

**FINAL**

# The State of New Hampshire Department of Transportation Statewide Rest Area and Welcome Center Study

June 30, 2016



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# 1 Executive Summary

The 12 operating New Hampshire Rest Areas and Welcome Information Centers serve over seven million visitors per year.<sup>1</sup> They provide a location where motorists can take a break, rest, use rest room facilities, have snacks, and obtain traveler and tourist information. They serve a wide variety of users including tourists, commuters, local traffic and truckers. As traffic volumes continue to grow and the population ages, the demand for, and use of, these facilities in the future will increase. In addition, as technology advances, travelers will increasingly expect the availability of up-to-date communication technology. The State will need to develop a strategic plan to manage, operate, and maintain the Rest Area and Welcome Information Center system to meet these traveler demands.

## 1.1 Study Purpose and Need

The purpose of the study is to assess, alternatives, and develop recommendations to maintain and improve traveler services at New Hampshire Rest Areas and Welcome Information Centers given public funding constraints and federal restrictions. For the purpose of this study, the New Hampshire Rest Areas and Welcome Information Centers will be referred to as “RA/WICs.”

This study recommends the number of RA/WICs that should be provided to serve the motoring public, where they should be located, what services should be provided, and methods the State should consider to improve existing facilities and develop new ones. These recommendations will be used by the State to help develop a strategic plan to guide the future management and operation of the RA/WIC system. In addition, this study provides a comprehensive inventory of each facility in the RA/WIC system. This inventory can be used as a basis from which to compare and measure improvements and programs implemented in the future.

## 1.2 Review of Existing Conditions, Issues and Needs

The RA/WICs provide a unique opportunity to highlight attractive areas to tourists, destinations, and New Hampshire made products and crafts to travelers. The RA/WICs are often the first place travelers stop when entering the state, and where first impressions are made. The statewide driver survey conducted for this study in July 2015 indicated that approximately 41 percent of respondents who were questioned while visiting a facility in New Hampshire had never stopped at that specific RA/WIC before. Overall, the RA/WIC system is viewed favorably by the motoring public. Approximately 96 percent of the motorists taking part in the July 2015 driver survey rated the RA/WIC facilities they visited as either good or very good. However, evaluations conducted for this study along with public comments noted several issues and areas of concern, including: inconsistencies in level of service and amenities among facilities; lack of facilities serving east-west routes; restricted or inefficient operating hours; shortage of truck parking on interstates, lack of green and sustainable technologies; poor maintenance and condition of the closed facilities; and lack of new technology.

One of the biggest challenges of operating and maintaining the RA/WIC system is funding. The gross cost to operate the RA/WIC system for FY 2015 was approximately \$2.7 million. The largest cost component is personnel, though non-personnel expenses showed marked increases in 2014 and 2015. The cost for items such as leasing porta-toilets has risen significantly in recent years. Currently, funding for the RA/WICs, except for the two Hooksett and Seabrook facilities which use Bureau of Turnpikes funds, relies on the State Highway Fund.

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<sup>1</sup> This includes estimated visitor totals from all facilities, including extrapolated foot counts for the Hooksett North and Hooksett South facilities for FY 2015.

Federal law prohibits commercialization<sup>2</sup> of RA/WICs located on the interstate highway system right-of-way unless in existence before 1960 and owned by the state (23 U.S.C 111). Except for the Hooksett North and Hooksett South RA/WICs located on the Everett Turnpike (I-93) toll road; all facilities (14 total) were developed using federal funding. Therefore, the State of New Hampshire is not authorized to provide commercial goods (other than vending machines, lottery machines, pay phones, travel related materials, tickets to travel destinations, and state recreational licenses) at these RA/WICs. The two Hooksett RA/WICs are exempt from these restrictions because they are located along toll roadways and were developed without federal funding.

## 1.3 Methodology

The following data and information were collected for each RA/WIC, reviewed and evaluated for this study:

- Physical inventory of the condition and operation of each facility;
- Staffing, operations, and cost information;
- Traffic, parking, and visitor data;
- Partnerships and sponsorships;
- Benchmarking best practices of other states;
- Driver User Surveys;
- Environmental conditions and constraints;
- Federal and State regulations;
- Feedback from tourism and trucking focus groups; and
- Input and feedback from state legislators and the public.

This data was collected and reviewed for the purpose of formulating appropriate system-wide and site specific recommendations. Back up data is provided in the Report Appendices.

## 1.4 Recommendations Summary

The following four broad themes below were used as the basis for developing New Hampshire RA/WIC system-wide recommendations.

### 1. Geographic Spacing Recommendations

These recommendations focus on improving services to motorists in areas that are either not currently served or are underserved in order to reduce long driving times/distances between facilities. The goal of these recommendations is to provide facilities at reasonable spacing, improve the distribution of RA/WICs statewide, and allow motorists and truckers ample opportunities to rest. The result will be an overall improvement in traffic safety.<sup>3</sup> Recommendations are also made to add or improve facilities serving east-west routes within the state. Examples of recommendations in this category include:

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<sup>2</sup> Federal regulations allow a state to charge the public at federal funded rest areas for vending machines products, pay phones, and limited travel and tourist related information such as maps, travel guides, tickets to tourist destinations, and recreational state licenses.

<sup>3</sup> Motorists' use of rest areas reduced accidents by 3.7% representing a benefit to society of \$148 million. The absence of rest areas increases shoulder related accidents due to parked vehicles on the side of the road by 52%, National Cooperative Highway Research Program (NCHRP), presented at National Safety Rest Area Conference, Travelers Marketing, September, 2012.

- Providing new facilities to fill gaps in the system and improve service;
- Relocating closed facilities or expanding operating season/hours of existing seasonal facilities; and
- Dispositioning of the four currently closed facilities.

## 2. Recommendations for Traveler Services

This category involves improving the type and quality of services provided at New Hampshire RA/WICs to meet traveler demand. This includes improvements for tourism services, such as the distribution of traveler and tourist information, particularly at gateway locations near the state borders.

Other recommendations for traveler services and amenities include improvements for restrooms, food choices, and handicap access. For example, as a higher percentage of the population enters retirement age, the demand for rest room facilities for older travelers will also increase.

Responses to the driver survey conducted for this study indicated a desire for new and improved communication technology at RA/WIC facilities, including Wi-Fi service and computer/phone charging stations. Traveler services and amenities provided should be consistent across the RA/WIC system.

Many citizens at the public meetings held in December 2015 and January 2016 indicated that current facilities that are in need of improvement leave out-of-state visitors with a negative impression, particularly at gateway locations. General system-wide and site specific recommendations are made to address these issues.

Examples of recommendations in this category include:

- Providing additional tourist information through electronic displays and kiosks;
- Increasing/improving services and amenities (e.g. rest rooms, Wi-Fi, ADA accessibility, texting zones, pet areas, etc.); and
- Increasing truck parking.

## 3. Operations and Management Recommendations

This category involves improved operation and management of the facilities consistently across the RA/WIC system.

Examples of recommendations in this category include:

- Developing a long-term capital improvement strategy plan;
- Considering contracting of maintenance services to private businesses such as custodial services;
- Developing and implementing the use of maintenance check-lists; and
- Restructuring the managing organization to more efficiently manage and oversee operations, particularly for facilities in the North Country region of the state.

## 4. Cost Reduction and Revenue Generation Strategies

This category considers opportunities to reduce operations costs and generate revenue for the RA/WIC system while improving motorist services. Strategies to reduce costs include investigating the potential to form partnerships with other State agencies, local governments, and private enterprises.

Potential strategies to generate revenue include developing partnerships for new facilities (in conjunction with geographic spacing recommendations described above), forming sponsorship arrangements, and developing new advertisement opportunities. It is noted that the NHDOT has indicated that any new

facility with a commercial element should not provide additional competition for existing nearby private commercial establishments.

Examples of recommendations in this category include:

- Investigate partnerships with other State agencies, Chambers of Commerce, and/or private business to provide new RA/WIC facilities;
- Repurposing existing open or closed facilities; and
- Removing closed facilities with no plans to re-open.

Table ES-1 summarizes the recommendations for each of the existing 16 (12 open and 4 closed) RA/WICs and for new facilities. Figure ES-1 shows the recommendations on a statewide map.

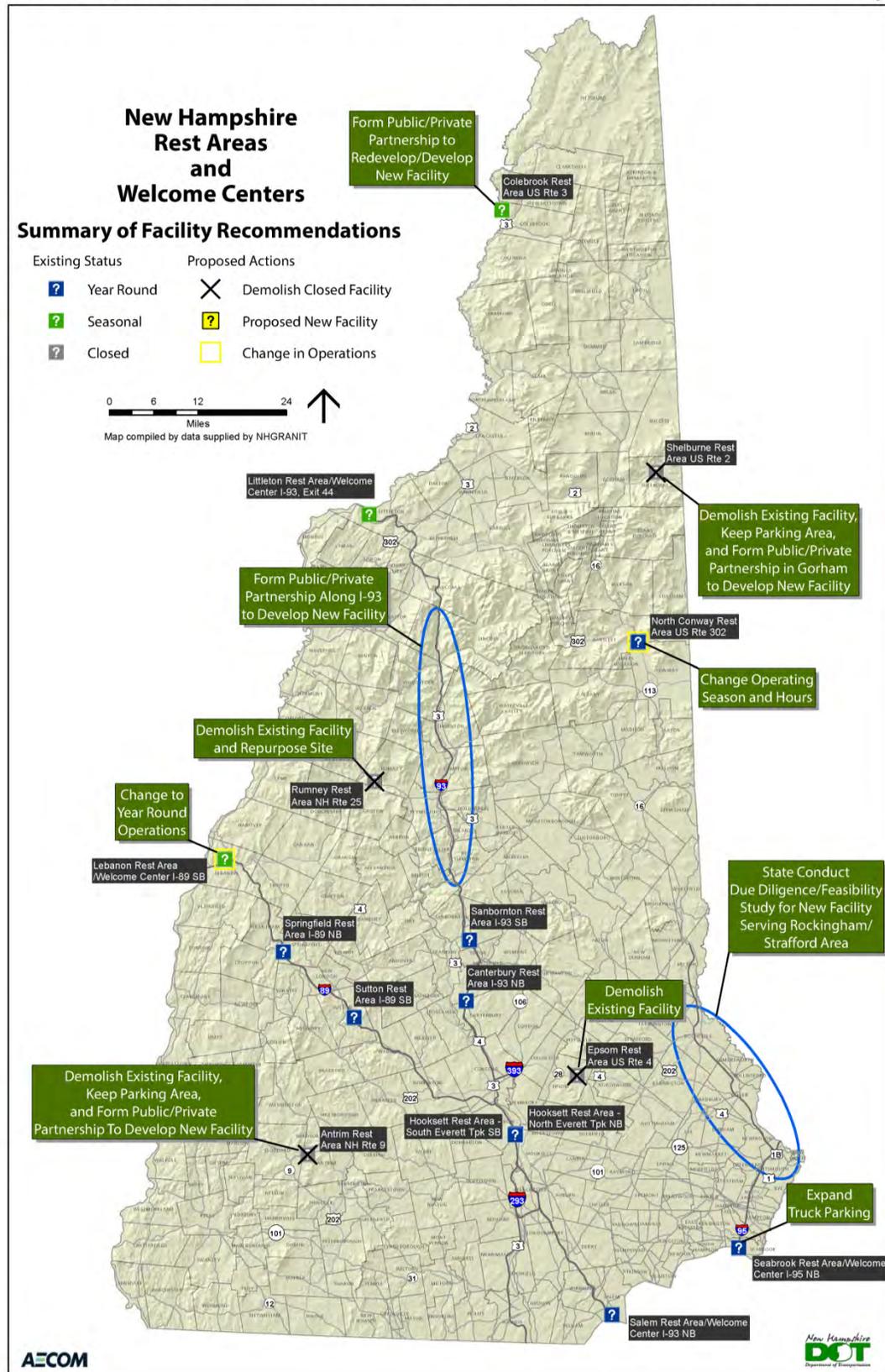
**Table ES-1: Summary of Facility Location Recommendations**

RA/WIC Location	Recommendation		
	Existing Hours	Existing Season	Change
<b>Existing Facilities:</b>			
Colebrook	8 – 8 daily	May - October	Short-term: Continue winter pilot program; Long-term: Investigate forming public/private partnership to redevelop/develop new facility; If a new facility is not developed, it is recommended the current facility continue operating on a seasonal basis
Littleton	8 – 8 daily	May - October	Continue winter pilot program
Lebanon	8 – 8 daily	May (Memorial Day) – October (Columbus Day)	Change to year round operation; expand facility in long-term
Springfield	9 – 9 daily	Year Round	Change hours to 8-8 daily
N. Conway/Intervale	10 – 6, Thursday – Monday	Year Round	Change operation to close in winter and open for 12 hours/day in spring/summer
Sanbornton	8 – 8 daily	Year Round	No change
Canterbury	9 – 9 daily	Year Round	Change hours to 8-8 daily
Salem	24 hours/7 days	Year Round	No change
Sutton	9 – 9 daily	Year Round	Change hours to 8-8 daily; Evaluate visitor volumes after Lebanon is open year round
Seabrook	24 hours/7 days	Year Round	Expand truck parking
Hooksett North	24 hours/7 days	Year Round	No change
Hooksett South	24 hours/7 days	Year Round	No change

RA/WIC Location	Recommendation		
	Existing Hours	Existing Season	Change
Antrim	Closed	Closed	Demolish building, maintain site and informal parking; Investigate forming public/private partnership to develop new facility
Epsom	Closed	Closed	Remain closed; demolish building; maintain site
Rumney	Closed	Closed	Remain closed; demolish building, repurpose and maintain site
Shelburne	Closed	Closed	Demolish building; maintain site and informal parking; Investigate forming public/private partnership to develop new facility
<b>Proposed New Facilities:</b>			
Dover/Newington; Portsmouth; Rochester Area	8 - 8	Year Round	State to perform Due Diligence/Feasibility Study of locating/developing a new facility in this area to serve motorists and tourists entering the State and headed towards the Lakes Region
I-93 between Campton & Franconia or Exit 23 in New Hampton	8 - 8	Year Round	Investigate forming partnership with Chamber of Commerce or private business

Figure ES-1: Summary of New Hampshire RA/WIC Facility Recommendations

## Statewide Rest Area and Welcome Center Study



## 2 Introduction

This New Hampshire Statewide Rest Area and Welcome Information Center Study Report summarizes the results of an 18-month study of New Hampshire's 16 public state-owned Rest Area/Welcome Information Centers. For the purpose of this report, these facilities will be referred to as "RA/WICs."

The study was conducted between January 2015 and June 2016. The New Hampshire Department of Transportation (NHDOT) and Department of Resources and Economic Development (DRED) jointly commissioned the study to evaluate traveler uses and needs, identify deficiencies and opportunities, and develop recommendations to meet future needs of the traveling public through the study target year of 2035.

This study used and built on the findings presented in the *New Hampshire Rest Areas & Welcome Information Centers (WICs: FINAL REPORT of the Welcome Information Center Working Committee* (February, 2010). Several of the recommendations made in that report were implemented between 2010 and 2015. New Hampshire House Bill 1377 authorizes the NHDOT and DRED to make recommendations relative to New Hampshire RA/WICs to ensure long-term viability to provide traveler service along New Hampshire's highways.

The following sections are provided in this report:

- Introduction;
- System Overview;
- Individual Site Summaries;
- Driver Survey Summary;
- Public Outreach;
- Benchmarking of Other States; and
- Recommendations

The study includes an inventory of existing baseline conditions which can be used by the State to compare with future conditions and evaluate potential recommendations. An Appendix is provided that contains technical information and meeting minutes.

### 2.1 Study Background, Goals and Process

This chapter discusses the history and goals of the project, and how it was completed.

#### 2.1.1 Study Background

Many of New Hampshire's RA/WICs were initially constructed in the mid-1960s and the early 1970s. The Littleton and Salem facilities were constructed in 1988 and 1994, respectively. Rumney, Seabrook, Springfield, and North Conway/Intervale facilities were reconstructed in 1987, 1999, 2002, and 2007, respectively. The two Hooksett RA/WICs were redeveloped in 2015. Basic services provided at federal-aid RA/WICs typically include bathroom facilities, water, snacks, pay phone, traveler and tourism information, parking (including trucks), picnic facilities, pet walking areas, and lottery machines at some locations. While traveler needs have changed since the 1960s, Federal Law 23 U.S.C 111 continues to prohibit commercialization of federally funded RA/WICs other than vending machines and pay phones. Federal regulations do now allow advertising within the interior of a RA/WIC building. MAP-21 legislation allows states to conduct limited over-the-counter commercial sales at facilities on the Interstate System, including tourism books and other media; tickets for events or attractions; travel-related maps and coupon booklets and lottery machines. The two Hooksett RA/WICs (non-federally funded) were redeveloped in 2014 with a developer/operator to provide fuel stations (including electric vehicle charge stations), food,

restaurants, store, bank, ATM, a larger NH Liquor Store, and state-of-the-art traveler and tourism information technology in addition to the typical rest area services.

As society and technology has changed and advanced over time, so has traveler's needs. Many RA/WICs in other states provide Wi-Fi, commuter/cell phone charging stations, crafts/artisans exhibits and demonstrations, electronic smart information boards, as well as sustainable infrastructure practices. In addition, the federal government has increased required rest times for truckers, increasing the demand for long-term truck parking at RA/WICs.

The number of private facilities located on and off state highways that provide food, rest rooms, fuel, and convenience items, has increased since the 1960's. These private facilities provide similar services (except for traveler/tourism information) to the state RA/WICs, and benefit the system by increasing traveler amenities and services and reducing travel distances between facilities.

In 2012, the Bureau of Visitor Services (handling the operation, maintenance and training for the RA/WIC system) was transferred from the NHDOT to DRED. DRED currently manages all New Hampshire RA/WICs, while the NHDOT maintains ownership. The 13 RA/WICs on federal-aid roads are maintained by the NHDOT Bureau of Highway Maintenance. Bureau of Highway Maintenance responsibilities are mostly limited to parking/ramps and capital repairs/replacement. The three RA/WICs located on turnpikes (the two Hooksett facilities and the Seabrook facility) are maintained by the NHDOT Bureau of Turnpikes.

House Bill 534, Chapter 255 Laws of 2014, RSA 228:32 was signed into law on July 22, 2014, and allows the establishment of a commission to study the feasibility of sponsorship agreements, including naming rights for certain structures. The State of New Hampshire DOT issued a Request for Proposals (RFP) with a deadline of February 24, 2014. The purpose of the RFP was to solicit competitive proposals for an agency to develop and administer a sponsorship program and solicit a sponsor for the 13 federally funded RA/WICs. Three proposals were received, but the State was unable to reach an agreement with a contractor.

The *Guide for Development of Rest Areas on Major Arterials and Freeways* (Third Edition, American Association of State Highways and Transportation Officials (AASHTO), 2001), recommends a spacing of 60 miles between RA/WICs. This guideline was used for this study to assess the adequacy of RA/WIC facility spacing on interstates in New Hampshire.

## 2.1.2 Study Goals

This study was performed to inventory and evaluate the overall statewide program of public state-owned RA/WIC facilities in New Hampshire, and to rate these facilities based on levels of priority for public uses. The **Goal** of this study is to determine the appropriate number, size and location of RA/WIC facilities to support New Hampshire traveler needs while meeting federal guidelines, and to identify measures to increase the quality of service at New Hampshire RA/WICs while creating new opportunities for potential revenue generation.

## 2.1.3 Study Process

This study was conducted according to guidelines outlined in the *Guide for Development of Rest Areas on Major Arterials and Freeways* (Third Edition, AASHTO, 2001). The following tasks were completed for this study:

- Data collection and inventory of existing conditions;
- Benchmarking of best practices from other states;
- Conduct public outreach process;
- Identification of issues and needs; and
- Provide recommendations.

The following data and information were collected or obtained for this study:

- Base mapping, including site layout, right-of-way, environmental data, tourism districts and Regional Planning Commission boundaries;
- Compilation of RA/WIC site plans;

- Physical inventories of each RA/WIC;
- New traffic volume and classification counts for access/ramps at each active RA/WIC, including mainline counts at some locations;
- Traffic volume data from NHDOT and other sources;
- RA/WIC person counts from DRED;
- New driver surveys at each RA/WIC conducted by DRED;
- New parking surveys at each active RA/WIC;
- Industry Focus Group meetings and interviews;
- New benchmarking surveys of other DOTs; and
- Compilation of RA/WIC operations, maintenance and capital costs.

The collected data and information was used to evaluate the RA/WIC system and individual facilities. Note that comparisons were made with the two new Hooksett RA/WICs, but a full inventory and analysis was not conducted at/for these two locations.

A Technical Advisory Committee (TAC) was formed for this study to guide and oversee the technical and public processes. The TAC members included:

- Roger Appleton, Project Manager, NHDOT;
- Jennifer Codispoti, DRED;
- Victoria Cimino, DRED;
- Caleb Dobbins, NHDOT;
- Dave Rodrigue, NHDOT; and
- David Smith, NHDOT.

A Public Outreach process was included as part of this study which included:

- Public Involvement Plan;
- Targeted Focus Group meetings and interviews;
- Public (Stakeholder) meetings;
- Final meetings; and
- Project Website – <http://www.visitnh.gov/wicstudy>.

The Public Outreach process is discussed in detail in Section 6.

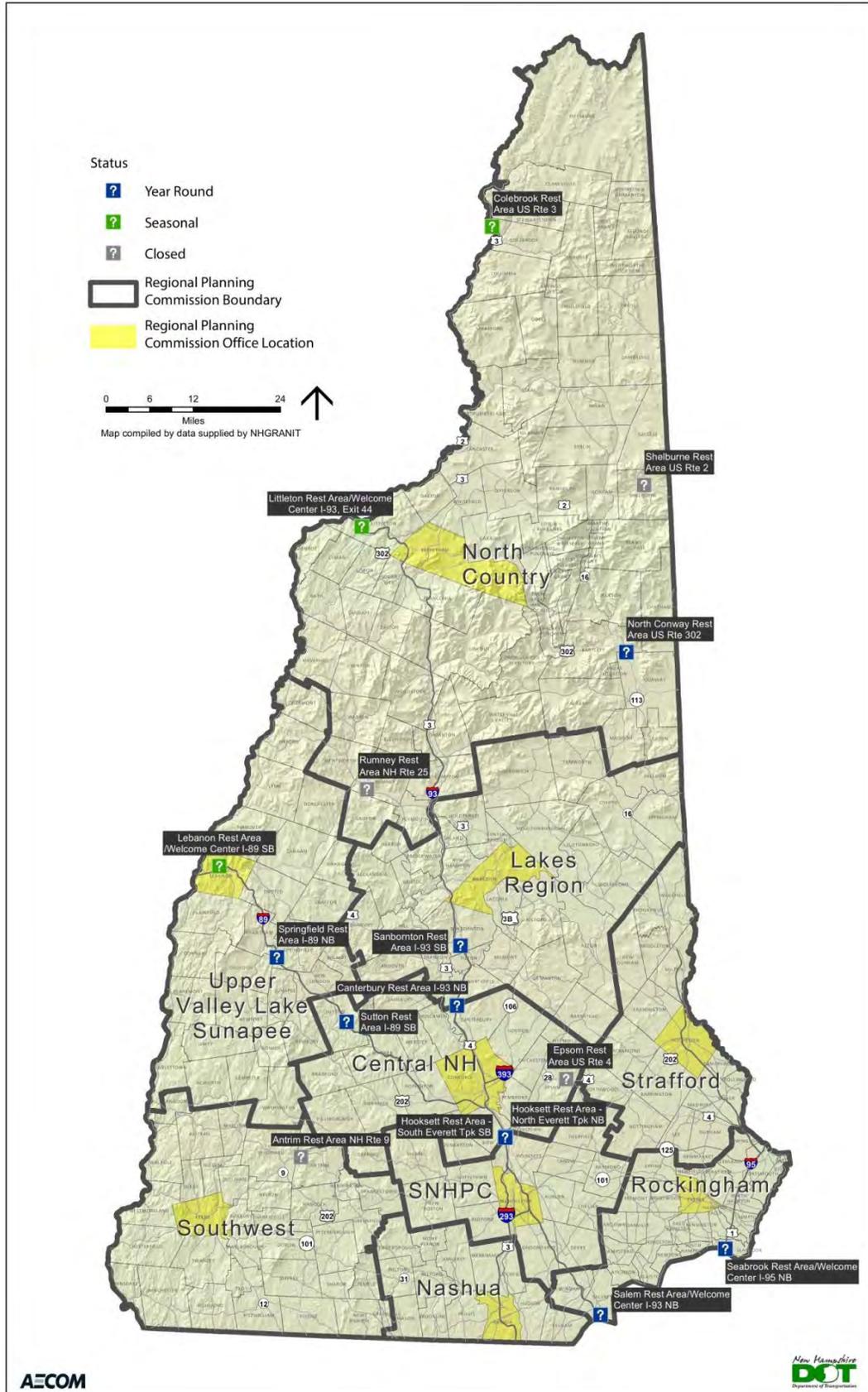
## 2.2 NH Rest Area and Welcome Information Center System

There are 16 RA/WIC facilities located throughout the state made up of safety rest areas and welcome/information centers, with some having interpretive centers. For the purposes of this document, the network facilities are generally referred to as Rest Area/Welcome Information Centers (RA/WICs).

The New Hampshire RA/WIC facilities are located along I-95, I-93, I-89, US 2, US 3, US 4-202, US 302/NH 16, NH 25, and NH 9. Of the 16 facilities, 12 are currently open to the public and four are closed. Four of the open facilities serve as both welcome centers and rest areas. Nine (Sutton, Springfield, Canterbury, Hooksett North, Hooksett South, Salem, Seabrook, North Conway/Intervale, and Sanbornton) are open year round, and three (Colebrook, Lebanon, and Littleton) are seasonal, open between May and October. The three seasonal facilities were open between December 2015 and March 2016 in the first year of a two year pilot program. Most RA/WICs are open 12 hours/day. Only the facilities in Hooksett (North and South), Salem, and Seabrook are open 24 hours/day for seven days/week. The North Conway/Intervale facility is open 8 hours/day for 5 days/week. The four closed facilities include Antrim, Epsom, Rumney, and Shelburne.

Figure 2-1 shows the locations of New Hampshire RA/WICs.

Figure 2-1: State of New Hampshire RA/WICs



# 3 System Overview – NH Rest Areas/ Welcome Information Centers

This section describes the existing regulations that govern the New Hampshire RA/WIC network, system operations and management, geographic spacing of facilities, site services and amenities, visitor volumes, traffic and parking conditions, and ADA review and compliance for the 16 New Hampshire RA/WIC facilities.

This section also summarizes existing and future system-wide deficiencies and needs. Site specific issues are discussed in Section 4.

## 3.1 Introduction

RA/WICs provide a roadside facility where travelers can pull off the highway to rest, use a rest room, or stretch their legs. These facilities provide basic services and amenities such as bathrooms, parking, pay phones, travel and tourism information, and, in many cases, vending machines. Many facilities also have picnic and pet walking areas, and other amenities.

Many RA/WICs are located at the “gateways” to the state or to a particular region. Generally, portions of the building are devoted to providing maps, brochures, and travel guides to travelers. These facilities give travelers a sample of what New Hampshire and the region has to offer, and encourage people to visit tourist destinations and patronize local businesses. They are staffed with well-informed attendants to better serve travelers. The RA/WICs provide visitors with a first impression of the state. RAWIC facilities generally do not directly generate revenue for the state, with the exception of the two Hooksett facilities. Instead, they provide important information to tourists about the regions’ businesses, provide families with necessary bathroom facilities, and give motorists and truckers a place to pull over and rest.

## 3.2 Governance

This chapter provides a general overview of the federal and state laws governing interstate highway right-of-way and RA/WIC operations and maintenance.

### 3.2.1 Federal Regulation

Safety rest areas are governed by regulations documented in the United States Code and in the US Code of Federal Regulations (C.F.R.). Key sections of these regulations are summarized below.

#### ***The Code of Laws of the United States of America***

United States Code (U.S.C.) laws are described below.

#### **20 U.S.C Section 107 – Randolph-Sheppard Act – Operation of Vending Facilities**

20 U.S.C, Chapter 6A, Section 111<sup>4</sup> states that for the purposes of providing blind person with remunerative employment, enlarging the economic opportunities of the blind, and stimulating the blind to greater efforts in

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<sup>4</sup> <https://www.gpo.gov/fdsys/pkg/USCODE-2011-title20/html/USCODE-2011-title20-chap6A.htm>

striving to make themselves self-supporting, blind persons licensed under the provision of this chapter shall be authorized to operate vending facilities on any Federal property.

Section 107 further states that in authorizing the operation of vending facilities on Federal property, priority shall be given to blind persons licensed by a State agency as provided in this chapter; and the Secretary, through the Commissioner, shall, after consultation with the Administrator of General Services and other heads of departments, agencies, or instrumentalities of the United States in control of the maintenance, operation, and protection of Federal property, prescribe regulations designed to assure that—

1. The priority under this subsection is given to such licensed blind persons (including assignment of vending machine income pursuant to section 107d–3 of this title to achieve and protect such priority); and
2. Wherever feasible, one or more vending facilities are established on all Federal property to the extent that any such facility or facilities would not adversely affect the interests of the United States.

Any limitation on the placement or operation of a vending facility based on a finding that such placement or operation would adversely affect the interests of the United States shall be fully justified in writing to the Secretary, who shall determine whether such limitation is justified. A determination made by the Secretary pursuant to this provision shall be binding on any department, agency, or instrumentality of the United States affected by such determination. The Secretary shall publish such determination, along with supporting documentation, in the Federal Register.

