheppard**, Highway Maintainer 3, District 3  
**Dix Bailey**, Maintenance Superintendent, Turnpikes  
**Chad Hayes**, Civil Engineer 1, Construction  
**Bruce Marden**, Highway Maintainer 3, District 5  
**Craig Bartlett**, Bridge Maintainer 3, Bridge Maintenance  
**David Mansur**, Highway Maintainer 3, District 5  
**Carissa Traill**, Civil Engineer 2, Construction  
**Lori Clare**, Administrative Assistant 1, Highway Maint.  
**Kurt Golbranson**, Highway Maintainer 2, District 2  
**Steven Cavadini**, Survey Team Tech. 3, Highway Design  
**Charles Blackman**, Civil Engineer 2, Highway Design  
**Benjamin Gelinias**, Auto Mechanic, Mechanical Services  
**Joseph Cotton III**, Welding Shop Manager, Mech. Services

**Carissa Garbin**, Civil Engineer 2, Construction  
**Douglas DePorter**, Principal Engineer, District 6  
**John Rooney**, Ass't Highway Patrol Foreman, District 1  
**Kevin Bradley**, Civil Engineer 1, Highway Design  
**Mark Harrington**, Plant Inspector Tr., Materials & Res.  
**Charles Dylun Jr.**, Highway Patrol Foreman, District 5  
**Jarrett Roseboom**, Civil Engineer 3, Highway Design  
**Matthew Hill**, Civil Engineer 3, Highway Design  
**Dale Huckins**, Highway Maintainer 3, District 3  
**David Mansur**, Highway Maintainer 3, District 5  
**Steven Swana**, Civil Engineer 4, Highway Design  
**Robert Bennett**, Highway Maintainer 3, District 5  
**Richard MacHugh**, Radio Dispatcher, District 6  
**Bruce Marden**, Highway Maintainer 3, District 5  
**Matthew Trottier**, Highway Maintainer 2, Turnpikes  
**Shawn Chretien**, Survey Team Tech. 3, Highway Design  
**Joshua Prescott**, Engineering Tech. 4, Highway Design  
**Donald Patten**, Engineering Tech. 4, Highway Design  
**Sylvia Smith**, Civil Engineer 2, Highway Design  
**Stephen Bernard**, Appraiser 3, Right of Way  
**Anthony King**, Civil Engineer 4, Highway Design



# SERVICE AWARDS



*April through June 2005*

## 35 YEARS

**Charles Provencal**, Traffic  
**Bruce Haskell**, District 2  
**Dean Bennett**, Bridge Design  
**Jeff Allbright**, Construction  
**William Fralick**, District 6  
**Joseph Kieronski**, Bridge Design

## 30 YEARS

**Craig Green**, Highway Design  
**Charles King**, District 1  
**Lloyd Hersey**, Bridge Maintenance  
**Cheryl Brown**, Finance & Contracts  
**Mark Whittemore**, Bridge Design

## 25 YEARS

**Steven Huckins**, District 3  
**James Douthart**, Bridge Maintenance  
**Richard Montgomery**, District 1  
**Terry Chagnon**, District 3  
**Brenda Ordway**, Highway Design  
**William Peterson**, Traffic  
**Paul Huckins**, Materials & Research  
**Greg Placy**, District 1  
**Roy Mardin**, District 3  
**Gerald Gagnon**, District 5  
**Scott Stevenson**, Construction  
**Paul Spinney**, Bridge Maintenance

## 15 YEARS

**Donald Maynard**, District 6  
**Ronald Grandmason**, Highway Design  
**Michael Hoelzel**, Materials & Research  
**Brian McCrea**, Traffic

## 20 YEARS

**Kevin Hardiman**, Highway Design  
**Steven Glines**, Construction  
**Nasser Yari**, Construction  
**Stewart Clifford**, Traffic  
**Frederick Oberst**, Construction  
**Stephen Piper**, Construction  
**Daniel Prehemo**, Highway Design  
**David Goulet**, Public Works  
**James Bowles**, Construction  
**Mitchell Plante**, Highway Design  
**Dennis White**, District 2  
**Eric Bowser**, Bridge Maintenance  
**Victoria Chase**, Right-of-Way  
**Norman Garside**, District 6  
**Robert Bergeron**, District 2

## 10 YEARS

**Robert Hyslop**, Traffic  
**Eric Stevens**, District 6  
**Michael Boylan**, District 5  
**Lyall Milligan**, Traffic  
**Fred Shepard**, Traffic  
**Patrick Sweet**, Traffic  
**Ronald Linscott**, District 6  
**Lucille Battersby**, Mechanical Services  
**Christopher Moen**, Bridge Maintenance  
**George Davis**, District 6  
**Ricky McAllister**, Bridge Maintenance  
**Chester Bigelow**, District 4  
**Dennis Clark**, District 4  
**William Boynton**, Commissioner's Office  
**James Marshall**, Highway Design  
**Scott Stevens**, Construction  
**Tara Taylor**, Construction

**Where the Rubber Meets the Rubber - as Well as The Road**  
*Five Surface Treatments Being Tested on NH Route 13 in Brookline and Milford*



So far the results have been encouraging in a test of rubber chip surface treatment on a section of NH Route 13 in Brookline.



