

Committed to
Excellence, Safety,
Innovation, and
the Future...

ON THE MOVE

“Driving Toward Zero” Coalition Launches Highway Safety Campaign

Using Engineering, Enforcement and Education to Eliminate Fatalities

“It sounds like a tall order, but there’s a new state program in New Hampshire that’s aimed at reducing the number of fatalities and severe injuries on roads to zero.”

So began the Associated Press article on the launching of the “Driving Toward Zero” campaign that is focusing on several areas of emphasis for improvement, including speeding, impaired and distracted driving, motorcycle safety, teen and older drivers, and vehicle occupant protection.

“While zero deaths on New Hampshire’s highways may seem like an unreachable goal, we can all agree that even one fatality is one too many, and that zero is the only number we can live with,” NHDOT Commissioner Chris Clement said at a June 28 news conference held at DOT headquarters in Concord.

The Commissioner was joined at the event by members of the Driving Toward Zero coalition, who pledge their support to the highway safety initiative.

“We’re studying these crashes,” said NH State Police Colonel Robert Quinn. “We’re looking at a data-driven approach to where these accidents happen and why, and what we can do to prevent it. It may be working with the Department of Transportation on a road design or an intersection.”



Commissioner Clement told those attending the news conference that “the current levels of deaths and injuries on New Hampshire highways are unacceptable, and each of us must do everything we can to make a difference.”

The numbers are moving in the right direction. According to the NH Highway Safety Agency, 90 people died in highway deaths in the state in 2011, the lowest number in 50 years.

“Eighty percent who were killed were not wearing seat belts. That’s an area right there where the public can help us,” said NH Department of Safety Commissioner John Barthelmes.

The underlying challenge is to change the “culture of driving” in New Hampshire to one that focuses on safety.

“We have to commit to not texting while driving. We need to commit to driving at a proper speed and a proper manner of operation,” said Chris Pope, Director of the NH Office of Emergency Management.

Driving Toward Zero is an outgrowth of the state’s Strategic Highway Safety Plan for 2012 to 2016. While the ultimate goal is zero fatalities and injuries, a stated goal in the Highway Safety Plan is a 50 percent reduction in highway deaths and serious injuries by 2030. Check out the Driving Toward Zero website at www.nhdtz.com

Cover Photo – Heavy construction equipment in use at the US Route 3 bridge replacement project over the Spaulding Turnpike in Bedford.

Governor:

John H. Lynch

Commissioner :

Christopher D. Clement, Sr.

On the Move Editor:

Bill Boynton

Layout and Design:

L.J. Place



www.nh.gov/dot

ON THE MOVE

New Hampshire Department of Transportation Newsletter



Summer 2012



IN THIS ISSUE:

- District 4 Rebuilds Storm Damaged Roads pg 3
- TV Stories Highlight Challenging DOT Jobs pg 4
- Results of the 2012 Safety Plow Rallypg 6-7
- The NHDOT's "Balanced Scorecard"pg 8-11
- "Driving Towards Zero" pg 20

Commissioner's Corner

Making the Case for Investing in Transportation

"Our unity as a nation is sustained by free communication of thought and by easy transportation of people and goods."

- President Dwight Eisenhower (2/22/1955)

As Commander of the Allied Forces in World War II, General Dwight Eisenhower knew the value of a highly efficient transportation system in moving armies. A decade later President Eisenhower would be the driving force behind the "National System of Interstate and Defense Highways", establishing the Interstate Highway System.

Often hailed as "the greatest public works project in history", the building of America's interstates had broad public support and changed the face of this country forever. The 47,000 miles of interstate highways have connected the states by making individual and commercial movement much quicker and easier.

As the demands on today's aging highway system continue to grow, so do the costs of maintaining and improving it. In fact, the disparities between the nation's and New Hampshire's transportation needs and the ability to meet those needs have never been greater.

According to the publication "Are We There Yet?" by the Miller Center at the University of Virginia, the "can-do" spirit that has driven America's transportation policy for much of its history has been replaced by two conflicting struggles: the need to invest in a transportation system against the nation's short and long-term financial problems.

The challenge is illustrated by the contradictions in public opinion. Polls show as high as 80 percent of those surveyed recognizing the need to invest in transportation, but over 70 percent also opposing an increase in the gas tax to support that investment. This has only added to ongoing stalemates at the state and national levels regarding how much transportation spending is needed and how it should be invested.

Essential to making the case for additional investments in transportation are demonstrating the needs to be addressed and having the credibility with the public and decision-makers that you can respond to those needs.



I strongly believe the NH Department of Transportation has earned that credibility with a record of efficiently and effectively utilizing taxpayer's dollars in the ongoing maintenance and improvement of New Hampshire's transportation system. The rapid rebuilding of roads damaged by flooding in Cheshire County by NHDOT forces is just the latest example of what we can do.

According to a 2011 report by the American Society of Civil Engineers, "the nation's deteriorating surface transportation infrastructure will cost the American economy more than 876,000 jobs, and suppress the growth of the country's Gross Domestic Product by \$897 billion" by the end of this decade. The report found that in 2010, deficiencies in America's roads, bridges, and transit systems cost American households and businesses roughly \$130 billion, including approximately \$97 billion in vehicle operating costs, \$32 billion in delays in travel time, \$1.2 billion in safety costs, and \$590 million in environmental costs.

Recognizing and advocating for investment in transportation is in everyone's interest, from business people looking to transport their products, to commuters heading to work, to the many visitors to the Granite State, to the parents who drop their children off at the bus stop.

Increasing the investment in New Hampshire's highway and bridge system is not something that can be delayed any longer. The costs of doing nothing to the economy and our quality of life are too great. Getting citizens and policymakers to recognize and respond to this growing crisis is a mission we all need to commit ourselves to.

A handwritten signature in black ink that reads "C. D. Clement". The signature is stylized and cursive.

Commissioner Christopher D. Clement, Sr.

Charlie Hood was the Calm Voice on the Stormy Subject of Traffic Noise

Environment Bureau Administrator Retires After Four Decades With the NHDOT



Charlie Hood didn't set out to become an Administrator and an expert on all things related to transportation and the environment when he joined the State Highway Department in October of 1972. In

fact his college degree from UNH was in forestry. Prior to joining the Department he worked two years at a paper company in Brattleboro, Vermont.

Charlie spent his nearly 40-year career with the NHDOT in what is now called the Bureau of Environment, working on a whole range of environmental issues associated with transportation projects. He earned the respect of colleagues by his extensive knowledge of environmental matters on everything from State and Federal environmental policies to wetlands impact and cultural resources.

One area in particular that eventually became Charlie Hood's passion was highway traffic and noise abatement. As he acknowledged on his last day of work in late May, "Over the years noise became my niche."

