For over a century, the NH Department of Transportation and its employees have been there for the citizens of New Hampshire. From the early development of state highways, to the advancements of the Interstate and Turnpike Systems, transportation has spurred and supported tourism and economic growth, and helped make our state a great place to live, work, and visit.

Along the way, the NHDOT has earned the reputation as a national leader in winter maintenance operations, disaster recovery, innovations and efficiencies. Our mission has never wavered – “Transportation Excellence Enhancing the Quality of Life in New Hampshire.” Underlying our mission has always been the safety and mobility of our “customers.”

Now that mission is facing a challenge like never before. The funding foundation for the operation of the NHDOT, the State Highway Fund (motor vehicle registration fees and road toll a.k.a gas tax) is not performing at levels that come close to meeting the transportation needs of New Hampshire, and have not for nearly a decade. A funding system based upon fuel usage is clearly feeling the effects of more fuel efficient vehicles and fewer miles traveled. This downward trend has occurred as the costs of construction and essential supplies for maintenance operations, such as fuel, concrete, steel, liquid asphalt, are rising.

This structural operating deficit dating back several years will very soon make it impossible to maintain transportation services at levels our citizens have come to expect and appreciate. Dating back to 2005, the State has funded the Departments budget through temporary, “one- time,” unsustainable funding fixes.

Those short-term fixes have included:

- FY 2006-'07 Surplus from State Highway Fund
- FY 2008-'09 Bonding - $60M
- FY 2010-'11 Motor Vehicle Registration Surcharge - $90M
- I-95 Transfer - $50M
- FY 2012-'13 I-95 Transfer - $52M
- FY 2014-'15 I-95 Transfer - $28M; Spend down Highway Fund Surplus

At existing funding levels, the State Highway Fund is facing an operating deficit that will approach $50 million in July 2015 and escalate from there. To put it in perspective, the annual cost of the NHDOT’s winter maintenance operations is about $40 million. The typical operating budget is $130 million per year.

The NHDOT has responded to this growing fiscal crisis by reducing its workforce, improving efficiencies, deferring critical maintenance, and cutting back and consolidating its operations where possible. Our workforce of 1,650 employees is 339 (17%) fewer than in 1992 (1,980). Seven patrol facilities have been closed in recent years, with highway maintenance routes and responsibilities absorbed by other sheds. Budget reductions have resulted in cutbacks in such areas as paving, streetlights, bridge maintenance, tree cutting, mowing, equipment replacement, and paint striping operations.

It’s important to remember that a large portion of NHDOT funding goes directly to the private sector as part of an effective and efficient public-private approach to improving and maintaining transportation in New Hampshire. Approximately 60 cents out of every dollar – 60% of the winter plowing force, 70% of engineering services, and virtually 100% of major capital construction projects funding goes to private companies.

continued on back page

Commissioner Christopher D. Clement, Sr.
It’s one thing to hear about what the NHDOT does during meetings in a legislative conference room. It’s quite another to get an up close look at what’s going on every day across New Hampshire.

That was the idea behind a legislative bus trip on February 20th that gave about 20 members of the New Hampshire House of Representatives enlightening insights into the preservation and maintenance of the State’s highway system.

First stop out of Concord was the Northwood #604 Patrol Shed where Patrol Foreman David Almon explained to the lawmakers the responsibilities and challenges faced by his District 6 crew. Earlier that week, the #604 crew had been out plowing and treating roads for much of a 48 hour period.

The second stop was the Little Bay Bridge construction project in Dover-Newington, where a key bridge on the Spaulding Turnpike is being expanded from four to eight lanes to address traffic congestion.

Further down the road, the bus parked under New Hampshire’s number one “Red List” bridge, the Sarah Mildred Long lift bridge that carries the Route 1 Bypass between Portsmouth, New Hampshire and Kittery, Maine. Nearby a Bridge Maintenance crew was working to shore up the approach section on the New Hampshire side of the bridge to keep the aging structure’s current weight limit at 20 tons. Ironically, due to the current weight restriction, the bus carrying the lawmaker could not use the bridge to cross the Piscataqua River. Design work is under way to replace the 74-year old bridge.

“We’re asking them to approve a substantial bridge expense, and it’s good for them to get out to see what the bridge looks like and what we’re talking about.”

The $160 million price tag for a new Long Bridge is among the bigger costs in the State’s 10-Year Transportation Plan that in January went before the House Public Works Committee.