A tack coat is sprayed before applying rubber chips on a test section on Route 13.

Where do old tires go to die? In some cases they may go from **on** the road to **in** the road. That's the case for one of five pavement surface treatments being compared by the NHDOT on a nine-mile stretch of Route 13 in Brookline and Milford. All of the 2004 test treatments are preventive maintenance aimed at sealing "temperature cracks" and extending the life of the pavement without doing more expensive rehabilitation or paving projects.

"The idea is to rejuvenate and improve the pavement surface for a smoother and better ride for the motorist," says Denis Boisvert, an Assistant Research Engineer with the NHDOT's Bureau of Materials and research. "You can get impressive results with a small investment compared to reconstructing the entire pavement thickness."

The five test treatments include two single-sized stone systems, Rubber Chip, a 1/2-inch aggregate pre-coated with 20% crumb rubber asphalt cement, and regular Chip Seal, a similar system without crumb rubber or pre-coating. The remaining treatments incorporate a plant mix. Nova chip, a European paving process, combines hot mix asphalt and emulsified asphalt. Three eighths-inch and three quarter-inch Plant Mix Surface Treatments (PMSTs), a mix of particle sizes and liquid asphalt were also compared. A December survey of the test sections found the Rubber Chip, Regular Chip and Nova Chip test areas all in excellent condition. The two PMST sections showed widespread cracking over the test sections.

***Hosting Governor Lynch and the Executive Council for Breakfast***

Salt Brine wasn't on the menu, but it was one of two presentations heard by Governor John Lynch and the Executive Council at a breakfast meeting at the NHDOT headquarters in Concord on February 9. The brine briefing by Steve Gray was timely as it preceded the onset of a major snowstorm. A second presentation by Mark Whittemore (Bridge Design) detailed the successful rapid bridge construction project in Epping in August 2004.

In the left photo Commissioner Carol Murray answers questions from Governor Lynch and the Councilors.



**Annual NHDOT Construction School Breaks Out Into A Family Feud  
Game Show Theme Used For Refresher Segment on Stormwater Treatment**

Neither Richard Dawson nor any of his successors were anywhere to be seen. But the "Family Feud" that took place between District Construction Engineers and Contract Administrators had all the feel of the popular game show that dates back to the mid-1970's.

The unique format unveiled at the annual NHDOT construction school was devised by Ron Crickard (Construction) and Deb Loiselle (Environment) as a way of helping Construction Bureau personnel better understand the requirements of the EPA's Phase II National Pollutant Discharge Elimination System's Construction General Permit.

The two competing teams were the "Fields Family" (Nickie Hunter, Ellie Welch, Conrad Skov, Steve Piper and Pete Kehoe) versus the "Dee's Family" (Jeff Albright, Don Coleman, Shaun Flynn, Karen Gola and Jim Bowles). Questions for both the toss-up rounds and the "fast money" rounds were geared specifically for what construction personnel need to know regarding Storm Water Pollution Prevention Plans at construction sites.

"Three years ago this was all new to many of the Department of Transportation field people," says Deb Loiselle. "It was clear by the knowledge of the teams and the audience that everyone has taken this seriously and really knows their stuff. We have tried to provide the right tools for them and it has really paid off."

After a spirited battle, the Fields Family emerged the victors and took home prize packages. The Dees Family left humbly with parting gifts. The guest judge for the Family Feud was Thelma Murphy, Regional Storm Water Coordinator from the EPA's New England Office. Playing a key role in the successful production of the show was Environment Bureau intern Stacy Philbrook, a senior at Colby Sawyer College.



**The Survey Says....! The Dee's (District Construction Engineers) Family struggles to come up with an answer during "The Family Feud" game on stormwater issues at the annual construction school on January 27.**



**Top National Highway Maintenance  
Experts Coming to New Hampshire**

More than 200 experts in highway maintenance from across the country are expected to come to New Hampshire's White Mountains this July to discuss the latest in techniques, equipment and materials for maintaining the nation's highways.