As New Hampshire has grown over the past four decades, so have businesses, housing developments, and traffic volumes, often creating angst and consternation among those living near major highways. Traffic noise can be a very emotional issue when it involves your home and your quality of life.

Many residents turned to Charlie Hood in search of relief. While he could not always help them with a sound wall or berm due to policy guidelines and financial restraints, it would be hard to find anyone who said they weren't treated right in their dealings with Charlie.

This often meant going to neighborhoods, taking sound measurements, and listening to the concerns of young parents and retirees in search of relief.

"I just tried to work with people and put myself in their shoes," Charlie said. "If you treat people nicely and try to work with them, they are more willing to understand and accept where you're coming from."

In some cases, where expensive fixes were not warranted, Charlie said efforts were made by the Department to at least help some.

"We often tried to do something," Charlie said. "That might be something as little as shrubs or a fence."

But more than sound walls, it was Charlie Hood's calm demeanor and credibility in conveying the facts that won him respect and even fans.

Charlie Hood retired as the fifth longest serving DOT employee. His plans include canoeing and bicycling with his wife, and taking a train trip from Montreal to Toronto.

"It all went by really fast. All of a sudden it was the end of a career. I'll miss working with everybody. It was fun."



Charlie Hood checks out a sound wall construction project in September of 2009.

Personnel Updates

New Hires:

Jeffrey Chancey - Highway Maintainer I, Dist. 5, Crew 10
Sheila Charles - Environmentalist III, Environment
Brady Eastes - Highway Maintainer I, District 4, Crew 8
James Hoyt - Highway Maintainer II, District 2, Crew 10
Thomas Hughes - Right Of Way Appraiser II, ROW
Justin Keyes - Highway Maintainer I, District 2, Crew 7
Ross King - Highway Maintainer I, District 5, Crew 25
Keith Madden - Right Of Way Appraiser III, ROW
Francis Maguy - Highway Maintainer II, District 4, Crew 14
Brian Rondeau - Highway Maintainer II, District 5, Crew 6
Daniel Steagald - Highway Maintainer II, Dist. 5, Crew 14
Christopher Stearns - Hwy Maintainer I, Dist. 2, Crew 7
Robert Tombarelli - Electrician Supervisor II, Bridge Maint-Portsmouth
Robert Weir - Engineering Technician IV, Construction

Promotions:

Arlene Allen - Supervisor VII, Commissioners Office
Margarete Baldwin - Civil Engineer IV, Highway Design
George Beaudette - Hwy Maintainer III, Dist. 5, Crew 27
John Brady - Construction Foreman, District 3, Crew 3
Troy Campbell - Highway Maintainer III, Dist. 5, Crew 11
Scott Carlson - Engineering Technician V, Construction
Courtney Collins - Financial Analyst, Finance & Contracts
Sheena Connolly - Systems Dev Spec IV, Traffic TMC
Luc Couture - Engineering Tech V, Construction
Ronald Dionne - Bridge Construction Foreman, Bridge Maint-Allenstown
Donald Emerson - Geological Exploration Tech II, Material & Research
Justin Frost - Carriage Operator, Traffic Pave Marking
George Gray - Hwy Maintainer III, Dist. 1, Crew 25
Larry Hacker - Hwy Maintainer III, Dist. 3, Crew 25
Benjamin Hall - Landscaping Spec, Construction
Barbara Hinerth - Right of Way Abstractor, ROW
William Janelle - Director of Operations, Commissioners Office
Nicholas King - Tran Mgmt Comm Spec II, Traffic TMC
Scott Magoon - Asst Hwy Patrol Foreman, Dist. 5, Crew 5
Kevin Nyhan - Coord Environ Impact Eval, Environment

Frederick Oberst - Engineering Tech V, Construction
David Rodrigue - Assist. Director of Operations Commissioners Office
Carl Ruel - Construction Foreman, District 1, Crew 3

Retirees:

Robert Alvey - Hwy Patrol Foreman, District 2, Crew 5 (31)
Michael Carey - District Supv Highway Signing, Traffic Dist Sign Crews (25)
Charles Hood - Administrator III, Environment (39)
Steven Huckins - Hwy Patrol Foreman, Dist. 4, Crew 11(34)
Gary Kitson - Bridge Construction Foreman, Bridge Maint-Allenstown (30)
Douglas Noyes - Hwy Maintainer III, District 3, Crew 24 (25)
Robert Reinhard - Asst Hwy Patrol Foreman, Dist. 1, Crew 25 (35)
Stephen Trottier - Hwy Maintainer II, Dist. 6, Crew 2 (30)
Diane Tvelia - Toll Attendant II, Tpk-Hampton Main Toll (25)



Lyle "Butch" Knowlton retired from State service on April 26 after more than 30 years with the NHDOT. For the past 12 years, Butch held the position of Director of the Operations Division. He previously served as Administrator of the Traffic Bureau, and worked many years in the Construction and Highway Design Bureaus.



Marty Walsh (Finance & Contracts) retired on May 31 with more than 31 years of State service. As an Administrator III, Marty performed a wide range of duties for the Department, ranging from overseeing contracts on the way to the Governor and Executive Council, to skillfully handling damage claims by citizens. The Concord resident said he was "very proud to be a part of the DOT" and "I've enjoyed it".

District 4 Quickly Puts Storm Damaged Roads Back Together

Heavy Rain and Flooding on May 29th Caused Washouts

It began with a tornado watch for sections of Cheshire County in the late afternoon hours of May 29th. While a funnel cloud never materialized, there was an unexpected deluge of 6 to 8 inches of rain in less than two hours that did extensive road damage in several communities.

District 4 Patrol Foreman Tom Ballou (#403 Marlow) was traveling home to Gilsum from Keene as the heavy rain began to create flooding just after 6:00 pm.

"I couldn't make it up Route 10 because most of it was flooded. I called Doug Graham (District 4 Engineer) and told him washouts had started. I then headed over to the barn on Route 12A and jumped on a backhoe for the next two hours."

District 4 personnel quickly mobilized to barricade impacted roads, and began assessing the extent of the problem. Among the state roads damaged by flooding and washouts were NH 10 in Gilsum, NH 12A in Alstead, NH 12 in Keene, Surry and Westmoreland, NH 9 in Keene, Roxbury and Sullivan, County Road in Walpole and Center Road in Sullivan.

"Route 10 was a mess...big boulders, pavement missing everywhere, water running over the road," recalled Maintenance Supervisor Richard Patten. "It was a mini-Alstead as far as the road damage went."

The Alstead flooding event, which completely washed out large sections of Route 123, occurred in 2005. District 4 also dealt with flooded road damage in Westmoreland in 2003, the Mother's Day flooding in 2006, the 2008 ice storm and a wind event in Harrisville in 2011.