“As a committee, (we) decide what priorities we’re going to put on these projects, because there’s not enough money to go around to fund all of them,” Committee Chairman David Campbell told a WMUR TV reporter.

“It is one of the more expensive projects we’ve got out there, along with the Interstate 93 widening in the central part of the state, but we need to get this done,” said Rep. John Graham, of Bedford.

The final stop on the tour was the Portsmouth Naval Shipyard in Kittery, Maine, where top shipyard officials briefed the lawmakers on the military and economic importance of the facility, and the continued need for a rail connection via the Sarah Mildred Long Bridge to service the Shipyard.

The bus tour was sponsored by the New Hampshire Good Roads Association and Concord Coach.
Sue Dean-Jones wasn’t prepared for what she saw as she showed up for what she thought was going to be a normal workday on January 6, 2014.

“When I came in Monday morning, it was like… Surprise!”

That “surprise” was extensive water damage to parts of three floors at the NHDOT headquarters in Concord, resulting from a frozen pipe on a rooftop HVAC unit that burst over the weekend. The damage was initially reported by Assistant Commissioner Jeff Brillhart, who was stunned to see it raining in a first floor hallway on Sunday morning. In addition to the Finance Bureau, other areas impacted included the Public Works Bureau (second floor), and the Print Shop, Data Center, and Office of Stewardship and Compliance on the basement level.

Dean-Jones, a Supervisor in the Accounts Payable section of the Finance Bureau, and her co-workers quickly began the task of salvaging, drying out, and relocating.

“We just started packing. I was really impressed. DoIT (Department of Information Technology) staff were right there to lend a hand and move us. They were great.”

Affected employees were soon relocated to other parts of the building.

The response and recovery effort moved swiftly. Carpenters, electricians, and painters arrived from the Department of Administrative Services. Mechanical Services sent several employees to help with moving files, furniture, computers, and whatever else needed to be dried out. Saturated ceiling tiles and rugs were pulled, and electronic equipment was taken apart. Damaged sheetrock was cut away.

“It could have been a lot worse, and would have been if not responded to so quickly,” Patrick McKenna said. “As much as $650,000 in equipment was a risk.”

“Everyone worked really well together,” says DoIT administrator Gail Hambleton. “We managed to save a $350,000 piece of equipment.”

Sue Dean-Jones was back at her desk two and a half weeks later on January 22nd.

“What was uplifting was the immediate and extensive response by many to assess the damage, work to save what could be saved, and quickly begin drying out the damaged areas and equipment, and to work towards recovery,” Commissioner Chris Clement wrote in letters thanking those who played major roles in the recovery effort. “The positives attitudes, expertise, and skills of all involved in the challenging task made all the difference.”
In the fall of 2013, construction began on a three-year, $26.2 Million project to replace four red-listed bridges and rehabilitate another in and around Exit 4 on I-293. This section of the Turnpike is an important artery serving travelers while the interchange provides access to both the west and east sides of Manchester.

To provide room to replace the existing bridges while maintaining traffic flow, additional widening was required on I-293, starting on the west side. Instead of making this widening temporary, the design also provides permanent safety and design enhancements. It was a challenge to fit this widened roadway through this area because it is bounded on the east by the Merrimack River shoreline and on the west by existing structures including the City’s West Side Pump Station, the Econolodge Hotel and the supporting piers of the Queen City Bridge. This resulted in the need to construct several retaining walls.

The roadway currently carries 75,000 vehicles a day and is often congested due to insufficient lanes and shoulder widths to meet today’s design standards. Because this is a critical link in the regional highway system, one key component of the design plan was to maintain two lanes of through traffic in each direction to minimize disruption to the public.

This impact, two soundwalls will be constructed to reduce noise. Water quality issues from the addition of impervious roadway pavement area will be mitigated by a stormwater collection system to gather the surface drainage runoff and direct it into a series of treatment areas that will help clean the water before it is released into the river.

While this is primarily a bridge reconstruction project, permanent roadway safety and operational improvements will include widened shoulders to accommodate breakdowns, and a third lane beginning south of the existing pedestrian bridge and extending through the Exit 4 interchange. This improves safety by providing another lane to better handle merging and diverging traffic movements. A larger culvert will be installed under the Turnpike to better accommodate the drainage needs as well.