The NHDOT is the 2005 host for the AASHTO (American Association of State Highway and Transportation Officials) Highway Subcommittee on Maintenance annual meeting, set for July 17-21 at The Mountain Club at Loon in Lincoln. The conference agenda includes technical presentations, field demonstrations and vendor displays. Among the planned panel discussions and presentations: "Environmental Stewardships and Highway Maintenance", "Snow and Ice Task Force", "Traffic Services and Safety", "Customer Satisfaction", "Bridge Task Force", and "Pavements Task Force".

While the focus will be on technology transfer, participants will have the opportunity to enjoy some New Hampshire attractions, with an optional tour/dinner at the Mt. Washington Hotel and a trip up the Cog Railroad. Guests will be treated to visits to Cannon Mountain, the Flume and a trip over the Kancamagus Highway.

More details on the conference can be found on the NHDOT website ([www.nhdot.com](http://www.nhdot.com)).

## Rideshare Coordinator Also a Successful Women's College Basketball Coach



**Shelley Winters**

*Editor's note: As the NHDOT Rideshare Coordinator in the Bureau of Rail and Transit, Shelley Winters works to help commuters cut costs and reduce traffic congestion and pollution by offering alternatives to driving alone, including carpools, vanpools, buses and trains. When she is not working her full-time job, Shelley can usually be found at a basketball court, either coaching her college team or watching high school players in the search for her next star. Basketball is in her family's blood. Her brother coaches the Laconia High's girls basketball team and her family annually reunites for a trip to March Madness at an NCAA Tourney site.*

Shelley Winters knew what it was like to be in championship games in high school.

The all-state guard from Franklin played in three state title games in the early 1990's and she is still in the record book for 3-pointers in a state final (5). Unfortunately, her team was on the short end in each game. A little over a decade later, Shelley Winters is now winning championship games as a coach. In addition to her duties as the Rideshare Coordinator for the New Hampshire Department of Transportation, Shelley is the head women's basketball coach at the New Hampshire Technical Institute in Concord, which this year won its second straight Yankee Small College Conference and Northern New England Small College Conference championships. Her four-year head coaching record speaks for itself –72 wins and 31 losses, including an 18-6 record this past season with 11 straight wins to complete the title run.

Shelley began her coaching career with the Lady Capitals at the same time she began working at the NHDOT, when she answered a newspaper advertisement for an assistant coach's position. It has left little time for anything else during the winter months, or the summer months either for that matter.

"Coaching is really almost a full-time job, if you want to do the job right," Winters says. "In addition to the games and the practices, there is year-round recruiting, going to high school tournament games, preparing detailed practice plans and breaking down game film."

She acknowledges that the travel to away games can be a grind, with bus trips to games in places like Bangor, Maine returning to Concord as late as 3:00 am. She also faces the ongoing challenge of building and holding a roster together, which often changes from one semester to another at the two-year school.

"A typical student athlete at our school may be in the demanding dental or nursing programs and may be playing more than one sport. You have to aim for a balance between making sure the players take basketball seriously and making it fun and appealing enough so they want to play."

One of the secrets to Winters' success is recruiting home-grown New Hampshire talent that other college coaches may have overlooked. She says she has established a good rapport with high school coaches across the state and keeps in touch with them constantly.

"Our goal is to see every high school girls team in New Hampshire every year."

Shelley Winters became a student of the game while playing Division I basketball for St. Bonaventure and Marist, a very competitive environment that had her studying the game from the bench. After playing eight years of high school and college basketball, and now in her fifth year as either an assistant or head college basketball coach, Shelley continues to enjoy working with the players and learning new things about the game that has been so much a part of her life from a very early age.

"I get a lot of satisfaction out of coaching basketball and I learn something new every day. I see myself as kind of a big sister to the players and they come to me regularly for both basketball and personal advice. It's nice to see them progress both athletically and academically. It would be hard to imagine me not being involved with the game of basketball in some capacity."



Despite the annual challenge of fielding and holding together a team at a two-year college, Shelley Winters has won 70 percent of her games in four years as head coach of the Lady Capitals.