"All of the foremen had been through it before," according to Foreman Bob Hebert, who supervises the District 4 warehouse in Swanzey. "They knew



District 4 crews worked quickly to repair and reopen damaged roads in several communities.

what had to be done, how to do it, and what equipment and materials were needed. We emptied the warehouse."

District 4 Engineer Doug Graham agreed. "We knew what we were up against. Tapping into the experience of past events really paid off."

Maintenance Supervisor Tom Mansfield said it was "all hands on board".

"We were up until about 3:00 am on Tuesday night trying to figure out what we had for damage and how we were going to address it. By 9:00 am on Wednesday, we were going full bore digging and filling."

Assisted by several private contractors, the state forces quickly began putting the affected roads back together. By Saturday, all had been reopened to traffic on at least a gravel surface except Center Road in Sullivan, which would require an emergency contract to rebuild about three-quarters of a mile of road that was virtually gone.

"State workers and private contractors all pulled together," Tom Mansfield said. "We just went out and did it for three long days. We did really well."

The total estimated damage to state roads was close to \$2 million. The disruption to the traveling public was minimal.

"Everyone did great work," Doug Graham said. "It really was a team effort with several other DOT Bureaus and Districts stepping up to help."

"They really take pride in their work," Richard Patten said of his NHDOT co-workers. "When something needs to get done, it gets done. Some citizens could not believe how fast we got in there and put things back together."

Telling Transportation Stories to State and National TV Audiences

Challenging Jobs Highlighted in Traffic and Construction Bureaus

The host of a television program that “profiles the people and places that make New Hampshire special” tries his hand at painting lines on a state highway.

An “explorer” with the Travel Channel is lifted by a crane to the top of a bridge tower that’s being taken apart with blowtorches.

Both stories, which aired on consecutive nights in early June, are aimed at taking viewers where they would not normally be allowed to go – behind the scenes in the world of transportation.

The challenges of painting lines on New Hampshire roads was told by reporter Sean McDonald on the WMUR magazine show “Chronicle”. Sean and a videographer spent several hours with a Traffic Bureau pavement marking crew, getting an inside look at the challenges of a doing a job on the move while traffic buzzes by both sides of your train of vehicles.

Viewers of the “Chronicle” segment learned such interesting factoids as, in a typical pavement marking season the NHDOT will stripe 70 million feet of state roads using 221,000 gallons of white and yellow paint and 1.5 million pounds of glass beads for reflectivity.

Sean McDonald even took a turn in the carriage seat painting lines on NH Route 9. He admitted he was nervous and, after 15 minutes on the job, called it “exhausting”. He was also offended when a motorist ignored the warning signs and drove across his handiwork.

Traffic Bureau employees featured in the segment



included Patrick Sweet, Carl Peterson, Eric Healey and Bill Lambert.

Reporting from New Hampshire’s seacoast for the Travel Channel’s “Off Limits” program, Don Wildman (pictured above) visited the Memorial Bridge demolition project as workers were dismantling the lift towers of the nearly 90-year old bridge that carried US Route 1 into Maine.

Pointing out how the ravages of time had taken their toll on the rusting structure, Wildman asked NHDOT Construction Bureau on-site contract administrator Denis Switzer what would happen if the old bridge remained untouched. “It will fall down,” Denis replied.

Don Wildman “uncovers the secrets of a man-made world... and joins the work crews who make the magic happen for the rest of us,” according to a website description of “Off Limits”. Wildman did just that when he and a videographer climbed into a metal cage and were lifted hundreds of feet above the Piscataqua River as the sparks flew to visit with workers who were cutting off steel pieces of the historic bridge.

The “Off Limits” report also showed computer images and gave details of the engineering advancements on the new Memorial Bridge that will open in July 2013.

Both stories can be seen on the Travel Channel and WMUR websites at the following links:

www.travelchannel.com/tv-shows/off-limits/videos
www.wmur.com/new-hampshire-chronicle/show

ON THE MOVE

Service Awards (3rd Quarter)

10 Years:

James Walter - District 2
Eric Smith - Construction/Engineering Audit
Kirk Mudgett - Highway Design
Dave James - District 4
John Schlemmer - District 3
Jon Homer - Construction/Engineering Audit
Terry Barrows - Turnpikes
Craig Pearson - Construction/Engineering Audit
Samantha Fifield - Highway Design
Leonard Russell - Finance
Bobby Johnson - Turnpikes
Alan Little - District 1
David Bugbee - Highway Design
Philip Audet - Mechanical Services
Joseph Deluca - Turnpikes
Timothy Stewart - Turnpikes
Richard Fry - Materials & Research

15 Years:

Wayne Williams - Turnpikes
David Dunlap - District 1
Gerald Dickerman - Materials & Research
Kathleen Helie - Turnpikes
Deborah Housel - Turnpikes
Ivan Downs - District 1
Elizabeth Syvertson - Turnpikes
Richard Wentworth - Turnpikes
Jeffrey Dandurand - District 5
Charles Lane - Turnpikes
Kevin Carley - District 2
Timothy Hubley - District 3
Andrew O'Sullivan - Turnpikes
John Robinson - Rail & Transit
Charles Dylun - District 5
Aaron Janssen - Bridge Design

20 Years:

Stephen Drouin - District 3
Jason Leavitt - Construction/Engineering Audit
Nathan Lewis - Bridge Design
Peter Salo - Highway Design
Todd Nason - District 3
James Lamora - Mechanical Services
John Rice - Mechanical Services
Shawn Washburn - Bridge Maintenance
Brian Barney - District 1
Glenn Smith - District 4

25 Years:

John McVitty - District 3
Mark Keddy - District 5
William Rand - District 5
James Schunemann - District 5
Robert Eaton - District 6
Alexander Vogt - Highway Design
Brian Tanguay - District 5
Cynthia Lovejoy - Finance
Glenn Roberts - Materials & Research
Keith Kelley - District 5
Faith Ellis - Bridge Maintenance

30 Years:

Bruce Cooper - Highway Design

35 Years:

Richard Thoroughgood - Bridge Maintenance
Jeffrey Amrol - Mechanical Services
William Hardiman - Highway Design
Paul Matott - Mechanical Services
Bruce Clark - Highway Design
Lynne Riel - Right-Of-Way
Dennis Ajemian - Turnpikes
Susan Dean-Jones - Finance

40 Years:

Rebecca Whittier - Finance

ON THE MOVE

NHDOT People



Bill Janelle is the NHDOT's new Director of Operations, overseeing DOT maintenance Bureaus responsible for highway and bridge maintenance, traffic signing and signals, pavement marking, and maintenance of the DOT fleet. Bill has 20 years of service with the Department and most recently served as Assistant Director of Operations. He also previously served as the NHDOT's Assistant Director of Project Development and Administrator of the Right-of-Way Bureau.