Construction work will extend through 2016 as the project progresses from west to east. There will be times when traffic will be impacted and ramps closed to allow for continued work. This will be particularly true of the Exit 4 northbound on-ramp, which will be closed for several months towards the end of the project to facilitate its rehabilitation, at which point traffic will be directed to use Second Street to access the Exit 5 northbound on-ramp. NHDOT and the contractor, Severino Trucking, Inc. of Candia NH are committed to keeping the public informed of anticipated travel inconveniences as much as possible. This project was designed by CLD Consulting Engineers, Inc. of Manchester NH.

Authored by Christopher R. Bean, President, CLD, Noted by Keith Cota, Chief Project Manager, NHDOT and Tim Chapman, Resident Engineer, NHDOT.

I-293 Millyard Bridges Project Underway in Manchester

$26 Million Dollar Project Replacing Four “Red List Bridges”
Fender System Does the Job - Protects Bridge Pier

Just a few months after a fender system was installed on the new Memorial Bridge to protect piers next to the shipping channel, the system was put to a major test. Fortunately, it passed the test and did its job.

In the early morning hours of March 7th, the outgoing tanker ship Seapride veered and struck the fenders protecting the bridge’s pier 3 on the Maine side of the lift bridge opening. The protective panels on the pier successfully absorbed the hit from the 30,000 gross ton vessel.

One of the panels was ripped off. The following day it was located on the bottom of the Piscataqua River by a diver, floated to the surface with airbags, and lifted by a crane onto a barge.

Inspections revealed no damage to the structure of the new bridge. The former Memorial Bridge experienced only one similar incident in its 90-year history, when a docked submarine broke free from the nearby Portsmouth Naval Shipyard.

The States of New Hampshire and Maine, which co-own the Memorial Bridge, are pursuing restitution from the Seapride’s owner for the costs to repair the fender system damage.

US 4 Bridge Replacement Project in Lebanon, NH – Hartford, VT

Demolition work continues on the old US Route 4 bridge over the Connecticut River between Lebanon, NH and Hartford, VT. During the week of March 10th, the center span of the bridge was removed and floated out on a barge. The 390-foot long bridge was built in 1936 and rebuilt in 1976. It was closed to traffic in December 2009. Since then, traffic has been crossing the river on a “temporary” bridge. A new steel and concrete deck bridge will be built on the same alignment. The completion date for the $10.7 million project is June 2016.
The Granite State isn’t exactly a rail mecca, so it’s understandable that people are a little surprised when they hear SEA member John Robinson’s job title: railroad safety inspector and investigator.

“People’s reaction is usually that it must be an easy job,” Robinson said.

It might seem that way, until you realize how much territory Robinson must cover.

“What I didn’t realize when I filled out the application was that I was applying for the position, not a position,” Robinson said. “The territory is the entire state.”

Robinson’s position is part of the Department of Transportation’s Bureau of Rail and Transit. He’s been there since 2000, when his predecessor left, but he’d worked for the DOT for several years at that point.

“I worked in Turnpikes for two years and was perusing the job postings looking for a patrol foreman job when I saw this job,” he said. “I thought it was something I could do. I worked in the rail industry from just out of high school until 1997.”

The Nashua native worked for the Metro-North in New York before coming back to New Hampshire in 1997. He said he’s been around the railroads his whole life.

His day-to-day job is fairly straightforward: he inspects railroad tracks for safety, mostly around roads and bridges and is federally certified to do so. He said his job also involves some work with locomotives, train cars, signals and hazardous material transport.

“I spend most of my days out on the railroad tracks, except this time of year, when we do a lot of inventory projects,” he said. “There’s not as much activity in winter.”

Occasionally, as happened last week in Nashua, there’s an accident that he must respond to. In that case, a 100-ton locomotive went off the tracks on Main Street in downtown Nashua.

“These don’t happen too often, but this time of year some of the lesser-used tracks get ice building around the roadways,” Robinson said. “It’s not completely uncommon, but fortunately most of the trains tend to run at lower speeds so when they do come off, it’s minimal damage.”

Robinson said the initial report he received was that the locomotive was blocking all of Main Street, but it turned out not to be the case. Eventually, the owner of the locomotive brought in a crane to lift it back on the tracks. Robinson said the most common type of accident he must deal with are those involving cars and trains.

“We have a real problem with complacency,” he said, because people aren’t used to seeing trains at the crossings. “My biggest challenge is to keep people educated. It just takes a second to look, and it could save your life.”

Robinson said rail has seen a bit of a resurgence here in New Hampshire with the Downeaster running out on the Seacoast, and talk about establishing a line into Boston.

