New Hampshire Statewide Rest Area and Welcome Center Study

Public Information Meeting

New Hampshire Department of Transportation/

Department of Resources and Economic Development

Lebanon, NH

www.visitnh.gov/wicstudy

December 8, 2015

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Meeting Agenda

1. Welcome and Introductions
2. Study Overview
3. RA/WIC System Overview
4. Driver Survey Results
5. Public Comment

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1. Welcome and Introductions

NH Department of Transportation

Department of Resources and Economic Development

Consultant Team

Visit website:

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2. Study Overview

Effective FY 2012, DRED and NHDOT entered into an agreement relative to the staffing, daily operation, and routine maintenance of the state's RA/WICs.

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2. Study Overview

Project Purpose and Need

The **Purpose** of this study is to evaluate traveler services at the RA/WICs and to identify recommendations to improve these services.

Five Public Sessions have been scheduled throughout the state in an effort to receive comments from the public about NH's RA/WICs and how these facilities affect the local and regional communities.

2. Study Overview

Project Goal

The study will assess traveler uses and needs, identify needed improvements, and inform overall strategic direction of the Welcome and Information Center system.

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2. Study Overview

Progress and Schedule

Project began January 2015

Data Collection:

- Inventories
- Traffic and Parking Data
- Visitor Counts
- Driver Surveys
- Focus Group Meetings
- Trucking Industry Feedback

Best Practices in Other States

Study will be completed June 2016

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2. Study Overview

Meeting Schedule

1. December 1 – Concord
2. December 3 – Keene
3. December 8 – Lebanon
4. December 15 – Lancaster
5. January 5 – Seabrook

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2. Study Overview

RA/WIC System Facilities

24 Hours Daily, Year Round

- Hooksett N
- Hooksett S
- Salem
- Seabrook

12 Hours Daily, Year Round

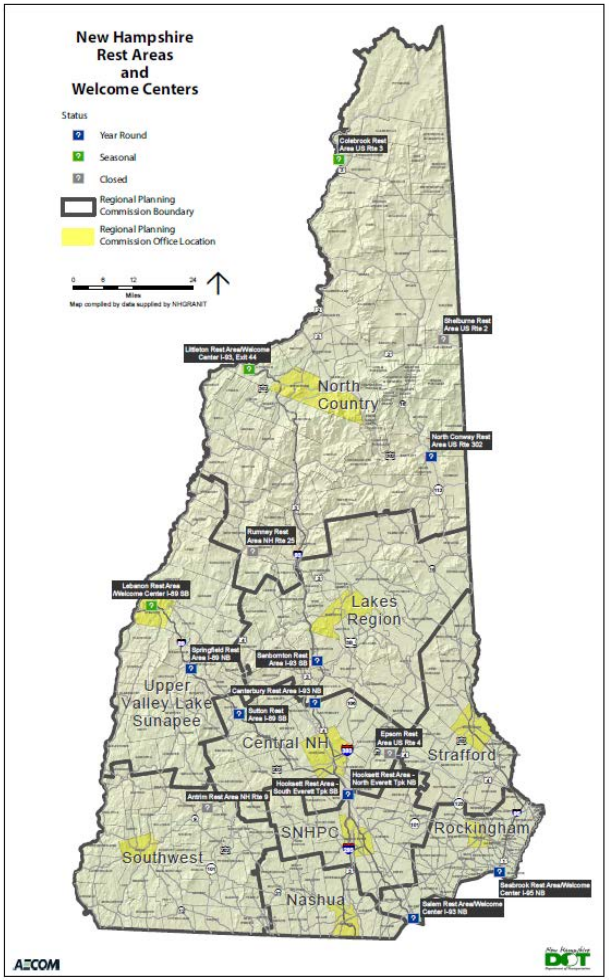
- Canterbury
- Intervale, (8 Hrs, Th-Mon)
- Sanbornton
- **Springfield**
- Sutton