### **23 U.S.C. Section 111 – Statutes for Federal-Aid Highways**

U.S.C. Title 23, Chapter 1 Federal-Aid Highways, comprises all federal statutes pertaining to Federal-Aid Highways.<sup>5</sup> Section 111 outlines agreements relating to use and access to rights-of-way-interstate system. Under Section 111, the Secretary of Transportation shall permit the following activities and operations at rest areas:

1. General – The Secretary shall permit a State to acquire, construct, operate and maintain a rest area along a highway on the Interstate System.
2. Limited Commercial Activities –
  - A. Commercial advertising and media displays are allowed if such advertising and displays are exhibited solely within any facility constructed in the rest area, and not legible from the main traveled way;
  - B. Items to promote tourism in the State, limited to books, DVDs and other media; Tickets for events or attractions in the State of a historical or tourism-related nature (can include sales of ski resort lift tickets);
  - C. Travel-related information including maps, travel booklets and hotel coupon books; and
  - D. Lottery machines.
3. Private Operators – A State may permit a private party to operate such commercial activities.
4. Limitation on Use of Revenues – A State shall use any revenues received from the commercial activities in a rest area under this section to cover the costs of acquiring, constructing, operating, and maintaining rest areas in the State.

Section 111 permits states to place vending machines in rest and recreation areas, and in safety rest areas constructed or located on the rights-of-way of the Interstate System in such State. Such vending machines may only dispense such food, drink, and other articles as the State Transportation Department determines are appropriate and desirable. Vending machines can only be operated by the State and shall give priority to vending machines operated through the State licensing agency designated pursuant to the Randolph Sheppard Act of 1936 (20 U.S.C. Section 107 (a)). This is the issuance of licenses to blind persons who are US citizens to operate vending machines on federal and other property.

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<sup>5</sup> <https://www.fhwa.dot.gov/resources/legsregs/>

The Federal Law will not permit automotive service stations or other commercial establishments for serving motor vehicle users to be constructed or located on the rights-of-way of the Interstate System. Commercial enterprises in existence before January 1, 1960 are exempt.

The two Hooksett RA/WICs are located on the Everett Turnpike toll road on I-93 northbound and southbound. Because these facilities are on a toll roadway and not a designated federal-aid roadway, they are exempt from Federal 23 111 regulations regarding commercial services. The Seabrook RA/WIC is located on the Blue Star Turnpike (I-95) which is also a toll roadway. However, because it was constructed with federal funds, it must comply with the commercial restrictions of 23 U.S.C. 111.

FHWA has indicated that there are no specific laws or regulations that address rest areas on non-Interstate, federally funded highways.<sup>6</sup> 23 C.F.R. 1.23 states that right-of-way purchased with Federal Title 23 participation must be used exclusively for a highway purpose. Therefore, if Federal-aid highway funds were used to acquire the right-of-way for the roadway and/or adjoining rest area on any public road, that facility must be used for a highway purpose only.

It is understood that the remaining 13 (nine active) New Hampshire RA/WICs are on federal-aid roadways and were federally funded when constructed, and are therefore governed by the commercial restrictions of 23 U.S.C. 111. The four rest areas that are currently closed (Antrim, Epsom, Rumney, and Shelburne) are also subject to 23 U.S.C 111 restrictions.

### **23 U.S.C. Section 131 – Control of Outdoor Advertising**

U.S.C. Section 131 maintains that outdoor advertising adjacent to the Interstate System should be controlled in order to promote the safety and recreational value of public travel and to preserve natural beauty. This section also authorizes State Transportation Departments to maintain maps and to permit information directories and advertising pamphlets to be made available at safety rest areas.

A State may permit the installation of signs that acknowledge the sponsorship of rest areas within such rest areas or along the main traveled way of the system (MAP-21 Section 1539, FHWA Order 5160.1A, enacted on September 29, 2012).

Signs, displays, and devices advertising the distribution by nonprofit organizations of free coffee to individuals traveling on the Interstate System or primary system are allowed.

### ***Code of Federal Regulations***

Federal regulation codes pertaining to safety rest areas are described below.

### **23 C.F.R. Section 752.5 – Safety Rest Areas**

Part (a) states that safety rest areas should provide facilities reasonably necessary for the comfort, convenience, relaxation, and information needs of motorists. All facilities within the rest area are to provide full consideration and accommodation for individuals with handicaps.

Parts (b) and (c) permit the placement and operation of vending machines (United States Code 23 111 discussed above allows sales of limited traveler and tourism items). C.F.R. allows the State to contract operation of vending machines.

Part (g) states that the public may only be charged for telephones and articles dispensed from vending machines.

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<sup>6</sup> Cindy Vigue, Assistant Division Administrator, FHWA New Hampshire, e-mail dated February 1, 2016.

### 23 C.F.R. Section 752.7 – Information Centers and Systems

Part (a) states that at existing or new safety rest areas, the State may establish information centers for the purpose of providing specific information to the motorist as to services, places of interest within the State, and such other information as the State may consider desirable.

Part (b) states that the State may lease the operation of information facilities.

Part (c) states that all advertising must be restricted to the interior of the building. No advertising (partial enclosures or bulletin boards) shall be legible from the main traveled way.

Subject to FHWA approval, Part (d) indicates that, within federal-aid highway right-of-way, States may permit information systems which provide specific interest to motorists and does not visually intrude on the main traveled way (which would violate 23 U.S.C. 131).

### 23 C.F.R. Section 752.8 – Privately Operated Information Centers and Systems

Under this section, the State may permit privately operated information centers and systems subject to FHWA Regional Administrator approval. Critical elements include:

- Advertising must be limited to interest to the traveling public;
- A maximum of 60% of the advertising area is for paid advertisements, at least 40% shall be devoted free of charge;
- No charges to the public except for telephones and vending machines; and
- The center shall be adequately maintained and cleaned.

### 23 C.F.R. Section 752 – Abandonment of Interstate Safety Rest Area Facilities (Non-Regulatory Supplement)

The items in 23 C.F.R. Section 752 with the most relevance to the New Hampshire rest area system are summarized below. Note that not all elements are provided.

- a. A State may abandon an Interstate rest area or rest areas provided there is a well-documented evaluation demonstrating that the rest areas to remain are adequate in both number and size to satisfy the needs of the traveling public.
- b. The abandonment of a rest area or rest areas near State lines could adversely affect rest areas in adjoining states.
- e. The question of whether or not parking areas in rest areas which lack other facilities should continue to be available for use is an operational consideration and thus a State decision. The decision should be made on an individual basis depending on the circumstances. Retention could be a safety benefit. On the other hand, if activities in these sites become nuisances, closure may be the only acceptable solution.
- f. The land of an abandoned rest area need not be made to conform with adjacent areas. However, the area should be dressed up, seeded, and maintained to the extent necessary to be compatible with the adjacent areas. If it is determined the site will never be used for highway purposes, disposal of the excess property to comply with OMB Circular A-102<sup>7</sup> will be necessary.
- g. A State may be permitted to retain the land on which an abandoned rest area is situated. However, any contemplated use other than as a rest area is to be submitted for Washington Headquarters review. Any use of an abandoned rest area should not be of a permanent nature so that it could revert to rest area usage if a future need should develop.
- h. The maintaining or closing of a rest area without facilities is an operational decision to be made by the State with FHWA concurrence. The abandoned, but not disposed of, rest areas should be properly

<sup>7</sup> Office of Management and Budget, Circular A-102, April 29, 1992.

maintained, and any activities occurring at the closed rest area, whether lawfully or by trespassers, should not be detrimental to the operation of the Interstate System.

- i. The cost of abandonment is not eligible for Federal-aid-funding.
- j. Federal funding credit is required when the State disposes of any improvement for value. Any disposal of the right-of-way should be at fair market value with an appropriate credit to Federal funds.

### **SAFETEA-LU Section 1310 – Interstate Oasis Program**

The Interstate Oasis Program was created in 2005 under the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), and allows states to partner with private operators to provide rest area services in exchange for highway mainline signing and designation as an official Interstate Oasis facility. The Oasis facilities supplement public rest areas and serve as a public/private partnership. The Oasis facility must:

- Provide services to the public (phones, food, fuel, oil, water);
- Provide 24-hour access to restrooms;
- Provide parking for autos and heavy trucks;
- Provide Oasis logo and appropriate signage;
- Be located not more than three miles from interchange; and
- Be staffed 24/7.

### **2009 Manual on Uniform Traffic Control Devices (MUTCD)**

#### *Chapter 2J – Specific Service Signs*

Federal regulation and guidance for specific service signs is provided in the 2009 Manual on Uniform Traffic Control Devices (MUTCD), Revision 2, in Chapter 2J. Service signing is used to direct motorist to destinations including 24-hour pharmacy, gas, food, fuel, lodging, camping, and attractions. These destinations are typically located within three miles of the exit ramp (within five miles for campgrounds and within 20 miles for attractions). Facilities typically need licensing for approval where required, and must provide modern sanitary facilities, drinking water, and a public telephone. Gas stations should be open 16 hours per day, 7 days per week for freeways and expressways. The MUTCD provides layouts for signs and guidelines for sign placement.

## **3.2.2 New Hampshire Regulations**

State of New Hampshire regulations pertinent to the RA/WIC system are discussed below.

### **New Hampshire House Bill 1377 – Recommendations for NH RA/WICs**

New Hampshire House Bill 1377, which passed in 2008, directs the NHDOT and DRED to make recommendations relative to New Hampshire's RA/WICs. The Bill directs NHDOT and DRED to:

- Review the structure, governance, and funding of New Hampshire rest areas and welcome centers;
- Explore best practices among other states as it relates to the provision of traveler services along highways, with particular emphasis on those states who are dependent on tourism for a significant portion of their economy and state revenues;
- Make recommendations for ensuring the long-term viability of rest areas and welcome centers, including appropriate staffing and funding methodology;
- Develop a plan for the smooth transition of responsibility for construction, maintenance, repair and staffing of rest area and welcome centers from the NHDOT to DRED; and
- Report their findings and any recommendations for proposed legislation to the Speaker of the House of Representatives, the President of the Senate, the House Clerk, the Senate Clerk, the Governor, and the State Library on or before Quarter 1, 2010.

The directives of Bill 1377 are summarized in the FINAL REPORT of the Welcome Information Center Working Committee, New Hampshire Rest Areas & Welcome Information Centers (WICs), February 2010.

### **New Hampshire State Law RSA 12-A:43-b – Rest Areas and Welcome Centers**

NH State Law 12-A:43-b gives the department of resources and economic development statutory authority for the staffing of rest areas and welcome centers along the state's highways, and establishes in the department a bureau of visitor service to administer this function.

### **New Hampshire State Law 86B:14 – Vending Machine Income**

NH State Law 86-B:14 states that “If a new vending machine or a replacement for an existing vending machine is installed after August 5, 1975 on any state property, the vending machine income shall accrue to the licensed blind person operating a vending facility on the same property, or if none, to blind services.”

### **New Hampshire State Law Tra 703 – Department of Transportation Regulations for Roadside Safety Rest Areas**

NHDOT previously had rules specific to regulation for roadside safety rest areas, however, those rules have since expired. It was effective beginning April 28, 1995 and expired on April 28, 2003. It is recommended that NHDOT and DRED update regulations for roadside safety rest areas through the rule making process.

### **New Hampshire State Law Tra 602 – Tourist Oriented Directional Signs**

This administrative rule describes the process used to evaluate requests for tourist directional signs (TODs) for business, service and activity facilities. This administrative rule implements state law found at RSA 236:72-a, and a federal regulation entitled, the “Manual on Uniform Traffic Control Devices (MUTCD), 2003 Edition”.

### **New Hampshire State Law Tra602.02 – Service Signs**

New Hampshire State Law (Tra 602.02)<sup>8</sup> prohibits service signs to be constructed on interstate highways, divided portions of the New Hampshire Turnpike, or divided limited access highways. However, signs may be provided on municipal roadways and other State controlled roadways such as off-ramps (see photo below). Signs for attractions are governed by federal law, and may be placed in advance of an interchange on limited access highways. Attractions are defined as facilities that have a primary purpose of providing amusement, historical, cultural, or leisure activities to the public.



<sup>8</sup> <http://www.nh.gov/dot/org/operations/traffic/documents/TODsignpolicy.pdf>

The New Hampshire Motorist Service Signing Program<sup>9</sup> allows for sign space to be rented by a private business. The installation fee, replacement fee, or logo modification are \$350 for each sign, with an annual renewal fee of \$50. The cost of design, construction, maintenance, and installation of any signage or replacement signage shall not be a charge to the State.

### Chapter 255 Laws of 2014, RSA 228:32 – Sponsorship Agreements

This law allows the establishment of a commission to study the feasibility of sponsorship agreements, including naming rights for certain structures. The State of New Hampshire DOT issued a Request for Proposals dated January 7, 2014 to solicit competitive proposals for an agency to develop and administer a sponsorship program, and solicit a sponsor at the 13 federally funded welcome and information centers. Three bids were received, but the State was unable to reach an agreement with a contractor.

### New Hampshire Directional Service Signs on an I-93 Off-Ramp in Londonderry

This law places the functions of education, training, vocational rehabilitation, and related services of the blind under one administration to enable the State to more effectively provide services to the blind of all ages in the state. By this transfer of functions, all of the responsibility for the education and training of all disabled children in the State becomes the responsibility of the department of education.<sup>10</sup>

## 3.3 System Operations and Management

Prior to July 2011, the RA/WIC system was operated and managed by the New Hampshire DOT. The state's Department of Resources and Economic Development (DRED), which includes the Bureau of Visitor Services, took over RA/WIC operations from the NHDOT in FY 2012. Today, except for the two Hooksett locations, New Hampshire's state-owned RA/WIC facilities are still operated by DRED, however, employees in the Hooksett facilities specifically provide visitor services. Two newly reconstructed RA/WIC facilities in Hooksett are operated under a developer/operator agreement with Granite State Hospitality, LLC (GSH). Maintenance of the facilities is discussed in Section 3.3.3. The management structure between NHDOT and DRED and the organizational chart for RA/WIC system management is provided in Appendix A.

### Operating Hours

There are currently 12 open RA/WICs. Table 3-1 summarizes the operating hours/seasons for each facility.

**Table 3-1: RA/WIC Facility Season/Days/Hours of Operation**

RA/WIC Location	Season	Days	Hours
Canterbury	All year	7 days/week	9:00 AM to 9:00 PM
Colebrook <sup>1</sup>	Memorial Day (late May)- Columbus Day (mid-October)	7 days/week	8:00 AM to 8:00 PM
Hooksett North	All year	7 days/week	24 hours/day
Hooksett South	All year	7 days/week	24 hours/day
Lebanon <sup>1</sup>	Memorial Day (late May)- Columbus Day (mid-October)	7 days/week	8:00 AM to 8:00 PM

<sup>9</sup> <http://www.nh.gov/dot/org/operations/traffic/documents/logo-sign-rules.pdf>

<sup>10</sup> <http://www.gencourt.state.nh.us/ras/html/XV/186-B/186-B-mrg.htm>

Littleton <sup>1</sup>	Memorial Day (late May)- Columbus Day (mid-October)	7 days/week	8:00 AM to 8:00 PM
N. Conway/Intervale	All year	Thursday-Monday & Holidays	10:00 AM to 6:00 PM
Salem	All year	7 days/week	24 hours/day
Sanbornton	All year	7 days/week	8:00 AM to 8:00 PM
Seabrook	All year	7 days/week	24 hours/day
Springfield	All year	7 days/week	9:00 AM to 9:00 PM
Sutton	All year	7 days/week	9:00 AM to 9:00 PM
Antrim	CLOSED		
Epsom	CLOSED		
Rumney	CLOSED		
Shelburne	CLOSED		

**SOURCE:** NHDOT/DRED.

**NOTES:**

1. These facilities were open from December 2015 to mid-March 2016 as part of a two year pilot program.

Facilities in Colebrook, Lebanon, and Littleton are open seasonally, and facilities in Rumney, Antrim, Shelburne and Epsom are closed. Seasonal cutbacks and facility closings took place in July of 2011 as a result of budget cuts to the NHDOT.

Of the seven facilities that are open 12 hours per day, four are open from 8:00 AM to 8:00 PM and three are open from 9:00 AM to 9:00 PM. The three facilities open from 9:00 AM to 9:00 PM are open year round (Canterbury, Springfield, and Sutton). According to input from the tourism industry, the 9:00 AM opening time may be too late for some tourists and commuters who are on the road before 9:00 AM. During the site inventories conducted in June 2015, travelers were observed waiting to enter the buildings at North Conway/Intervale and Springfield before they opened in the morning (10:00 AM and 9:00, respectively). It may be beneficial to travelers to have consistent hours of operation at all, or most, facilities across the state, as is practical.

The North Conway/Intervale facility is open only for eight hours daily (10:00 AM to 6:00 PM) year round. Although the number of average daily vehicles entering this site (688 weekdays, 1,070 weekends) is higher than for some interstate facilities with high mainline traffic volumes (e.g. Canterbury, Lebanon and Sanbornton), the North Conway/Intervale facility has the lowest number of average daily visitors in the state (237 visitors per day entering the building). During the winter, on average, only 100 visitors per day visit this building. The apparent disconnect between the high number of vehicles entering and low number of persons entering is due to several reasons. First, the North Conway/Interval site is a designated scenic overlook with a view of Mount Washington and the White Mountains. Many travelers stop here to enjoy the view, but never enter the building. Second, the building’s design does not provide easy and quick access to the rest rooms and traveler information. There are no facilities available at the parking level (except for the porta toilets). All visitor facilities are provided on the lower level of the building, accessible by stairs or elevator. As a result, many visitors do not enter the building and instead use the porta toilets. Lastly, because the facility hours are 10:00 AM to 6:00 PM, many visitors stop at the site when the building is closed.

### 3.3.1 Staffing

DRED provides a total of 29 full-time and 66 part-time employees statewide to operate the RA/WICs. The majority of the positions (89) are either Information Center Attendants I and II (73), or Counter Clerk III and IV (15). Six full-time administrative staff positions are provided to oversee operations. Table 3-2 below summarizes the DRED staff at each RA/WIC.

**Table 3-2: RA/WIC Staffing Summary**

RA/WIC Location	Full-Time Permanent	Part-Time Temporary	Total Employees
Admin	6	0	6
Seabrook	4	7	11
Hooksett North	4	5	9
Hooksett South	5	5	10
Salem	4	5	9
Canterbury	1	7	8
Sanbornton	0	6	6
Littleton	0	5	5
Sutton	2	5	7
Springfield	2	6	8
Lebanon	0	5	5
N Conway/Intervale	1	4	5
Colebrook	0	6	6
<b>Totals</b>	<b>29</b>	<b>66</b>	<b>95</b>

**SOURCE:** DRED employee data.

Staffing at each facility ranges between five (Littleton, Lebanon, and North Conway) and 11 (Seabrook) with an average of eight staff per facility. Attendants and clerks perform a variety of tasks that include promoting the State of New Hampshire while maintaining the facilities and assisting visitors and the traveling public. This includes custodial duties and grounds maintenance, providing customer service, and maintaining travel and tourist information. Many of the driver survey responses provided praise for the RA/WIC staff members, noting their helpfulness and friendliness (see Section 5).

Three supervisors oversee the daily operations at all RA/WICs, and are all headquartered out of Concord. The North Region Supervisor is responsible for six facilities, three of which are seasonal. Supervisor visits to a North Country facility take a full day due to the long driving distances. The South Region Supervisor is responsible for four facilities, two of which are 24/7 operation, and the Management Analyst is responsible for the staffing at the Hooksett Welcome Centers as well as the customer service and brochure program.

### 3.3.2 Traveler /Tourism Services

DRED's Division of Travel and Tourism Development (DTTD) Bureau of Visitor Services is responsible for operating the RA/WICs and providing tourism services at the 12 open RA/WICs. The DTTD works with the State's seven travel/tourism regions to increase visitation and travel and visitor expenditures in order to expand business activity and employment throughout the state. The Division is responsible for domestic and international advertising and public relations; literature publication and distribution; [www.visitnh.gov](http://www.visitnh.gov) administration; grant administration; and research to monitor and measure the impact of travel and tourism in the state. The seven tourism regions in the State of New Hampshire are shown in Figure 3-1.

#### ***Traveler Brochure Programs***

Traveler brochure programs for New Hampshire and other states are described below.

### New Hampshire’s Brochure Program

The DTTD (within DRED) manages the distribution of publications in the state’s RA/WICs.<sup>11</sup> Each RA/WIC has the opportunity to display publications that promote tourism in New Hampshire. Printed material must promote New Hampshire’s tourism industry and provide information such as destination, attraction, activities, events, or points of interest. Only publications that meet the policy guidelines and are approved by DTTD are permitted to be displayed. Under Federal MAP-21, RA/WICs can provide items promoting tourism, travel-related information, and tickets for in-state events or attractions of a historical or tourism-related nature.<sup>12</sup>

DTTD charges a rack fee to display publications in the RA/WICs. Table 3-3 shows the annual rack fees charged per publication per location.

**Table 3-3: New Hampshire DTTD Brochure Annual Rack Fees**

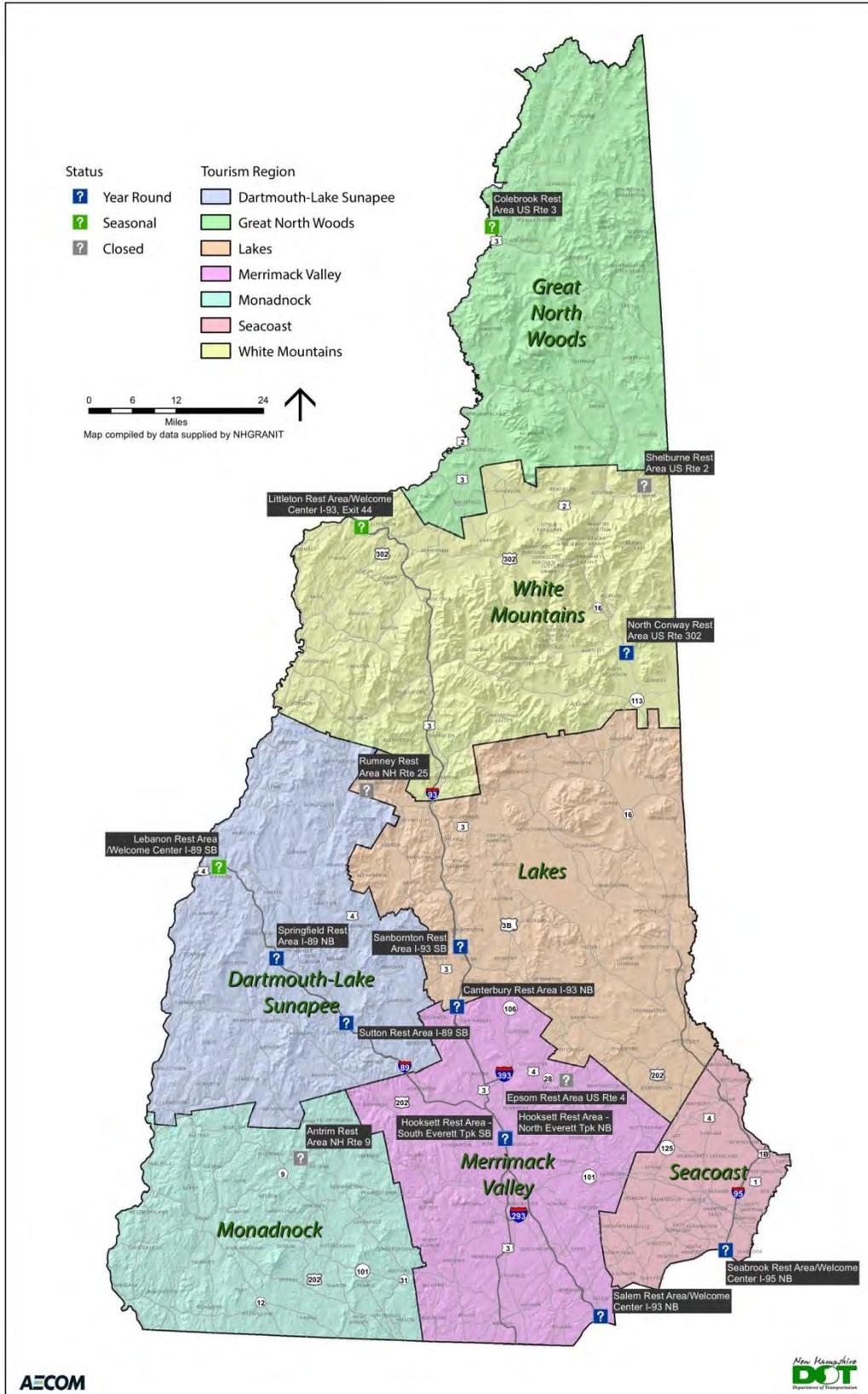
Brochure Type	Annual Rack Fee	
	Single Slot Size	Double Slot Size
<b>All RA/WICs except Hooksett North and South:</b>		
For Profit	\$20.00	\$40.00
Business Org 501 (c) 6/NH Non-Profit	\$10.00	\$20.00
Non-Profit 501 (c) 3	\$5.00	\$10.00
<b>Hooksett North and South RA/WICs:</b>		
All Business Types	\$30.00	\$60.00

**SOURCE:** New Hampshire DTTD, *Welcome and Information Center Brochure Program, Distribution Policy Guidelines*, [Visitnh.gov](http://Visitnh.gov).

<sup>11</sup> The source of information in this section is from *New Hampshire Division of Travel and Tourism Development, Welcome and Information Center Brochure Program, Distribution Policy Guidelines*. [Visitnh.gov](http://Visitnh.gov)

<sup>12</sup> Vending machines and lottery machines are also permitted.

Figure 3-1: New Hampshire RA/WICs and Tourism Regions



## Brochure Guidelines in Other States

Brochure rack pricing in welcome centers was researched for the following 12 eastern states:

- Connecticut;
- Florida;
- Maine;
- Maryland;
- Massachusetts;
- New Jersey;
- New York;
- Pennsylvania;
- Rhode Island;
- Vermont;
- Virginia; and
- West Virginia.

Six of the states (CT, ME, MD, NJ, PA, and WVA) do not charge fees for displaying brochures in welcome centers. In Massachusetts, advertising at the Tourism Information Centers is coordinated through the individual Regional Tourism Councils or chambers of commerce, with no set structure from location to location. Rhode Island visitor centers are not operated by RIDOT, but by local municipalities such as Providence and Newport.

Brochure rack fees for the states surveyed that do charge fees are as follows:

- Florida charges businesses to distribute brochures in welcome centers depending on membership in an organization called “Visit Florida.” Members of “Visit Florida” can distribute brochures for \$127 and non-members are charged \$180.
- New York welcome centers are managed regionally or locally and fees vary by location. For example, The Gateway Information Center in Binghamton is operated by the Chamber of Commerce, and charges \$450 per year for brochure racks.
- Vermont charges for brochures vary by welcome center between \$10 and \$50 based on traffic volume.
- Virginia charges between \$108 (ten or more locations) and \$120 (nine or fewer locations) to display single pocket brochures and \$216 (ten or more) and \$240 (nine or fewer) for double pocket brochures in welcome centers. For short-term displays, Virginia charges \$20/month for single pocket brochures, and \$40/month for double pocket brochures.

## Hooksett North and South RA/WICs

The two Hooksett RA/WICs were redeveloped as “The Common Man Hooksett” in 2013 and 2014 by the State of New Hampshire. They are operated by Granite State Hospitality, LLC, which is a partnership between The Common Man and Mills Falls at the Lake.

Each new Hooksett facility provides a 16,000-square foot Welcome Center with a 3,000-square foot interactive Visitor Center. The Visitor Center features a staffed tourism desk, multiple digital screens, and extensive brochure rack area. Informative displays, demonstrations, and exhibits are provided that showcase New Hampshire industry, crafts, history, and products. A large relief map of the state is also provided in the northbound facility. Exhibitions showing New Hampshire crafters and artisans are planned for the future. The northbound facility has a “tourist” theme and the southbound facility has a “Life in New Hampshire” theme.



**Large Digital Screen  
at Hooksett North**

### 3.3.3 Maintenance

NHDOT and DRED signed a Memorandum of Understanding (MOU) on June 20, 2013 that outlines the responsibilities with respect to staffing, daily operation, and maintenance of the State's RA/WICs. The goal of the MOU is for NHDOT and DRED to work together to ensure that operation of the RA/WICs are conducted to maximize public health, safety, and enjoyment of these facilities by the motoring public. (NHDOT retains ownership of the facilities.) A partial list of the responsibility of each agency is summarized below. A complete list of agency responsibilities is provided in a copy of the MOU in Appendix B.

#### NHDOT'S Responsibilities

- Provide appropriated operations budget;
- Approve building structure modifications and new facilities;
- Provide capital repairs, interior replacement, and exterior building repair;
- Plow entrance/exit ramps and parking areas; and
- Assume management for RA/WICs that are permanently closed.

#### DRED'S Responsibilities

- Administer staff, daily operation, routine maintenance;
- Disseminate travel information;
- Provided staff training;
- Manage all utility billings;
- Manage and administer the RA/WICs in accordance with federal, state and local regulations;
- Provide maintenance of all equipment and purchase future equipment;
- Purchase all supplies;
- Manage tourism-related information;
- Establish relationships and partnerships with local Chambers of Commerce and other qualifying entities;
- Manage and administer all water testing;
- Act as NHDOT's agent regarding Vendor Services performed by the Blind and Visually Impaired;
- Act as the State's agent in negotiations with contracted service providers in connection with public telephones, viewers, and non-blind services;
- Provide ground maintenance including fertilizing, spraying, pruning, planting, and mowing (with the exception of Bureau of Turnpikes facilities);
- Clear snow on patios, sidewalks and walkways; and
- Record pedestrian visitor counts at each facility.

DRED utilizes a NHDOT contract with Innovision (for Salem, Canterbury, Sanbornton, Springfield, and Sutton) and City Side Property Maintenance (for Colebrook, North Conway/Intervale Lebanon, and Littleton) to provide maintenance services for items. The New Hampshire Bureau of Turnpikes is responsible for maintenance of the Seabrook facility located on New Hampshire Turnpikes.

During the inventories conducted in June 2015, the interiors of all 12 open RA/WIC facilities appeared to be well maintained by the staff. Bathrooms were clean and public areas were neat and orderly. DRED has begun using a daily activities checklist for attendants to use at some (but not all) of the facilities. Detailed information regarding the condition of each RA/WIC building is provided in Section 4.

A wide range in the level of outdoor maintenance services for RA/WIC facilities is provided. Outdoor maintenance service categories include:

- Parking lot pavement condition;
- Striping and signage;
- Lawn maintenance;
- Tree and vegetation maintenance and landscaping;
- Pet walk area location and cleanliness;
- Condition of picnic tables; and
- Trash.