“There’s been talk of development of the Capitol Corridor, with service from Boston,” he said. “That’s been rekindled and the study group has been reauthorized. It’s exciting, something different.”
January 15 1979: I can remember the first day I started with the state. It was in January and it was cold. I worked for Materials and Research as a laborer, and we were going out of town to Littleton for the week. The next day I can remember the temperature on the Littleton bank. The reading was 27 below zero. I was working on a core drill rig that needed water to run the drill rods. We had to pump water out of a truck water tank. There was ice on everything, even us. We didn’t get wet, because it froze before it soaked through your coat. I worked for the lab for about a month, and then there was an opening in the truck shop. It was inside and a two-labor grade step up. Easy decision to make, and that was the start of my career for Mechanical Services. I worked as a laborer from 1979 to 1984, changing truck tires, wiring new trucks, and helping the mechanics working on plow trucks.

From 1984 to 1993, I was a Heavy Equipment Mechanic. Our trucks were gas engines and required frequent tune-ups, plug wires, carburetor work, and exhaust systems. These gas engines maybe got about 2 to 4 miles per gallon of gas while plowing.

During this time, our fleet was being updated to all diesel engine trucks and equipped with air brakes. This was a huge improvement on the durability and the way our equipment would be serviced and repaired. Diesel engines did not need as many tune ups, and did not need spark plugs. Fuel economy was up to about 6 miles per gallon and they had more power.

It did bring a different approach to the knowledge of the repairs that we needed to learn about - high-pressure fuel pumps, fuel injectors testing, and timing. We had a week of hands-on training sponsored by one of the engine manufacturers that I got to go to. We had to rebuild an engine that was in pieces and make it run. We did get it to run and learned a lot on it.

From 1993 to present, I have been the Foreman in the truck shop. This position supervises eight mechanics. The early 1990’s saw another change in our equipment. We started seeing more computer-controlled vehicles running the engines. This also increased fuel economy while increasing engine power. It also created another learning curve for us as mechanics. Learning about electronics and computers in vehicles required the use of laptops and programs to diagnose engine codes. This was a change, from being a mechanic to now learning how to run computers. Also during this time, our Bureau started a fleet inventory-maintenance program. We started this program in the fall of 1997. This was far superior from what we had before. We previously couldn’t track repair cost on vehicles. Repairs were recorded on paper files, it took forever to look up vehicle history, and just wasn’t accurate. It was another learning time for us on how we were doing our job. We all got desktop computers and started doing all our time entries on the computers. No more paper time sheets, as all our repair work orders were done on our computers. We could look up repairs easier. We could share information between other satellite garages. We were able to get on line and download repair information from dealerships.

The past few years we have seen technology changing again. We have computers that run our salt spreader systems that can count the pounds per lane mile of salt to spread saving money and the environment. We have GPS systems capable of seeing data of what the truck is doing while working. Trucks and equipment have come a long way since I first started here. Equipment is so much easier to operate. Electronics have come a long way and have made a difference on the longevity running of all vehicles. What the future will bring for us is going to be interesting.

In 2006, we were able to move into a new garage complex. This was going from a three-door shop, where at times we had to take front tires off trucks so we would have clearance to bring in a vehicle. With only three doors, if one person was working on a vehicle it could block off two bays. It was challenging. Our new complex has doors in every bay, plenty of overhead room to raise a dump body in the air, and portable lifts that will lift any truck we have. No more rolling on the ground to work underneath a truck.

35 YEARS IN THE TRUCK SHOP
At Mechanical Services

Editor’s Note: Except for a brief stop at Materials & Research, Dana Parker has spent his entire 35 year NHDOT career in the Truck Shop at the Mechanical Services Bureau. There he worked his way up from a laborer to the Foreman, a position he has held for 21 years. In his own words, Dana recalls his service and the progress in his workplace.
NH DOT Innovations, Efficiencies, and Cost Savings

Editor’s note: The list is long and Commissioner Chris Clement has been more than willing to share the many ways the NH DOT has been using innovative approaches to save money while increasing operational efficiencies. The following is a sampling of the approaches the Commissioner has been highlighting at public presentations.

**Highway Maintenance**
1. Wood furnaces in 21 patrol sheds - actual oil use reduction of 75% saving $132,500 per year.
2. Discontinuance of approximately 362 streetlights with a total final target of approx. 1,200 (assume $400/yr. = $144,000 for FY 13, $480,000 at project completion).
3. Statewide salt spreader calibration (assume 10% savings of approx. $1,000,000/yr.).
4. Installation of flexible plow blades (Joma) and testing of alternatives (due to increased wear savings of approx. $100,000/yr. plus reduced injuries).
5. Reused over 20,000 tons of RAP (recycled asphalt pavement) in roadway rehabilitation projects as well as 10,000 cubic yards of recycled road bed material (savings assumed at $10/cy or ton would result in $300,000 savings).