12 Hours Daily, May-Oct, Dec-March*

- Colebrook
- **Lebanon**
- Littleton

Closed

- Antrim
- Epsom
- Rumney
- Shelburne



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3. RA/WIC System Overview

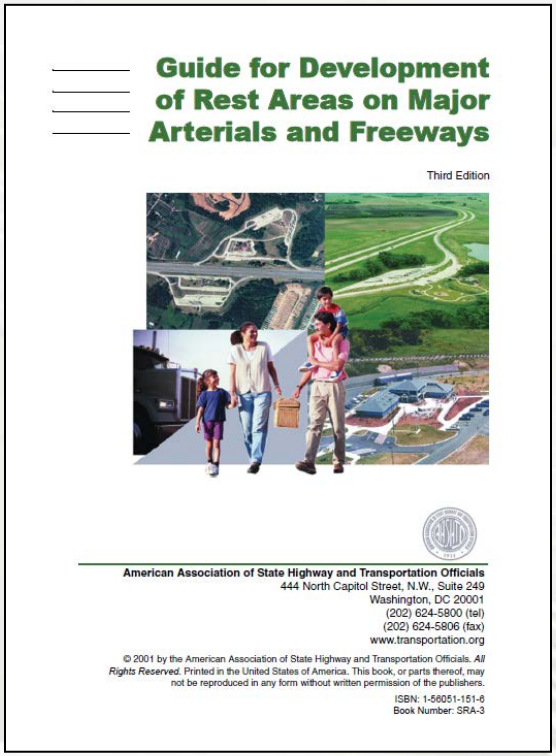
WIC Seasonal and Annual Foot Traffic

Location	Hours of Operation	Seasonal Foot Traffic (May-Oct CY 2014)	Annual Foot Traffic (FY 2015)
Colebrook (US-3)	8-8, daily	50,806	48,792
Littleton (I-93)	8-8, daily	130,987	123,360
Lebanon (I-89)	8-8, daily	137,981	135,613
Springfield (I-89)	9-9, daily	208,262	358,778
Intervale (NH-16)	10-6, Th-Mon	33,857	61,717
Sanbornton (I-93)	8-8, daily	164,435	334,006
Canterbury (I-93)	9-9, daily	168,736	268,308
Salem (I-93)	24/7	199,711	345,916
Sutton (I-89)	9-9, daily	198,218	354,029
Seabrook (I-95)	24/7	636,561	1,024,719
Hooksett NB (I-93)	24/7	n/a	n/a
Hooksett SB (I-93)	24/7	n/a	n/a
TOTAL	**–**	**1,929,554**	**3,055,238**

3. RA/WIC System Overview

Interstate Spacing of Facilities

- Industry Guideline: 60 miles or 1 hour between stopping opportunities
- I-89 meets Guideline
- I-93
  - South segment meets Guideline
  - North segment does not meet Guideline
  - Many private facilities available
- I-95 meets Guideline



Guide for Development of Rest Areas on Major Arterials and Freeways

Third Edition

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3. RA/WIC System Overview

Lebanon I-89 SB

- Built 1966
- Open 12 hours/day May-Oct & Dec-March
- 5 part-time employees
- 1,440 SF, plus separate vending building and storage shed

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3. RA/WIC System Overview

Springfield I-89 NB

- Built 1996
- Open 12 hours/day year round
- 2 full-time and 6 part-time employees
- 6,550 SF

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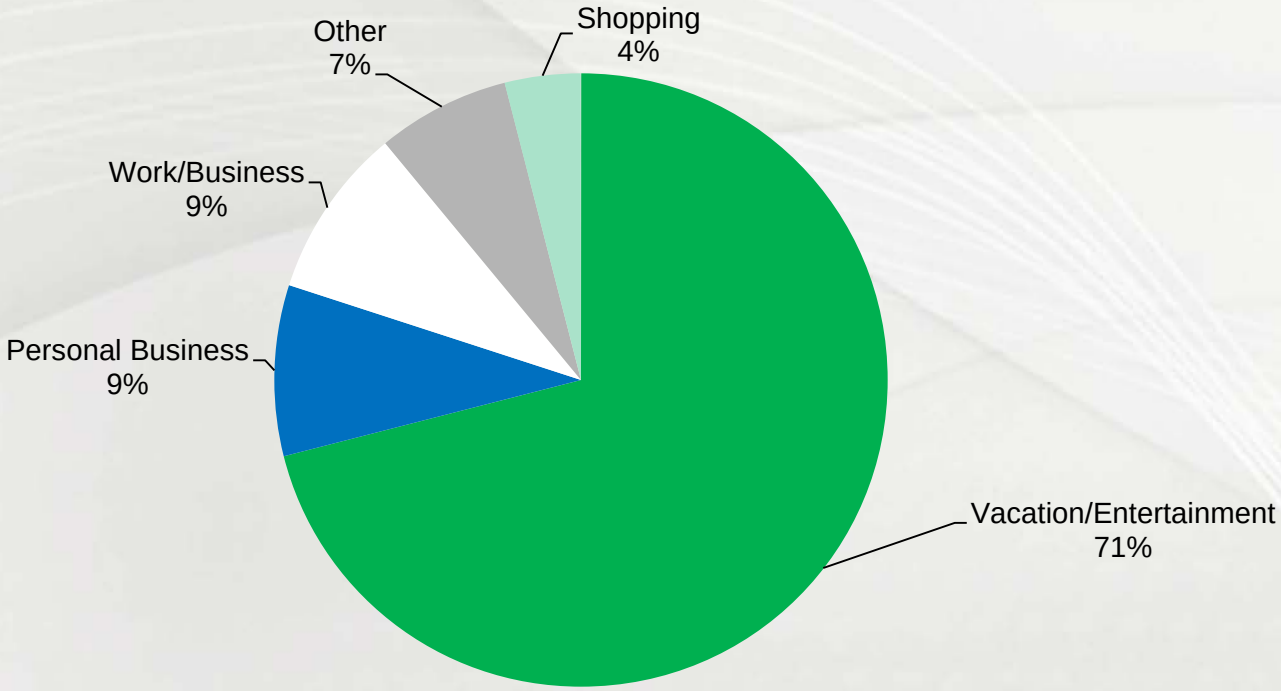
4. Driver Survey Results
Survey Overview