The level of maintenance for each of these categories varied at each RA/WIC site. However, the pavement condition at all facilities is in fair to very poor condition. Detailed information for each location is provided in Section 4.

### ***Outdoor Trash Receptacles***

There are inconsistencies regarding the number and placement of outdoor trash receptacles at the RA/WIC sites. Some sites (Canterbury, Sanbornton, and Sutton) provide “Carry In, Carry Out” signs to encourage travelers to dispense with their own trash. Colebrook and North Conway/Intervale do not have any outdoor trash receptacles or Carry In, Carry Out signs. Only one outdoor trash receptacle is provided in the vending shed in Sanbornton. The number of outdoor trash receptacles at the remaining facilities (not including the two Hooksett facilities) varies:

- 2 each at Canterbury, Lebanon, Littleton and Salem;
- 3 at Springfield;
- 5 at Sutton; and
- 15 at Seabrook.

Seabrook, which has over 2,800 visitors/day, is maintained by the New Hampshire Bureau of Turnpikes and has many (15) outdoor trash receptacles. Salem is a large site with approximately 950 visitors/day, but it only provides two outdoor trash receptacles. Canterbury (735 visitors/day) provides two outdoor trash receptacles, but none located in the picnic area.

### ***Maintenance of Closed Facilities***

There are currently four closed facilities: Antrim, Epsom, Rumney and Shelburne. The visitor buildings remain closed and boarded up at each of these facilities. A closed sign is provided on each building. The inside condition of each building is generally poor with mold present in most buildings. Outside, the grass is mowed at the four closed facilities once per season or year. At the June 2015 site inventory, the lawn at all four of these facilities was overgrown. During the public outreach meetings conducted as part of this study in December 2015/January 2016, comments were made that the closed rest areas are eye sores and trash receptacles were not routinely emptied.



**Closed Rumney Facility**

Jersey barricades and closed signs are provided across the driveways at the Antrim, Epsom and Shelburne sites. The Rumney site driveways remain open to allow public access to the picnic tables and the Baker River. During the June 2015 site inventory, the few trash cans provided at the Rumney picnic area were overflowing with trash. At the rear of the Rumney visitor building, the back outside porch is in disrepair and collapsing. This porch is not fenced off to prevent pedestrian access (see photo), which may be a liability issue for the State.



**Back Porch of Closed Rumney Facility**

Federal regulation 23 C.F.R. Abandonment of Interstate Rest Area Facilities applies to these four closed facilities if federal funding was used for their construction and/or maintenance. Section f of this regulation states that the abandoned rest area should be dressed up, seeded and maintained to the extent necessary to be compatible with adjacent uses. Section h states that “The abandoned, but not disposed of, rest areas should be properly maintained, and any activities occurring at the closed rest areas, whether lawfully or by trespassers, should not be detrimental to the operation of the Interstate System.”

Based on observations conducted as part of the site inventories and public comment received, it appears that the four closed facilities are not being maintained by the State to the level intended in the federal regulations.

### **3.3.4 Partnerships**

This section provides a summary of the current partnerships between the RA/WICs and agencies responsible for their operation and maintenance, as well as other agency, organization, and private entity partnerships.

#### ***New Hampshire State Agency Partnerships***

On July 1, 2011, DRED and NHDOT entered into an agreement where DRED took over the staffing, daily operation, and routine maintenance of the state’s RA/WICs. DRED and the NHDOT Bureau of Highway Maintenance have an agreement to share maintenance for the non-Bureau of Turnpikes RA/WICs. The New Hampshire Bureau of Turnpikes and DRED have a shared maintenance agreement for the Seabrook facility (Blue Star Turnpike). The NHDOT maintains ownership of all facilities.

DRED Division of Travel and Tourism Development (DTTD) had a previous partnership with the DRED Division of Parks and Recreation for lawn mowing at the Colebrook facility. Current operations have a dedicated employee completing lawn maintenance.

#### ***Hooksett North and South RA/WICs***

The two Hooksett RA/WICs were redeveloped by the State of New Hampshire as “The Common Man Hooksett” in 2013 and 2014. The new facilities replaced the NH Liquor and Wine Outlet stores built in 1977. There is a 35-year ground lease contract between the State and Granite State Hospitality (GSH), LLC, which requires the developer/operator to design, build, finance, maintain and operate the facilities, with the exception of the Liquor and Wine Outlet Stores. The Bureau of Turnpikes and DRED oversee operations at these facilities, including the Visitor Centers. In addition to oversight, DRED employees in Hooksett are available and specifically provide visitor services.

The partnership for the two Hooksett RA/WICs ensures that the new facilities provide a positive experience for customers and visitors, a fair return to the Bureau of Turnpikes System, and transfer of the facilities in satisfactory condition back to the State at the end of the lease term.

The Bureau of Turnpikes is responsible for plowing Everett Turnpike and the ramps to and from the two RA/WIC sites. GSH is responsible for other maintenance of the facilities (except for the State Liquor and Wine stores).

### ***Granite State Ambassadors***

New Hampshire Granite State Ambassadors (NHGSA) is a 501 (c) (3) non-profit, charitable organization that serves travel and tourism related businesses, including the New Hampshire Division of Travel and Tourism Development. NHGSA adds value by providing tourism information to visitors at select RA/WICs. Potential NHGSA, personnel, as well as all DTTD employees, attend a 2-day training session before they are eligible for assignments. NHGSA personnel are typically provided during peak tourist periods at the Hooksett North, Hooksett South, Salem, Seabrook, and Canterbury RA/WICs. NHGSA represents a beneficial partner for the NH RA/WIC system, expanding the use of this valuable asset would be advantageous.

It is noted that the State has had difficulties in previous attempts to establish partnerships. In the past five years DRED and NHDOT have attempted to develop partnerships to operate RA/WICs, however were unsuccessful when the partnership became cost prohibitive for several entities. There may be situations after investigation where partnerships are not practical.

## **3.3.5 Sponsorships**

This section describes the type of sponsorship agreements that are allowed under both federal and New Hampshire regulations and current sponsorship programs in New Hampshire relating to the RA/WIC system.

### ***Federal and State Regulations***

Federal Highway Administration FHWA Order 5160.1A (Policy on Sponsorship Acknowledgment and Agreements within the Highway Right-of-Way) 23 U.S.C 131 allows the use of signs to acknowledge rest area operations and maintenance under both corporate and volunteer sponsorship programs.

The State of New Hampshire issued a Request for Proposal (RFP) for Welcome and Information Center (WIC) Sponsorship on January 7, 2014. The purpose was to obtain a sponsor for creating and implementing a statewide sponsorship program for 14 state-owned and managed RA/WICs. The selected preferred vendor ultimately ceased contract negotiations. Currently there is no statewide RA/WIC sponsorship program.

### ***Existing Sponsorships***

NHDOT and Kurgo have entered into a sponsorship operation at the Seabrook RA/WIC. Kurgo provides eight Mutt Mitt dispensers on the Seabrook facility grounds at no cost to the State. Kurgo provides the Mutt Mitts free of charge to the public for their dogs in exchange for advertising on the dispensers (the Kurgo logo is displayed on each dispenser).



The NHDOT administers an Adopt-A-Highway Program where businesses and community groups help to control litter removal by supplying volunteer resources or by hiring an approved maintenance provider for a fee.

The NHDOT Service Patrol has a sponsorship with State Farm Insurance where State Farm provides a Motorists Service Patrol vehicle to offer assistance to disabled vehicles or drivers. These patrols operate on the Turnpikes and on I-93.

It would be advantageous to expand existing sponsorships and explore new ones through the state procurement process to provide additional services for the New Hampshire RAWICs at no or nominal cost to the state. It is noted that the State has had difficulties in previous attempts to establish sponsorships. There may be situations after investigation where sponsorships are not practical.

### 3.3.6 Operating Costs

This section summarizes monthly and fiscal year expense data for the RAWICs. Table 3-4 summarizes cost data by facility type for Fiscal Years (FY) 2011 through 2015. In FY 2015, the four full-time 24-hour year round facilities cost nearly \$1.4 million to operate. The four full-time, year round facilities cost \$803,843. The part-time year round facility costs \$187,000, and the three full-time seasonal facilities cost \$317,169 to operate in FY 2015. While total expenses by category have increased some years and decreased other years, total overall expenses have consistently increased each year from 2011 to 2015. Overall, total RAWIC expenses increased by 23% between 2011 and 2015. Two main reasons for rising costs are personnel and the cost of leasing porta-toilets.

**Table 3-4: Summary of Total Expenses by RA/WIC Category – FY 2011 through FY 2015**

Rest Area Category		FY 2011	FY 2012	FY 2013	FY 2014	FY 2015
Full-Time Seasonal	Colebrook, Littleton, Lebanon	\$276,766	\$189,083	\$182,964	\$206,453	\$317,169
Part-Time Year Round	N. Conway/Intervale	\$121,772	\$127,215	\$125,873	\$166,125	\$187,035
Full-Time Year Round	Sanbornton, Canterbury, Sutton, Springfield	\$614,518	\$571,963	\$631,867	\$713,739	\$803,843
Full-Time 24 Hour Year Round <sup>1</sup>	Salem, Seabrook and Hooksett North & South	\$1,185,666	\$1,398,382	\$1,503,592	\$1,413,062	\$1,399,343
<b>TOTAL EXPENSES ALL RA/WICs:</b>		<b>\$2,198,722</b>	<b>\$2,286,642</b>	<b>\$2,444,296</b>	<b>\$2,499,380</b>	<b>\$2,707,390</b>

**SOURCE:** DRED monthly and fiscal year expense data for NH RAWICs. Total expenses include individual RAWIC expenses and administrative expenses. Only open/operational RAWICs are included in the table.

**NOTES:**

1. Hooksett NB & SB were under 18-hour operation during periods of construction (2013 and 2014).

Table 3-5 breaks down expenses by RAWIC for FY 2015. Total expenses include costs for individual facilities plus total administrative cost for each facility type (highway and Bureau of Turnpikes). For highway RAWICs, the FY 2015 cost per facility (not including administrative costs) ranged from \$45,748 (Colebrook) to \$317,835 (Salem), with a subtotal of \$1,670,975 (including administrative costs of \$405,835 total for the nine facilities). For Bureau of Turnpikes RAWICs, the FY 2015 cost per facility (not including administrative costs) ranged from \$187,969 (Hooksett North) to \$351,805 (Seabrook), with a subtotal of \$1,036,415 (including administrative costs of \$201,247 total for the three facilities). Total system cost for FY 2015 (open facilities only) was \$2,707,390.

Figures 3-2 through 3-4 show summaries of NH RAWIC personnel and non-personnel expenses for FY 2011 through 2015. Figures 3-5 through 3-7 show summary RAWIC cost data for FY 2015, including expense per visitor, expense per hour, and expense per square foot. In each of these tables, a line identifying the average, system-wide expense per visitor/hour/square foot (excluding the two Hooksett facilities) is provided for comparison.

**Table 3-5: Summary of Total Expenses by RA/WIC – FY 2015**

Facility Category	RA/WIC Location	Total Expenses FY 2015
Highway RA/WICs:	Colebrook	\$45,748
	Littleton	\$82,830
	Lebanon	\$53,313
	N. Conway/Intervale	\$141,942
	Sanbornton	\$109,238
	Canterbury	\$135,328
	Sutton	\$159,442
	Springfield	\$219,464
	Salem	\$317,835
	Highway RA/WIC Administration Costs <sup>1</sup>	\$405,835
<i>Highway RA/WIC Subtotal:</i>		<b>\$1,670,975</b>
Bureau of Turnpikes RA/WICs:	Seabrook	\$351,805
	Hooksett North	\$187,969
	Hooksett South	\$295,394
	Bureau of Turnpikes RA/WIC Administrative Costs <sup>1</sup>	\$201,247
<i>Bureau of Turnpikes RA/WIC Subtotal:</i>		<b>\$1,036,415</b>
<b>TOTAL EXPENSES:</b>		<b>\$2,707,390</b>

**SOURCE:** DRED monthly and fiscal year expense data for open New Hampshire RA/WICs.

**NOTES:**

- Administrative expenses are provided for Highway and Bureau of Turnpikes RA/WIC categories as a whole. To estimate the administrative expenses per RA/WIC, divide the total equally among the individual RA/WIC for each category.

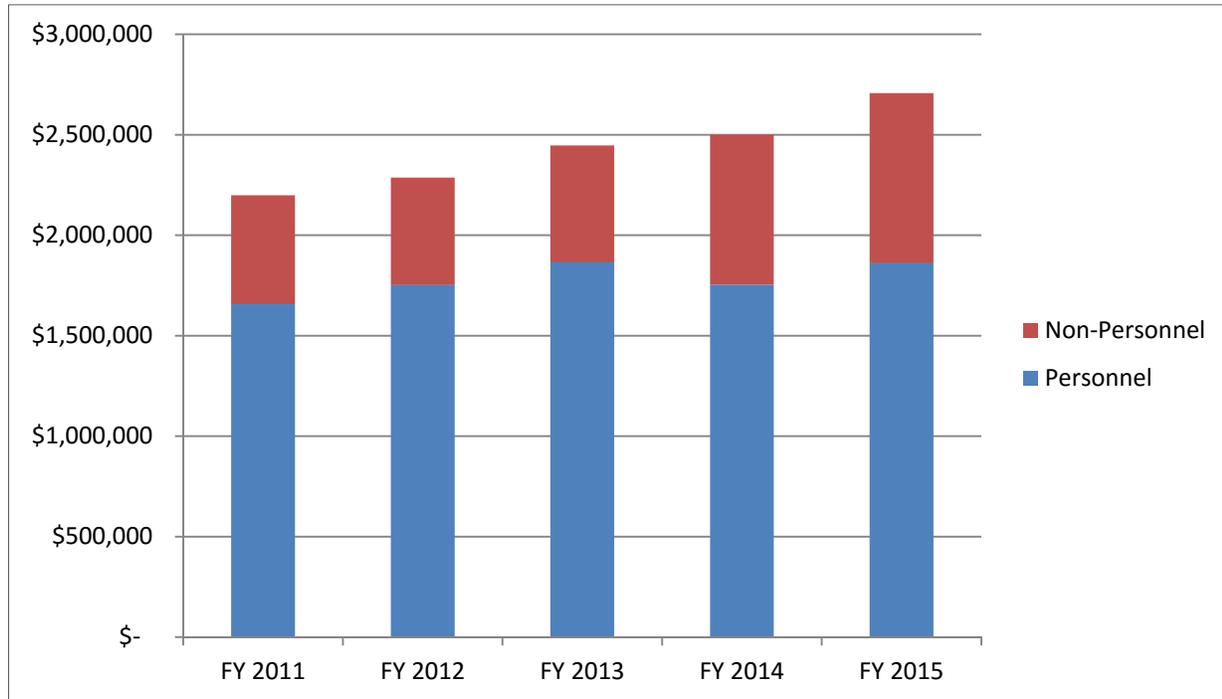
Figure 3-2 shows that total personnel and non-personnel expenses have increased steadily between FY 2011 and 2015. From FY 2011 through FY 2013, personnel expenses increased steadily each year, while non-personnel expenses remained relatively constant. Conversely, from FY 2013 through FY 2015, personnel expenses decreased or remained the same, while non-personnel expenses increased. This may be partially due to additional porta-toilets provided at some of the facilities.

Figure 3-3 shows that the cost per visitor is significantly above average for North Conway/Intervale and Colebrook. (Average cost per visitor calculated excluding the two Hooksett facilities is \$0.68/visitor.) Many visitors to the N. Conway/Intervale location stop to admire the view, and never enter the building. Therefore, the number of visitors recorded at this location is underestimated, creating an inflated estimate of cost/visitor. In Colebrook, an elevated cost/visitor is due to the low number of annual visitors (48,792 in FY 2015). Estimated costs per visitor are below average for several locations, including Sanbornton, Seabrook, and Hooksett NB and SB. These facilities, particularly the Bureau of Turnpikes locations (Seabrook and Hooksett NB and SB), experience high visitor volumes, resulting in a lower cost per visitor.

Figure 3-4 shows that cost per hour of operation is significantly higher than average for North Conway/Intervale, and somewhat higher than average for Littleton and Springfield. (Average cost per hour calculated excluding the two Hooksett facilities is \$47.77/hour.) North Conway/Intervale is open only Thursday through Monday and Holidays for limited hours (10 AM to 6 PM), resulting in a higher than average cost per hour of operation. Littleton is seasonal, open May through October from 8 AM to 8 PM. Littleton has experienced higher costs due to

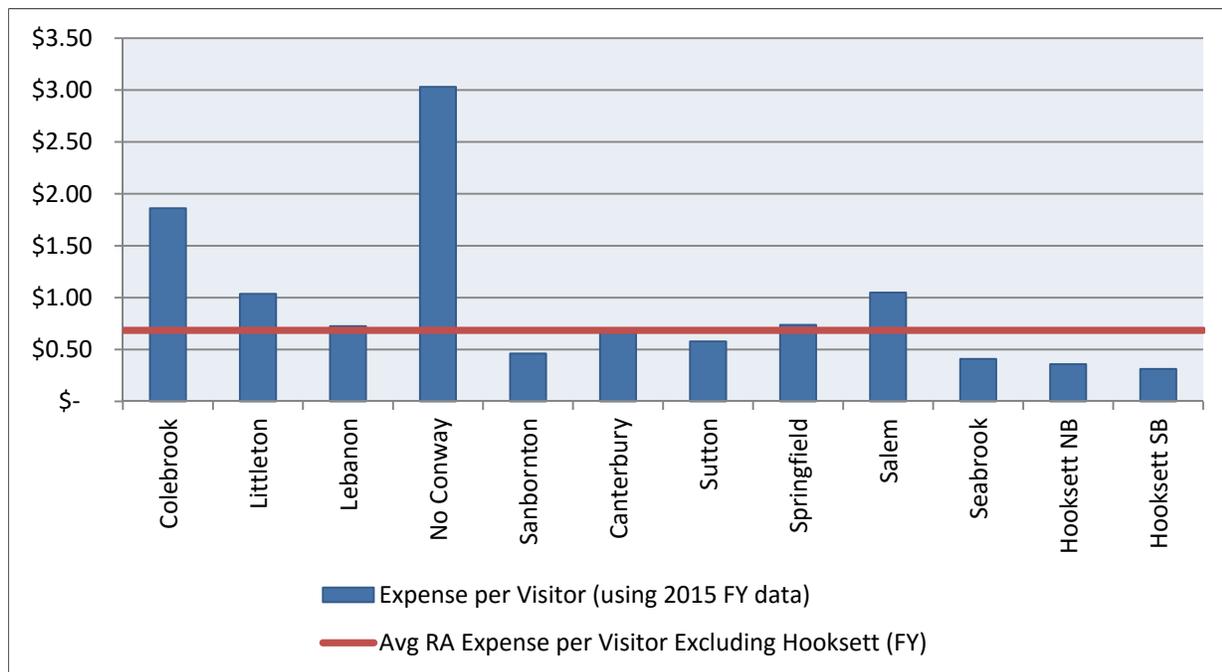
improvements to the HVAC/water system and critical maintenance measures in FY 15. Springfield is open all year with daily hours of operation from 9 AM to 9 PM.

**Figure 3-2: RA/WIC Personnel and Non-Personnel Expenses – FY 2011 through 2015**



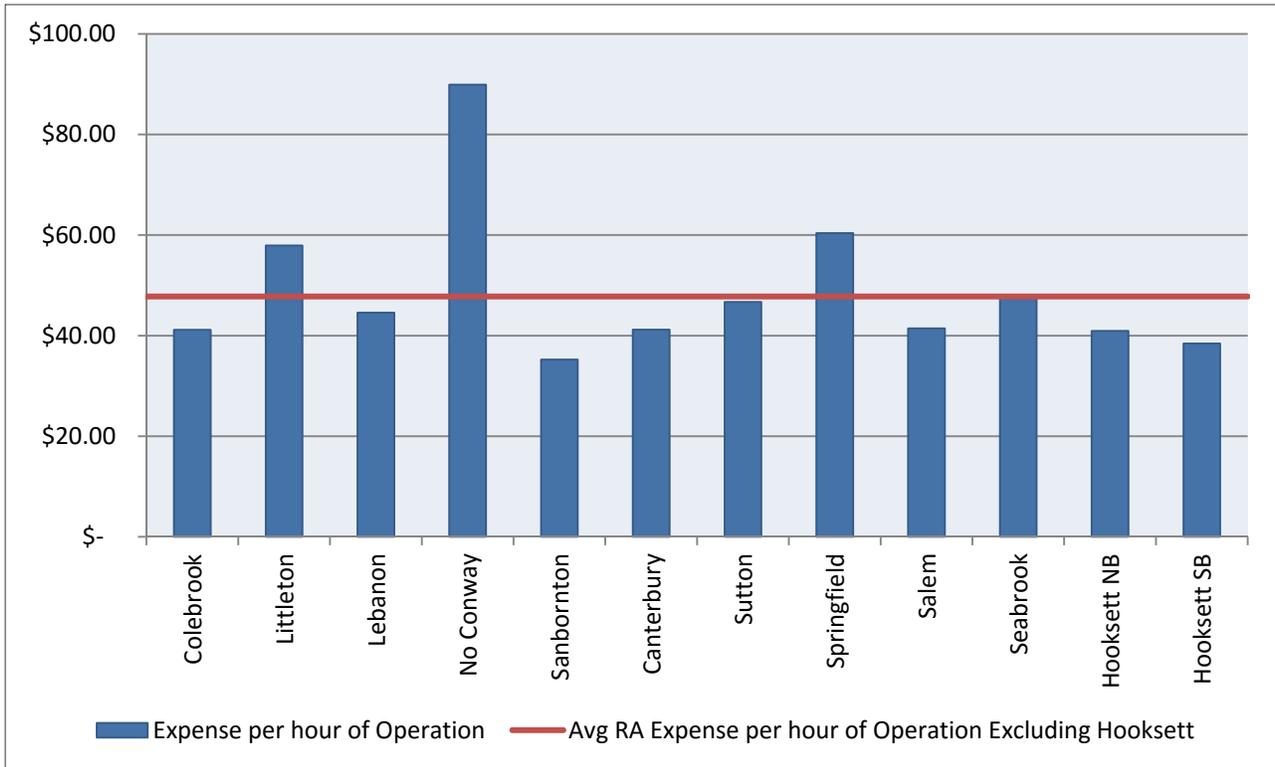
**SOURCE:** DRED monthly and fiscal year expense data for NH RA/WICs.

**Figure 3-3: Expense per Visitor by RA/WIC – FY 2015**



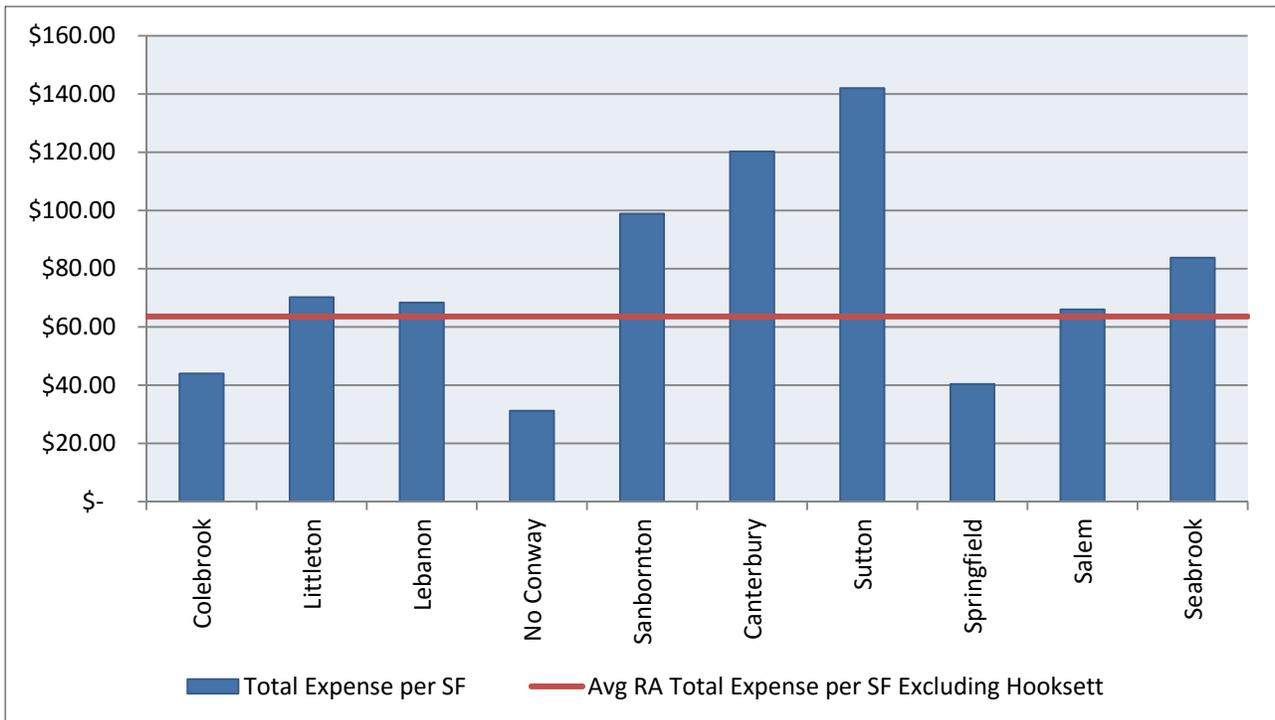
**SOURCE:** DRED monthly and fiscal year expense data for NH RA/WICs.

**Figure 3-4: Expense per Hour of Operation by RA/WIC – FY 2015**



**SOURCE:** DRED monthly and fiscal year expense data for NH RA/WICs.

**Figure 3-5: Total Expense per Square Foot by RA/WIC – FY 2015**



**SOURCE:** DRED monthly and fiscal year expense data for NH RA/WICs.

Figure 3-5 shows cost per square foot (SF) for each open facility except Hooksett North and South. It is noted that cost per square foot is only one method for cost comparison of facilities. Costs per square foot for smaller facilities are typically higher than for larger facilities. The figure shows that cost per square foot (SF) is higher than average for Sutton, Canterbury, Sanbornton, and Seabrook. (Average cost per SF calculated excluding the two Hooksett facilities is \$63.58/SF.) Of the open RA/WICs, Sutton, Canterbury and Sanbornton are among the smallest facilities in the system (1,440-1,560 SF). This contributes to the higher cost per SF for these locations. Excluding Hooksett North and Hooksett South, Seabrook is one of the mid-range/larger facilities (5,000 SF). The higher than average cost per square feet for this location may be due to personnel costs (four full-time plus seven part-time employees).

Additional cost data and detail is provided in Appendix C.

### **RA/WIC Winter 2015/2016 Pilot Project**

The winter season is a very important time for the tourism industry. Last year more than seven million people visited the State of New Hampshire during the winter months, spending more than \$1.1 billion dollars.<sup>13</sup> The seasonal New Hampshire RA/WIC's have been closed during the winter months since 2011. However, based on the recently signed state budget and enhanced agency operating efficiencies, funds were allocated to support expanding winter operations at the State's three seasonal RA/WIC's (Colebrook, Littleton, and Lebanon). Under a pilot project between the New Hampshire DRED, Bureau of Visitor Services (BVS), and the New Hampshire Department of Transportation (NHDOT), these three seasonal RA/WICs reopened for the winter 2015 season from mid-December until late-March and will reopen for the same period in 2016. US Route 3 and Interstates 89 and 93 are major entry points to the northern and western parts of New Hampshire, and these gateway locations provide New Hampshire the opportunity to welcome visitors to the state. Having these facilities open during the winter season expands the state's services. Through the cooperative efforts of DRED and the NHDOT, motorists have had options for taking a break during their travels. The three sites were open 10:00 am to 6:00 pm, Thursday through Monday, from December 17th until March 21st. During the winter months of the pilot project, the agencies collected visitor information and assessed the needs of the traveling public for the winter months.

Table 3-6 shows preliminary visitor data at the three facilities opened for the Winter 2015 Pilot Project. Visitor volumes at these locations for FY 2015 (July 2014-June 2015) are shown for comparison. The three facilities in the Pilot Project are generally open for approximately 4.5 months from late May (Memorial Day) through mid-October (Columbus Day). For FY 2015, a total of 307,765 visitors stopped at these three locations, or an average of 1,449 total visitors per day. For the initial 8 weeks (2 months Dec-February) of the Pilot Project, 20,983 visitors stopped at these three facilities, or an average of only 512 visitors per day. This represents a 64 percent decrease in visitors per day compared with the May-October period. The average decrease in daily visitors for all year round facilities (not including Hooksett north and south) for Dec 2014-February 2015 compared with May-October 2014 is 55 percent. During the Pilot Program, average daily visitors to the three facilities ranged from only 75 (Colebrook) to 273 (Lebanon) visitors per day. Low visitor volumes during the Winter 2015 Pilot Project were likely the result of a combination of factors, including (1) repeat travelers were not expecting these facilities to be open, and (2) 2015 was an exceptionally mild winter with very little snow for winter sporting activities. DRED should continue to monitor visitors for the 2016 winter pilot program.



**Littleton Facility**

<sup>13</sup> <http://www.nh.gov/dot/media/nr2015/nr-2015-11-12-welcome-centers.htm>

**Table 3-6: Winter 2015 Pilot Project Visitor Volumes – Dec. 2015 through Feb. 2016**

RA/WIC Location	Visitor Volumes			
	Spring/Summer Season		During Pilot Project	
	Total Visitors – Late May through mid-October, 2015 <sup>1</sup>	Average Visitors/Day	Total Visitors – 12/17/15 through 2/11/16 <sup>2</sup>	Average Visitors/Day
Colebrook	48,792	265	3,060	75
Littleton	123,360	447	6,712	164
Lebanon	135,613	737	11,211	273
<b>Total Visitors</b>	<b>307,765</b>	<b>1,449</b>	<b>20,983</b>	<b>512</b>

**SOURCE:** DRED monthly and fiscal year expense data for NH RA/WICs (FY 2015); and DRED Seasonal foot counts for the Winter 2015 Pilot Project.

**NOTES:**

1. The 3 facilities in this pilot program are generally open for approximately 4.5 months from Memorial Day (late May) through Columbus Day (mid-October).
2. Includes visitor volumes for the first 8 weeks (2 months) of the 2015 Pilot Program.