**Bridge Maintenance**
1. Purchasing portable traffic signal equipment (as opposed to leasing) – cost savings estimated to be $47,000 per year.
2. Purchasing concrete pumper equipment (as opposed to leasing) – cost savings estimated to be $22,500 per year.

**Traffic**
1. Reducing the use of traffic cones when striping low volume roads – cost savings estimated to be $60,000 per year.
2. Eliminating 21 of 27 temporary seasonal pavement marking employees reducing costs by about $250,000. Currently experienced highway maintainers who plow snow in the winter supplement the pavement marking crews in the summer.
3. Utilizing LED bulbs in place of incandescent bulbs for traffic signals – energy cost savings estimated to be $170,000 per year.
4. Reusing faded highway signs (by stripping off the old paint and reapplying new paint) – cost savings estimated to be $23,000 per year.

**Turnpikes**
1. Implementation of Lean Staffing in Toll Operations saved $2 M in FY13 in toll personnel costs as compared to FY11 (base year).
2. Instituting various energy reduction initiatives that have resulted in a 22% decrease in energy use (as compared to 2005 baseline) resulting in a savings of $180,000 in FY13
3. Refunding of the 2002 and 2003 series bonds keeping the same term but lowering the interest rate ($107.5 M in total bonds refunded) saved a total of $14.8 M in interest payments over an 11-year period or an annualized savings of $1.35 M per year.

**Mechanical Services**
1. Installation of waste oil furnaces at 4 satellite garages. The direct saving is $13,000 annually in reduction in purchasing heating oil.
2. Dump body redesign- Utilizing harder steel that eliminates cross-members as well as the utilization of stainless steel in critical corrosion points is estimated to save $700 per truck by eliminating the need to rebuild corner posts and underbody corrosion.
At age 55, Gary Mailhot (Materials & Research) is a hockey champion. The Engineering Technician III in the Pavement Management Section (pictured front row center) was the player, coach, and manager of a 50 and over team that won its division at an annual pond hockey tournament held in January at White Park in Concord.

**How long have you been playing hockey?**

I’ve been skating since I was about 4 years old. My parents live very close to White Park and would take me skating quite often. I played youth hockey in Concord and at Concord High. I have played in numerous competitive and recreational leagues throughout my adult life and currently play year round.

**Pond hockey tournaments are surging in popularity in New Hampshire. Why is that?**

Foremost, pond hockey tournaments are charity events that are fun. For example, the Black Ice Pond Hockey Tournament proceeds will create and maintain outdoor neighborhood skating areas throughout the city of Concord and eventually will be used to build a new skate house at White Park. The appeal is the nostalgia of childhood days, playing outside in the fresh air and sunlight. Hockey was meant to be played on natural ice with friends on a cold winter day.

**How do pond hockey games differ from conventional hockey games?**

There are fewer players in a pond hockey game; each team has 4 players on a side with no goalie. The rink is smaller in dimension, 60’ wide by 120’ long as compared to an indoor rink that is 100’ wide by 200’ long. The pond hockey goals are 6 ft wide, 6 inches tall and have a 1 foot slot on each side of the front of the net where the puck must enter to be scored. The game consists of 2 fifteen minute halves that are running time with a 5 minute break between halves. There are no referees.

**How serious about winning are the teams that compete?**

It varies greatly. Some teams are there just for the fun of it, some teams are very serious about winning it all, and then there are those teams that fall somewhere in the middle.

**Describe the quality of play in the 50+ Division? What has made your team successful?**

The overall quality of play is good and the quality of the Sunday playoff games can be great. We have players that respect the game, the opponents and their teammates. Our team skates hard and works hard to execute plays that give us the best chance to win. When the game has ended, win or lose, no one is disappointed in themselves or the team’s effort.

**How would you characterize the mix of players on the “White Park Hockey Team”?**

We have former high school, college and minor league players who still play in competitive or recreational leagues. I grew up with some of the players either in the same neighborhood or met them at some time in Concord. An example of the “mix” is the two players added this year; one is a lifetime recreational player and the other played for Northeastern (Division I).