### **New Conway Welcome Center Will Be Built Into a Hillside to Allow Scenic Views**

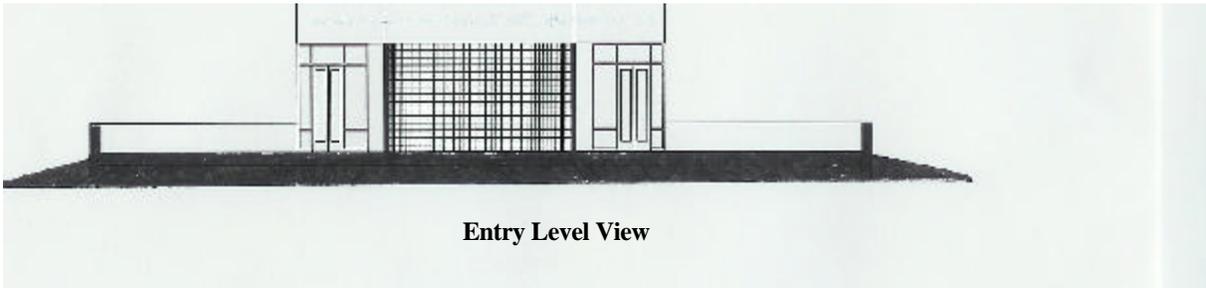
It is one of the more spectacular views in the White Mountains. An unfolding vista that includes the Saco River Valley, Cathedral Ledge and, in the distance, the stately Mt. Washington. It's this panoramic view that drove the evolution of a new rest area facility from a traditional two-story, above-ground building to a below ground-level structure built into the side of an embankment.

It was a long and at times arduous process that spanned six years, but through extensive local input is now ready for construction in the summer of 2005.

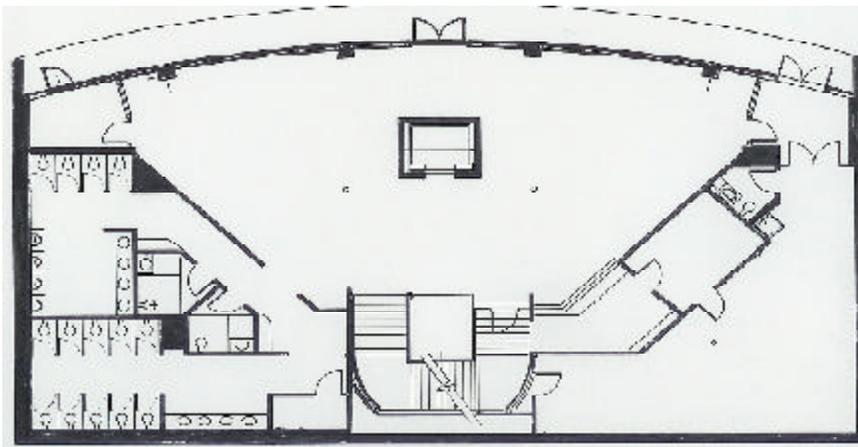
"Zillions of hours," says Greg Goucher (Public Works), only half-jokingly, who has worked on the project from the beginning.

Negative local reaction from North Conway residents to the above-ground concept at the Intervale site meant going back to the drawing board and an estimated three-dozen meetings with a committee of interested citizens. The committee's desire for a below-ground building design eventually ran head-on into an escalating and prohibitive pricetag that forced the project to be scaled back in size.

The final compromise design will still be larger than the outdated building it replaces, with more restroom facilities, an information desk, and a cultural display area. The focus of the semi-circular building will be on the view, "with literally a vista of curved glass on the west wall," according to Goucher. "We have developed an earth-sheltered building with a view that is both interesting and architecturally unique."



**Entry Level View**



**New Intervale Rest Area Floor Plan**

After entering the modest entry level entrance (above), visitors to the new Intervale Rest Area in North Conway will descend by elevator or stairs to the unique building tucked into the sides of an embankment. The floor plan (left) shows the curved glass on the west wall of the facility which will allow for panoramic views of the surrounding Saco River Valley and mountains. The \$2.45 million dollar facility is scheduled to open by the end of May in 2006.

Visitors will gain access to the new building through a small entry-level structure, then take an elevator or stairs down 12 feet to the main building, which will be a steel and concrete structure with a New Hampshire granite veneer exterior. The entry-level roof of the new building will also serve as a deck for visitors to walk around and take in the view.

Extensive site work for the new facility will utilize an additional 30,000 yards of fill from a concurrent Conway highway and sewer project. The increased efficiency of the building will include a connection to the municipal sewer system. The entrance and exit for the rest area will be realigned for improved traffic flow and some additional parking will be added. The estimated \$2.45 million project is scheduled to be advertised in May. Construction will get underway this summer, and plans call for it to be opened to the public by Memorial Day 2006.



## LETTERS

### Whitefield Police Department

December 16, 2004

I am writing in reference to Verna White (District 1 dispatch supervisor) and Tammy Towle (District 1 dispatcher). Since my appointment, both Mrs. White and Mrs. Towle have exhibited nothing short of absolute professionalism, courtesy, cooperation and teamwork to insure the very best of service is provided to all law enforcement agencies and the citizens we serve.