## 3.4 Geographic Spacing of Facilities

RA/WIC facilities provide important services and amenities to motorists, families, and truck drivers. This section provides a summary of the existing spacing between the RA/WICs located on interstates and an evaluation of the distribution of the facilities across the state.

### 3.4.1 Spacing of RA/WICs

The American Association of State Highway and Transportation Officials (AASHTO) recommended spacing interval of 60 miles “or about 1 hour between stopping opportunities”<sup>14</sup> was used as the guideline for this study to evaluate facility spacing on interstate highways. Public facilities on Interstates I-89, I-93 and I-95 were evaluated, as well as public facilities located on interstates in adjoining states (MA, ME, VT). Private facilities located near interchanges along these three interstates, including truck stops, food service providers, and fuel stations, were also identified.

Table 3-7 summarizes the distance between RA/WIC facilities located along the three study interstates. Figures 3-8 through 3-10 show both public and private facilities along Interstates I-89, I-93 and I-95, respectively.

On I-89, the RA/WIC facilities generally meet the one hour stopping standard between facilities. It is noted that Lebanon is open seasonally from May to October.<sup>15</sup> When Lebanon RA/WIC is closed, the distance between the facility in Randolph, VT and Sutton, NH along I-89 southbound is 69 miles. Given the posted 65 MPH speed limit, the driving time between these two facilities is approximately one hour (may be longer during poor weather conditions).

On I-93 northbound, the driving distance/time between the Canterbury and Littleton facilities (79 miles) exceeds the one hour guideline. Littleton is a seasonal facility open between May and October (and December 2015 and

<sup>14</sup> *Guide for Development of Rest Areas on Major Arterials and Freeways, Third Edition*, American Association of State Highway and Transportation Officials (AASHTO) Task Force on Geometric Design, 2001, p. 10.

<sup>15</sup> In the winter of 2015/16, the three seasonal RA/WICs (Lebanon, Littleton and Colebrook) were also open between December 2015 and March 2016 for the first year as part of a two-year pilot program.

2016 and March 2016 and 2017). When this facility is closed, the driving distance between Canterbury and Waterford, VT is only marginally longer (82 miles).

**Table 3-7: RA/WIC Facility Spacing**

Rest Area	Direction	Route	Closest Rest Area	Distance (mi) <sup>1</sup>
Salem	NB	I-93	Hooksett North	29.4
Chelmsford, MA	NB	I-495 to I-93	Salem	17.3
Lexington, MA	NB	I-95 to I-93	Salem	28.5
Salisbury, MA	SB/NB	I-95 to I-495 to I-93	Salem	22.9
Hooksett North	NB	I-93	Canterbury	20.4
	NB	I-93 to I-89	Springfield	44.9
Hooksett South	SB	I-93 to I-495	Chelmsford, MA	46.3
Canterbury	NB	I-93	Littleton	79.3
	NB	I-93	Waterford, VT	81.9
Sanbornton	SB	I-93	Hooksett South	29.5
	SB/NB	I-93 to I-89	Springfield	64.4
Littleton	NB	I-93	Waterford, VT	2.6
	SB	I-93	Sanbornton	70.2
Lyndon, VT	SB	I-91 to I-93	Littleton	25.2
	SB	I-91 to I-93	Sanbornton	96
Sutton	SB	I-89 to I-93	Hooksett South	30.8
	SB/NB	I-89 to I-93	Canterbury	41.2
Springfield	NB	I-89	Sharon, VT	29.9
Lebanon	SB	I-89	Sutton	31.3
Randolph, VT	SB	I-89	Lebanon	37.4
	SB	I-89	Sutton	68.7
Seabrook	NB	I-95	Kittery, ME	19.4
Kennebunk, ME	SB	I-95	Salisbury	41.6
Lexington, MA	NB	I-95	Seabrook	44.8
Chelmsford, MA	NB	I-495	Haverhill, MA <sup>2</sup>	13
Chelmsford, MA	NB	I-495 to I-95	Seabrook	35.5

**SOURCE:** AECOM.

**NOTES:**

1. Dark shaded cells represent spacing during off-season (November - April).
2. Truck parking pull-off area only (no amenities).

On I-93 southbound, the distance between the Littleton and Sanbornton facilities is 70 miles, which is approximately a one hour driving time given the posted speed limit of 70 MPH for most of the segment. When Littleton is closed, the distance between Lyndon, VT (I-91) and Sanbornton is 96 miles, exceeding one hour driving time.

Figure 3-8: Public and Private Rest Stop Locations – I-89

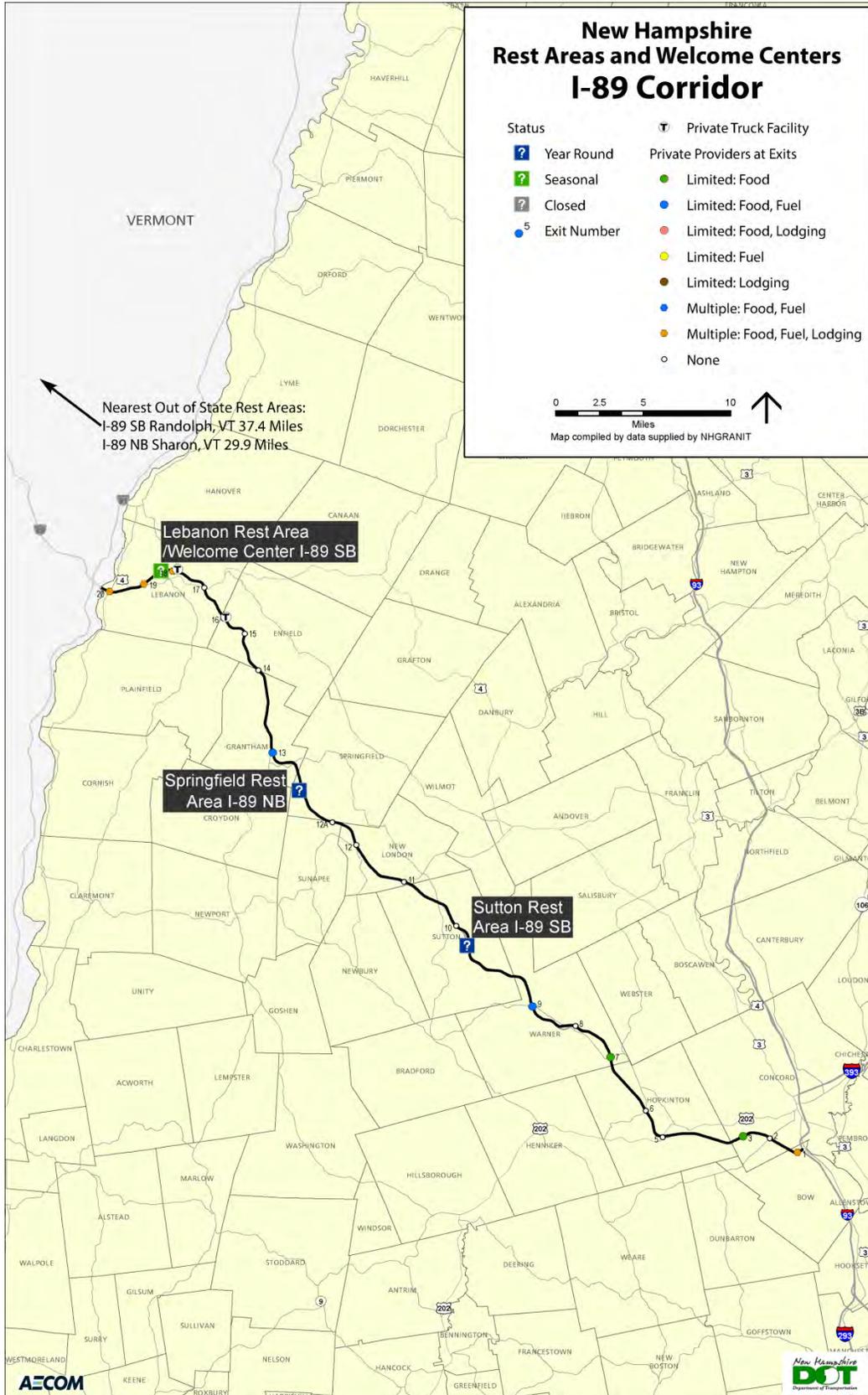


Figure 3-9: Public and Private Rest Stop Locations – I-93

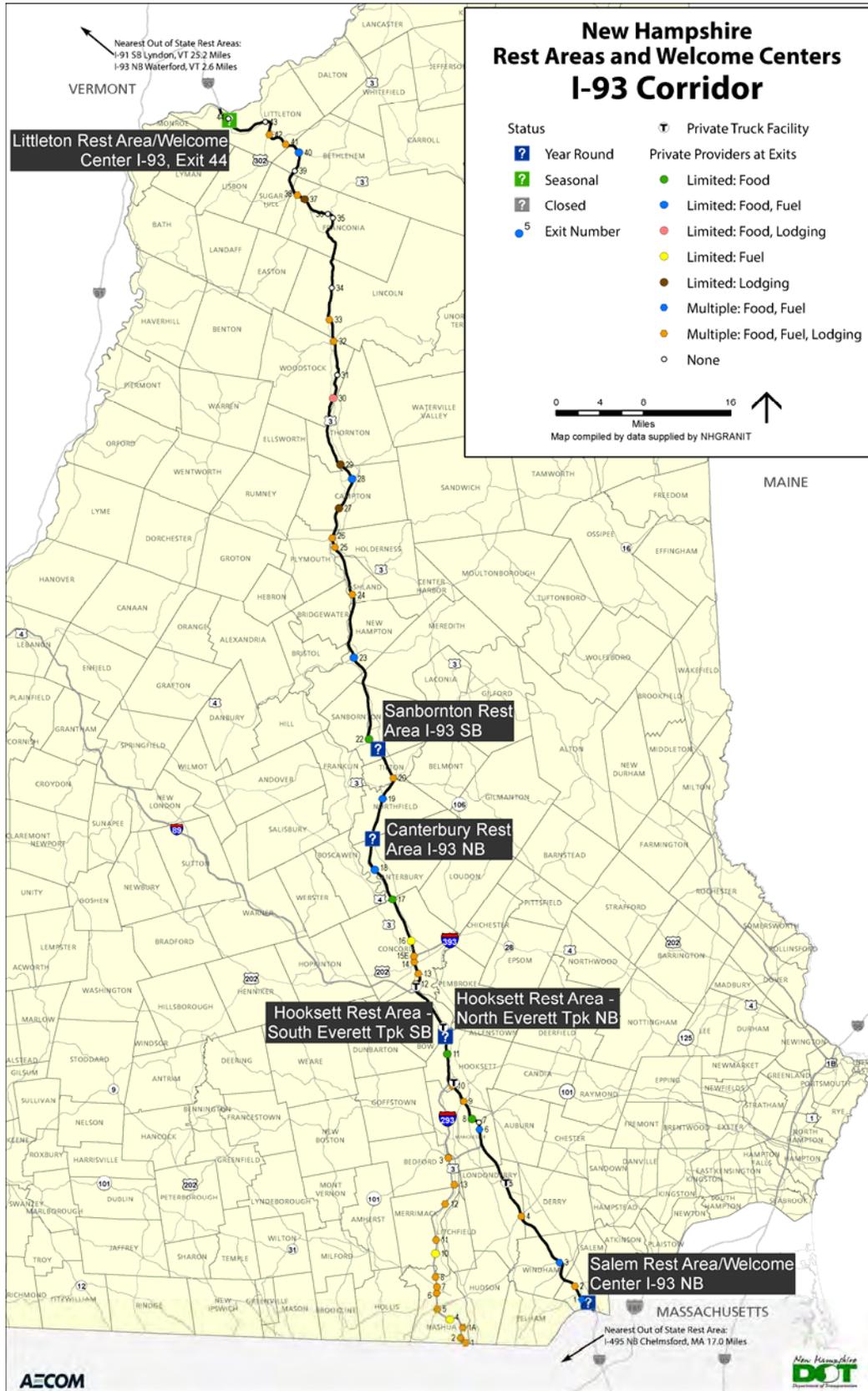
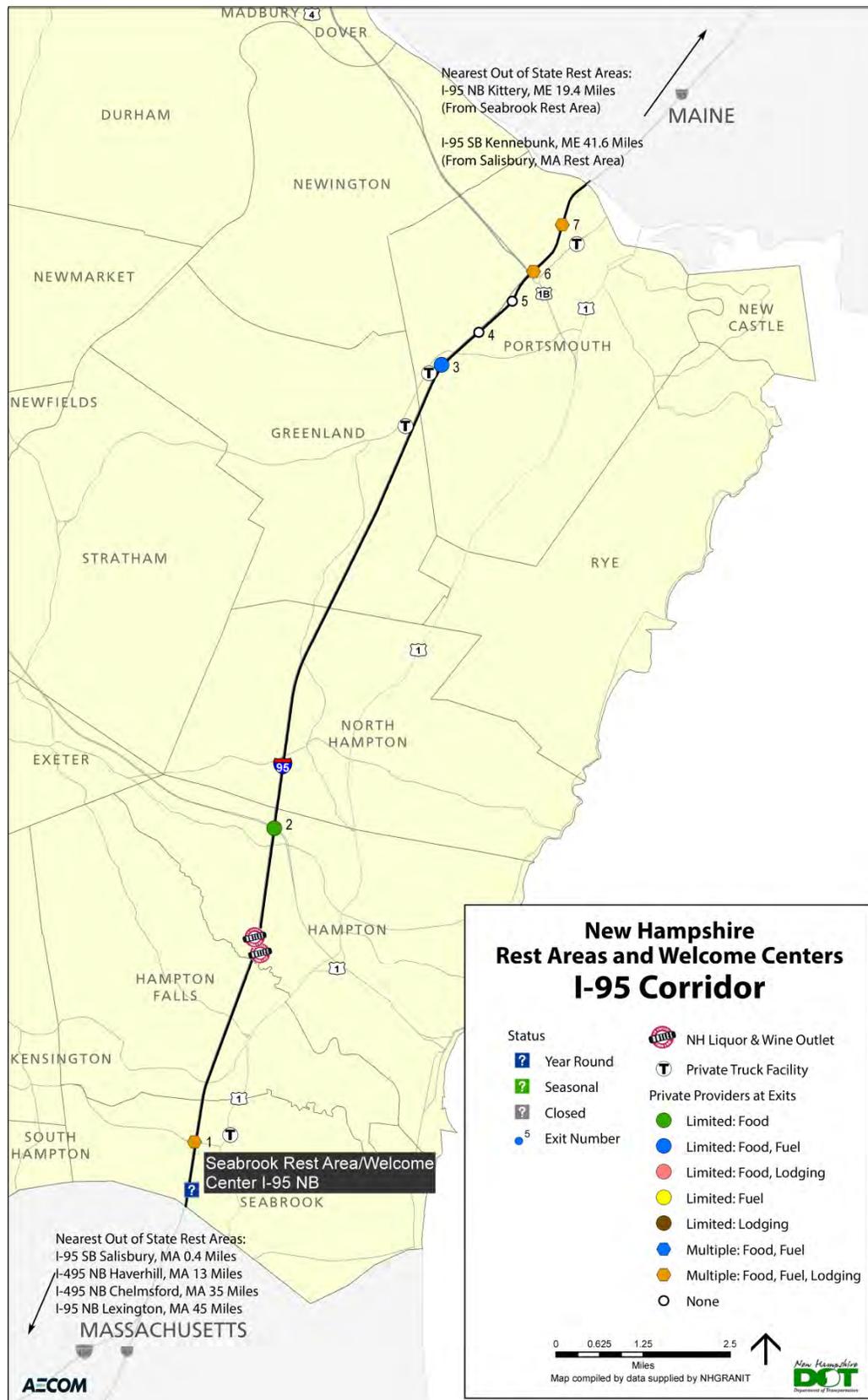


Figure 3-10: Public and Private Rest Stop Locations – I-95



The following three visitor information centers maintained by local agencies or tourism associations are located in the North Country and Lakes Regions, immediately off of I-93:

- Lakes Region Tourism Association Tourist Information Center, 61 Laconia Road (Rt. 3), Tilton, I-93 Exit 20, Hours: every day, 8:30 AM-4:30 PM;
- Pemi Valley Chamber of Commerce Visitor Information Center, 12 Vintinner Road (Rt. 49), Campton, I-93 Exit 28, Hours: Monday, Tuesday, Thursday, Friday 10:00 AM-4:00 PM, Wednesday 10:00 AM-8:00 PM, Saturday 1:00-4:00 PM, closed Sunday;
- White Mountains Visitor Center, 200 Kancamagus Highway (Rt. 112), North Woodstock, I-93 Exit 32, Hours: every day, 8:30 AM-5:00 PM.

Figure 3-11 shows the locations of these facilities. Other private food and fuel businesses are located in the vicinity of these three visitor centers. The Pemi Valley Chamber and Visitor Information Center is located adjacent to a New Hampshire State Liquor and Wine outlet Store (#65), National Forest Service information, and a Gulf station.

Except for the New Hampshire State Liquor and Wine Outlet Store (#73) on I-95 southbound between Exits 1 and 2 in Hampton, there are no RA/WICs on I-95 southbound in New Hampshire. Nevertheless, the RA/WICs along I-95 (located in Maine, Massachusetts, and New Hampshire) meet the one hour stopping standard between facilities. 'New Hampshire Made' stores are attached to both the I-95 northbound and southbound Liquor and Wine Outlet Stores in Hampton.

### 3.4.2 Statewide Distribution of RA/WICs

The 16 (12 currently open) state-owned RA/WICs were evaluated for adequacy to serve motorist and tourist needs. Six of the nine Regional Planning Commission areas provide open RA/WICs. No open facilities are located in the Nashua, Southwest, and Strafford regions. Four of the existing RA/WICs (Antrim, Epsom, Rumney, and Shelburne) are closed. Having a "Closed" sign at the first RA/WIC after crossing the border into the state sends a negative signal to visitors.

Proximity to the state border, roadway traffic volumes, and nearby private travel services were evaluated for each of the four currently closed facilities. Also evaluated were the three regions currently without an open facility; gateway locations at the state borders (MA, ME, VT); and the Route 101 corridor between Manchester and Essex. A complete list of locations evaluated include:

1. Strafford Region, US 202, Rochester at Maine State Line;
2. Southwest Region, US 202, Rindge at Massachusetts State Line;
3. Southwest Region, Route 9, Chesterfield at Vermont State Line;
4. Southwest/Central Regions, Route 9, Keene to Hillsborough;
5. Central Region, US 4/202, Route 9, Epsom;
6. North Country, US 2, Shelburne near Maine State Line;
7. North Country, Route 25, Rumney;
8. Rockingham Region, I-95 southbound, Portsmouth at Maine State Line;
9. Southern New Hampshire/Rockingham Region, Route 101, Manchester to Exeter
10. Nashua Region, Everett Turnpike, Nashua at Massachusetts State Line; and
11. Lakes Region, NH 25, Freedom at Maine State Line.

Figure 3-11: I-93 North Visitors Centers Sponsored by Local Groups

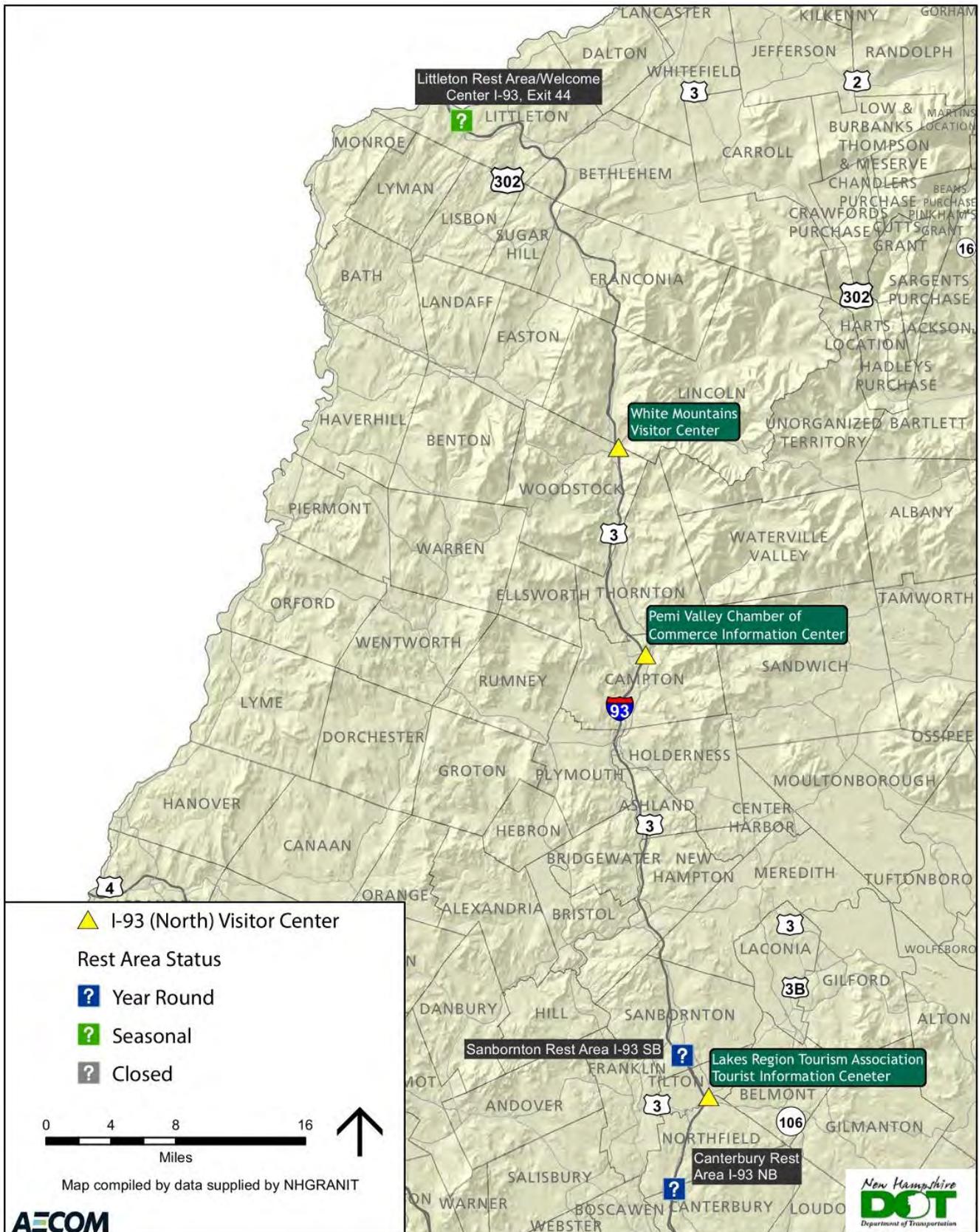


Figure 3-12 shows the 11 locations evaluated, and Table 3-8 summarizes the location, average daily traffic (ADT) volume, and the availability of adjacent private services for these 11 locations.

**Table 3-8: Summary of Closed Facilities and Potential State Border Gateway Locations**

Map ID #	Roadway	Region	Location	State Border	ADT	Year	Adjacent Private Services
1	US 202	Strafford	Rochester at ME SL	Yes	9,400	2012	Fuel, food & 24-hr truck stop on Rt. 16
2	US 202	Southwest	Rindge at MA SL	Yes	6,000	2013	Fuel & food options
3	NH 9	Southwest	Chesterfield at VT SL	Yes	12,075	2014	NH Liquor Store & fuel
4	NH 9	Southwest	Keene to Hillsboro*	No	6,300-14,100	2014	Limited service east of Keene
5	US 2	North Country	Shelburne at ME SL*	Yes	3,100	2013	Fuel, food & 24-hr truck stops in Gorham
6	US 4/202 NH 9	Central	Epsom*	No	14,000	2014	Fuel & food options in Epsom & Northwood
7	I-95 SB	Rockingham	Portsmouth	Yes	33,608 one-way	2015	No easy access to fuel & food
8	Everett TP US 3	Nashua	Nashua at MA SL	Yes	88,000	2015	Multiple fuel stations & food options
9	NH 101	SNHPC/Rockingham	Manchester to Exeter	No	39,100-54,100	2012/2014	Fuel stations & food along route
10	NH 25	Lakes Region	Freedom at ME SL	Yes	2,700	2013	Fuel station
11	NH 25	North Country	Rumney*	No	4,300	2013	Fuel & food in Plymouth

**SOURCE:** NHDOT.

**NOTES:**

- A closed facility is located within this segment.
- 1. ADT (Average Daily Traffic) is two-way volume except for I-95 as noted.

### ***Strafford Region***

There are no RAWICs in the Strafford Region. US 202 in Rochester at the Maine State Line has an ADT volume of approximately 9,400 vehicles per day (vpd). There are several private fueling stations and restaurants in this area, and a 24-hour station on Route 16 in Rochester that serves as a truck stop. There may be the potential for NHDOT/DRED to partner with an existing private business in this vicinity to provide a new RAWIC facility.

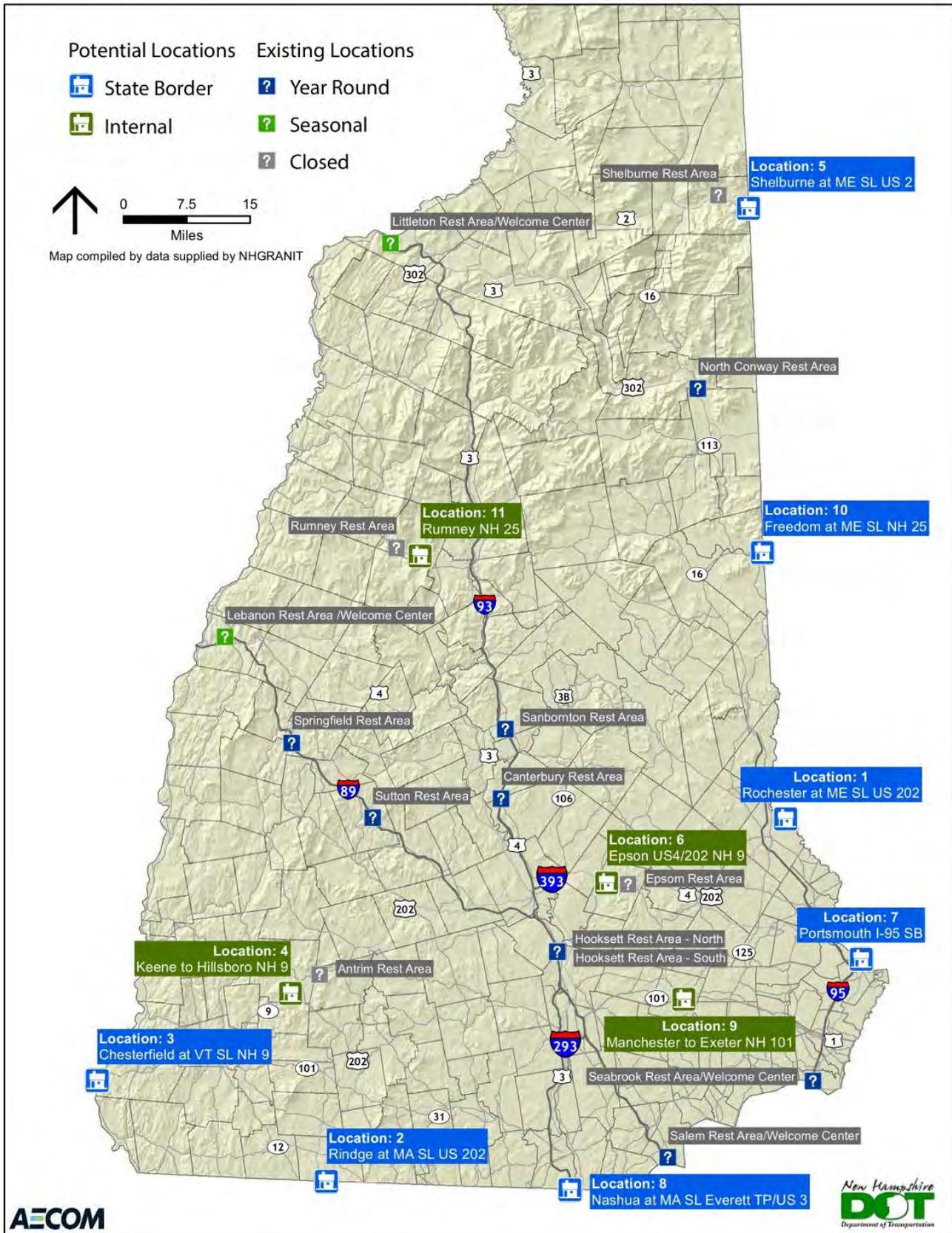
### ***Southwest Region***

The RAWIC facility on Route 9 in Antrim is currently closed. The ADT on Route 9 between Keene and Hillsboro is between 6,000 and 14,100 vpd. This stretch of highway is in the Monadnock tourism region, and has limited private services for motorists. A service station (not open 24-hours) on Route 9 in Hillsboro serves as a small truck stop (which may be closing for business). A facility in this area could potentially serve as a RAWIC for motorists entering the state from Massachusetts and Vermont via US 202 and Route 9, respectively.

US 202 in Rindge at the Massachusetts State Line has an ADT volume of 6,000 vpd. There are private fueling stations and food service establishments in the area. There is service station on US 202 in Jaffrey that serves as a 24-hour truck stop.

Route 9 in Chesterfield at the Vermont State Line has an ADT volume of over 12,000 vpd. The State had previously considered a site in Chesterfield for a new RAWIC. Currently, a fuel station is located on Route 9, and a new State Liquor Store is located near the State Line. Many food service establishments are provided on Route 5 in Vermont.

Figure 3-12: Evaluated Potential and Gateway RA/WIC Locations



Route 63 and Route 10 run through the towns of Hinsdale and Winchester, respectively, and continue into Massachusetts. These two routes have very low ADT volumes: Route 63 (1,200 vpd on Route 63 and 3,400 vpd on Route 10).

### ***North Country Region***

The North Country Region currently provides three open RA/WICs located in Colebrook, Littleton, and North Conway/Intervale. The Colebrook and Littleton facilities are seasonal. The Shelburne and Rumney RA/WICs are currently closed.