**Hockey is a physically demanding sport. How long do you plan to keep playing?**

My current goal is to hopefully play for another ten years in tournaments. I also coach and manage the team and, since all aspects of the tournament are enjoyable, I would not be disappointed if I was relegated to attending pond hockey tournaments in a social non-player capacity.

For the love of the game
Major Work Continuing in 2014 Along Salem to Manchester Corridor

Major progress continues to be made on one of the most ambitious construction projects ever undertaken by the New Hampshire Department of Transportation – the rebuilding and widening of a 20-mile segment of Interstate 93 between the Massachusetts state line in Salem and Manchester.

According to the project website (www.rebuildingi93.com), “the overall goal of the project is simple: to make the I-93 corridor safer and to improve mobility.”

Here’s an update of the $769 million project, as provided by I-93 project manager Pete Stamnas:

Project Status:
Design: Final Design continues to advance. The entire corridor has been developed to approximately 85% completion.

Right of Way: Acquisition of 398 parcels are required; 311 are complete ($88 M expended to date), and 87 are in process.

Construction: Construction is prioritized to address Red List bridges, safety, and capacity. The prioritized sections include the 6-mile segment from Exit 1 (Salem) to Exit 3 (Windham), and the Exit 5 interchange (Londonderry). The prioritized section has 19 Red List bridges. Construction projects underway will remove all Red List bridges from service by 2015.

Items to Note:
1. $328 M in construction projects are active or complete. This is 60% of the total construction effort of $584 M.
2. Construction of mainline priority projects will be completed in 2016.
3. 18 of the original 19 Red List bridges have been removed from service in the last five years.
4. Construction of the capacity improvements (northern segment) is scheduled to begin in the spring of 2015 and will be complete in 2020. The total construction cost to complete the final phase of the I-93 project is approximately $250 M.
5. The corridor is being constructed to accommodate the full 8 lane layout. 6 travel lanes will be paved and operated until chloride impairments in 4 streams are adequately addressed. The chloride impairments are mostly related to salt used on the roads during winter maintenance operations. The NHDOT is working with the NH Department of Environmental Services to find a resolution that will allow 8 lanes to be paved and operated.
Awards

New Memorial Bridge and Hooksett ORT Receive National Awards

An innovative lift bridge and New Hampshire’s second highway speed Open Road Tolling (ORT) facility have received 2014 Engineering Excellence Awards from the American Council of Engineers (ACEC).

The “Portsmouth Memorial Bridge Replacement” and the “Hooksett ORT Toll Plaza Conversion Project” each received an ACEC “National Recognition Award.” The awards “demonstrate exceptional achievement in engineering.”

Both the Hooksett ORT project and the Memorial Bridge project presented engineering challenges and were constructed and completed on very aggressive schedules. The Hooksett ORT lanes opened weeks ahead of schedule on May 29, 2013. The Memorial Bridge project was completed in just over a year and a half and the bridge opened to traffic on August 8, 2013.

The NHDOT and the engineering firms involved with each project will be recognized at an April 29th awards ceremony in Washington, D.C.

Mike Gilligan’s “Extraordinary Service” Contributions to NHDOT Operations

They were separate challenges that were negatively affecting business at the New Hampshire Department of Transportation. One was a labor intensive and time-consuming process that involved entering supplemental job descriptions (SJDS). The other was a security threat to credit card transactions for the oversized/overweight trucking permits.

Enter Michael Gilligan, a Systems Development Specialist IV (DoIT) who works at the NHDOT, and who took it upon himself to address both problems.

The results: Mike developed a “Rich Text Conversion” tool that resulted in a download to five minutes from the previous 20 minute entry time for SJDS. Mike Gilligan’s improved process design not only saved 473 work hours and almost $18,000 for the NHDOT, it is now being used statewide. Potential direct labor savings for 17,867 positions could be more than $140,000.

Mike Gilligan’s solution for the security vulnerability for the Overhaul program makes use of an encryption process to prevent the authentication from being reproduced by an attacker, and thus eliminate the security vulnerability. The cost to a consultant to correct this issue would have been about $15,000.

For his efforts, Michael Gilligan was recognized with two “Extraordinary Service Awards” by Governor Maggie Hassan and the NH Executive Council, for his “initiative, creativity and resourcefulness in resolving a time-sensitive issue on the Overhaul program, along with his creation of a web-based tool eliminating time consuming processes has proved that his efforts and accomplishments improved government efficiency and cost savings.”
District 3 employees surprised Terry Mason with a retirement dinner on January 23rd in Ossipee. The Highway Maintainer 3 received a glass plaque from the #301 crew. Terry had over 32 years with the NHDOT all with Patrol Shed 301. He drove a hired truck before that for four years in the 301 section. “Terry will be missed as he has been a valuable asset to the department.”