One week before his retirement, Dennis Fowler (Transportation & Community Assistance) was recognized for 35 years of state service at the June 7 major staff meeting.

Dennis was Chief of the GIS Section and served as MATS Program Manager for the past five years. Dennis called his DOT career a "good experience" and said he was proud to work for the Department.



David Rodrigue is the new Assistant Director of Operations. Dave brings a wealth of experience to this position, having worked as a Contract Administrator, Traffic Operations

Engineer, TMC Manager, Assistant District 3 Engineer and Districts 1 and 5 Engineer.



Patrick Herlihy is the new Director of Aeronautics, Rail and Transit. Patrick comes to the NHDOT from the NH Department of Health and Human Services, where he served as Transportation Coordinator since 2007.

The Contoocook resident previously directed HHS's Homeless and Housing Bureau, and managed New Hampshire's Community Development Block Program.



Bruce Goldsmith (Construction Bureau) was recognized for 25 years of State service at the May major staff meeting. Bruce worked for nine years in Bridge Maintenance before joining

Construction in 2006. The Raymond resident is currently an Engineer Tech. 2 and has mostly been working on the I-93 corridor as a field inspector and materials testing technician.



Mark Richardson was recognized for 35 years of state service at the June major staff meeting. The Bridge Design Bureau Administrator began working at the Department

of Public Works and Highways as an Engineering Technician I in the summers of 1975 and 1976. Mark worked as a bridge engineer before spending seven years as Assistant Administrator and Administrator in the Right-of-Way Bureau. The Gilford resident has been Administrator of Bridge Design since 1999.



Robert Havey (Traffic Bureau) has reached the 25-year employment milestone with the NHDOT. In addition to being a Pavement Marking Foreman, Bob has also been

a plow driver for the Department for 12 winters, working a section of I-89 in the Davisville area. The Andover resident also has 23 years of service in the National Guard.



Some District 2 employees gathered at the 205 Patrol Shed in Canaan for lunch on May 29th to celebrate the retirement of Robert "Red" Alvey, who retired on May

31st after 31.5 years with the NHDOT. Red started his career at the Bristol Patrol Shed as a Highway Maintainer II, then became a grader operator, an Assistant Foreman, and finally a Patrol Foreman in Canaan for the past 13 years. Red and his wife Marianne reside in Alexandria, NH.

ON THE MOVE



NHDOT Graduates 38 in State Education and Training Programs

This year's graduation ceremony for the NH Bureau of Education and Training once again featured a class dominated by NHDOT employees.

The 38 NHDOT graduates represented nearly a third of those being recognized for completing course work in the Certified Manager Program (Levels I and II), the Human Resource Certificate Program, and the Continuous Improvement Practitioner Program. Commissioner Clement was the featured speaker at the May 18 ceremony in Concord.

Certified Manager Program Level I

Allisa Marie Briggs	<i>District 6</i>	Kathy Chasson	<i>Turnpikes</i>
Tina Duhamel	<i>Turnpikes</i>	Jennifer Melendy	<i>Federal Compliance</i>
Mark Merrill	<i>District 2</i>	John Paul-Hilliard	<i>District 1</i>
Eric Scott	<i>Traffic</i>	Emily Whittaker	<i>Highway Maintenance</i>
Christopher Balch	<i>Bridge Maintenance</i>	David Cloutier	<i>Federal Compliance</i>
Robyn St. Pierre	<i>Turnpikes</i>	Matt Urban	<i>Environment</i>
Judith Ward	<i>Federal Compliance</i>	Shawn Washburn	<i>Bridge Maintenance</i>
Christine Wilkinson	<i>Turnpikes</i>		

Certified Manager Program Level II

David Almon	<i>District 6</i>	Linda Cate	<i>Turnpikes</i>
Frederick Fielder	<i>District 2</i>	Robert Hebert	<i>District 4</i>
Patrick Holland	<i>District 6</i>	Laurel Pushee	<i>Environment</i>
Amanda Rae	<i>Turnpikes</i>	Kimberlee Roux	<i>Turnpikes</i>
Glenn Smith	<i>District 4</i>	Benjamin Tatro	<i>District 4</i>
Jonathon Asmund	<i>Bridge Maintenance</i>	Mary Fox	<i>Bridge Maintenance</i>
Susan Hicks	<i>Turnpikes</i>	Christopher Moen	<i>Bridge Maintenance</i>
Jay Nevin	<i>Bridge Maintenance</i>	Susan Page	<i>Traffic</i>
Beth Walker	<i>Turnpikes</i>		

Human Resource Certificate Program

Elaine LaPointe	<i>Turnpikes</i>	Susan Royce	<i>Turnpikes</i>
Robert Christensen	<i>Turnpikes</i>		

Continuous Improvement Practitioner Certification Program

Jeannette Graf	<i>Human Resources</i>	Tricia Lambert	<i>Aeronautics</i>
Michelle Marshall	<i>Highway Design</i>		

For further information on these programs and their requirements, visit <http://admin.state.nh.us/hr/trdev.html>

Mechanical Services Team Takes Top Honors at Safety Plow Rally

35th Annual Event Featured Two Father/Son Contestants

Despite not winning any of the individual events, the Mechanical Services Team of Jared Cloutier (Driver) and Ben Kenney (Assistant) did well enough to finish ahead of all competitors as the overall winning team at the NHDOT's 35th Annual Safety Plow Rally.

Hosted by District 6, the always popular competition was held May 17th at Pawtuckaway State Park in Nottingham with over 200 DOT employees, retirees and others in attendance.

Teams from District 5 placed both second and third, with a father on one team edging out a son on another. The D5 Team (Canterbury #525) of Leon Gadwah III (Driver) and Marshall Bennett (Assistant) were runner-up, followed by the D5 (Henniker #504) team of Leon Gadwah IV (Driver) and Nate Harrison (Assistant). Also among the competitors were the father-son team of Mark Hamilton (Driver) and his son John Hamilton out of District 6's #611 patrol facility in South Kingston.

Participating in his first safety plow rally was Commissioner Chris Clement, who teamed up with District 4 Engineer Doug Graham for a couple of events, including the "wing slalom". The Commissioner, who recently obtained his commercial driver's license (CDL) took a turn behind the wheel and has vowed to be available if needed for snowplowing duties in the future.

Commissioner Clement recognized Operations Division employees for their hard work dating back to last fall with the response to damage caused by Tropical Storm Irene. That was followed by an October Nor'Easter that had crews scrambling to reopen state and local roads closed by downed trees. Even though it was a relatively light winter, the Commissioner commended maintenance crews for continuing to show "excellence in daily work activities."