The ADT volume on Route 2 at the Maine State Line near the former Shelburne RA/WIC is approximately 3,100 vpd. West of Shelburne in Gorham, there are several private fueling stations and restaurants, one station that serves as a truck stop (open for 24-hours), and an information kiosk.

The Rumney RA/WIC is currently closed. The ADT volume on Route 25 near this former RA/WIC is approximately 4,300 vpd. Several fueling stations and restaurants are located on Route 25 in Plymouth. The Waterville Valley Pemi Valley Chamber of Commerce Visitor Center is located to the east off of I-93 in Campton.



**Information Kiosk in Gorham**

### ***Lakes Region***

The Lakes Region currently has one open RA/WIC located in Sanbornton. Route 25 in Freedom at the Maine State Line has an ADT volume of 2,700 vpd. Food service establishments are provided in Freedom, and food and fuel is provided along Route 25 in Ossipee.

### ***Central Region***

The Central New Hampshire Region has two open RA/WICs located in Canterbury (along I-93) and Sutton (along I-89). The Epsom RA/WIC is currently closed. The ADT volume on US 4/202/Route 9 near the former RA/WIC is approximately 14,000 vpd. Several fuel and food options are located in both Epsom and Northwood. Vehicle pull-outs are provided in both directions along US 4/202/Route 9 both east and west of the former RA/WIC. A service station located along US 4/202/Route serves as a small truck stop.

### ***Rockingham Region***

The Rockingham region currently has two open RA/WICs located in Salem (I-93 northbound) and Seabrook (I-95 northbound). Currently, no RA/WIC is provided along I-95 southbound for motorists entering New Hampshire from Maine. One service station serves as a small truck stop off of I-93 Exit 1 in Salem. In Seabrook, two 24-hour service stations serve as truck stops, one off of I-95 Exit 1, and one along Route 1. Two 24-hour truck stops are located off of I-95 Exit 3 in Greenland, and two 24-hour truck stops are located off of Exit 5 in Portsmouth.

While numerous private services are available in Portsmouth, they are generally not easily accessible to motorists exiting I-95 for quick stops. The Spaulding Turnpike (US 4, NH 16) is a tolled roadway located west of I-95 in Portsmouth, and continuing to Newington and points northwest. Because The Spaulding Turnpike is a toll road and not federally funded, there may an opportunity to provide a new RA/WIC with commercial services that can serve I-95 as well as Turnpike motorists. The State owns parcels along The Spaulding Turnpike in Newington and Dover that could potentially be developed as a RA/WIC site to serve the Turnpike, and to a lesser extent, I-95 motorists. One potential site is located along the Spaulding Turnpike in Dover west of Exit 9.

A State of New Hampshire Liquor Store is located at the Portsmouth Traffic Circle off of Route 95 near the junction of US 4/Route 16. It appears there is limited space to potentially expand the site to provide additional parking and traveler services. There may be the potential for NHDOT/DRED to partner with this or another existing private business in this vicinity to provide a new RA/WIC facility.

Another State of New Hampshire Liquor Store is located on I-95 southbound in Hampton, approximately 12 miles south of the Maine State Line and four miles north of the Massachusetts State Line. This site is 26 acres and appears to be able to potentially accommodate expanded development to include fuel and food services. Because I-95 (Blue Star Turnpike) is a toll road and not federally funded, a new RA/WIC with commercial services could be developed and operated by the state. However, it is important to note that there is a Welcome Information Center located on I-95 southbound in Salisbury, MA just south of the New Hampshire State line.

### ***Southern New Hampshire/Rockingham Regions***

The Southern New Hampshire Region has the two newly constructed Hooksett facilities located on the Everett Turnpike (US Route 3). Route 101 is a limited access highway connecting Manchester to the west (I-93) with Exeter (I-95) and Hampton (Route 1A) to the east. Average daily traffic volumes on Route 101 range between 39,000 to over 54,000 vpd. Several fuel and food service establishments are located off the exits along Route 101. A service station serving as a 24-hour truck stop is located off of Exit 5 in Raymond.

### ***Nashua Region***

The two newly constructed Hooksett facilities are located along the Everett Turnpike (US Route 3) over 30 miles north of the Massachusetts State Line. A service station on Route 3 in Merrimack serves as a small truck stop, but no RA/WICs are provided in the Nashua Region for northbound motorists on The Everett Turnpike close to the Massachusetts State Line. A former RA/WIC located in Nashua was converted to a Department of Motor Vehicle office in 2009. In fiscal year 2008, an estimated 220,000 visitors stopped at this former Nashua RA/WIC.<sup>16</sup>

The ADT on the Everett Turnpike at the Massachusetts State Line is approximately 88,000 vpd (both directions). Since the Everett Turnpike is not federally funded, New Hampshire could provide commercial services at RA/WICs along this roadway, similar to those currently provided at the two Hooksett facilities.

Only a limited number of open parcels are available in Nashua along northbound Everett Turnpike due to development and environmental constraints. However, if considered desirable, four potential locations for a new RA/WIC near Massachusetts along northbound Everett Turnpike include:

- Nashua, near site of former RA/WIC near Circumferential Highway. This is an approximately 8 acre site which may be feasible for a small facility. It is located approximately 1.5 miles from the state line and 29 miles south of the two Hooksett facilities.
- Merrimack, at NHDOT maintenance facility site north of Industrial Drive with access to Daniel Webster Highway. This site is located approximately 10 miles from the state line and 21 miles south of the two Hooksett facilities.
- Merrimack, at a vacant state-owned parcel (11 acres) north of Baboosic Lake Road. This site is located approximately 13 miles from the state line and 18 miles south of the two Hooksett facilities.
- Merrimack, at the Merrimack Premium Outlets. This could represent a potential public-private partnership. The Merrimack Premium Outlets are located off of Everett Turnpike Exit 10 approximately 10 miles from the state line and 21 miles south of the two Hooksett facilities.

Site constraint maps for these potential sites are shown in Appendix D. Each of the sites above would need to be evaluated further in terms of feasibility and accessibility. If a new facility were provided on The Everett Turnpike in Nashua or Merrimack, this could reduce the number visitors currently stopping at the Hooksett North facility, which may not be desirable. Many private facilities located off of the Everett Turnpike currently provide services to motorists in Nashua and Merrimack. These private facilities may be sufficient to serve the needs of travelers in this vicinity.

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<sup>16</sup> DRED, FY 2008 Visitors, Brochure Distribution and Operating Costs.

## 3.5 Buildings and Services

This section describes building structure, facilities, and condition for the New Hampshire RAWICs based on field surveys conducted in June 2015. All RAWIC sites were surveyed with the exception of the two Hooksett facilities (NB and SB), which were newly constructed in 2015.

Information for individual sites is summarized in Section 4. Individual site plans are provided in Appendix E.

### 3.5.1 Building Layout and Condition

Although many of the RAWIC buildings are similar in layout, they vary in size. Most of the RAWIC building layouts include a one-story structure with either concrete foundations or basements. Generally, the main floor provides a lobby/lounge area and men's and women's restrooms, a desk area for the attendant, brochure/display racks, and storage and employee areas. Larger facilities are able to provide larger restrooms with more stalls, and larger areas for traveler and tourist information and displays. Some locations include Interpretive Centers. Most locations provide one or more extra restrooms with handicap access, which also serve as backup when the other restrooms are being cleaned.

Table 3-9 summarizes the year the facilities were built, the building size (in descending order), and notes regarding the current condition of each building.

Construction dates, building size, and condition of the New Hampshire RAWIC facilities all vary by facility. Construction dates of the RAWICs range from 1965 (Sanbornton) to 2015 (Hooksett North and South). Building size ranges from 708 square feet (SF) (Shelburne) to 36,000 SF (Hooksett North and South). The two new Hooksett facilities, which each include a 20,000 SF New Hampshire Liquor Store, are significantly larger than the buildings at other locations. Because these facilities are brand new, they are in excellent condition. Springfield, North Conway/Intervale, Salem, and Seabrook are the next largest facilities ranging from 5,000 to 6,552 SF. These four facilities were built between 1994 and 2007, and are generally in good condition. The remaining open facilities (Colebrook, Littleton, Sanbornton, Canterbury, Lebanon, and Sutton) were built between 1965 and 1988, and range in size from 1,440 to 2,064 SF. These six facilities are generally in good condition with some minor repairs needed. The smallest buildings (less than 1,000 SF) are those that are currently closed (Antrim, Rumney, Epsom, and Shelburne). These buildings are generally among the oldest (constructed between 1966 and 1968, with the Rumney building replaced in 1987), and consequently would need extensive repairs, mold remediation, and expansion if they were to re-open.

Table 3-10 is a summary of building materials and physical attributes for each RAWIC facility surveyed.

Most of the RAWIC buildings surveyed are wood framed with either shingles or clapboard. Exceptions include Lebanon, which has wood with vinyl siding, Springfield which has concrete/masonry construction, and North Conway/Intervale, which is granite and glass. Seabrook also has a combination of wood shingles and brick. Most facilities have a full concrete foundation, with five facilities providing full basements. Epsom and Seabrook have a partial concrete basement, and Salem has a partial concrete foundation. Roofing is generally asphalt shingles, with the exception of Springfield and Shelburne, which have metal roofs.

The interior of most surveyed buildings provides tile floors, with two facilities (Antrim and Epsom) providing both tile and flagstone flooring. The downstairs portion of the North Conway/Intervale facility has carpet floors. A majority of the facilities have wood panel walls. Salem and Seabrook have wallboard and wallpaper walls, North Conway/Intervale has wallboard walls, and Springfield has granite and wood walls. A variety of ceiling treatments are used, including wood beam, wallboard, pine board and dropped ceilings.

Table 3-9: New Hampshire RA/WIC Building Summary

RA/WIC	Year Built	RA/WIC Building SF	Building Condition Notes
Hooksett North	2015 (Original building, 1979)	36,000	New; Excellent condition.
Hooksett South	2015 (Original building, 1979)	36,000	New; Excellent condition.
Springfield	2002 (Original building, 1994)	6,552	Generally good condition; Some exterior beams rotted at roof.
N. Conway/Intervale	2007 (Original building, 1967)	5,992	Overall good condition.
Salem	1994 (Original building, 1966)	5,500	In generally good condition, but in need of some updates. Bathroom fixtures require frequent replacement due to heavy use.
Seabrook	1999 (Original building, 1965)	5,000	Physical building, excellent condition; Inside maintenance, generally good condition.
Colebrook	1970 (ADA bathroom, 1995; Interpretive Center, 2002)	2,064 <sup>1</sup>	Overall good conditions; Some rot on outside windows; New light fixtures needed.
Littleton	1988	1,822	Overall good condition; Poor ventilation in bathrooms (windows don't open).
Sanbornton	1984 (Original building, 1965)	1,560	Main building generally good condition; Shed building has mold, rodents, junk, and poor roof condition.
Canterbury	1966 (renovations, 1982/83; Vending building, 1996; Storage shed, 2015)	1,500	Overall good condition; Water supply lines issue.
Lebanon	1966 (ADA accessibility improvements, 1996; Electrical updates, 2008)	1,440	Generally good condition.
Sutton	1973 (Vending building, 2002)	1,440	Generally good condition.
Antrim (closed)	1966 (addition, 1987)	940	Ceiling damage; Mold; Bathroom fixtures not to code; Interior repairs needed.
Rumney (closed)	1987 (Original building, 1966)	940	Generally good/fair condition. Front door (lock) needs repair. Back deck collapsing.
Epsom (closed)	1966 (ADA accessibility improvements, 1995)	880	Mold on bathroom floors.
Shelburne (closed)	1968 (ADA accessible washroom added, 1995)	708	Average condition; Mold present.

**SOURCE:** NHDOT, DRED, and AECOM site facility inventories, 2015.

**NOTES:**

1. Includes 1,356 SF Interpretive Center.

**Table 3-10: Summary of RA/WIC Building Materials/Attributes**

RA/WIC Location (Route)	Building	Foundation	Roofing	Flooring	Walls	Ceiling
<b>Open RA/WICs:</b>						
Seabrook (I-95)	Brick & wood framed/shingle	Partial concrete basement	Asphalt shingles	Tile	Wallboard & wallpaper	Wood beam & pine board ceiling
Salem (I-93)	Wood framed/Stained wood shingles	Partial concrete foundation	Asphalt shingles	Tile	Wallboard & wallpaper	Wood beam & pine board ceiling
Canterbury (I-93)	Wood framed clapboard	Full concrete basement	Asphalt shingles	Tile	Wood panel	Drop ceiling
Sanbornton (I-93)	Wood framed clapboard	Slab foundation	Asphalt shingles	Tile	Wood panel	Drop ceiling
Littleton (I-93)	Wood framed clapboard	Full basement	Asphalt shingles	Tile	Wood panel	High wood beam with wallboard
Sutton <sup>1</sup> (I-89)	Wood framed/wood shingles	Full foundation	Asphalt shingles	Tile	Wood panel	Wallboard
Springfield (I-89)	Concrete/masonry	Foundation under bathrooms	Metal	Tile	Granite & wood	Wood beam
Lebanon (I-89)	Wood/vinyl siding	Full concrete foundation	Asphalt shingles	Tile	Wood panel	Drop ceiling
N. Conway/ Intervale (NH Rte. 16)	Granite and glass (2 floors w/elevator)	Full concrete foundation	Asphalt shingles	Tile & Carpet <sup>2</sup>	Wallboard	Drop ceiling and metal <sup>2</sup>
Colebrook (US Rte. 3)	Red wood cedar shingles	Full concrete basement	Asphalt shingles	Tile	Wood panel	Wallboard
<b>Closed RA/WICs:</b>						
Antrim (NH Rte. 9)	Wood framed/cedar shingles	Concrete slab <sup>3</sup>	Asphalt shingles	Flagstone & Tile	Wood panel	Brushed wallboard
Epsom (US Rte. 4)	Wood framed/shingles	Partial concrete basement	Asphalt shingles	Flagstone & Tile	Wood panel	Brushed wallboard
Rumney (NH Rte. 25)	Wood framed clapboard	Full concrete foundation	Asphalt shingles	Tile	Wood panel	Wood beam w/fan
Shelburne (US Rte. 2)	Wood framed/cedar shingles	Full concrete basement	Metal	Tile	Wood panel	Wallboard

**SOURCE:** NHDOT, DRED, and AECOM site facility inventories, June 2015. The Hooksett North and South facilities were not surveyed and therefore not included.

**NOTES:**

1. The Sutton facility also has an attic.
2. Upstairs are tile floors and a drop ceiling; downstairs are carpet floors and a metal ceiling.
3. There is a full foundation for mechanical systems.

### 3.5.2 Building Services and Utilities

All RA/WIC facilities provide indoor men’s and women’s restrooms. Some provide an additional handicap accessible restroom. Travel/tourism information (summarized in Section 3.3.2) is provided at all locations. Some locations provide water fountains, indoor payphones, benches, and fireplaces. None of the facilities currently provide Wi-Fi, public fax machines, or computer/phone charging stations. Vending machines are provided at many locations, often in separate buildings. A summary of the amenities provided inside each RA/WIC surveyed is provided in Table 3-11.

There is a variety of services and amenities provided at each RA/WIC facility. Four of the open RA/WIC facilities surveyed share space for other uses, including interpretive centers, chambers of commerce, and a ski exhibit. Women’s restrooms provide a range of 3 to 14 stalls, and men’s restrooms provide 2 to 6 stalls plus 2 to 6 urinals. All but three facilities (Littleton, Sutton and Rumney) provide at least one spare/handicap accessible restroom.

**Table 3-11: RA/WIC Building Amenities**

RA/WIC Location (Route)	Women’s Restroom (# Stalls)	Men’s Restroom (# Stalls/ Urinals)	Spare/ HC Restroom	Water Fountain	Pay-phone (#)	Benches (#)	Fire-place	Vending Machines	Separate Building(s)
<b>Open RA/WICs:</b>									
Seabrook (I-95)	11	5/6	Yes (5 stalls)	Yes (2)	Yes (2)	5	Yes	Yes	Vending shed Telephone shed Maintenance shed
Salem (I-93)	14	6/6	Yes (5 stalls)	Yes (2)	(2 outside)	2 (& 2 Adirondack chairs)	Yes	Yes	Vending shed Maintenance shed (formerly the payphone shed)
Canterbury <sup>1</sup> (I-93)	9	3/4	Yes	Yes	(2 outside)	4	Yes	Yes	Vending building Storage shed Heating oil tank building
Sanbornton (I-93)	6	2/4	Yes (2)	Yes	(1 outside)	1	Wood stove in Fire Place	Yes	Vending shed
Littleton <sup>2</sup> (I-93)	7	3/4	No	Yes (low pressure)	(1 outside; out of order)	1	Yes	No	None
Sutton (I-89)	6	3/3	No	Yes	No	4	Yes	Yes	Vending building Storage shed
Springfield (I-89)	6	5/3	Yes (2 stalls, 1 is HC)	Yes	Yes (1)	3	Wood stove	Yes	None (Vending in separate section of main building)
Lebanon (I-89)	4	2/2	Yes	Yes	Yes (out of order)	5	Yes	Yes	Vending building Storage shed
N. Conway/ Intervale <sup>3</sup> (NH Rte. 16)	10	4/4	Yes (2)	Yes (2)	(1 outside)	5	No	No	None
Colebrook <sup>4</sup> (US Rte. 3)	3	2/2	Yes	Yes	No	1	No	No	None
<b>Closed RA/WICs:</b>									
Antrim (NH Rte. 9)	3	2/2	Yes	No	No	2	No	No	Storage shed
Epsom (US Rte. 4)	4	2/2	Yes	No	Yes (1)	No	No	No <sup>5</sup>	None
Rumney (NH Rte. 25)	3	2/2	No	Yes	No	No	Wood stove	No	None
Shelburne <sup>1</sup> (US Rte. 2)	3	2/2	Yes	No	No	2	No	No	None

**SOURCE:** AECOM Facility Inventories, June 2015. The Hooksett North and South facilities were not surveyed and therefore not included.

**NOTES:**

1. Facility also provides an employee kitchenette.
2. Littleton has an Interpretive Center and a room used by the Littleton Chamber of Commerce.
3. N. Conway/Intervale also has a permanent panel exhibit by the New England Ski Museum and an employee bathroom.
4. The Colebrook facility also includes the CT River Byway Interpretive Center. There is also an unused office and meeting room previously used by the Chamber of Commerce. These two rooms are currently used for storage.
5. There is one old lottery machine at the Epsom location.

Indoor water fountains are provided at all but three of the closed facilities (Antrim, Rumney, and Shelburne). Payphones (either inside or outside) are provided at half of the open RA/WICs surveyed and at one of the closed facilities (Epsom). A varied number of benches (up to 5) are provided inside each facility, with no benches provided at two of the closed buildings (Epsom and Rumney). A fireplace or wood burning stove is provided at a majority of the open facilities surveyed, with none provided at North Conway/Intervale or Colebrook. Rumney is the only closed facility with a wood stove. Vending machines are provided at all but three (Littleton, North Conway/Intervale, and Colebrook) of the open facilities surveyed. Six of the open surveyed facilities have a separate vending building for vending machines.

Driver survey results indicate that visitors at most RA/WIC locations would like to see Wi-Fi access and computer/phone charging stations. Visitors also would like to see a larger variety of food choices. Detailed driver survey results are provided in Section 5.

Table 3-12 describes the utilities provided at each RA/WIC facility.

There is inconsistency between many of the utilities provided at the New Hampshire RA/WIC facilities. Most facilities provide fluorescent lighting. Some facilities combine fluorescent lighting with LED, track, canister, sodium halide, and/or halide lighting. The Rumney facility has three sky lights. Heat is primarily provided with oil. Seven of the ten open facilities have some type of backup auxiliary power. No hot water is provided at four of the open facilities surveyed, or three of the four closed facilities. Air conditioning is provided at six of the 10 open facilities surveyed. Sewage systems are primarily septic with leach fields, except for three sites that use public/municipal systems (Seabrook, Salem, and Lebanon). Similarly, most sites use a drilled well for water, with the exception of Seabrook, Salem, Lebanon, and North Conway/Intervale, which use public/municipal water. Canterbury, Lebanon, and Colebrook have sump pumps. Several locations (Littleton, Colebrook, and Rumney) have outdoor water spigots not currently in use.

### **3.5.3 Safety and Security**

Safety and security measures vary by RA/WIC facility. Table 3-13 below summarizes the safety and security attributes provided at each facility.

No security or fire protection is provided at any of the closed RA/WICs. At the 10 open RA/WICs surveyed, security and fire protection are inconsistent. Motion detectors are in use at Littleton and Springfield. Security cameras are mounted in the Colebrook facility, but not used. Only one (Seabrook) of the seven facilities with vending buildings provide security camera inside these buildings.

Panic buttons are only found in Seabrook, Canterbury, and Springfield. A defibrillator (AED) is provided at all the facilities. Police offices are present at Seabrook and Salem. This is a beneficial way to provide additional security.

Fire protection is lacking at many sites, with fire alarms only provided at six of the open RA/WICs surveyed. A sprinkler system is only provided in the boiler room of the Salem building.

## **3.6 Facility Exterior/Grounds**

This section describes the exterior grounds, site layout, and outdoor services and amenities provided at the New Hampshire RA/WICs.

### **3.6.1 Exterior Grounds and Site Layout**

Most RA/WIC sites are generally rectangular in shape. The exterior grounds typically include wayfinding and restrictive signage, and varied levels of landscaping. Many locations provide picnic areas and designated dog walk areas. Specific exterior services and amenities, as well as RA/WIC site circulation, are discussed below.

**Table 3-12: Summary of RA/WIC Utilities**

RA/WIC Location (Route)	Interior Lighting	Heat	Hot Water	Air Conditioning	Sewage	Water Supply	Other Notes
<b>Open RA/WICs:</b>							
Seabrook (I-95)	Canister, LED & fluorescent	Oil (2 tanks); Radiant floor <sup>1</sup>	No	Yes (office area only)	Municipal	Municipal	6 outside water fountains
Salem (I-93)	LED track lights	Oil (2 tanks); fired hot air <sup>1</sup>	2 boilers	Yes	Municipal	Municipal	Outside water fountain (dissembled)
Canterbury (I-93)	LED & Fluorescent	Oil (2 tanks) <sup>1</sup>	Fired	Yes	Septic w/ leach field	2 drilled wells <sup>2</sup>	Sump pump; Outside burning boiler will be removed
Sanbornton (I-93)	Fluorescent	Oil (1 tank); air to air heat exchanger <sup>1</sup>	No	No	Septic w/leach field & pump station	Drilled well	Emergency eye wash station
Littleton (I-93)	LED, Fluorescent & Track <sup>3</sup>	Oil (2 tanks) <sup>1</sup>	Fired	No (1 wall unit)	Septic w/ leach field	Drilled well (new tanks)	Outside water spigots (turned off)
Sutton (I-89)	LED & fluorescent	Oil (2 tanks)	No	Yes	Septic w/ 2013 leach field	Drilled well	
Springfield (I-89)	Sodium halide & fluorescent	Oil (2 tanks); forced hot air <sup>1</sup>	Oil fired	Yes	Septic w/ treatment system & leach field	Drilled well w/water softeners	
Lebanon (I-89)	Fluorescent	Oil (2 tanks); furnace replaced 2002	Boiler	No	Public (Lebanon)	Public (Lebanon)	Sump pump
N. Conway/ Intervale (NH Rte. 16)	LED, halogen, fluorescent & track	Forced hot water baseboard; radiant floor heat <sup>1/4</sup>	No	Yes	Septic w/pump	Municipal	Broken irrigation system
Colebrook (US Rte. 3)	Fluorescent & LED <sup>5</sup>	Oil (2 tanks)	Fired	No	Septic w/ leach field	Drilled w/hand dug wells	Sump pump; Outside water spigots (turned off)
<b>Closed RA/WICs:</b>							
Antrim (NH Rte. 9)	Fluorescent	Oil (2 tanks); Fire forced hot air	No	No	Presby septic w/pump	Drilled well	
Epsom (US Rte. 4)	Fluorescent	Oil fired hot air	No	No	Septic	Drilled well	Natural spring on site
Rumney (NH Rte. 25)	Fluorescent & 3 skylights	Oil (2 tanks); furnace replaced 2005)	No	Yes	Septic	Drilled well	Water spigot on side of building
Shelburne (US Rte. 2)	Canister	Oil (2 tanks)	Fired	No	Septic (needs replacement)	Drilled well (high in natural fluorides)	

**SOURCE:** AECOM Facility Inventories, June 2015. The Hooksett North and South facilities were not surveyed and therefore not included.

**NOTES:**

1. These facilities have auxiliary power supply (varied systems). Existing auxiliary power system in Littleton is not functioning.
2. New water filter system installed at Canterbury in 2005. Iron and manganese build up constrict these water lines and filters must be changed frequently.
3. LED lighting is provided in Littleton's main building, and fluorescent and track lighting in the Interpretive Center.
4. The HVAC system at N. Conway/Intervale is computerized and must be operated off-site.
5. Lighting at Colebrook is fluorescent in the main building and LED in the Interpretive Center.

**Table 3-13: RA/WIC Safety and Security Attributes**

RA/WIC Location (Route)	Security Cameras in Main Building	Security Cameras in Vending Building	Police Presence <sup>1</sup>	Panic Button	AED <sup>2</sup>	Fire Alarms	Sprinkler System
<b>Open RA/WICs:</b>							
Seabrook (I-95)	No	Yes	Yes	Yes	Yes	Yes (main building)	No
Salem (I-93)	No (Outdoor cameras - not connected)	No	Yes	No	Yes	Yes (main building)	Yes (boiler room)
Canterbury (I-93)	No	Yes	No	Yes	Yes	No	No
Sanbornton <sup>3</sup> (I-93)	No	No	No	No	Yes	No	No
Littleton (I-93)	(Motion detectors)	N/A <sup>4</sup>	No	No	Yes	Yes	No
Sutton (I-89)	No	Yes	No	No	Yes	No	No
Springfield (I-89)	(Motion detectors)	No	No	Yes	Yes	Yes (main building)	No
Lebanon (I-89)	No	No	No	No	Yes	No	No
N. Conway/Intervale (NH Rte. 16)	No	N/A <sup>4</sup>	No	No	Yes	Yes	No
Colebrook (US Rte. 3)	Yes (not used)	N/A <sup>4</sup>	No	No	Yes	Yes (main building)	No
<b>Closed RA/WICs:</b>							
Antrim (NH Rte. 9)	No	N/A <sup>4</sup>	No	No	No	No	No
Epsom (US Rte. 4)	No	N/A <sup>4</sup>	No	No	No	No	No
Rumney (NH Rte. 25)	No	N/A <sup>4</sup>	No	No	No	No	No
Shelburne (US Rte. 2)	No	N/A <sup>4</sup>	No	No	No	No	No

**SOURCE:** AECOM Facility Inventories, June 2015. The Hooksett North and South facilities were not surveyed and therefore not included.

**NOTES:**

1. Two locations have small police offices on-site.
2. AED = Defibrillator.
3. Carbon monoxide gauge and emergency eye wash station provided on site.
4. These facilities do not have separate vending buildings.

### 3.6.2 Exterior Services and Amenities

Outdoor services and amenities provided at RA/WICs generally include picnic areas and dog walk areas, trash receptacles, and dumpsters. Many locations also provide outdoor benches, water fountains, payphones, porta-toilets, or in one case, outdoor grills. A summary of exterior services and amenities at New Hampshire RA/WICs is provided in Table 3-14.

The closed RA/WIC sites provide very little in the way of outdoor services and amenities. Picnic tables are available at all four of these locations, but trash collection and other outdoor amenities like benches, water fountains, pay phones, and porta-toilets are lacking.

**Table 3-14: RA/WIC Exterior Services and Amenities**

RA/WIC Location (Route)	Picnic Tables (#)	Dog Walk Area	Trash Receptacles (#)	Dumpster	Outdoor benches (#)	Water fountain (#)	Pay phones (#)	Porta-Toilets (#)
<b>Open RA/WICs:</b>								
Seabrook (I-95)	40 (1 is HC <sup>1</sup> )	Yes (& fenced in area)	15	Yes (2)	No	6	4 (protected shed)	No
Salem (I-93)	16 (1 is HC)	Yes	2	Yes	No	1 (dissembled)	2	No
Canterbury (I-93)	9	Yes (remote)	2	Yes	No	No	2	3 (1 is HC <sup>1</sup> )
Sanbornton (I-93)	4	Yes (remote)	1 (in vending shed)	Yes	No	No	1 (& 1 empty shell)	3 (1 is HC)
Littleton (I-93)	6 (2 under canopy)	Yes (remote)	2	Yes	No	2 (turned off)	1 (out of order)	3 (1 is HC)
Sutton (I-89)	9 (1 is HC)	Yes	5	Yes	No	No	No	3 (1 is HC)
Springfield <sup>3</sup> (I-89)	6 (1 under canopy & HC)	Yes	3	Yes	3	No	1	2 <sup>2</sup>
Lebanon (I-89)	14 (1 is HC)	No	2	Yes	No	No	(2 empty shells)	3 (1 is HC)
N. Conway/ Intervale (NH Rte. 16)	8 (1 is HC)	Sand area	No	Yes	2	No	1	2
Colebrook (US Rte. 3)	8 (1 under canopy; 1 is HC)	Yes	No	Yes	No	No	No	No
<b>Closed RA/WICs:</b>								
Antrim (NH Rte. 9)	3 (outdoor shelter)	No	No	No	No	No	No	No
Epsom (US Rte. 4)	4	No	No	No	No	No	1	No
Rumney <sup>3</sup> (NH Rte. 25)	1 (unusable) <sup>4</sup>	Yes	Yes (overflowing)	No	No	No	No	No
Shelburne (US Rte. 2)	8 (2 under canopy)	No	No	No	No	No	1 (out of order)	No

**SOURCE:** AECOM Facility Inventories, June 2015. The Hooksett North and South facilities were not surveyed and therefore not included.

**NOTES:**

1. HC = Handicap
2. Springfield provides two exterior after-hours bathrooms, each with a handicap toilet, sink & dryer.
3. Springfield has 7 outdoor BBQ grates. Rumney has 2 old style outdoor grills.
4. The picnic table at Rumney is on a collapsing back deck and inaccessible.