- July 2015 Driver Survey developed & administered by DRED staff
- About 2,800 surveys conducted
- 15% response rate
- Questions included:
  - Demographic info
  - Vehicle type
  - Trip origin and destination
  - Trip purpose & frequency
  - Rating of services & need for additional services
  - Opinions/comments

4. Driver Survey Results

Overall Purpose of the Trips (Statewide)



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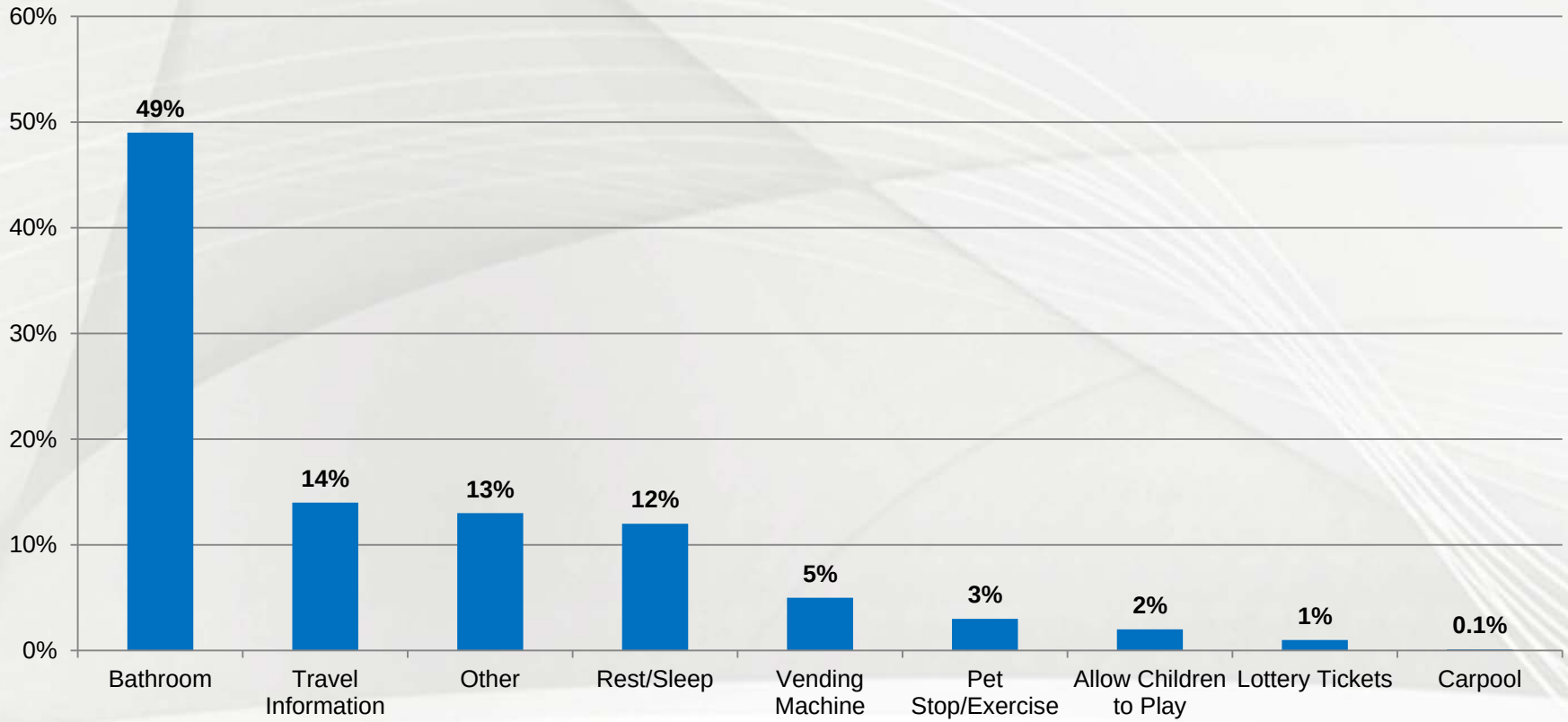
4. Driver Survey Results