Once again there was a great group of innovations on display, with District 4's Mark Taylor's (#405 Westmoreland) "Plow Frame Remover" chosen by a



The Mechanical Services Team of Jared Cloutier (Driver) and Ben Kenney (Assistant) were the overall winners of the NHDOT's Safety Plow Rally competition held at Pawtuckaway State Park. Presenting them with the biggest trophies was Deputy Commissioner Mike Pillsbury.

panel of judges as the top entry for 2012.

The winning logo design ("Neighbor Helping Neighbor") was drawn by District 1 Maintenance Supervisor Rob Glover.

Retirees in attendance included Maintenance Supervisors Bill Snow and Doug Dowie (District 3), Bill Fralick (District 6), Butch Leel (District 4), Mechanical Services Mechanics Ivan Stevens and Bruce Inglis, District Engineers Mike Burlage (District 6), Pamela Mitchell (District 5), Bud Durling (Traffic TMC).

Thanks to District 6 Staff, especially Rollin Rumford, Patrol Foreman and the Patrol Section #610 Rye crew, Maintenance Supervisor Jeff Moore, #608 Epping Foreman Greg Dow, and crew #601 Milton Foreman Wayne Waterhouse and crew for lunch. Construction Foreman #641 Dave Succi, Grader Operator Bill Ireland from #606 Dover, and Loader Operator John Clark from #608 Epping provided site work. Tammy Towle did the plow rally invitations. Daphne Manifold and Alissa Briggs provided scorekeeping.

District 5's Gary Clifford once again stepped forward to make everything work as Plow Rally Committee Chairman.

NHDOT Receives Governor's Excellence in Energy Efficiency Award

Named the State's "Model Energy Agency" for 2012

Due to its "continued commitment in reducing energy use within State Government," the NH Department of Transportation has been chosen as this year's "model State Agency" and presented with the "Governor's Excellence in Energy Efficiency Award". The announcement was made at the Annual State Energy Conference in Concord on May 18.

The NHDOT was cited for tracking energy use in all of its facilities, installing 21 energy efficient wood fired boilers at patrol facilities, installing energy management systems in some of the bigger buildings, like the Traffic Bureau, adopting an anti-idle policy for state vehicles, and completing an LED lighting retrofit program on state traffic signals.

District 4's Dwayne Searles, an Assistant Highway Patrol Foreman, was also recognized for leading the initiative to install over 80 energy efficient windows and insulation in several District 4 buildings.

11 Turnpikes Employees Complete Leadership Training Course

The Bureau of Turnpikes recently graduated its second IDEAL training class with eleven employees from Tolls and Highway Maintenance who participated in a seven-month (October 2011 to April 2012) leadership training intended to develop the next generation of DOT front line and middle-management leadership. Presented by Bureau of Turnpikes Toll Manager, Bob Christensen, IDEAL stands for intentional development effort to acquire leadership and includes the following topics: Leading (showing the way); Equipping (providing needed resources); Affirming (building people up); Developing (unleashing their potential); Challenging (holding people accountable); Protecting (human resource primer); and a concluding discussion which focused on the value of people-first leadership.



Shown in the picture are (back row l to r) Matthew Blixt - Bedford Toll Attendant I, Bob Christensen - IDEAL Instructor, Arvid Bacon - Hampton Maintenance Highway Maintainer III, Al Robinson - Merrimack Maintenance Highway Maintainer III, Mike Caron - Hooksett Maintenance Highway Maintainer III, Dave Michaud - Dover Maintenance Assistant Foreman, Matt Trottier - Merrimack Maintenance Foreman, (front row l to r) Karen Doble - Hampton Toll Attendant I, Heidi Kern - Hooksett Toll Attendant I, Kathryn Beal - Hooksett Toll Attendant I, Katie Rayner - Hooksett Toll Attendant I, and Jim MacNichol - Nashua Patrol Foreman.

“Little Did I Know That Angels in New Hampshire Come in Trucks”

Successful I-95 Service Patrol Program Returns in 2012

A pilot Service Patrol launched on Interstate 95 (Blue Star Turnpike) last summer is returning for another year, due in part to the thanks expressed by scores of motorists in distress who were helped by the roadside service.

“Life saver!” wrote one grateful driver. “A tire blew out on our pop-up trailer. When we pulled over, the Service Patrol pulled up right behind us. He noticed the flat and followed us over. Can’t thank you enough!”

During a three month period of operation between late May and early September of 2011, the I-95 Service Patrol helped out 753 motorists while logging over 20,000 miles along the busy corridor where over 9 million vehicles traveled during the same period.

The goal of the service is to reduce the potential for significant traffic tie-ups by clearing minor incidents, such as flat tires, running out of fuel, charging a battery, or vehicle overheating, as quickly as possible. Minor incidents on a congested highway have the potential to cause secondary incidents, which are typically more serious in nature.

Service patrols can help reduce the potentially significant impacts of otherwise minor incidents by lending assistance to stranded motorists. Studies have shown that even minor incidents on the shoulder of a busy highway can have a significant impact on lane capacity, vehicle speeds, and driver safety because drivers tend to shy away from fixed or still objects near the travel way.

A new truck for improved motorist assistance will have a built-in air compressor, jumper cables, push bar, and various storage boxes to hold tools and



accessories such as gas cans. Turnpike personnel will make continuous loops between Exit 60 in Salisbury, Massachusetts and Exit 7 in Portsmouth, stopping for all incidents or stopped vehicles encountered.

“We’ve got a little bit of everything,” Assistant Patrol Foreman Richard Merrill told Foster’s Daily Democrat in a published article on the service patrol initiative. “You never know what you’re going to come across out there. We try to fix them up and get them on their way as safely as possible.”

A similar service performed by District 5 personnel has operated on the I-93 corridor from Salem to Londonderry for several years with very positive results.

Here’s a sampling of motorist feedback on the I-95 Service Patrol: “I thought the service was great.”...“Dave was terrific.”...“Arvid was courteous and friendly.”...“Knowledgeable and polite”...“Can’t thank you enough!”...“Without a doubt great service, great help.”...“It was a blessing.”...“I sure did appreciate it.”...“Little did I know that angels in NH come in trucks.”

“State Police love it that we’re out there constantly,” Richard Merrill said. I enjoy helping people on their way. I know if I broke down, or somebody in my family broke down, out there, I’d want somebody out there to help them right away.”