The exterior services and amenities for the open RA/WICs surveyed are generally varied and inconsistent by site. The number of picnic tables ranges from four (Sanbornton) to 40 (Seabrook). Some sites provide overhead canopies for the picnic tables, and seven of the 10 open sites surveyed include one handicap accessible picnic table. Dog walk areas are designated for all but one of the open RA/WICs. No dog walk area is provided at Lebanon. Dumpsters are provided at all locations except North Conway/Intervale, and the number of trash receptacles at each location ranges from zero (North Conway/Intervale and Colebrook) to 15 (Seabrook).

Outdoor benches are only provided at two of the 10 surveyed open RA/WICs (Springfield and North Conway/Intervale). Outdoor water fountains are provided at three locations, but they only work at one location (Seabrook). Half of the open RA/WICs surveyed provide working outdoor payphones, and all but three locations (Seabrook, Salem, Colebrook) have outdoor porta-toilets.

Driver survey results indicate that visitors would like to see improved picnic and pet walking areas. Detailed driver survey results are provided in Section 5.

### 3.6.3 Roadway and Vehicular/Pedestrian Circulation

Each RA/WIC facility provides an access driveway leading to one or more parking areas. Along limited access highways, the access driveway is a highway exit/enter ramp. At other locations, the site is accessible from both directions, sometimes with multiple driveways.

Some locations provide a single parking area. Other larger areas provide multiple parking areas with a one-way loop circulation pattern. At all sites, sidewalks are provided along parking areas leading to the RA/WIC buildings. Crosswalks are provided as appropriate at most locations where pedestrians must cross through parking areas or site driveways to access RA/WIC buildings. Table 3-15 summarizes circulation and parking areas for each RA/WIC site.

Although vehicular and pedestrian circulation patterns vary by RA/WIC site, there are several “formulas” for site design that are consistent among smaller groups of RA/WICs. These include:

**Salem and Seabrook** RA/WICs each provide a highway exit and entrance into and out of the site. For these two sites, the exit ramp divides into two roadways, one leading to passenger vehicle parking and one leading to commercial/recreational (oversized) vehicle parking. The RA/WIC building is centrally located between the separate parking areas. Passenger vehicle spaces are provided in two lots connected by a one-way loop circulation pattern.

**Canterbury and Lebanon** RA/WICs also provide a highway exit and entrance into and out of the site. At these two locations, the exit ramp divides into two roadways. At Canterbury, one road provides access to the RA/WIC building with passenger vehicle parking, and the other road provides access to an adjacent parking area for oversized vehicles. At Lebanon, one road provides access to the RA/WIC building with parking for both passenger and oversized vehicles, and the other road provides access to the weigh station with overflow parking for oversized vehicles.

**Hooksett North, Hooksett South, Sanbornton, Springfield, and Sutton** RA/WICs provide a highway exit and entrance into and out of each site. For these facilities, the single driveway provides access to a single parking lot with spaces on either side for passenger vehicles and oversized vehicles. At the two Hooksett facilities, oversized vehicle parking is provided at both ends (near entrance and exit) of the site.

**Littleton** provides a single access driveway accessible from both directions along the highway. The driveway provides access to two parking areas, one for passenger vehicles next to the RA/WIC building, and one at the adjacent lot for oversized vehicles.

**Colebrook, North Conway/Intervale, and the four closed facilities** provide two access driveways accessible from both directions of the adjacent highway. The driveways are located at the two ends of a single, rectangular-shaped parking lot with parking spaces for both passenger and commercial/recreational vehicles. Generally, passenger vehicles park adjacent to the RA/WIC building, and oversized vehicles are provided with parallel spaces along the opposite side of the lot.

The condition of pavement and pavement markings at all facilities is generally in fair to poor condition. Many locations have cracked, damaged pavement or sidewalks, and many need new pavement markings. The pavement condition at Epsom, Shelburne and Sutton is very poor. Narrow ramp width and undersized parking spaces are issues for wide load vehicles (or snow plows) at Seabrook, Salem, and Springfield.

**Table 3-15: RA/WIC Circulation and Parking Areas**

RA/WIC Location (Route)	Access Direction	On-way Loop Circulation	# of Parking Areas	Separate Park Lot for Passenger vs. Comm/Rec Vehs	Pavement Condition	Condition of Pavement Markings	Other Notes
<b>Open RA/WICs:</b>							
Seabrook (I-95)	NB	Yes	3	Yes	Fair (cracks)	Fair	Site cannot accommodate wide load vehicles.
Hooksett North (I-93)	NB	No	1	No	Good	Good	
Hooksett South (I-93)	SB	No	1	No	Good	Good	
Salem (I-93)	NB	Yes	3	Yes	Fair (some cracking)	Poor <sup>1</sup>	Site is closed to wide load vehicles. Truck spaces and aisles not sized to current standards.
Canterbury (I-93)	NB	No	2	Yes	Fair	Poor	
Sanbornton (I-93)	SB	No	1	No	Fair (cracks & damaged sidewalks)	Fair	Damaged sidewalks and HC <sup>2</sup> ramp.
Littleton (I-93)	Both	No	2	Yes	Poor (side-walks)	Faded	
Sutton (I-89)	SB	No	2	No	Very Poor	Poor/Faded	
Springfield (I-89)	NB	No	1	No	Poor	Fair	Parking lot turning radii too tight for snow plows. West side curbing and guard rail replaced 2015. No pavement markings for HC parking.
Lebanon (I-89)	SB	No	3	No/Yes <sup>3</sup>	Poor	Poor	
N. Conway/ Intervale (NH Rte. 16)	Both <sup>4</sup>	No	1	No	Fair	Fair	Two bike racks provided.
Colebrook (US Rte. 3)	Both <sup>4</sup>	No	1	No	Fair	Poor <sup>1</sup>	Two private drives from site have access to Dior Drive.
<b>Closed RA/WICs:</b>							
Antrim (NH Rte. 9)	Both <sup>4/5</sup>	No	1	No	Poor	Faded	
Epsom (US Rte. 4)	Both <sup>4/5</sup>	No	1	No	Very Poor	Faded	
Rumney (NH Rte. 25)	Both <sup>4</sup>	No	1	No	Poor	Fair	Boat access to Baker River with vehicle turn-around for trailers.
Shelburne (US Rte. 2)	Both <sup>4/5</sup>	No	1	No	Very Poor	Faded	

**SOURCE:** AECOM Facility Inventories, June 2015.

**NOTES:**

- At Salem and Colebrook, the oversized vehicle parking areas need pavement markings.
- HC = Handicap.
- At Lebanon, the main parking lot is shared, and 2 overflow areas are provided for commercial/recreational vehicles at an adjacent weigh station.
- Two access driveways are provided to the site.
- Access to this closed site is currently blocked off.

## 3.7 Visitor, Traffic and Parking Data

This section summarizes visitor, traffic volume, and parking collected for analysis in this study.

### 3.7.1 Visitor Volumes

This section summarizes existing RA/WIC visitor volumes, vehicle occupancy rates for RA/WIC visitors, and future RA/WIC visitor volume projections. Visitor counts are provided in Appendix G.

#### *Existing Visitor Volumes*

DRED visitor counts were reviewed for years 2012 through 2015. Table 3-16 shows foot traffic at the RA/WIC facilities for the six-month seasonal period from May through October, 2014 calendar year, and for the fiscal year (2015). Seasonal six-month data is shown to reflect seasonal influence and the fact that some locations are only open for part of the year.

**Table 3-16: Existing RA/WIC Seasonal and Annual Foot Traffic**

RA/WIC Location	Route	Hours of Operation	Seasonal Foot Traffic (May-Oct, 2014)	Annual Foot Traffic (FY <sup>1</sup> 2015)
Seabrook	I-95	All year, 24/7	636,561	1,024,719
Salem	I-93	All year, 24/7	199,711	345,916
Canterbury	I-93	All year, 9-9 daily	168,736	268,308
Sanbornton	I-93	All year, 8-8 daily	164,435	334,006
Littleton	I-93	May-Oct, 8-8 daily	87,325	82,240
Sutton	I-89	All year, 9-9 daily	198,218	354,029
Springfield	I-89	All year, 8-8 daily	208,262	358,778
Lebanon	I-89	May-Oct, 8-8 daily	137,981	135,613
N. Conway/Intervale	NH 16	All year, 10-6 Thurs-Mon	33,857	61,717
Colebrook	US 3	May-Oct, 8-8 daily	50,806	48,792
<b>TOTAL</b>			<b>1,885,892</b>	<b>3,014,118</b>

**SOURCE:** New Hampshire DRED. Hooksett North and Hooksett South data not shown because this location was under construction in 2014/2015 and data was incomplete.

**NOTES:**

1. FY = Fiscal Year (July 1, 2014 through June 30, 2015)

Data for the two Hooksett facilities is not shown because these locations were under construction in 2014/2015 and complete data was not available. However, daily foot counts were collected for Hooksett North from 6/1/15 through 10/31/15, and for Hooksett South between 7/17/15 and 10/31/15. An average visitor volume per weekday and per weekend were calculated for each of these two locations and used to estimate annual foot traffic at each facility. Based on this calculation, estimated foot traffic is approximately 2.4 million visitors per year for Hooksett North and approximately 2.2 million visitors per year for Hooksett South.

For the other RA/WIC locations, generally locations that are open all year for longer hours tend to have more foot traffic than the seasonal facilities. During the spring/summer months of the year, foot traffic at RA/WIC facilities ranged from 33,857 (North Conway/Intervale) to 636,561 (Seabrook) persons. Annual foot traffic in Fiscal Year (FY) 2015 ranged from 48,792 (Colebrook) to 1,024,719 (Seabrook) persons/year.

For RA/WIC locations that are open year round, seasonal foot traffic (the six months from May to October) represents 55-62% of the annual foot traffic. This demonstrates the seasonal nature (a higher use during the

warmer months) of these facilities. The exception is Sanbornton, which experienced only 49% of seasonal traffic during the warmer months, demonstrating less of a seasonal influence at this location.

For the three RA/WIC locations open May through October, it is noted that the seasonal numbers for 2014 are somewhat higher than the numbers for FY 2015. This indicates a slight decrease in the total annual number of visitors at these locations from 2014 to 2015.

As a basis of comparison, the number of estimated annual visitors at the four closed RA/WIC facilities is shown in Table 3-17.

**Table 3-17: RA/WIC Annual Foot Traffic – Closed Facilities**

RA/WIC Location	Route	Annual Foot Traffic (FY <sup>1</sup> 2008)
Antrim	NH 9	52,000
Epsom	US 4	43,000 (FY 2007)
Shelburne	US 2	100,000 <sup>2</sup>
Rumney	NH 25	35,000
<b>TOTAL</b>		<b>230,000</b>

**SOURCE:** 4-year seasonal average (Antrim); NHDOT counts May-Oct 2007 (Epsom); NHDOT District 1 2008 count (Shelburne); 2008 Attendant counts (Rumney).

**NOTES:**

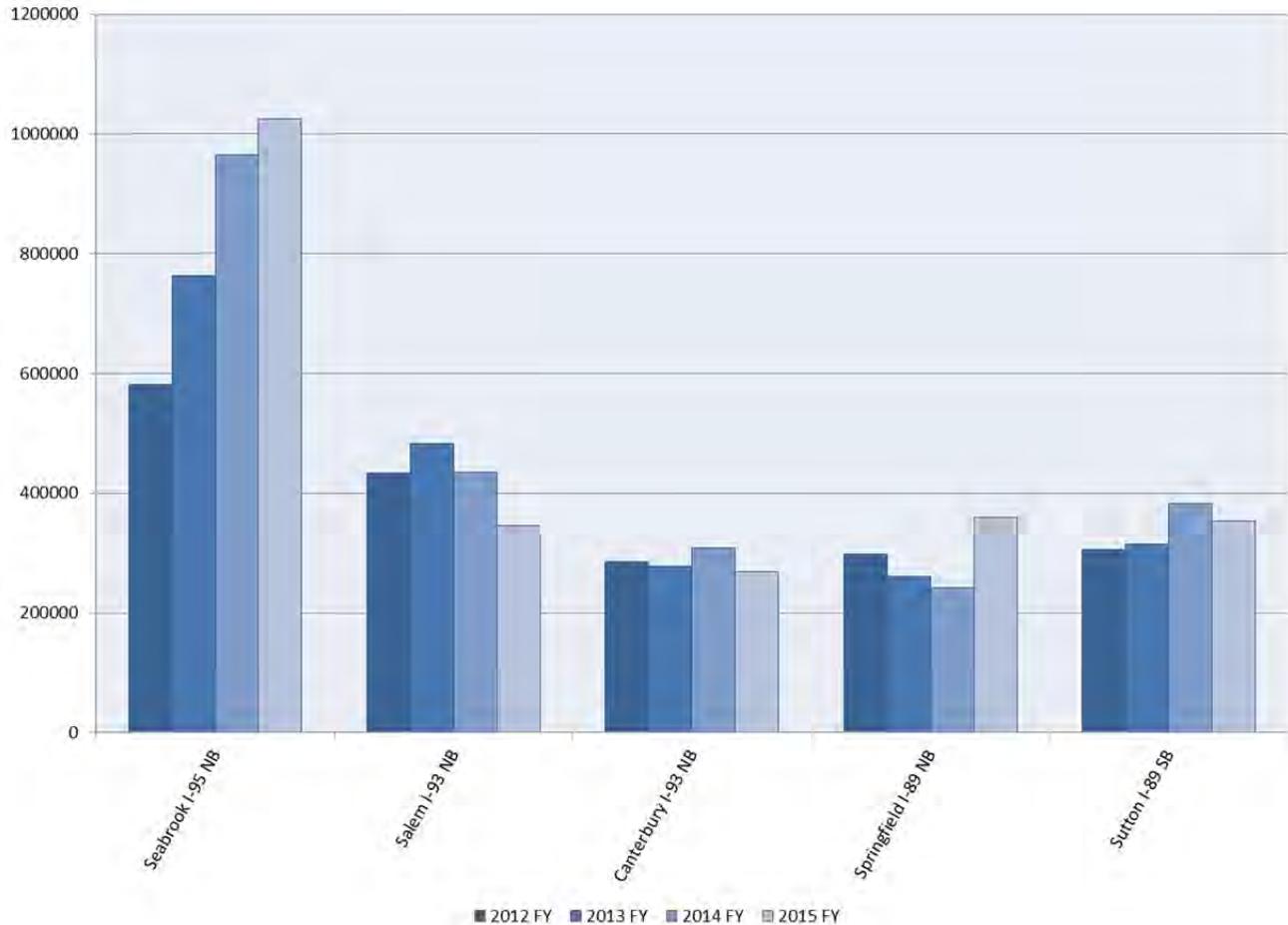
1. FY = Fiscal Year
2. This value appears suspect due to the low average daily traffic volumes on US 2 of 3,100 vehicles per day (NHDOT 2013).

Before they were closed, the four RA/WIC facilities in Antrim, Epsom, and Rumney experienced between 35,000 and 52,000 annual visitors. These numbers are within the range of the RA/WIC facilities that are currently operating with the lowest annual visitor rates. The visitor count for Shelburne is suspect given the low ADT volume on US 2 at this location (3,100 vehicles per day in 2013 per NHDOT counts).

To evaluate yearly trends, DRED annual visitor data from 2012 through 2015 was compared for five of the operating RA/WIC locations. This data, summarized in Figure 3-13, shows a variety of trends at each of the five locations. The number of annual visitors at Seabrook experienced steady increases from 2012 to 2015. Springfield showed minor decreases in annual visitors from 2012 through 2014, with a significant increase in 2015. The other three locations (Salem, Canterbury, and Sutton) showed somewhat stable visitor numbers for the first three years, with each experiencing slight decreases in visitors from 2014 to 2015.

Figure 3-14 shows average daily visitor counts for the RA/WIC facilities for fiscal year 2015. Data is shown for the annual average day as well as the average day during a peak month. As expected, locations with the highest annual foot traffic tend to have the highest daily foot traffic. On the high end, Seabrook experiences 2,807 average daily visitors and 5,464 daily peak month visitors. North Conway/Intervale has the smallest number of daily visitors, with 237 visitors on an average day and 360 visitors on a peak month day.

Figure 3-13: Annual Visitor Counts for Select RA/WICs – FY 2012-2015



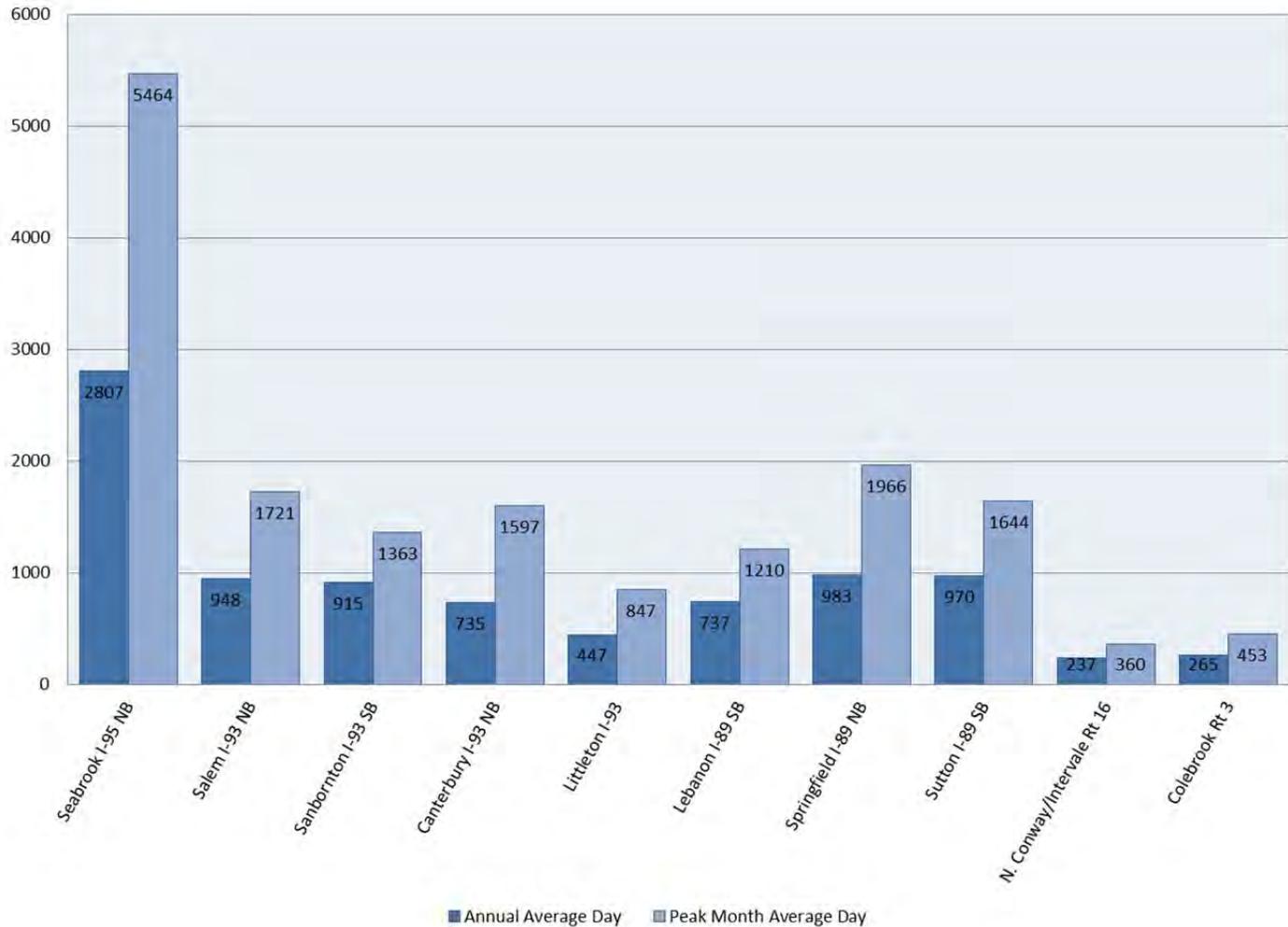
SOURCE: New Hampshire Department of Resources and Economic Development (DRED).

Hooksett North and Hooksett South data for the complete FY 2015 was not available due to construction. Visitor counts for May through October, 2015 were available for the Hooksett North facility, and counts for mid-July through October 2015 were available for Hooksett South RA/WIC.<sup>17</sup> These counts indicate that in 2015, from May through October, the Hooksett North RA/WIC experienced an average of 6,538 daily visitors (7,974 daily visitors during the peak month of July), and from mid-July through October, the Hooksett South facility experienced an average of 6,071 daily visitors (7,083 daily visitors during its peak month of August). The peak month visitor numbers at the two Hooksett facilities are 30-46% higher than peak month average daily visitors at the next busiest NH RA/WIC location (Seabrook, with 5,464 peak month daily visitors).

FY 2015 foot traffic estimates for the two Hooksett facilities were made based on an extrapolation of average visitor volumes from the DRED person counts collected between 6/1/14 and 10/31/15. Annual foot traffic for year 2015 was estimated to be approximately 2.4 million visitors/year for Hooksett North and 2.2 million visitors/year for Hooksett South.

<sup>17</sup> Source: DRED, electronic person counts (persons entering building), 6/1/15-10/31/15.

Figure 3-14: Existing Average Daily Visitor Counts by RA/WIC – FY 2015



SOURCE: New Hampshire Department of Resources and Economic Development (DRED).

### Future Visitor Volumes

Traffic growth rates for each RA/WIC were determined based on NHDOT traffic volumes for 1994 through 2014. These rates were applied to existing person counts (foot traffic) to estimate future 2035 annual foot traffic at each facility. Calculations assume current season, days, and hours of operation. Table 3-18 summarizes the results. Existing person counts for FY 2015 are included for comparison.

The 10 open facilities (excluding the two Hooksett facilities) are anticipated to experience an overall 15 percent increase in foot traffic between 2015 and 2035. Estimated annual foot traffic for year 2035 ranges from 54,000 visitors/year (Colebrook) to 1.1 million visitors/year (Seabrook). These estimates assume no significant changes in the services and amenities provided at each facility.

For the two Hooksett facilities, NHDOT traffic growth rates were applied to the FY 2015 person trip estimates to determine future year 2035 visitor volumes. Annual foot traffic for year 2035 is estimated to be approximately 2.9 million visitors/year for Hooksett North and 2.7 million visitors/year for Hooksett South. These numbers represent an increase of approximately 500,000 annual visitors for each Hooksett facility between years 2015 and 2035.

**Table 3-18: Existing (FY 2015) and Future (2035) RA/WIC Annual Foot Traffic**

RA/WIC Location	Route	Hours of Operation	Existing (FY 2015) <sup>1</sup> Annual Foot Traffic	Future (2035) Annual Foot Traffic
Seabrook	I-95	All year, 24/7	1,024,719	1,117,000
Salem	I-93	All year, 24/7	345,916	364,000
Canterbury	I-93	All year, 9-9 daily	268,308	308,000
Sanbornton	I-93	All year, 8-8 daily	334,006	383,000
Littleton	I-93	May-Oct, 8-8 daily	82,240	91,000
Sutton	I-89	All year, 9-9 daily	354,029	461,000
Springfield	I-89	All year, 8-8 daily	358,778	467,000
Lebanon	I-89	May-Oct, 8-8 daily	135,613	150,000 <sup>2</sup>
N. Conway/Intervale	NH 16	All year, 10-6 Thurs-Mon	61,717	71,000
Colebrook	US 3	May-Oct, 8-8 daily	48,792	54,000
<b>TOTAL</b>			<b>3,014,118</b>	<b>3,446,000</b>

**SOURCE:** Existing counts based on New Hampshire DRED count Data. Future counts projected by applying growth rates based on NHDOT traffic volume counts 1994-2014. Projected volumes are rounded to the nearest 1,000.

**NOTES:**

1. FY = Fiscal Year
2. One of the recommendations of this study is to change Lebanon to a year round facility (see Chapters 4 and 8). Under year round operations Lebanon is estimated to have approximately 256,500 visitors in 2035.

### 3.7.2 Vehicular Traffic Volumes, Capture and Vehicle Occupancy Rates

Mainline traffic count volume data and RA/WIC daily and peak hour volumes and capture rates are summarized below for existing and future (2035) conditions. Vehicular counts and data are provided in Appendix H.

#### 3.7.2.1 Existing Mainline Vehicular Traffic Volumes

Table 3-19 shows existing traffic volume data for mainline (highways) that access the New Hampshire RA/WIC facilities. For locations where RA/WICS are only accessible from one direction, mainline volumes shown are one-way. The table shows total volumes, as well as volumes broken down by type (auto, trucks and buses). Daily and peak hour volumes are provided for both weekday and weekend conditions.

Traffic volume count data was collected by RSG May 30 through June 18, 2015. Since mainline data was not collected at all RA/WIC locations, NHDOT and VTrans counts from 2013-2015 were used to supplement, compare, and verify RSG traffic counts. Additional count data checks included comparing truck percentage, k-factor, and vehicle capture rates to acceptable values. After adjustments were made to the RSG counts, additional adjustments were made for traffic counts at Canterbury, Sanbornton, Littleton, Lebanon, Salem, Hooksett North, and Hooksett South locations. Traffic volumes at these locations were adjusted using the corresponding on-ramp and off-ramp traffic volumes. For data prior to 2015, a growth factor was determined by taking traffic volume data from the previous year and comparing it with existing data. The growth factor was applied to 2013 and 2014 data to increase the traffic volumes to represent year 2015 volumes.

Table 3-19: Existing Mainline Traffic Volumes – RA/WICs – 2015

Route/ RA/WIC Location	Direc- tion <sup>1</sup>	Total Vehicle Volume				Auto Volume				Truck Volume				Bus Volume			
		Daily <sup>2</sup>		Peak Hour <sup>3</sup>		Daily <sup>2</sup>		Peak Hour <sup>3</sup>		Daily <sup>2</sup>		Peak Hour <sup>3</sup>		Daily <sup>2</sup>		Peak Hour <sup>3</sup>	
		Week- day (vpd)	Week- end (vpd)	Week- day (vph)	Week- end (vph)												
<b>Interstate 95:</b>																	
Seabrook	NB	53,487	52,158	4,624	4,647	47,438	46,259	4,101	4,121	6,049	5,899	523	526	N/A <sup>4</sup>	N/A <sup>4</sup>	N/A <sup>4</sup>	N/A <sup>4</sup>
<b>I-93 (Everett Turnpike):</b>																	
Hooksett North	NB	40,580	35,525	3,508	6,334	37,730	33,030	3,262	5,889	2,850	2,495	246	445	N/A <sup>4</sup>	N/A <sup>4</sup>	N/A <sup>4</sup>	N/A <sup>4</sup>
Hooksett South	SB	38,601	40,930	2,232	4,165	35,869	38,033	2,074	3,870	2,732	2,897	158	295	N/A <sup>4</sup>	N/A <sup>4</sup>	N/A <sup>4</sup>	N/A <sup>4</sup>
<b>Interstate 93:</b>																	
Salem	NB	54,259	50,064	3,864	4,679	50,607	46,694	3,604	4,364	3,442	3,176	245	297	210	194	15	18
Canterbury	NB	18,673	18,192	1,814	2,128	16,852	16,418	1,637	1,920	1,751	1,706	170	200	70	68	7	8
Sanbornton	SB	12,583	18,802	804	1,922	11,644	17,398	744	1,779	889	1,327	57	136	51	76	3	8
Littleton	NB/SB	7,562	8,050	484	794	6,589	7,690	433	765	959	341	49	29	15	19	2	0
<b>Interstate 89:</b>																	
Sutton	SB	9,268	11,338	850	1,190	7,735	9,463	710	993	1,345	1,646	123	173	187	229	17	24
Springfield	NB	9,306	8,327	807	710	7,735	6,921	671	590	1,397	1,250	121	107	174	155	15	13
Lebanon	SB	19,900	16,600	1,815	1,724	16,973	15,297	1,582	1,640	2,593	1,194	209	78	334	110	25	6
<b>NH Route 16:</b>																	
N. Conway/Intervale	NB/SB <sup>5</sup>	13,757	14,844	1,064	1,186	12,047	13,896	957	1,117	1,640	927	103	68	70	22	4	1
<b>US Route 3:</b>																	
Colebrook	NB/SB <sup>5</sup>	3,531	3,286	259	317	2,852	2,781	206	261	679	506	53	56	N/A <sup>4</sup>	N/A <sup>4</sup>	N/A <sup>4</sup>	N/A <sup>4</sup>

**SOURCE:** May 30-June 18, 2015 RSG traffic counts, and 2013-15 NHDOT and VTrans counts. Routes I-95, Everett Turnpike, I-93, and I-89 volumes based on NHDOT & VTrans counts. Other locations based on RSG vehicular classification counts, 6/2015.

**NOTES:**

1. NB = Northbound; SB = Southbound.
2. All daily volumes include seasonal adjustments and adjustments to reflect average volume for entire segment based on NHDOT corridor volumes. Daily volumes are reported for weekend and weekday, one way (except where noted), in vehicles per day (vpd).
3. Peak hour volumes are reported for weekend and weekday, one way, in vehicles per hour (vph). Peak hour volume is based on RA/WIC peak hour for all vehicles.
4. N/A (Not Available) indicates vehicle classifications for buses could not be determined due to sampling method(s).
5. Two-way entrance into RA/WIC. Volumes reported are two-way.

Some locations experience higher traffic volumes on weekdays, and others on weekends. The RA/WIC locations with the highest one-way weekday traffic volumes include Salem (54,259 vpd on I-93 NB), Seabrook (53,487 vpd on I-95 NB), Hooksett North (40,580 vpd on I-93 NB), and Hooksett South (38,601 vpd on I-93 SB). These locations also have the highest weekend peak hour traffic volumes, with 6,334 vehicles per hour (vph) on I-93 NB in Hooksett, 4,679 vph on I-93 NB in Salem, 4,647 vph on I-95 NB in Seabrook, and 4,165 vph on I-93 SB in Hooksett. Note that for most locations, peak hour volumes tend to be somewhat higher on weekends compared to weekdays.

The lowest mainline traffic volumes occur along roadways adjacent to the Littleton and Colebrook facilities. Weekday daily traffic volumes are 7,562 vpd (one-way) for Littleton (I-93 NB), and 3,531 vpd (two-way) for Colebrook (US Route 3). Weekday peak hour mainline traffic volumes are 484 vph (one-way) for Littleton, and 259 vph (two-way) for Colebrook.