I want to bring the exceptional efforts of these two employees to your attention for their dedication and motivation, as well as their caring to insure our agency operates at the highest level of proficiency. They are an absolute credit to themselves, and the New Hampshire Department of Transportation. Please accept my sincere thanks for a job well done.

Wayne I. Rioux  
Chief of Police

*Editor's note: The above letter was sent to Mike Pillsbury, the NHDOT Administrator of Highway Maintenance.*

### The Friends Program

*"Building Relationships....Restoring Hope"*

January 7, 2005

As the business of the holiday season is quieting down and we think back over the last few months, we remember our family and our many friends. We at The Friends Program are so pleased that you were able to support many families in need. Thanksgiving would not have been as abundant, if at all, without your contribution of Thanksgiving food baskets.

On behalf of the Board of Trustees, Staff and Volunteers at the Friends Program, we want to thank you and your colleagues for your generosity.

Karen Redd  
Concord, NH

*Editor's note: NHDOT employees contributed 10 food baskets to this local program for homeless families.*

January 6, 2005

Dear Mr. Cota,

I am the person that sent you all of the information on the Fenlason Square in Franklin at the junction of Routes 11, 3 and 27. I wish now to tell you what a splendid job that was done there this last summer.

The intersection works very well and is a great improvement for that area. We would always try to avoid that place if we could because it was all your life was worth to get through there. Now it is a pleasure to go that way. Further, I wish to tell you and all who were involved that the new Fenlason Square is just beautiful and all that we we could have wished for.

It is so pleasing to have things that we have no control over as citizens, and is done by our government, done right and done well. I know that it is people like you that understand that, and we all want to show our appreciation to you and all the people who took part in this project in particular, and all of the other projects that improve our way of life and ease our daily tasks.

For the family of William Fenlason. We are his living relatives. We truly thank you!

James Laughy III  
Sanbornton, NH.

*Editor's note: The above letter was sent to Keith Cota, NHDOT Chief of Consultant Design in Highway Design.*

January 13, 2005

Let this note serve as a commendation for one of your toll booth attendants, who exhibited extreme honesty in returning a \$100 bill given as a \$1 bill. I was paying a truck toll of three dollars and mistakenly gave two \$1 bills and a \$100 bill. I returned the rest of my money to my pocket and would not have noticed the error as I had a number of bills. That employee is Ron Morse. It is a credit to your administration that you have that kind of staff. My deepest thanks.

Ansel S. Grandmaison  
President  
Scrap Metals, Inc.

*Editor's note: Ronald Morse is a toll attendant for the Bureau of Turnpikes at the Bedford Tolls.*

## Switch to Energy Saving LED Traffic Signals Continues to Reap Dividends

They're called the unsung heroes of the electronics world. They are in everything from clock radios to sneakers to traffic signals. Light Emitting Diodes, better known as LED's, are tiny, long-lasting lightbulbs without a filament to burn out.

Seven years ago the NHDOT's Traffic Bureau began a program to replace conventional traffic signal bulbs with LED's with the goal of reducing maintenance costs and saving energy. The results are continuing to pay off. In addition to a \$25,000 energy saving rebate check from Public Service Company of NH for 2004, the NHDOT continues to receive substantial savings in maintenance costs. The LED's are replaced every five years, compared to a lamp bulb at three times a year. That's a \$1,000 savings per intersection per year. With 340 intersections being maintained by the Traffic Bureau, the savings can add up!

According to Traffic Bureau Assistant Administrator John Corcoran, the price of LED's continues to drop, from \$300 for reds when the program began to \$75 today. John expects Traffic Bureau crews to begin replacing all of the State's pedestrian signs and yellow lights in the near future. Traffic Bureau personnel credited with making the project work are: Frank Sullivan, Bill Taylor, Doug Curtis, Dave Kirby, George Demers, Bob Foster, Stewart Clifford, and Janelle Marquez.



## **Mechanical Services Bureau**

### **NHDOT Fuel Distribution Section Pumped Out 4.6 Million Gallons of Fuel in 2004**



**This fueling site on Stickney Avenue in Concord is one of 95 statewide serviced by the NHDOT's Fuel Distribution section. The customer base includes DOT and the Turnpikes Bureau (36%), Fish & Game and Safety (16%), Health & Human Services, Environment and DRED (7%), UNH (5%) and Municipalities and non-profits (36%). NHDOT employees getting the job done in Fuel Distribution include: Daryl Woods, Patricia Bailey, Diane Malcolm, Robert Burack and Barbara Tors.**

Ever wonder who coordinates the purchase and distribution of all the fuel that powers many of the state's fleet of vehicles?