ON THE MOVE

2012 Plow Rally Results

EVENT

Safety Quiz

Defective Truck
(Determined by Tie-Breaker)

Plow Mount

Wing Slalom

Texas Roll

WINNING TEAM

District 5 - PS 504 Henniker

District 6 - PS 609 Newfields
PS 605 Lee

District 5 - PS 504 Henniker

District 6 - PS 609 Newfields
PS 605 Lee

District 5 - PS 504 Henniker

TEAM NAMES

Leon Gadwah IV, Driver, Nate Harrison, Assistant

Fred Wallace, Driver, Brad Bartlett, Assistant

Leon Gadwah IV, Driver, Nate Harrison, Assistant

Fred Wallace, Driver, Brad Bartlett, Assistant

Leon Gadwah IV, Driver, Nate Harrison, Assistant

OVERALL WINNING TEAMS

1st Place

Mechanical Services

Jared Cloutier, Driver, Ben Kenny, Assistant

2nd Place

District 5 - PS 525 Canterbury

Leon Gadwah III, Driver Marshall Bennett, Assistant

3rd Place

District 5 - PS 504 Henniker

Leon Gadwah IV, Driver, Nate Harrison, Assistant

INNOVATIONS

1st Place

Plow Frame Remover
Bureau of Turnpikes
Hooksett Maintenance

Designed by: Mark Taylor
Fabricated by: Mark Taylor
Used by: District 4 Patrol Section
405 Westmoreland

2nd Place

High Limbing Polesaw
Work Platform
District 4 - PS 413 Rindge

Designed by: 413 Crew
Fabricated by: Wayne St. Laurent & Steve Ray
Used by: District 4 PS 413 Rindge Crew

3rd Place

Under Guard Rail Cleaner
District 4 - PS 408 Hancock

Designed by: Paul Robichaud, Tyler Tommila
Fabricated by: Tyler Howe
Used by: District 4 PS408, Hancock Crew

LOGO DESIGN

1st Place

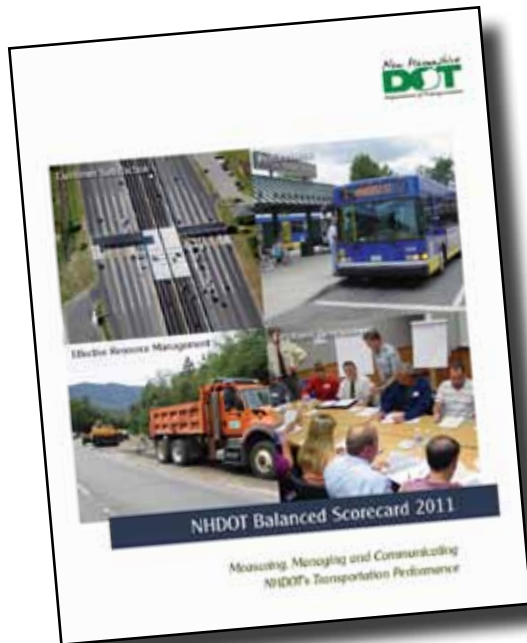
District 1 Lancaster

Rob Glover, Maintenance Supervisor



A father beat out a son for second place in overall honors. District 5's Leon Gadwah III (left) and Marshall Bennett edged out another District 5 team, Nate Harrison and Leon Gadwah IV, (right) which finished third.

The NHDOT's Balanced Scorecard is Showing Results



The Balanced Scorecard (BSC) has been a timely and welcome initiative at the New Hampshire Department of Transportation during a period of unprecedented financial constraints, and an increased need to demonstrate Department performance and efficiencies. Better communicating the condition and performance of the transportation system, how the NHDOT invests public dollars, and strategies for improvement helps the transparency and accountability of the Department.

In June 2011, former Commissioner George Campbell convened a 14 member Balanced Scorecard Working Group to fully implement the BSC throughout the Department. The group was charged with establishing performance measures and targets, and gathering data. Upon succeeding Commissioner Campbell, Commissioner Chris Clement has continued with his support for BSC and added his experience with the Balanced Scorecard in the private sector.

As the working group marks its one-year anniversary, many tasks have been accomplished or are well underway. The completed Balanced Scorecard 2011 document is posted on the internet www.nh.gov/dot/org/commissioner/index.htm. The NHDOT Balanced Scorecard- Executive Summary 2011 is included as an insert in this newsletter as well as on the website.

The 30 performance measures of the BSC do not cover all aspects of NHDOT activity. They were chosen because they are important and understandable, have available data, and are key indicators of progress toward NHDOT's twelve strategic objectives. For each performance measure, the BSC reports current data for 2011, forecasts data for 2012, and provides projections and goals for 2014 and 2016. Additional information for each performance measure is contained in its performance summary.

Work is underway to prepare the 2012 Balanced Scorecard. Key to this document is the 2012 actual data, which must be coordinated, collected, and reported. One of the new features of the 2012 BSC will be a comparison between the 2012 expected and 2012 actual data. This comparison and accompanying discussion will show that we failed to meet, met, or exceeded our target performance for 2012 and why.

Communication of the BSC has been ongoing both inside and outside the Department. To date approximately 75% of NHDOT staff has received BSC awareness training. The BSC has been used as the framework for both the 2010 and 2011 Annual Reports as well as introductory material for the 2013 to 2022 Ten Year Plan. Externally, the BSC has been presented to a number of Legislators, State and Federal agencies, and partner groups.

Work has also begun on cascading the BSC to each Division, Bureau, and District of NHDOT. By using the same goals and objectives as the Department's Scorecard, the cascaded scorecards will ensure organizational and employee alignment around the Mission of the Department.

Long New Hampshire Walks To Help Quench African Thirsts

Brian Cassel Planning a 250-mile Fundraising Trek Across the State



Brian Cassel readily admits he was looking to fill a void in his life four years ago when he heard a higher calling to put one foot ahead of the other to help those in need on the other side of the world. The NH Department of Transportation Construction Bureau contract administrator decided to walk 120 miles to raise funds for a well digging project in Africa that he learned about through the Pembroke church he attends. And he's been walking ever since.

"After taking a trip to Rwanda and seeing first-hand challenges the people faced daily to get clean water, that just put it in perspective for me to keep on doing the walks," Brian says. "You see kids as young as five or six years old struggling to carry five gallon cans of water long distances to help their families. Many are drinking contaminated water."

For the first two years, Brian walked circular routes in New Hampshire that totaled 120 miles. Last year he walked the 120 miles from Claremont to Hampton. This year he's upping the ante, planning a 250-mile walking trip in late September that will

begin at the Canadian border in Pittsburg and end at the Massachusetts state line in Salem.

The long walks are not easy. Brian had back surgery a decade ago, and a mild heart attack two years ago. Thirty days later he did his 120 miles. At age 54, he's taking it one year at a time.

"Every time I complete these walks, I think it's my last one. But my trip to Africa was life changing and I have to keep trying to help," Brian says. "More than 880 million people live without clean water. I walk for water because I can, not because I have to."

Along with drilling new wells, "The Water Project" teaches locals how to keep the well operating, as well as improved hygiene to ward off diseases.