On both weekdays and weekends, automobiles generally make up 83-91% of total daily and peak hour mainline traffic volumes. Trucks make up 6-15%, and buses make up 1-2% of daily and peak hour mainline traffic volumes.

Table 3-20 shows mainline daily traffic volumes at the locations of the four closed RA/WIC facilities.

**Table 3-20: Existing Mainline Daily Traffic Volumes – Closed Locations**

Location	Route	Region	ADT	Year
<b>Closed RA/WICs:</b>				
Antrim (Keene to Hillsboro)	NH 9	Southwest	6,300-14,100	2014
Epsom	US 4	South Central	14,000	2014
Rumney	NH 25	Central	4,300	2013
Shelburne (at ME state line)	US 2	North Country	3,100	2013

**SOURCE:** NHDOT traffic volume counts, 2013-2015.

Daily mainline traffic volumes at Antrim and Epsom range from 6,300 to 14,100 vpd. The roadways adjacent to other two closed RA/WIC facilities (Rumney and Shelburne) experience low daily traffic volumes (3,100-4,300 vpd).

### 3.7.2.2 Existing Facility Volumes and Capture Rates

Table 3-21 shows existing total daily volumes and capture rates at New Hampshire's RA/WIC facilities based on 2015 adjusted traffic counts. Capture rates represent the percentage of daily mainline vehicles that are entering each RA/WIC. Daily capture rates are shown for each location under average weekday and weekend conditions.

Including the two Hooksett facilities, the overall daily average capture rate for New Hampshire RA/WICs is 5% on weekdays and 6% on weekends. On weekdays, daily capture rates range between 1% (Littleton) and 10% (Hooksett SB). On weekends, daily capture rates range between 2% (Littleton) and 11% (Hooksett North and Hooksett South). The higher daily capture rates at the two new Hooksett facilities reflect the wide range of commercial services and amenities available at these two locations. Not including the two new Hooksett facilities, the average daily capture rate for New Hampshire RA/WICs is 4% on both weekdays and weekends.

Lower daily capture rates occur at locations such as Littleton, Salem and Lebanon, in part because other (public and private) facilities are provided within close proximity to these RA/WICs. For example, the new Hooksett (North) facility may impact the number of daily visitors at the Salem RA/WIC. Littleton and Lebanon RA/WICs are located in close proximity to similar facilities just over the border in Vermont. The Littleton facility is also located off of the interstate, which could also impact capture rates.

**Table 3-21: Existing (2015) Total Daily Volumes and Capture Rates at RA/WICs**

Route/ RA/WIC Location	Direction	Weekday			Weekend		
		Average Daily Total Entering Volume <sup>1</sup>	Corresponding Mainline Tot Volume	Total Capture Rate <sup>2</sup>	Average Daily Total Entering Volume <sup>1</sup>	Corresponding Mainline Total Volume	Total Capture Rate <sup>2</sup>
<b>Interstate 95:</b>							
Seabrook	NB	2,320	53,487	4%	2,357	52,158	5%
<b>I-93 (Everett Turnpike):</b>							
Hooksett North	NB	3,807	40,580	9%	4,005	35,525	11%
Hooksett South	SB	3,743	38,601	10%	4,514	40,930	11%
<b>Interstate 93:</b>							
Salem	NB	925	54,259	2%	865	50,064	2%
Canterbury	NB	628	18,673	3%	832	18,192	5%
Sanbornton	SB	606	12,583	5%	812	18,802	4%
Littleton	NB/SB	109	7,562	1%	135	8,050	2%
<b>Interstate 89:</b>							
Sutton	SB	559	9,268	6%	590	11,338	5%
Springfield	NB	722	9,306	8%	703	8,327	8%
Lebanon	SB	503	19,900	3%	544	16,600	3%
<b>NH Route 16:</b>							
N. Conway/Intervale	NB/SB	688	13,757	5%	1,070	14,844	7%
<b>US Route 3:</b>							
Colebrook	NB/SB	153	3,531	4%	161	3,286	5%

**SOURCE:** May 30-June 18, 2015 RSG traffic counts and 2013-15 NHDOT and VTrans counts. Routes I-95, Everett Turnpike, I-93, and I-89 volumes based on NHDOT & VTrans counts. Other locations based on RSG vehicular classification counts, 6/2015.

**NOTES:**

1. Represents the total daily entering (IN) volume of vehicles entering the RA/WIC in units of vehicles per day. Based on NHDOT and RSG classification counts, 6/2015.
2. Auto Capture Rate = percentage of daily mainline volume (vehicles) entering the RA/WIC.

Table 3-22 shows existing peak day/peak hour capture rates at New Hampshire’s RA/WIC facilities based on 2015 adjusted traffic counts. Capture rates represent the percentage of peak hour mainline vehicles that are entering each RA/WIC. Peak hour capture rates are shown for each location for weekday and weekend conditions.

For a majority of the RA/WICs, the weekday peak hour of visitors occurs on Friday afternoon, generally at 1:00 PM. This reflects a combination of commuter traffic and weekend vacation traffic. On weekends, the most prevalent peak hour for RA/WIC visitors was Saturday at 11:00 AM. Some locations also experienced peaks on Sunday afternoon. This also reflects the pattern of weekend vacation travel along New Hampshire highways.

**Table 3-22: Existing (2015) Peak Hour Volumes and Capture Rates at RA/WICs**

Route / RA/WIC Location	Direction	Weekday				Weekend			
		Peak Hr Total Entering Volume <sup>1</sup>	Corresponding Mainline Total Volume	Total Capture Rate <sup>2</sup>	Peak Entering Day & Hour <sup>3</sup>	Peak Hr Total Entering Volume	Corresponding Mainline Total Volume	Total Capture Rate <sup>2</sup>	Peak Entering Day & Hour <sup>3</sup>
<b>Interstate 95:</b>									
Seabrook	NB	252	4,624	5%	Fri, 1:00 PM	268	4,647	6%	Sat, 11:00 AM
<b>I-93 (Everett Turnpike):</b>									
Hooksett North	NB	648	3,508	18%	Fri, 2:00 PM	695	6,334	11%	Sat, 11:00 AM
Hooksett South	SB	563	2,232	25%	Mon, 1:00 PM	427	4,165	10%	Sun, 4:00 PM
<b>Interstate 93:</b>									
Salem	NB	93	3,864	2%	Fri, 6:00 PM	102	4,679	2%	Sat, 11:00 AM
Canterbury	NB	91	1,814	5%	Fri, 1:00 PM	133	2,128	6%	Sat, 9:00 AM
Sanbornton	SB	78	804	10%	Fri, 11:00 AM	97	1,922	5%	Sun, 3:00 PM
Littleton	NB/SB	25	484	5%	Wed, 9:00 AM	29	794	4%	Sat, 11:00 AM
<b>Interstate 89:</b>									
Sutton	SB	66	850	8%	Fri, 1:00 PM	80	1,190	7%	Sun, 2:00 PM
Springfield	NB	90	807	11%	Fri, 3:00 PM	66	710	9%	Sat, 11:00 AM
Lebanon	SB	62	1,815	3%	Mon, 11:00 AM	84	1,724	5%	Sun, 12:00 PM
<b>NH Route 16:</b>									
N Conway/ Intervale	NB/SB	115	1,064	11%	Wed, 12:00 PM	118	1,186	10%	Sun, 10:00 AM
<b>US Route 3:</b>									
Colebrook	NB/SB	21	259	8%	Mon, 10:00 AM	33	317	10%	Sat, 11:00 AM

**SOURCE:** May 30-June 18, 2015 RSG traffic counts and 2013-15 NHDOT and VTrans counts. Routes I-95, Everett Turnpike, I-93, and I-89 volumes based on NHDOT & VTrans counts. Other locations based on RSG vehicular classification counts, 6/2015.

**NOTES:**

1. Represents the total entering (IN) volume for the hour with the highest volume of vehicles entering the RA/WIC in units of vehicles per hour. Based on RSG classification counts 6/2015.
2. Total Capture Rate = percentage of mainline volume that is entering the RA/WIC (including all vehicle classes) during the hour with the highest volume of entering vehicles.
3. The hour during which the highest volume of vehicles enters the RA/WIC.

In general, peak hour capture rates tend to be higher than average daily capture rates. Including the two Hooksett facilities, the average peak hour capture rate for New Hampshire RA/WICs is 9% on weekdays and 7% on weekends. On weekdays, peak hour capture rates range between 2% (Salem) and 25% (Hooksett SB). On weekends, capture rates range between 2% (Salem) and 11% (Hooksett North). Similar to daily capture rates, the high peak hour capture rates at the two new Hooksett facilities reflect the wide range of services and amenities available at these locations. The new Hooksett North facility likely impacts peak hour capture rates at the Salem RA/WIC (2% peak hour capture rate on weekdays and weekends), which is located only 30 miles to the south. Not including the two new Hooksett facilities, the average peak hour capture rate for New Hampshire RA/WICs is 5% on both weekdays and weekends.

**3.7.2.3 Existing Vehicle Occupancy Rates**

Vehicle occupancy rates (VORs) for each RA/WIC were calculated by dividing the total daily entering visitors by the total daily entering volumes (vehicles). Entering visitors refers to the number of visitors entering the RA/WIC buildings. This VOR calculation does not account for entering vehicles carrying visitors (drivers and passengers)

who do not enter the RA/WIC buildings. Therefore, some VOR calculations may underestimate the actual number of passengers per vehicle at each site. However, the calculation does give a reasonable estimate of the number of visitors anticipated to enter each RA/WIC buildings based on the number of vehicles that enter each facility.

Table 3-23 shows the RA/WIC VORs based on June 2015 daily entering traffic volumes and June 2015 visitor volumes at each location.

**Table 3-23: Vehicle Occupancy Rates – June 2015**

Route/ RA/WIC Location	June 2015 Daily Entering Volume	June 2015 Daily Entering Visitors	June Vehicle Occupancy Ratio (VOR)
<b>Interstate 95:</b>			
Seabrook	2,338	3,575	1.53
<b>I-93 (Everett Turnpike):</b>			
Hooksett North	3,906	2,866	0.73 <sup>1</sup>
Hooksett South	4,129	3,140	0.76 <sup>1</sup>
<b>Interstate 93:</b>			
Salem	895	1,146	1.28
Canterbury	730	857	1.17
Sanbornton	709	1,247	1.76
Littleton	122	308	2.52
<b>Interstate 89:</b>			
Sutton	575	975	1.70
Springfield	712	1,119	1.57
Lebanon	524	768	1.47
<b>NH Route 16:</b>			
N. Conway/Intervale	879	304	0.35 <sup>2</sup>
<b>US Route 3:</b>			
Colebrook	157	271	1.73

**SOURCE:** Vehicle Occupancy Rates (VORs) in persons per vehicle calculated by dividing June 2015 daily entering visitor data (from DRED) by June 2015 daily entering traffic counts (collected by RSG). Note that VOR calculations do not account for vehicle passengers/drivers who enter the site but do not enter the RA/WIC building.

**NOTES:**

1. Because there are multiple entrance locations to the two Hooksett facilities, visitor counts may have underestimated actual visitor volumes, resulting in low VORs. Also, drivers/passengers may enter the site for gas and not enter the building.
2. Low VOR at N. Conway/Intervale may be the result of: (1) visitors stopping at the site for the view, but not entering the building; (2) visitors not using the indoor facilities because they are inconveniently located on the lower level; or (3) visitors stopping at the site when the building is closed.

The overall VOR rate for all facilities for the month of June 2015 was 1.06 persons per vehicle. June vehicle occupancy rates ranged from 0.35 (North Conway/Intervale) to 2.52 (Littleton).

For North Conway/Intervale, the low VOR rate may be the result of a combination of issues: (1) A large percentage of drivers pull into the site to admire the view, but do not enter the building; (2) The building facilities are inconveniently located on the lower level; and/or (3) The hours of operation for the building are limited (Thursday through Monday, 10 AM to 6:00 PM), and many visitors stop when the building is closed.

Because the two new Hooksett facilities have multiple entrance locations and foot counters may not have been operational at each entrance, visitor count data may be underestimated. Low VOR rates at the two Hooksett locations may also be influenced by drivers with passengers stopping for gas, but not entering the buildings. Note that the overall June 2015 VOR rate was 1.38 excluding the two Hooksett locations, and 1.52 excluding the two Hooksett facilities plus North Conway/Intervale.

High VOR rates (greater than 1.70) tend to occur for locations that are more remote with greater distances between adjacent stop locations (e.g. Littleton, Sanbornton, and Sutton), and/or higher numbers of buses.

#### **3.7.2.4 Future Mainline Vehicular Traffic Volumes**

Traffic volume growth rates were determined by location based on NHDOT traffic count data from 1994 through 2014. These rates were applied to existing traffic volume data to estimate projected 2035 traffic volumes. Year 2035 was chosen as a future analysis year as a 20-year time frame is the standard period for traffic volume projections and transportation planning purposes.

Table 3-24 shows future 2035 traffic volumes for mainline (highways) that access the New Hampshire RA/WIC facilities. See Table 3-19 for existing 2015 traffic volumes. For locations where RA/WICS are only accessible from one direction, mainline volumes shown are one-way. The table shows total volumes, as well as volumes broken down by type (auto, trucks and buses). Daily and peak hour volumes are provided for both weekday and weekend conditions.

The highest mainline traffic growth rates are anticipated to occur along I-89 in Sutton and Springfield. Traffic volumes along I-89 at these locations are projected to increase by approximately 30% over the next 20 years. Traffic along the Everett Turnpike in Hooksett is projected to increase by approximately 23% over the next 20 years. The locations with the lowest projected growth rate are I-93 (northbound) in Salem and I-95 (northbound) in Seabrook, with mainline traffic volumes only projected to increase by approximately 5% and 9%, respectively, over the next 20 years.

As under existing conditions, some locations experience higher traffic volumes on weekdays, and others on weekends. The RA/WIC locations with the highest one-way 2035 traffic volumes include Seabrook (58,400 weekday vpd on I-93 NB), Salem (57,000 weekday vpd on I-95 NB), Hooksett North (50,000 vpd on I-93 NB), and Hooksett South (47,500 vpd on I-93 SB). These locations also have the highest weekend peak hour 2035 traffic volumes, 7,800 vph on I-93 NB in Hooksett, 5,200 vph on I-93 SB in Hooksett, 5,100 vph on I-95 NB at Seabrook, and 5,000 vph on I-93 NB in Salem. As under existing conditions, for most locations, peak hour volumes tend to be somewhat higher on weekends compared to weekdays.

Similar to existing conditions, the lowest mainline 2035 traffic volumes occur along roadways adjacent to the Littleton and Colebrook facilities. Weekday 2035 daily traffic volumes are 8,400 vpd (one-way) for Littleton (I-93 NB), and 3,900 vpd (two-way) for Colebrook (US Route 3). Weekday peak hour 2035 mainline traffic volumes are 540 vph (one-way) for Littleton, and 290 vph (two-way) for Colebrook.

Similar to existing conditions, on both weekdays and weekends, automobiles generally make up 83-91% of total daily and peak hour 2035 mainline traffic volumes. Trucks make up 6-15%, and buses make up 1-2% of daily and peak hour mainline 2035 traffic volumes.

Table 3-24A: Future Mainline Traffic Volumes at RA/WICs – 2035

Route/ RA/WIC Location	Direc- tion <sup>1</sup>	Total Vehicle Volume				Auto Volume				Truck Volume				Bus Volume			
		Daily <sup>2</sup>		Peak Hour <sup>3</sup>		Daily <sup>2</sup>		Peak Hour <sup>3</sup>		Daily <sup>2</sup>		Peak Hour <sup>3</sup>		Daily <sup>2</sup>		Peak Hour <sup>3</sup>	
		Week- day (vpd)	Week- end (vpd)	Week- day (vph)	Week- end (vph)												
<b>Interstate 95:</b>																	
Seabrook	NB	58,400	56,900	5,100	5,100	51,800	50,500	4,500	4,500	6,600	6,400	600	600	N/A <sup>4</sup>	N/A <sup>4</sup>	N/A <sup>4</sup>	N/A <sup>4</sup>
<b>I-93 (Everett Turnpike):</b>																	
Hooksett North	NB	50,000	43,700	4,400	7,800	46,500	40,600	4,100	7,300	3,500	3,100	300	500	N/A <sup>4</sup>	N/A <sup>4</sup>	N/A <sup>4</sup>	N/A <sup>4</sup>
Hooksett South	SB	47,500	50,400	2,800	5,200	44,100	46,800	2,600	4,800	3,400	3,600	200	400	N/A <sup>4</sup>	N/A <sup>4</sup>	N/A <sup>4</sup>	N/A <sup>4</sup>
<b>Interstate 93:</b>																	
Salem	NB	57,000	52,600	4,100	5,000	53,200	49,000	3,820	4,660	3,580	3,300	260	320	220	300	20	20
Canterbury	NB	21,500	21,000	2,100	2,500	19,400	18,900	1,900	2,300	2,000	2,000	190	190	100	100	10	10
Sanbornton	SB	14,500	21,700	1,000	2,200	13,400	20,100	930	2,000	1,000	1,500	60	140	100	100	10	10
Littleton	NB	8,400	8,900	540	880	7,300	8,500	480	850	1,080	380	50	30	20	20	10	0
<b>Interstate 89:</b>																	
Sutton	SB	12,100	14,800	1,200	1,600	10,100	12,400	1,000	1,300	1,800	2,100	180	250	200	300	20	50
Springfield	NB	12,100	10,900	1,100	1,000	10,100	9,100	910	830	1,800	1,600	170	150	200	200	20	20
Lebanon	NB/SB	21,900	18,300	2,000	1,900	18,700	16,900	1,740	1,800	2,850	1,320	230	90	350	80	30	10
<b>NH Route 16:</b>																	
N. Conway/Intervale	NB/SB <sup>5</sup>	15,900	17,100	1,300	1,400	13,900	16,000	1,200	1,300	1,900	1,070	95	95	100	30	5	5
<b>US Route 3:</b>																	
Colebrook	NB/SB <sup>5</sup>	3,900	3,700	290	350	3,100	3,100	230	290	800	600	60	60	N/A <sup>4</sup>	N/A <sup>4</sup>	N/A <sup>4</sup>	N/A <sup>4</sup>

**SOURCE:** Growth rates based on NHDOT counts 1994-2014 for each location applied to existing traffic counts (May 30-June 18, 2015 RSG traffic counts and 2013-15 NHDOT and VTrans counts). Projected volumes are rounded to the nearest 100.

**NOTES:**

1. NB = Northbound; SB = Southbound.
2. All daily volumes include seasonal adjustments and adjustments to reflect average volume for entire segment based on NHDOT corridor volumes. Daily volumes are reported for weekend and weekday, one way (except where noted), in vehicles per day (vpd).
3. Peak hour volumes are reported for weekend and weekday, one way, in vehicles per hour (vph). Peak hour volume is based on RA/WIC peak hour for all vehicles.
4. N/A (Not Available) indicates vehicle classifications for buses could not be determined due to sampling method(s) for existing traffic counts.
5. Two-way entrance into RA/WIC. Volumes reported are two-way.

Table 3-24B: Mainline Traffic Volume at RA/WICs – FY2015 and 2035

Route/ RA/WIC Location	Direction <sup>1</sup>	Total Daily <sup>2</sup> Vehicle Volume			
		2015		2035	
		Week-day (vpd)	Week-end (vpd)	Week-day (vpd)	Week-end (vpd)
<b>Interstate 95:</b>					
Seabrook	NB	53,487	52,158	58,400	58,400
<b>I-93 (Everett Turnpike):</b>					
Hooksett North	NB	40,580	35,525	50,000	43,700
Hooksett South	SB	38,601	40,930	47,500	50,400
<b>Interstate 93:</b>					
Salem	NB	54,259	50,064	57,000	52,600
Canterbury	NB	18,673	18,192	21,500	21,000
Sanbornton	SB	12,583	18,802	14,500	21,700
Littleton	NB/SB <sup>3</sup>	7,562	8,050	8,400	8,900
<b>Interstate 89:</b>					
Sutton	SB	9,268	11,338	12,100	14,800
Springfield	NB	9,306	8,327	12,100	10,900
Lebanon	SB	19,900	16,600	21,900	18,300
<b>NH Route 16:</b>					
N. Conway/Intervale	NB/SB <sup>3</sup>	13,757	14,844	15,900	17,100
<b>US Route 3:</b>					
Colebrook	NB/SB <sup>3</sup>	3,531	3,286	3,900	3,700

**SOURCE:** Growth rates based on NHDOT counts 1994-2014 for each location applied to existing traffic counts (May 30-June 18, 2015 RSG traffic counts and 2013-15 NHDOT and VTrans counts). Projected volumes are rounded to the nearest 100.

**NOTES:**

1. NB = Northbound; SB = Southbound.
2. All daily volumes include seasonal adjustments and adjustments to reflect average volume for entire segment based on NHDOT corridor volumes. Daily volumes are reported for weekend and weekday, one way (except where noted), in vehicles per day (vpd).
3. Two-way entrance into RA/WIC. Volumes reported are two-way.

### 3.7.2.5 Future Facility Volumes Capture Rates

The projected year 2035 daily mainline volumes discussed in Section 3.7.2.4 were applied to existing capture rates to estimate daily traffic entering each facility for year 2035. The capture rates are not expected to change significantly between existing and future conditions unless there is a change in the level of services or amenities provided. Table 3-25 shows projected 2035 traffic volumes and total daily capture rates at New Hampshire’s RA/WIC facilities. Daily capture rates, which represent the percentage of daily mainline vehicles entering each RA/WIC, are shown under average weekday and weekend conditions.

**Table 3-25: Future Total Daily Volumes and Capture Rates at RA/WICs – 2035**

Route/ RA/WIC Location	Direction	Weekday			Weekend		
		Average Daily Total Entering Volume <sup>1</sup>	Corresponding Mainline Total Volume	Total Capture Rate <sup>2</sup>	Average Daily Total Entering Volume <sup>1</sup>	Corresponding Mainline Total Volume	Total Capture Rate <sup>2</sup>
<b>Interstate 95:</b>							
Seabrook	NB	2,500	58,400	4%	2,600	56,900	5%
<b>I-93 (Everett Turnpike):</b>							
Hooksett North	NB	4,700	50,000	9%	4,900	43,700	11%
Hooksett South	SB	4,600	47,500	10%	5,600	50,400	11%
<b>Interstate 93:</b>							
Salem	NB	970	57,000	2%	910	52,600	2%
Canterbury	NB	720	21,500	3%	960	21,000	5%
Sanbornton	SB	700	14,500	5%	930	21,700	4%
Littleton	NB/SB	120	8,400	1%	150	8,900	2%
<b>Interstate 89:</b>							
Sutton	SB	730	12,100	6%	770	14,800	5%
Springfield	NB	940	12,100	8%	910	10,900	8%
Lebanon	SB	550	21,900	3%	600	18,300	3%
<b>NH Route 16:</b>							
N. Conway/ Intervale	NB/SB	790	15,900	5%	1,200	17,100	7%
<b>US Route 3:</b>							
Colebrook	NB/SB	170	3,900	4%	180	3,700	5%

**SOURCE:** 2035 volumes based on growth rates (based on NHDOT counts 1994-2014 for each location) applied to existing traffic counts (May 30-June 18, 2015 RSG traffic counts and 2013-15 NHDOT and VTrans counts), rounded to the nearest 100. Capture rates are conservatively assumed to be equal to exiting condition capture rates.

**NOTES:**

1. Represents the total daily entering (IN) volume of vehicles entering the RA/WIC in units of vehicles per day. Based on NHDOT and RSG classification counts, 6/2015.
2. Auto Capture Rate = percentage of daily mainline volume that is vehicles entering the RA/WIC.

The 2035 average daily traffic entering the RA/WICs ranges from 170 vpd at Colebrook to 4,700 vpd at Hooksett North. This analysis conservatively assumes that capture rates will not change in the future. As under existing conditions, the overall daily average capture rate for New Hampshire RA/WICs is 5% on weekdays and 6% on weekends. Capture rates could increase in the future if additional RA/WIC services and amenities are provided.

### 3.7.3 Parking Supply and Utilization

This section provides a summary of parking conditions at the New Hampshire RA/WIC facilities for existing (2015) and future (2035) conditions. Parking for both passenger vehicles and oversized vehicles was evaluated. Parking counts are provided in Appendix I.

#### 3.7.3.1 Existing Parking Conditions

Parking data collection and results are described below.

##### ***Parking Data Collection***

Parking spaces were inventoried at each of the 16 RA/WICs in June of 2015. Parked vehicles (passenger vehicles and trucks) were counted by DRED staff at each of the 12 open facilities on Thursday, June 25, and Saturday, June 27, 2015. On Thursday, 6/25/15, parked vehicles were recorded during the morning (one hour after opening), midday (12:30-1:00 PM), and afternoon (5:30-6:00 PM) periods. On Saturday, 6/27/15, vehicles were recorded midday between 1:00 and 2:00 PM.

Year 2014 visitor count data collected by DRED at each open facility was used to develop peak month visitor factors. These factors were applied to the June passenger vehicles parking survey results to estimate peak month (generally July or August) parking demand and utilization. The visitor counts were not used to adjust oversized vehicle peak month conditions because trucking activity does not generally follow the peaking characteristics of summer tourism activity.

AECOM and RSG Associates staff conducted weekday surveys of over-sized vehicles parked overnight at the following facilities:

- Lebanon (I-89 southbound);
- Sutton (I-89 southbound);
- Littleton (I-93, Exit 44);
- Salem (I-93 northbound);
- Sanbornton (I-93 southbound); and
- Seabrook (I-95 northbound).

Over-sized vehicle surveys were conducted in the early morning between 5AM and 6AM between Tuesday, June 2, and Thursday, June 4, 2015.

Visitor count data is provided in Appendix G. A copy of the parking survey forms and survey results are provided in Appendix I.

##### ***Existing Parking Demand/Utilization***

###### **Passenger Vehicle Parking – Existing**

Table 3-26 summarizes passenger vehicle parking spaces, parking demand and utilization for June 2015 and peak month conditions. The weekday parking demand numbers represent the highest numbers of parked passenger vehicles recorded at any of the three survey periods. The peak hour for almost all locations was midday (12:30 PM). Exceptions to this were Sanbornton, which peaked at 5:30 PM, and North Conway/Intervale, which peaked at 10:30 AM. System-wide, there are a total of 1,505 passenger vehicle parking spaces at the 12 open RA/WICs. The number of parking spaces provided ranges from 16 at Colebrook to 385 at Hooksett North.

The table shows that for June 2015, weekday and weekend passenger vehicle parking demand for all locations except North Conway/Intervale fell well below capacity. Excluding North Conway/Intervale (which had 100% utilization on the weekday and 93% utilization on the weekend), on a June weekday, parking utilization ranged

from 0 percent at Littleton to 50 percent at Colebrook. The average utilization for all RA/WIC locations on the June survey date was 32% for the weekday and 38% for the weekend.

**Table 3-26: Passenger Vehicle Parking Utilization – 2015**

Route/ RA/WIC Location	Passenger Vehicle Parking Spaces	Parked Passenger Vehicles <sup>1</sup>				Utilization <sup>2</sup>			
		June, 2015		Peak Month, 2014 <sup>3</sup>		June, 2015		Peak Month, 2014 <sup>3</sup>	
		Weekday	Weekend	Weekday	Weekend	Weekday	Weekend	Weekday	Weekend
<b>Interstate 95:</b>									
Seabrook	211	53	60	70	79	25%	28%	33%	38%
<b>Interstate 93:</b>									
Salem	185	19	28	23	34	10%	15%	12%	18%
Hooksett North	385	120	207	238	410	31%	54%	62%	106%
Hooksett South	315	155	140	299	270	49%	44%	95%	86%
Sanbornton	48	15	10	23	15	31%	21%	47%	31%
Canterbury	80	13	15	25	29	16%	19%	31%	36%
Littleton <sup>4</sup>	48	1	9	2	17	2%	19%	4%	36%
<b>Interstate 89:</b>									
Lebanon	50	15	17	22	24	30%	34%	43%	49%
Springfield	57	16	15	30	28	28%	26%	52%	49%
Sutton	65	24	19	31	24	37%	29%	47%	37%
<b>Route 3:</b>									
Colebrook	16	8	13	12	20	50%	81%	76%	123%
<b>Route 16:</b>									
N. Conway/ Intervale	45	45	42	66	62	100%	93%	147%	137%

**SOURCE:** DRED Parking Surveys, 6/25/2015 and 6/27/2015.

**NOTES:**

1. Vehicles include cars, motorcycles, and handicapped vehicles.
2. Utilization is rounded to the nearest whole number.
3. Peak month estimated based on DRED visitor counts from 2014.
4. Zero weekday vehicles were counted at Littleton. One vehicle was added to calculate peak month utilization.

Estimated peak month utilization ranges from 4% (Littleton on a weekday) to 147% (North Conway/Intervale on a weekday). Peak month parking demand exceeds capacity for Hooksett North (106%) and Colebrook (123%) on weekends, and for North Conway/Intervale on both weekdays (147%) and weekends (137%). At all other locations, the parking demand is well below capacity. The average peak month utilization for all RA/WIC facilities is 38% for weekdays and 56% for weekends.

In summary, peak month parking utilization was below capacity at all locations except:

- North Conway/Intervale – weekday, 147%; weekend, 137%;
- Hooksett North – weekend, 106%; and
- Colebrook – weekend, 123%.

**Oversized Vehicle Parking – Existing Conditions**

For the state of New Hampshire, Federal Highway Administration data indicates the 31% of the truck parking supply is provided by public spaces (rest areas, weigh stations, or other publically owned facilities) versus private truck stops.<sup>18</sup> Nationwide, there has been a shift in the supply of truck parking spaces, with public rest areas accounting for 23% of available truck spaces in 2002, versus only 12% in 2015.<sup>19</sup> Thus, both nation-wide and in New Hampshire, a majority of truck parking spaces are supplied by private truck stops. Actual nationwide truck parking use shows a slightly higher demand for public versus private truck parking spaces, probably in part due to the relatively new 30-minute break requirement in the hours of truck service regulations.<sup>20</sup>

Table 3-27 summarizes oversized vehicle parking space demand and utilization for June 2015. The weekday parking demand numbers represent the highest numbers of parked oversized vehicles recorded during any of the three survey periods. The peak hour varied for all locations. Five locations peaked in the morning (8:00-10:30 AM), five at midday (12:30 PM), and two during the evening commuter hour (5:30 PM). System-wide, there are 185 oversized vehicle parking spaces at the 12 open RA/WICs. This includes parking for tractor trailers, recreational vehicles (RV's), buses, single-unit trucks, and vehicles with trailers. The number of spaces provided at each facility range from three at Colebrook to 51 at Seabrook.