District 1 Assistant Highway Patrol Foreman Mark Lavoie (#124 – Butterhill) gave State Senator Jeff Woodbury (right) a firsthand look at plowing snow through Franconia Notch in a January storm. Senator Woodburn also visited with the Butterhill crew and had plenty of questions about winter maintenance operations.

Shaun Flynn has marked 30 years of State Service with the NHDOT, all in the Bureau of Construction. His first project as a contract administrator was overseeing the widening of South Willow Street in Manchester. Shaun was promoted to a Civil Engineer IV in 1992 and to the position of District Construction Engineer in 2004.

Patrick Herlihy, Director of Aeronautics, Rail and Transit, was recently congratulated by Governor Hassan for 30 years of State service. Patrick began with the State of New Hampshire as a Field Representative for NH Civil Defense Agency (now Homeland Security). He spent 18 years with the Office of State Planning before moving to the Department of Health and Humans Services, where he was Director of Homeless and Housing Services. He also served as Transportation Coordinator for DHHS for five years, and has been with the NHDOT as a Director since 2012.

Deputy Commissioner Mike Pillsbury retired from state service on February 28th after nearly 30 years with the NHDOT. Mike’s DOT career included positions in Construction, Municipal Highways, and Engineering Audit. He also served as Assistant Engineer in District 4 and Administrator of Highway Maintenance before joining the Front Office as Assistant Director of Operations. He has been Deputy Commissioner since 2010. “DOT is a great place to work,” Mike says. The people continue to be its greatest asset. They continuously serve the public professionally, selflessly and with great enthusiasm. It has been an honor to be counted with them.”

It was fitting that the cake presented to Bill Peterson on his last day (1-24-14) of work at the NHDOT looked like pavement with yellow and white lines. Bill spent almost all of his nearly 34 years with the Department in the Traffic Bureau, working mainly in pavement marking.

Joe Shoemaker has been on the job as the new Administrator of the Human Resources Bureau since January. Joe has over 17 years of human resources and operations experience in the private sector. He said his new position in the public sector has a lot in common with his previous HR positions in manufacturing, calling it a “good and exciting fit.”

Jim Driver (District 6) retired on January 23rd after 15 years of State service. Jim was District 6’s Driveway Technician (Issuing Driveway Permits) for four years prior. People found it interesting that Mr. Driver from the NHDOT was on his way to inspect their Driveway issue.
## Service Awards (2nd Quarter)

### 10 Years:
- Donald Burnham - District 3
- Michael Newton - Mechanical Services
- Susan Page - Traffic
- Timothy Libby - District 6

### 15 Years:
- Brian Thompson - District 1
- Dale Purdy - District 5
- Douglas Holmes - Highway Design
- Joseph Blair - Materials & Research
- Joseph Derochemont - Bridge Maintenance
- Michael Perkins - Turnpikes
- Murray Howlett - Mechanical Services
- Robert Abbott - District 5
- Thomas Parker - District 1
- Timothy Boodey - Bridge Maintenance

### 20 Years:
- Anthony Bokousky - Turnpikes
- Brian Easler - Highway Design
- David Labrecque - District 1
- Denise Markow - Traffic
- Leo Rondeau - District 1
- Robert Lowe - Traffic
- Robert Talon - Right-Of-Way
- Tammy Towle - District 1

### 25 Years:
- Conrad Skov - Construction
- David Nylen - Traffic
- David Parker - Bridge Maintenance
- Dean Wilson - Construction
- Karen Cummings - Turnpikes
- Kristine Havey - Traffic
- Mark Commerford - Construction
- Michael Dugas - Highway Design

### 30 Years:
- Robert Kibbie - District 2
- Shawn Chretien - District 5
- Steven Cavadini - Highway Design
- Terry Place - Traffic
- Timothy MacKenzie - Highway Design

### 35 Years:
- Arthur Laro - Mechanical Services
- Charles Davis - Construction
- Charles Schmidt - Right-Of-Way
- Daniel York - Mechanical Services
- Kenneth Morrison - Bridge Design
- Lawrence Keniston - Rail & Transit
- Mark Caesar - Construction
- Patrick Herlihy – Aeronautics, Rail & Transit
- Paul Metcalf - Construction
- Robert Juliano - Bridge Design
- Shaun Flynn - Construction
- Shawn Murphy - Construction
- Stephen Lebaron - Highway Design
- Theodore Kitsis - Construction
- Timothy Chapman - Construction
- Wayne Brooks - Highway Design
- William Caswell - Highway Design