Brian Cassel plans to cover about 20 to 25 miles a day while heading south from Pittsburg along Routes 3, 145, 26, 16 and 28 into Salem. His nights will be spent at campsites. Joining him will be walking partner Adam Rozz and anyone who wants to join him for any segment along the way.

Those to wish to follow his journey and contribute to his worthy cause, can log onto his website at www.walkoutreach.org.

"The need keeps me going," Brian Cassel says. "The third world countries are out of sight, but the need is great."



Strengths

Average Level of Service on Selected Highway Segments.

If the number of lanes on these selected segments increases due to completion of planned projects and traffic volumes continue level, mobility will continue to improve.

Highway Fatalities (Five Year Moving Average toward Zero Deaths)

Though the Department's goal is to have 0 fatalities, highway fatalities are random occurrences and very complex to address. The current Highway Safety Improvement Program (HSIP) of \$6 million funds efforts to improve the infrastructure and modify poor driving behavior to reduce fatal crashes by 50% over 20 years.

Snow and Ice: Average Time to Achieve Bare Lanes (Major Routes)

The intent is to continue to provide the current level of winter maintenance service with no changes to policy or practices on major routes.

Completed LEAN Initiatives

Strong support by the Executive Office is projected to increase the number of completed NHDOT LEAN initiatives focused on addressing smaller problems within or between bureaus and districts.

Projects on Time by Advertising Schedule

Construction Bid within 5% of Final Construction Cost

Improvements in the management, communication, and coordination of projects has resulted in more projects advertised on time and completed on budget.

Employees Who Understand and Feel Their Job Contributes to the Mission of the Department (From Respondents to Employee Survey).

The improvement in this performance measure is directly related to a number of new communication initiatives.

Weaknesses

State Highway Pavement in Good or Fair Condition

The Department's goal is to resurface 500 miles of state-maintained roads each year resulting in pavement resurfacing for all roads approximately once every 10 years. Based on pavement deterioration projections, funding will need to be increased from \$57M to \$69M per year in order to maintain the 2011 number of roadway miles in good/fair condition.

Red Listed State Bridges

At the start of 2011, there were 148 bridges on New Hampshire's Red List (6.9%) and 256 bridges one-step away from being added to the Red List. To maintain or reduce all current Red Listed bridges is anticipated to cost \$71.5M per year over the next ten years - \$15M more than the funding currently available to address these needs.

Distribution of Expenditures by Lane Miles (Highway Fund)

Maintaining current expenditure levels will not fully fund the State of New Hampshire's match of the federally funded capital construction activity; debt service on projected new issuance of GARVEE bonds to fund I-93 construction; or further expenditures for red-list bridges, or to maintain pavement conditions at present levels.

Challenges

Salt Usage (Five Year Moving Average)

Recently, the Department has been able to reduce salt usage while maintaining the mobility and safety for the traveling public. Without the required funding for equipment upgrades and training, further reduction in salt usage will be difficult if not impossible to achieve.

Total Freight Shipped Via All Modes

Freight demand is expected to double by the year 2025 nationwide. To remain competitive with surrounding New England states, New Hampshire should continue funding important capacity projects such as I-93, and rail, port, and airport modernization and expansion.

Workforce Represented in Completed Workforce Planning

While the extent of transportation systems and the number of users has grown, NHDOT has 17% fewer authorized positions today than in 1992. More than half of the existing workforce will be eligible for retirement by 2015. NHDOT has begun workforce planning to assess its needs, to analyze its demographics, skills and gaps, and to create a development plan to meet its needs.

Customer Satisfaction

Those who depend on transportation for personal mobility, delivery of freight, or delivery of services ultimately decide if NHDOT is achieving its Mission of Transportation Excellence. Conflicting priorities and resource constraints will likely result in an overall decrease in the condition of highways and bridges, and likely the satisfaction of customers.

For more information, visit the NHDOT website at www.nh.gov/dot/org/commissioner/index.htm

Mission

Transportation excellence enhancing the quality of life in New Hampshire

Purpose

Transportation excellence in New Hampshire is fundamental to the state's sustainable economic development and land use, enhancing the environment, and preserving the unique character and quality of life. The Department provides safe and secure mobility and travel options for all of the state's residents, visitors, and goods movement, through a transportation system and services that are well-maintained, efficient, reliable, and provide seamless interstate and intrastate connectivity.

Vision

Transportation in New Hampshire is provided by an accessible, multimodal system connecting rural and urban communities. Expanded transit and rail services, a well-maintained highway network and airport system provide mobility that promotes smart growth and sustainable economic development, while reducing transportation impacts on New Hampshire's environmental, cultural, and social resources. Safe bikeways, sidewalks, and trails link neighborhoods, parks, schools, and downtowns. Creative and stable revenue streams fund an organization that uses its diverse human and financial resources efficiently and effectively.

Purpose:

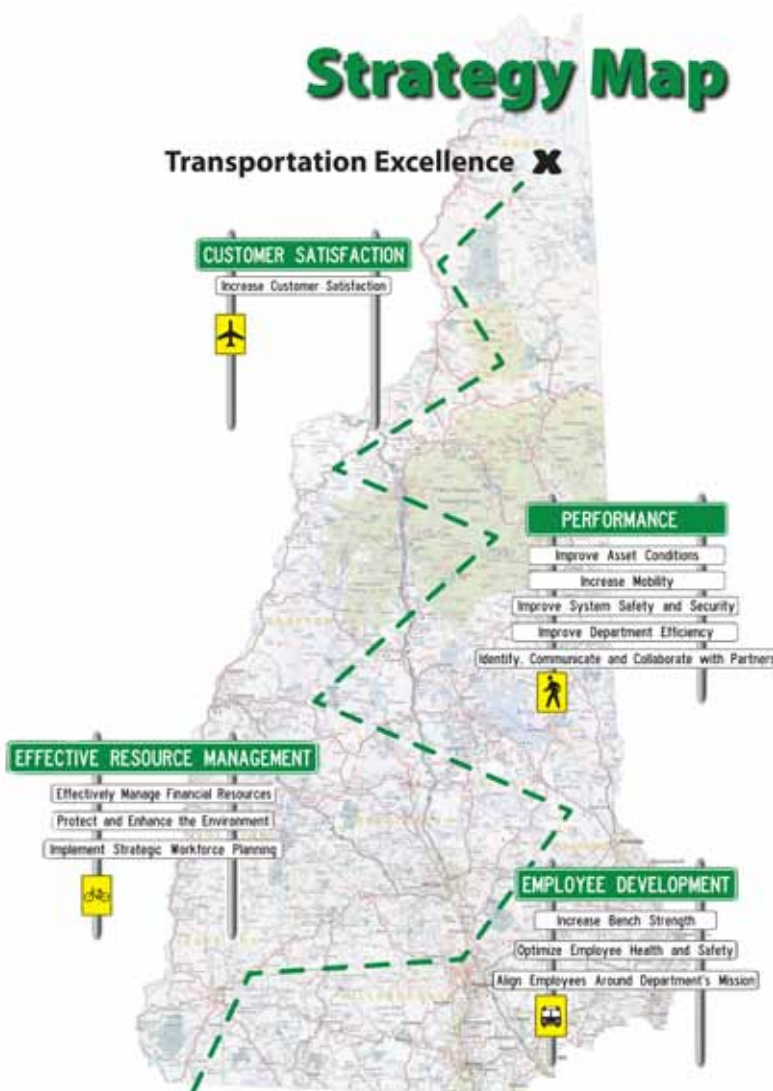
NHDOT has been measuring the performance and condition of the transportation system for many years. A Working Group expanded the measures collected and connected them to the Department's strategy using a "Balanced Scorecard" approach that addressed three priorities: performance measurement, strategic management, and communication.