Reason for Stopping (Statewide)



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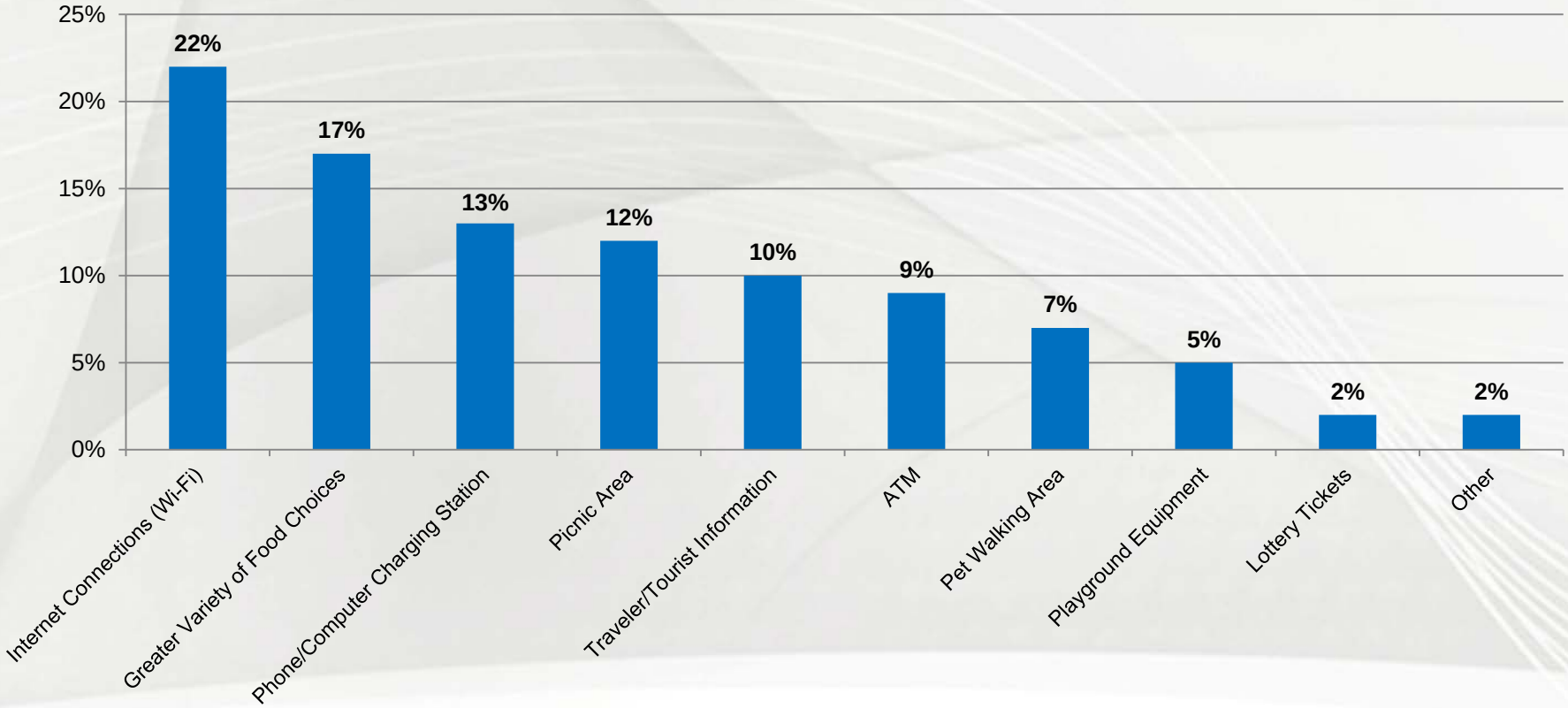
4. Driver Survey Results

Suggested Services (Statewide)



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5. Public Comment

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New Hampshire Statewide Rest Area and Welcome Center Study

Public Comments

wic.study@dred.nh.gov

Written comments can be emailed to the address above or mailed to:

DRED
WIC Comments
172 Pembroke Rd
Concord, NH 03301

The deadline for written comment is January 15, 2015.

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