This vital service is provided by the Fuel Distribution section of the Department of Transportation's Bureau of Mechanical Services. Last year alone, Fuel Distribution accounted for the pumping of 4,632,980 gallons of fuel to state and local governments and non-profit agencies at a total sales cost of \$5.4 million.

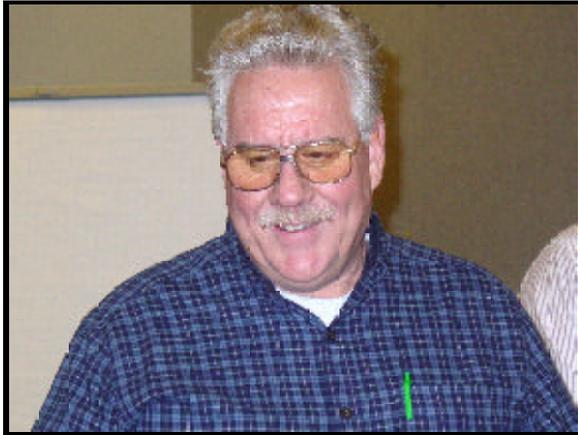
Created by State Law in 1984, Fuel Distribution offers a state-wide fuel reserve and support for a state fleet management system while reducing government vehicle operating costs.

Fuel distribution by the numbers:

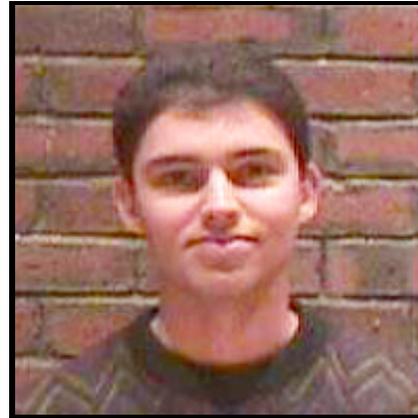
- 95 fuel sites (34 automated, 61 manual, and one Compressed Natural Gas)
- 132 fuel tanks
- Fuel storage capacity -  
252,000 gallons of unleaded gasoline  
406,000 gallons of diesel.
- 856 customers
- 2004 annual gallons - 4.6 million
- 2004 sales - \$5.43 million



## NHDOT People



George "Butch" Leel, a Maintenance Supervisor in District 4, was presented with his 30-year State Service Award by Commissioner Murray at the January major staff meeting



Steven Ireland has recently been appointed to the position of Assistant District Engineer in District 6. Steve has worked for the NHDOT since 1996, mostly in the Construction Bureau. The Somersworth resident was the contract administrator for the rapid bridge construction project in Epping last August.

### Ernie Ball Leads NHDOT List of New Hampshire "Roads Scholars"



**Ernie Ball**

Ernie Ball had a busy winter as a Heavy Loader Operator for the District 5 Canterbury #525 Patrol Facility. His seventh winter with the NHDOT was his first as a "Master Roads Scholar".

The Roads Scholar Program sponsored by the University of New Hampshire's Technology Transfer Center recognizes additional educational and training obtained by state and local transportation employees,

The latest group of recognized Roads Scholars includes 11 NHDOT employees, with training activities in a number of subject areas that included road design and construction basics, tort liability and safety, and supervision or personal development. Ernie Ball was one of seven Master Roads Scholars, and the only NHDOT employee, who completed training activities totaling 100 contact hours. Ernie's supervisor, Mike Reifke, is also a Master

Road Roads Scholar. He supports his crew members in their efforts to further their education. Ernie told UNH's *Road Business* newsletter the training is valuable because, "there is always something new to learn because technology is constantly changing."

#### Senior Roads Scholars

(70 contact hours)

- Robert Eaton (District 2)
- William Fralick (District 6)

#### Roads Scholar I

(30 contact hours)

- David Almon (District 6)
- Ray Gilpatric (District 3)
- Jim Mountford (District 4)
- Richard Patten (District 4)

#### Roads Scholars II

(50 contact hours)

- Reagan Clarke (District 2)
- Mike O'Neill (Turnpikes)
- Glen Smith (District 4)
- Gerard Turco (District 2)

**Ten NHDOT Bridge Design Employees Total Three Centuries of Service**

300 years of designing and inspecting New Hampshire bridges. If the ten Bridge Design Bureau engineers had put in their years of service consecutively instead of roughly the same time, their work would have begun in 1705, 70 years before Paul Revere's famous ride and the battles of Lexington and Concord.