The working group first revisited the Department's Mission and Vision and established a Purpose Statement. Supporting the Mission, Purpose, and Vision were four Strategic Organizational Goals: Employee Development, Effective Resource Management, Performance, and Customer Satisfaction. Twelve objectives were defined as a means of connecting the goals to the work of the Department.

Finally, thirty performance measures were identified to track progress in achieving each objective. The performance measures chosen do not cover all aspects of NHDOT activity. The measures were chosen because they are key indicators of progress toward an objective, are important, are understandable, and have data currently available. The measures chosen along with the objectives and goals they support are depicted on the Balanced Scorecard Matrix.

Data:

- Several sets of data are shown for each performance measure:
- 2011 actual – data for the current year
 - 2012 expected – forecast data based on 2012 budget, programs, and staffing levels
 - 2014, 2016 projections - trended performance based on 2012 budget, programs, and staffing levels.
 - 2014, 2016 goals – the preferred level of performance for the given year



NHDOT Balanced Scorecard - 2011

Goal	Objective	Measure
Customer Satisfaction	Increase Customer Satisfaction	Overall Customer Satisfaction
		Customers Satisfied with Constituent Response
Performance	Improve Asset Conditions	State Highway Pavement in Good or Fair Condition
		Red Listed State Bridges
		Rail Lines Capable of Speeds of 40 mph
		Airport Runway Surface Conditions
		Remaining Useful Life of Transit Buses
	Increase Mobility	Transit Ridership
		Rail Ridership
		Air Ridership
		Total Freight Shipped Via All Modes
	Improve System Safety and Security	Average Level of Service on Selected Highway Segments
		State Population with Access to Multimodal Transportation
	Improve System Safety and Security	Highway Fatalities (Five Year Moving Average - Goal Towards Zero)
	Improve Department Efficiency	Snow and Ice: Average Time to Achieve Bare Lanes (Major Routes)
		Completed LEAN Initiatives
Projects On Time By Ad Schedule		
Identify, Communicate and Collaborate with Partners	Construction Bid within 5% of Final Construction Cost	
	Partners Satisfied	
Effective Resource Management	Effectively Manage Financial Resources	Distribution of Expenditures by Lane Miles (Highway Fund)
	Implement Strategic Workforce Planning	Workforce Represented in Completed Workforce Planning
	Protect and Enhance the Environment	Environmental Audits in Compliance at Operations Facilities
		Salt Usage (Five Year Moving Average)
		Energy Usage of NHDOT Facilities
	Energy Usage of NHDOT Vehicles	
Employee Development	Increase Bench Strength	Employees Engaged in Individual Development Plans
	Optimize Employee Health and Safety	Employee Injury Incident Rate
		Employees Who Completed Health Risk Assessments
Align Employees Around Department's Mission	Employees Who Understand, and Feel Their Job Contributes to the Success of the Department. (From Respondents to Employee Survey)	

2012 Expected - expected performance based on established 2012 budget, programs, staffing levels, advertisement schedule.

2014 Projected, 2016 Projected - trended performance based on maintaining 2012 budget levels and funding splits, 2012 staffing levels, and 2011-2020 TYP priorities.

2014 Goals; 2016 Goals - the preferred level of performance

January 20, 2012

	Units	2011 Actual	2012 Expected	2014 Projection	2014 Goal	2016 Projection	2016 Goal
	percent satisfied	85%	85%	83%	100%	80%	100%
	percent satisfied	82%	82%	84%	100%	86%	100%
	miles	2,695	2,611	2,526	2,695	2,440	2,695
	number	149	152	161	149	174	149
	miles	103	103	103	139	103	186
	average condition	Good (4.0)	Good (3.5)	Good (3.2)	Good (3.5)	Good (3.1)	Good (3.5)
	percent of vehicle life remaining	49%	49%	27%	40%	5%	40%
	# total riders	3,415,291	3,743,873	4,104,067	4,646,466	4,498,915	5,419,638
	# total riders	210,231	216,538	229,725	426,626	243,716	1,030,588
	total emplacements and deplacements	2,831,673	2,831,673	2,831,673	2,917,476	2,831,673	2,976,117
	tons	68,667,213	68,667,213	68,667,213	69,353,885	68,667,213	71,455,377
	level of service	C (.68)	C (.68)	C (.66)	C (.65)	C (.62)	C (.60)
	percent	24%	24%	24%	25%	24%	26%
Deaths)	number	122	118	110	0	102	0
tes)	hours	N/A	2.5	2.5	2.5	2.5	2.5
	number	6	12	16	20	24	30
	percent	69%	75%	80%	80%	85%	85%
	percent	89%	90%	91%	91%	92%	92%
	percent	72%	72%	75%	100%	78%	100%
al Investment	# jobs supported	1627 jobs supported	1627 jobs supported	1627 jobs supported	1952 jobs (with \$30M increase in Fed Funding via grants and redistrib.)	1627 jobs supported	1952 jobs (with \$30M increase in Fed Funding via grants and redistrib.)
	\$ per lane mile	\$63,558	\$61,143	\$54,825	\$60,916	\$60,916	\$67,008
	percent	0%	40%	70%	100%	90%	100%
	percent	67%	92%	96%	96%	100%	100%
	tons	158,315	166,813	166,813	160,140	166,813	153,735
	kbtu	72,907,094	72,257,094	70,957,094	70,957,094	69,657,094	69,657,094
	gallons	1,534,230	1,518,888	1,488,662	1,488,662	1,459,037	1,459,037
	percent	0%	10%	12%	15%	17%	20%
	percent	4.8%	3.6%	2.1%	0%	1.6%	0%
	percent	70%	75%	80%	100%	85%	100%
Mission	percent	83%	85%	87%	100%	89%	100%