### 40 Years:
- Gregory Dow - District 6
- Mark Morrill - District 3
- Robert Vorce - District 4
- Thomas Ballou - District 4
- Timothy Landry - District 3

### 40 Years:
- James Hersey - Construction
I am writing to let you know that I had a flat tire on February 3rd at 12 noon on I-93 northbound. Charles Davis, H-124 Bureau of Construction, pulled over and blocked the breakdown lane to insure some safety. He also called AAA who came and changed my tire. I am so appreciative of the help Mr. Davis provided. I would have been towed or stranded had Mr. Davis not stopped. My jack and lug wrench were defective so I was in a bad situation. Mr. Davis would not accept any gratuity or lunch. Please thank Mr. Davis. I am grateful to the Bureau of Construction for allowing its employees to help stranded motorists.

Arthur Dodge
Marblehead, Mass.

Submitted to the NHDOT Facebook Page....

“To the kind gentleman who stopped on Route 4 in Northwood to help change my tire... Thank You! It's definitely not enough, but know that I genuinely appreciate your willingness to help a stranger on the side of the road. Have an amazing day wherever you are!!”

January 3, 2014
I just wanted to thank your people for the excellent job they have done on these roads during this past storm. I'm sure this has not been an easy job due to the temperatures. I have heard that because it so cold that the salt does not work but somehow these roads have been drivable. Thank you again to all those folks that work so hard to keep us all safe.

Deborah Farinella
NH Highway Safety Agency

Please tell the road crews who have been working these storms this winter that they do a great job and we are very grateful for the dedication. Thank you from me to all of you. It has been a tough February, but all provided us with the stuff to get our roads under control. Thanks guys you did good! :)

Elizabeth Meyerhoefe

Yesterday afternoon (March 24) I was trying to dig out around my post box on Route 109. (My plowman only has a small pickup with plow which is not able to handle the mountainous banks along the main road.) And as I was shoveling, an enormous DOT tractor with a front bucket came down the road. The driver stopped and said he could “do that”, and in three minutes he pushed back the banks and opened up space. Then with a wave, and before I could ask his name, he continued down the road to, I assume, the sheds in Moultonborough. He didn’t have to stop, but he did; a kind and generous act which I greatly appreciated.

Ann Burghardt
Center Sandwich

Editor's note: The bucket loader operator was Highway Maintainer Tim Hubley, who works in District 3’s 305 Moultonborough Shed. According to Assistant District Engineer Susan Soucie, “Tim has been employed with the NHDOT since 1997 and is a great asset to District 3.”
Commissioner’s Corner

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Despite the Department’s best efforts, the condition of New Hampshire’s highway system is slipping – a situation most apparent in the State’s secondary roads. Annual paving, which should average 500 miles a year to adequately maintain the highway system, totaled only 320 miles in 2013. At best, we are working hard to keep the number of “Red List” bridges from growing.

Make no mistake, the NHDOT is looking to fund current service levels, not expand programs or add new staff. The one-time funding fixes are gone. What is needed is a sustainable funding source to address the approaching funding gap, and provide for essential services for the residents and visitors to the State of New Hampshire. Given the potential shortages, critical transportation functions such as snowplowing, pavement marking, traffic operations, and emergency response may be significantly reduced.

The dedicated employees of the New Hampshire Department of Transportation are “can do” people with “can do” attitudes. We remain dedicated to our mission and are committed to serving the citizens of New Hampshire. However, the public should know that staff and services will be reduced by one-third if the funding gap becomes a reality.

Governor Hassan Highlights Local Bridge Needs

Governor Maggie Hassan leans over to get a better look at the Hillside Avenue Bridge over Dead River in Berlin during an April 2nd North Country stop, as Commissioner Clement looks on. The Governor cited the 83-year old concrete and steel bridge as an example of a near “Red List” local bridge that could be replaced years sooner than planned with additional transportation funding.

Cover photo - A NHDOT Bridge Maintenance crew spent several weeks installing support steel at various piers under the Sarah Long Bridge in Portsmouth in order to retain the bridge’s 20-ton load restriction. Bridge Maintenance completes an average of 70 major projects each year that restore bridge capacity and integrity.