The "30 Plus Club" in Bridge Design recently grew to ten with the presentation of a 30-year pin to Jerry Zoller by Jim Moore, Assistant Director of Project Development.

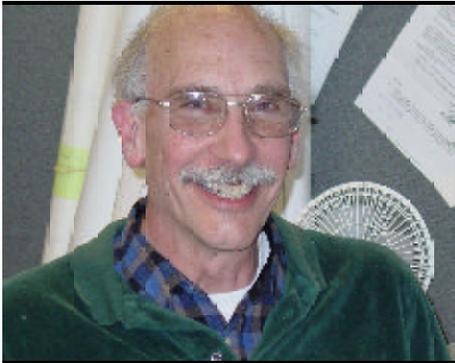
According to Jerry, "The longevity of these 10 of 34 office members speaks well of the team and family comradery in Bridge Design."

In other words, these guys get along! The recognition of the 10 members of the "30 Plus Club" included each member receiving a commemorative granite paper weight with the State seal.



**The "30 Plus Club" Back row (left to right): Pete Parenteau, Steve Liakos, Joe Kieronski, Dean Bennett, Mark Whittemore, and Jerry Zoller. Front row: Gary Clark, Dick Mower and Dave Coffey. Not shown: Bruce Pepler**

**Paul Hedstrom Retires From a 30-Year Career in Public Works**



If you pass a courthouse built in New Hampshire over the past three decades, the chances are pretty good that Paul Hedstrom had some input on its design and construction. The Assistant Administrator of Public Works retired on March 31 after 30 years with the NHDOT. He recalls the Nashua Superior Courthouse and the Concord District Courthouse as two of the more memorable of the many projects he worked on, as well as the state prison in Berlin, which was probably the biggest.

A resident of Grafton, Paul plans to do a lot of traveling during his retirement years, including visiting his daughter's family in England.

***RETIREMENTS (years of service)***

**Gerard Brannan**, District 3 (10)  
**James Crummey**, Turnpikes (30)  
**Robert McNab**, Highway Design (34)  
**Gerald Merrill**, Highway Design (29)  
**Juliett Lavoie**, District 6 (20)  
**Sharon Caprarello**, Human Resources (31)

**Theodore Olson**, District 5 (18)  
**Stella Parrott**, Planning (25)  
**James Schaefer**, District 4 (20)  
**Wesley Stanton**, District 6 (20)  
**Ralph Lyford**, District 3 (17)  
**Paul Hedstrom**, Public Works (30)

## **ABC News And TIME Magazine Spend a Week Looking at Traffic Congestion in the United States**

It doesn't have the drama of the war in Iraq or a tsunami, but the ever-growing traffic congestion problem in the U.S. does affect millions of drivers every day, and that prompted ABC News and TIME Magazine to team up for a week-long series in February "looking under the hood at a nation on wheels". Despite the daily frustrations and lost time linked to sitting in traffic, an ABC/TIME poll revealed what may be at the



ongoing root of the problem. Americans love their cars and their independence, and the road still offers more freedom than frustration. Three-quarters of Americans say driving gives them a sense of freedom, nearly half say it's often relaxing, and four in ten LOVE their cars, not just like them. The survey of 1,200 adults, including 750 commuters, also had a negative side. About one third of those surveyed could be classified as aggressive drivers and six out of ten conceded they sometimes speed, and sometimes get frustrated while driving.

### ***Traffic Facts, Figures and Opinions ( from the "Gridlock Nation" series)***

- Americans spend more than 19 cents out of every dollar earned on transportation, second only to housing.
- 85 percent of all transportation costs in the United States are related to private automobiles.
- About 220 million Americans spend an average of 90 minutes a day driving in their vehicles.
- Congestion results in 5.7 billion person-hours of delay annually in the United States.
- Drivers in one-third of U.S. cities spend more than 40 hours a year (an entire work week) in stopped traffic.
- According to AAA, one of the nation's worst traffic areas is "Interstate 93 Out of the Hub in Boston".
- The average household owns two vehicles, and one in four owns three or more.
- Half of Americans say traffic in their area is worse than five years ago.
- Average commuting times range from 19 minutes to 34 minutes for those who work in big cities.
- About half of those surveyed see building roads as very effective, but most oppose gasoline taxes to fund it.
- Public transportation saves more than 855 million gallons of gasoline annually.
- If one in 10 Americans regularly used mass transit, U.S. reliance on foreign oil could decline by 40 percent.
- While 6 in 10 have public transportation available, just 10 percent use it regularly.
- 93 percent of Americans say it's more convenient to travel by car.
- 84 percent drive alone to work, and 80 percent of solo drivers are not interested in car pooling.
- 60 percent of those who work outside the home say they like the daily commute.
- Majorities of drivers often see other drivers speeding (reported by 82 percent), driving inattentively (71 percent) or driving aggressively (64 percent). 40% say they often see others run a red light or stop sign.
- Half of all road delays are caused by incidents such as vehicle breakdowns and accidents.
- Sixty-six percent polled think it's very effective to remove disabled vehicles from the roadway immediately.

***"What I would suggest is to use a variety of tools to combat congestion. Use technology where it is appropriate to do that so you can manage the system better. Adding new lanes and new bridges where we just have more traffic than the system can handle today will be an important part of the solution. But a better part of the solution is to manage the traffic a lot better. One of the best tools for managing traffic is tolling or pricing lanes. Congestion is a problem that is spreading — not just from our larger urbanized areas, but throughout America. ... We absolutely must do something about it."***

-- **Mary Peters**  
**Administrator**  
**Federal Highway Administration**

***Answers to Frequently Asked Questions  
About E-ZPass in New Hampshire***



**What is E-Z Pass?**

E-ZPass is a service mark of the most successful electronic toll collection system in the world today. There are over 12 million E-ZPass transponders in circulation today.

**What are the benefits of E-ZPass?**

Some of the benefits of E-ZPass are:

- a. Seamless travel—one account—one transponder— from Maine to Virginia.
- b. Faster throughput at toll plazas - virtually no stopping.
- c. Reduced emissions.
- d. Reduced capital expense of expanding toll plazas.
- e. No fumbling for loose change or currency at toll plazas, thus improving safety.

**How does E-ZPass work?**

E-ZPass is a prepaid electronic toll collection system. E-ZPass accounts are usually backed by a major credit card when the account is opened. An initial amount of \$30.00 (private account) in pre-paid toll revenue is charged to the credit card used to back the account. As the vehicle and transponder pass through E-ZPass toll lanes, the transponder is “read”. The information read from the tag is then sent to the Customer Service Center, which looks up the account and debits the pre-paid toll balance the appropriate amount of toll money. As the pre-paid toll revenue balance is drawn down to a threshold of \$10.00, the credit card is automatically charged \$30.00 to replenish the account with sufficient pre-paid toll revenue. This is an automatic cycle of events. No action required by the account holder unless the account is backed with cash or check.

**Will E-ZPass transponders from other states get a New Hampshire discount?**

No. Only NH E-ZPass account holders with NH transponders will receive a discount.

**What is going to happen with the tokens?**

This is one of several issues being considered by the legislature and the Governor and Executive Council. In most states with token systems, tokens are phased out when E-Z Pass is implemented. Whether New Hampshire will follow suit remains to be seen.

**Can out-of-state residents sign up for a NH E-ZPass account?**

Yes. There is no residency requirement for opening a NH E-ZPass account. Anyone can open a NH E-ZPass account.

**What toll lanes can I use with my NH E-ZPass transponder?**

Every NH toll lane that accepts E-ZPass as a method of payment, will have the purple E-ZPass Service Mark. Generally, lanes to the extreme right will be lanes that accept cash, tokens or E-ZPass. Dedicated "E-ZPass only" lanes will be in the center or to left as you approach the plaza.

**Does the transponder have to be affixed to my car or can I hold it up as I go through the toll?**

The transponder must be affixed to the vehicle under all circumstances. When the transponder is not intended to be “read”, it must be stored in the foil bag that is provided with each transponder. The foil bag prevents the tag from being read as the vehicle goes through the toll plaza.

**How many transponders can an account have assigned to it?**

Private accounts can have up to four transponders assigned. Business accounts can have an unlimited number.

**What is the minimum pre-paid toll revenue dollars that must be deposited into each account?**

Private accounts, when initially opened, require \$30 for up to two transponders and \$60 for up to four transponders. Business accounts require a pre-paid toll revenue deposit of \$75 per transponder.

**Will there be cameras at the toll plazas?**

Yes. There will be cameras in toll lanes to photograph front and rear license plates of vehicles that utilize E-ZPass lanes without paying the toll. Violators will be required to pay an administrative fee of \$25.00 plus the toll fare.



This photo of two road striping paint trucks appears to have been taken around in 1964 in Concord. Current road striping operations by the NHDOT's Bureau of Traffic haven't changed that much, except that the carriage operators (gunners) now ride on the bed and not on the actual carriage. According to Traffic Bureau Administrator Bill Lambert, "the folks that started painting with that old equipment tell stories of starting the season with white overalls and ending up, if they were centerline gunners, with yellow overalls."

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