Table 3-27 also summarizes weekday overnight oversized vehicle parking utilization at seven select locations. Oversized vehicle parking utilization at these seven locations averaged 67%, and ranged from 0% at North Conway/Intervale and Littleton, to 110% at Seabrook. Oversized vehicles are prohibited from parking overnight at North Conway/Intervale. At Seabrook, trucks were observed parking illegally on ramps or in the aisles between parking rows. Informal observations at the rest area in Lexington, Massachusetts (I-95/Route 128) indicate that overnight parking at this location is at or over capacity.

**Table 3-27: Oversized Vehicle Parking Utilization – June 2015**

Route/ RA/WIC Location	Oversized Vehicle Parking Spaces	Parked Oversized Vehicles <sup>1</sup>		Utilization <sup>2</sup>		Overnight Oversized Vehicles	
		June, 2015		June, 2015		June, 2015	
		Weekday	Weekend	Weekday	Weekend	Weekday	Utilization
<b>Interstate 95:</b>							
Seabrook	51	26	34	51%	67%	56	110%
<b>Interstate 93:</b>							
Salem	32	10	6	31%	19%	22	69%
Hooksett North	6	15	9	250%	150%	NA	NA
Hooksett South	6	14	7	233%	117%	NA	NA
Sanbornton	13	9	1	69%	8%	6	46%
Canterbury	19	4	2	21%	11%	NA	NA
Littleton	10	1	0	10%	0%	0	0%
<b>Interstate 89:</b>							
Lebanon	11	4	3	36%	27%	1	9%
Springfield	10	7	0	70%	0%	NA	NA
Sutton	18	9	3	50%	17%	7	39%

<sup>18</sup> <http://www.overdriveonline.com/parking-data-on-rest-areas-v-truck-stops/>

<sup>19</sup> *Ibid.*

<sup>20</sup> *Ibid.*

Route/ RA/WIC Location	Oversized Vehicle Parking Spaces	Parked Oversized Vehicles <sup>1</sup>		Utilization <sup>2</sup>		Overnight Oversized Vehicles	
		June, 2015		June, 2015		June, 2015	
		Weekday	Weekend	Weekday	Weekend	Weekday	Utilization
<b>Route 3:</b>							
Colebrook	3	1	3	33%	100%	NA	NA
<b>Route 16:</b>							
N. Conway/Intervale <sup>3</sup>	6	6	8	100%	133%	0	0%

**SOURCE:** DRED Parking Surveys, 6/25/2015 and 6/27/2015. AECOM and RSG Associates overnight weekday oversized parking surveys performed 6/2/2015 to 6/4/2015.

**NOTES:**

1. Oversized vehicles include tractor trailers, RV's, buses, single unit trucks, and vehicles with trailers.
  2. Utilization is rounded to the nearest whole number.
- Oversized vehicles are allowed to park at North Conway/Intervale, but overnight parking is prohibited.

The average oversized vehicle utilization for all RA/WIC locations was 58% for the weekday and 42% for the weekend. Except for both Hooksett locations (North and South) and North Conway/Intervale, oversized vehicle parking at the RA/WIC facilities was below capacity (0-70% utilized) for both the weekday and the weekend. Colebrook spaces were underutilized on the weekday, but 100% utilized on the weekend. It is noted that when these locations experienced utilization in excess of 100%, the number of oversized vehicles parked was small (between three and 15 vehicles). For remaining locations, the oversized vehicle parking space supply is adequate.

For some locations, overnight parking utilization is higher than daytime (weekday and weekend) utilization. The parking supply for oversized vehicles is adequate for the peak demand at most locations. However, as traffic volumes increase over time, parking demand is also anticipated to increase.

**3.7.3.2 Future Parking Conditions**

This section discusses the methodology for determining future parking demand and utilization, and future parking analysis results.

**Future Parking Projection Methodology**

Future traffic growth rates by roadway corridor were provided by the NHDOT. These growth rates were applied to existing parking demand at each facility to estimate future year 2035 parking demand. Future parking demand and utilization was estimated for both passenger vehicles and commercial/recreational (oversized) vehicles.

**Future Parking Demand/Utilization**

Table 3-28 shows future estimated passenger vehicle parking demand and utilization for year 2035.

**Table 3-28: Passenger Vehicle Parking Utilization – 2035**

Route/ RA/WIC Location	Passenger Vehicle Parking Spaces	Parked Passenger Vehicles <sup>1</sup>		Utilization <sup>2</sup>	
		Peak Month - 2035		Peak Month - 2035	
		Weekday	Weekend	Weekday	Weekend
<b>Interstate 95:</b>					
Seabrook	211	76	86	36%	41%
<b>Interstate 93:</b>					
Salem	185	24	36	13%	19%
Hooksett North	385	292	504	76%	131%
Hooksett South	315	368	332	117%	105%
Sanbornton	48	26	17	54%	35%
Canterbury	80	28	33	35%	41%
Littleton <sup>3</sup>	48	2	19	4%	40%
<b>Interstate 89:</b>					
Lebanon	50	24	27	48%	54%
Springfield	57	39	36	68%	63%
Sutton	65	40	32	62%	49%
<b>Route 3:</b>					
Colebrook	16	13	22	81%	138%
<b>Route 16:</b>					
N. Conway/Intervale	45	76	71	169%	158%

**SOURCE:** Growth rates from NHDOT counts 1994-2014 were applied to 2015 peak month estimates based on DRED Parking Surveys, 6/25/2015 and 6/27/2015.

**NOTES:**

1. Vehicles include cars, motorcycles, and handicapped vehicles.
2. Utilization is rounded to the nearest whole number.
3. Under existing conditions, zero weekday vehicles were counted at Littleton. One vehicle was added to calculate peak month utilization.

Estimated peak month utilization in year 2035 ranges from 4% (Littleton on a weekday) to 169% (North Conway/Intervale on a weekday). Peak month parking demand is expected to exceed capacity for Hooksett North (131%) and Colebrook (138%) on weekends, and for Hooksett South and North Conway/Intervale on both weekdays and weekends (105-169%). At all other locations, the parking demand will remain below capacity.

In summary, peak month parking utilization for year 2035 will be below capacity at all locations except:

- North Conway/Intervale – weekday, 169%; weekend, 158%;
- Hooksett South – weekday, 117%; weekend, 105%;
- Hooksett North – weekend, 131%; and
- Colebrook – weekend, 138%.

The average peak month utilization for all RA/WIC facilities in 2035 is estimated at 67% for weekdays and 81% for weekends, compared to existing 2015 average peak month utilization values of 38% (weekday) and 56% (weekend).

Table 3-29 shows oversized vehicle parking utilization for year 2035.

**Table 3-29: Oversized Vehicle Parking Utilization – 2035**

Route/ RA/WIC Location	Oversized Vehicle Parking Spaces	Parked Oversized Vehicles <sup>1</sup>		Utilization <sup>2</sup>		Overnight Oversized Vehicles	
		Weekday	Weekend	Weekday	Weekend	Weekday	Utilization
<b>Interstate 95:</b>							
Seabrook	51	28	37	55%	73%	62	122%
<b>Interstate 93:</b>							
Salem	32	11	6	34%	19%	24	75%
Hooksett North	6	18	11	300%	183%	NA	NA
Hooksett South	6	17	9	283%	150%	NA	NA
Sanbornton	13	10	1	77%	8%	7	54%
Canterbury	19	5	2	26%	11%	NA	NA
Littleton	10	1	0	10%	0%	1	10%
<b>Interstate 89:</b>							
Lebanon	11	4	3	36%	27%	2	18%
Springfield	10	9	0	90%	0%	NA	NA
Sutton	18	12	4	67%	22%	7	39%
<b>Route 3:</b>							
Colebrook	3	1	3	33%	100%	NA	NA
<b>Route 16:</b>							
N. Conway/Intervale <sup>3</sup>	6	7	9	117%	150%	1	17%

**SOURCE:** DRED Parking Surveys, 6/25/2015 and 6/27/2015. AECOM and RSG Associates overnight weekday oversized parking surveys performed 6/2/2015 to 6/4/2015.

**NOTES:**

1. Oversized vehicles include tractor trailers, RV's, buses, single unit trucks, and vehicles with trailers.
2. Utilization is rounded to the nearest whole number.
3. Oversized vehicles are allowed to park at North Conway/Intervale, but overnight parking is prohibited.

For year 2035, with the exception of both Hooksett locations (North and South), Colebrook (on weekends only), and North Conway/Intervale, oversized vehicle parking at the RA/WIC facilities is anticipated to remain below capacity (0-90% utilized) for both the weekday and the weekend. Colebrook spaces will remain underutilized on the weekday and 100% utilized on the weekend. For remaining locations, the oversized vehicle parking space supply will be adequate in 2035.

The average oversized vehicle utilization for all RA/WIC locations is estimated to increase from 58% (weekday) and 42% (weekend) under existing 2015 conditions, to 67% (weekday) and 47% (weekend) under year 2035 conditions.

Table 3-29 also summarizes weekday overnight oversized vehicle parking utilization at seven select locations for 2035. Oversized vehicle parking utilization at these seven locations average 74%, and ranges from 10% at Littleton to 122% at Seabrook. Oversized vehicle overnight parking is currently prohibited at North Conway/Intervale.

### 3.7.4 Regional Truck Parking Demand Model

The U.S. Department of Transportation Federal Highway Administration (FHWA) 2002 Truck Parking Demand Model was used to estimate truck parking demand for interstate corridors with existing roadside facilities and locations where no RAWIC facilities are currently provided.

#### ***Truck Parking Demand Model Methodology***

The US DOT FHWA truck demand model is broken into three steps:

1. Identify major trucking corridors and select analysis segments;
2. Inventory public and private parking space supply for each segment; and
3. Apply truck parking demand model for each segment and compare to supply.

Interstate corridors were chosen based on existing RA/WIC locations, as well as areas with high traffic volumes and no available rest areas. Segment start and end points were chosen based on recommendations in the FHWA Truck Parking Demand Model. Inventories of public RAWICs were conducted between June 2 and 5, 2015. Private parking supply was determined through on-line resources and aerial images. Segment inputs included AADT, truck percentage, length, and speed.

Segments were chosen using logical start and end points such as state borders and interchanges. Segments were also chosen to have similar volumes along the segment. I-93 was broken into three different segments. I-89 was a single segment with start and end points at the I-93 interchange and the VT state line. I-95 was a single segment from Lexington Massachusetts Rest Area to a weigh station in Maine. (The segment of I-95 in New Hampshire is short, so the segment needed to extend into Maine and Massachusetts.)

#### ***Truck Parking Demand Model Results***

The existing truck demand model results are shown in Table 3-30.

The truck demand model results indicate an overall total truck space deficit of 258 spaces along these three interstate segments. I-95 in the southbound direction experiences the largest deficit (-101 spaces between the Maine Weigh Station and Lexington, Massachusetts). Both directions of I-89 experience truck parking deficits (-42 spaces northbound and -46 spaces southbound). The southbound direction of I-93 experiences a 54-space deficit, and the northbound direction has a 24-space deficit for trucks.

The future truck demand model results are shown in Table 3-31.

Overall, truck parking deficits are anticipated to increase by approximately 36 percent between 2015 and 2035. The truck demand model results indicate an overall total truck space deficit of 351 spaces along these three major highways in 2035. Similar to existing conditions, I-95 in the southbound direction experiences the largest deficit (-102 spaces). The Northbound I-95 deficit is smaller (-9 spaces). Both directions of I-89 experience truck parking deficits (-61 spaces northbound and -62 spaces southbound). The southbound direction of I-93 experiences a 74-space deficit, and the northbound direction has a 43-space deficit for trucks.

**Table 3-30: Existing Truck Parking Demand Results – 2015**

Route/ Direction	Segment	Length (mi)	Public Rest Areas		Private Truck Stops		Total		Surplus/ Deficit
			Supply	Demand	Supply	Demand	Supply	Demand	
<b>Interstate 93:</b>									
NB	MA State Line to I-89 Interchange	35	48	20	43	66	91	86	5
NB	I-89 Interchange to Exit 22 (Sanbornton)	26	19	9	10	28	29	37	-8
NB	Exit 22 (Sanbornton) to VT State Line	71	5	6	0	20	5	26	-21
<b>I-93 NB Total:</b>									<b>-24</b>
SB	VT State Line to Exit 22 (Sanbornton)	71	5	6	0	20	5	26	-21
SB	Exit 22 (Sanbornton) to I-89 Interchange	26	13	7	10	22	23	29	-6
SB	I-89 Interchange to MA State Line	35	16	20	43	66	59	86	-27
<b>I-93 SB Total:</b>									<b>-54</b>
<b>I-93 Corridor Total:</b>									<b>-78</b>
<b>Interstate 89:</b>									
NB	I-93 Interchange to VT State Line	61	10	16	15	51	25	67	-42
SB	VT State Line to I-93 Interchange	61	29	20	15	67	44	87	-43
<b>I-89 Corridor Total:</b>									<b>-88</b>
<b>Interstate 95:</b>									
NB	Lexington, MA Rest Area to Kittery, ME	66	118	48	99	160	217	208	9
SB	Kittery, ME Weigh Station to Lexington, MA	66	67	62	99	205	166	267	-101
<b>I-95 Corridor Total:</b>									<b>-92</b>

**SOURCE:** US Department of Transportation Federal Highway Administration 2002 Truck Parking Demand Model; and Parking inventories for New Hampshire RA/WICs (June 2 and 5, 2015).

**Table 3-31: Future Truck Parking Demand Results – 2035**

Route/ Direction	Segment	Length (mi)	Public Rest Areas		Private Truck Stops		Total		Surplus/ Deficit
			Supply	Demand	Supply	Demand	Supply	Demand	
<b>Interstate 93:</b>									
NB	MA State Line to I-89 Interchange	35	48	22	43	74	91	96	-5
NB	I-89 Interchange to Exit 22 (Sanbornton)	26	19	10	10	33	29	43	-14
NB	Exit 22 (Sanbornton) to VT State Line	71	5	7	0	22	5	29	-24
<b>I-93 NB Total:</b>									<b>-43</b>
SB	VT State Line to Exit 22 (Sanbornton)	71	5	7	0	22	5	29	-24
SB	Exit 22 (Sanbornton) to I-89 Interchange	26	13	8	10	26	23	34	-11
SB	I-89 Interchange to MA State Line	35	16	23	43	75	59	98	-39
<b>I-93 SB Total:</b>									<b>-74</b>
<b>I-93 Corridor Total:</b>									<b>-117</b>
<b>Interstate 89:</b>									
NB	I-93 Interchange to VT State Line	61	10	20	15	66	25	86	-61
SB	VT State Line to I-93 Interchange	61	29	24	15	79	44	103	-59
<b>I-89 Corridor Total:</b>									<b>-123</b>
<b>Interstate 95:</b>									
NB	Lexington, MA Rest Area to Kittery, ME	66	118	52	99	174	217	226	-9
SB	Kittery, ME Weigh Station to Lexington, MA	66	67	62	99	206	166	268	-102
<b>I-95 Corridor Total:</b>									<b>-111</b>
<b>SOURCE:</b> US Department of Transportation Federal Highway Administration 2002 Truck Parking Demand Model; and Parking inventories for New Hampshire RA/WICs (June 2 and 5, 2015).									

### 3.8 ADA Review and Compliance

Handicap accessibility surveys were performed by NHDOT and DRED staff at nine of the RAWIC facilities between October of 2012 and October 2015. Handicap accessibility was evaluated according to national and State ADA standards and codes. Applicable codes include the following:

- The Architectural Barrier-Free Design Code for the State of NH (Abfd 300 - AB Code) [http://www.gencourt.state.nh.us/rules/state\\_agencies/abfd100-300.html](http://www.gencourt.state.nh.us/rules/state_agencies/abfd100-300.html)  
IBC 2006, as amended; ICC/ANSI A117.1 2003, as amended.

- U.S. Dept. of Justice 2010 ADA Standards for Accessible Design (ADAAG)  
**Introduction:** <http://www.ada.gov/regs2010/2010ADAStandards/2010ADAstandards.htm>  
**Application and Administration:**  
<http://www.ada.gov/regs2010/2010ADAStandards/2010ADAstandards.htm#c1>  
**NOTE:** The ADA has undergone significant changes. The new Title II and Title III regulations are now in effect. The 2010 ADA Standards for Accessible Design are in effect as of March 15, 2012. Important information on this page is provided on-line:  
[http://www.ada.gov/revised\\_effective\\_dates-2010.htm](http://www.ada.gov/revised_effective_dates-2010.htm)
- **NH State Building Code** - IBC 2009, as amended, and ICC/ANSI A117.1-2003, as amended.  
<http://www.gencourt.state.nh.us/rsa/html/XII/155-A/155-A-mrg.htm>
- **Means of Egress** - *The Life Safety Code*, NFPA 101, 2003 Edition  
<http://www.nfpa.org/aboutthecodes/aboutthecodes.asp?docnum=101>

Codes cited in the surveys include: IBC 2009, ANSI 2003, and ADAAG 201. Links have been provided to the 2010 U.S. Department of Justice ADA Standards for Accessible Design, which, for the most part, are identical to IBC and ANSI requirements.

Based on the standards above, handicap access issues were identified and noted in accessibility review sheets for each site. The accessibility review documents are meant to be used as a guideline for basic accessibility code compliance for facilities in the state of New Hampshire. The checklist provided in each review document does not address all code requirements for accessibility. Accessibility code requirements specific to medical care facilities (including hospitals and skilled nursing facilities) and residential facilities (including one- and two-family homes, apartments and dormitories), are not included.

Checklists provided in the accessibility review documents include the following categories:

- Accessible parking spaces;
- Exterior accessible path of travel from sidewalks/parking lot to accessible entrance;
- Ramps;
- Stairs;
- Accessible entrances and exterior doors;
- Accessible counters;
- Accessible interior path of travel, obstacles, doors;
- Elevators and lifts;
- Accessible toilet rooms, accessible water closets, accessible urinals, accessible lavatories, and accessible drinking fountains (bath tubs & showers are not included);
- Fire alarms and fire extinguishers;
- Accessible public telephones;
- Signs; and
- Employee break rooms with kitchens.

Accessibility review sheets are provided in Appendix J. ADA issues and recommendations are also summarized in individual site summaries in Chapter 4.

## 4 Individual Facility Summaries

Field visits were completed at each RAWIC location in June of 2015 to document the existing condition of site buildings and amenities. Facility inventories documented information such as:

- Site design and landscape elements;
- Building structural and architectural elements;
- Parking, on-site circulation, and traffic data;
- Traveler services provided;
- Facility operations and maintenance (including security and utilities); and
- Environmental resources/considerations.

A summary of ADA reviews that were completed for each site is also provided. The field data collected was used to help determine appropriate general and site-specific recommendations for each site.

It is noted that cost estimates provided are for planning purposes only and prior to allocating funding a more detailed analysis and estimate should be completed. Administrative costs were estimated by dividing total fiscal year administrative expenses among all RA/WICs, and added to the total operational expense.

### 4.1 Antrim Rest Area



### 4.1.1 Antrim Site Data and Facility Attributes

Detailed site data was compiled via field inventories conducted by NHDOT, DRED and AECOM in June of 2015. Site data and facility attributes for the Antrim Rest Area are summarized in Tables 4-1-1 to 4-1-7 below.

**Table 4-1-1: Site Building and Layout Data**

<b>Location:</b>	NH 9, approximately 3 miles west of NH 31 South
<b>Access:</b>	2 enter/exit driveways accessible from both directions (barriers blocking both) directly along Route 9
<b>Initial Opening:</b>	1966 (Building and parking lot are currently closed)
<b>Construction Cost:</b>	\$48,000 (1966)
<b>Building Size:</b>	940 SF
<b>Structure/Construction:</b>	Wood (cedar shingles) 1-story structure; concrete slab; full foundation (for the mechanical systems); asphalt roof Flag stone and tile floor; wood panel wall; brushed wallboard ceiling; fluorescent lighting; Building interior in poor condition
<b>Renovations:</b>	1987 – Addition constructed
<b>Parking:</b>	1 area for both passenger & commercial/recreational vehicles

**Table 4-1-2: Site Operational Data**

<b>Hours of Operation:</b>	<b>Closed</b>
<b>Maintained by:</b>	NHDOT
<b>Staff:</b>	N/A
<b>Partners:</b>	None
<b>Tourism Activities:</b>	Camping; hiking; fishing; hunting; boating; bicycling; snowmobiling; skiing
<b>Costs:</b>	Original construction cost: \$48,000 (1966) Total Expenditures FY 2015 = N/A (N/A personnel; N/A non-personnel; N/A admin) Cost per operating hour = N/A Cost per visitor = N/A Cost per square foot = N/A

**Table 4-1-3: Site Travel Data – FY 2015 and 2035**

	FY 2015	2035 Projections
Mainline Traffic Volume (NH 9) – Weekday Daily:	6,600 (2014)	N/A
Mainline Traffic Volume (NH 9) – Weekend Daily:	N/A	N/A
RA Visitors:	52,000 (2008)	N/A
Average Daily RA Visitors:	N/A	N/A
Entering Traffic Volume – Average Weekday:	N/A	N/A
Entering Traffic Volume – Average Weekend:	N/A	N/A

**Table 4-1-4: Interior Site Amenities**

<b>Telephone, Fax, Computer with Internet:</b>	No
<b>Brochure Racks:</b>	6 Brochure racks 1 Rotating rack Four large slots in front of desk Newsstands
<b>Benches:</b>	2
<b>Water Fountain:</b>	None
<b>Restrooms:</b>	Men (2 stalls, 2 urinals, 2 sinks) Women (3 stalls, 2 sinks) Handicapped (1 bathroom with toilet, sink, baby changing station)
<b>Employee Kitchenette:</b>	Yes

**Table 4-1-5: Exterior Site Amenities**

<b>Landscaping:</b>	Fair condition, grass mowed once per season
<b>Porta Toilets:</b>	None
<b>Vending Machines:</b>	None
<b>Picnic Tables:</b>	3 tables under outdoor picnic shelter (none HC)
<b>Pet Walk Area:</b>	None
<b>Payphones:</b>	None
<b>Trash:</b>	None
<b>Signage:</b>	Building and site restrictions

**Table 4-1-6: Site Utilities and Security**

<b>Exterior Poles:</b>	4 in poor condition
<b>Luminary Type:</b>	None
<b>Energy Efficient:</b>	No
<b>Auxiliary Power:</b>	None
<b>HVAC:</b>	Oil (2 tanks: 1 in shed, 1 underground); Fired forced hot air heat; No air conditioning
<b>Sewage:</b>	Septic System 1995 replacement – Presby system with pump
<b>Water:</b>	Drilled wells
<b>Security Cameras:</b>	None
<b>Panic Button:</b>	None
<b>Fire Alarms:</b>	None

**Table 4-1-7: Site Parking Data**

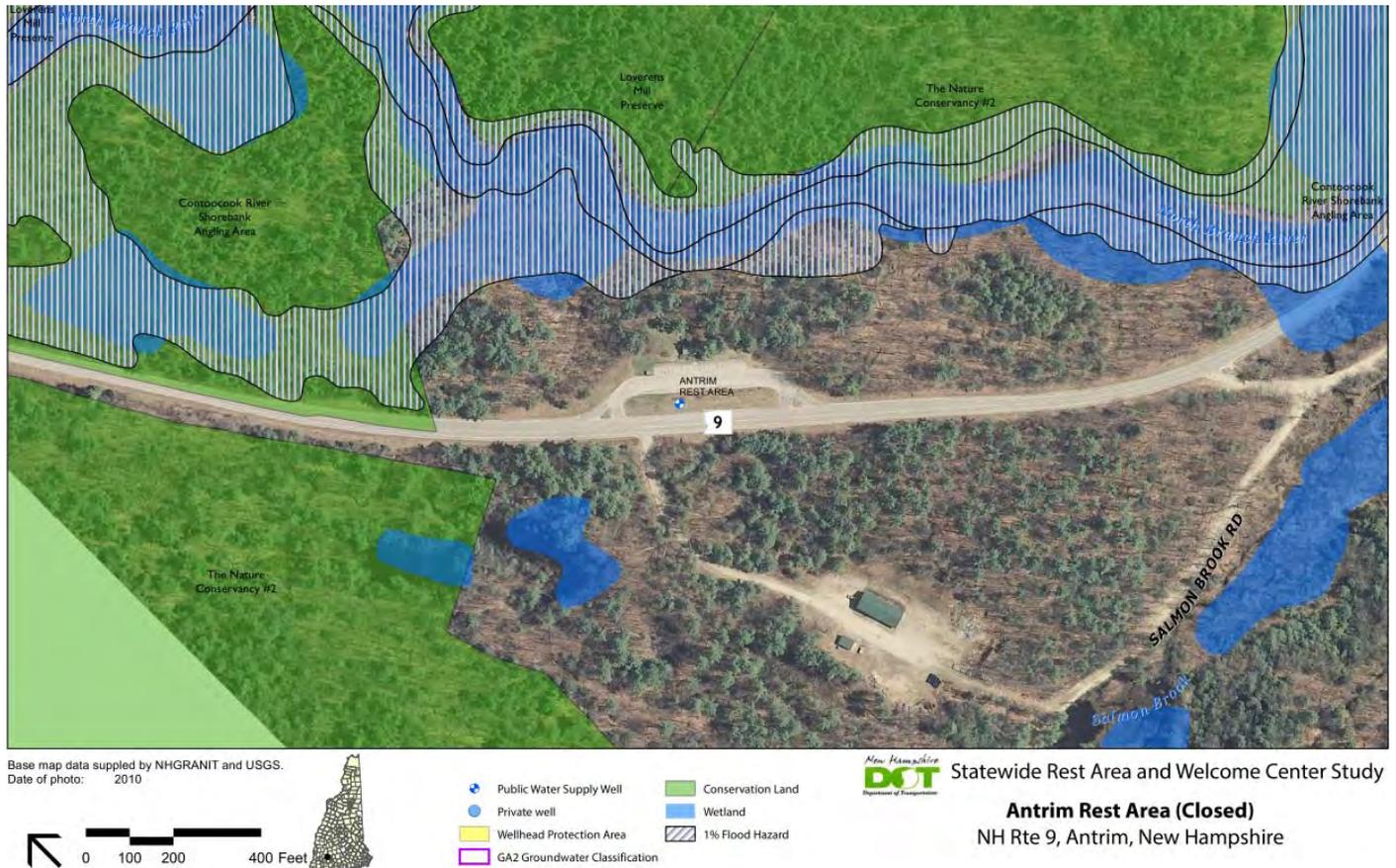
Type of Parking	Number of Spaces
Automobile:	20
Handicap:	2 (included in total of 20)

Commercial/Recreational (trucks):	Approx. 5 spaces (single lane)
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**Environmental Conditions and Resources**

Potential areas with wetland and water resources, conservation lands, flooding, waste or pollutants in the vicinity of the Antrim facility were identified and are shown in Figure 4-1-1.

**Figure 4-1-1: Environmental Resources – Antrim Rest Area**



The figure shows one public water supply well within the immediate vicinity of this rest area. This is the supply well that serves the Antrim rest area facility. Wetland resources and conservation lands were identified in the vicinity of the rest area. A 1% annual chance (100-year) flood hazard area was also identified to the east of the facility. A 1% annual chance flood (or base flood) has a 1% annual chance of being equaled or exceeded in any given year.

**4.1.2 Antrim Site Issues and Needs**

Categories of specific issues and needs for the Antrim Rest Area include geographic spacing, building and services, and site layout and amenities. These topics are discussed below.

**Geographic Spacing of Facilities**

N/A

### ***Building and Services***

Because the facility is closed there are no public amenities or services provided.

There are no security cameras or fire alarm system in the facility.

### ***Building and Site Condition***

The building is generally in poor physical condition. The facility has not received any major renovation since 1987. Many interior repairs are needed in the building. The ceiling is damaged in the men's room. Mold was found on the ceiling in the handicap bathroom. Bathroom fixtures are not to code. The site would require significant renovations and mold remediation if it were to reopen.

Four short driveways (two on each side of site) on north side of NH Route 9 serving both directions. All driveways serve both autos and over-size vehicles. Access driveways are currently closed. Parking lot pavement condition is poor.

### ***ADA Review and Compliance***

A detailed ADA assessment is needed if the facility is reopened.

### ***Facility Exterior/Grounds***

Grass is mowed once per season at the facility. Pavement and walkways are cracked, and pavement markings are faded. Walkway is in fair condition with cracks and weeds. Vehicle access is currently barricaded.

### ***Public and Focus Group Comments***

- Public Comment
  - Concern that Antrim is closed. It is a safety feature providing a rest stop. It is not maintained and an eyesore
  - Negative impacts on local businesses have occurred because rest areas provided marketing information
  - It would be helpful for the rest area to have a focus on economic development for the Monadnock region
  - There is nowhere for trucks to park. Mr. Mike's in Hillsborough will no longer allow truck parking
  - Local organizations interested in partnering/volunteering
  - Potential location for new/alternative facility is in Hillsborough at Routes 9/31
  - The Franklin Pierce Homestead in Hillsborough could be linked to a new facility
- Focus Group
  - Tear down facilities if they are not to be re-opened



### 4.1.3 Antrim Recommendations

Recommendations for the short-term (within 5 years) and long-term (beyond 5 years) are summarized below. Table 4-1-8 summarizes the recommendations. Statewide recommendations and details are provided in Section 8 of this report. It is noted that cost estimates provided are for planning purposes only and prior to allocating funding a more detailed analysis and estimate should be completed.

**Table 4-1-8: Summary of Antrim Recommendations**

	Recommendations	Cost Estimates
<b>Maintenance and Repair</b>		
<b>Short-term</b>		
1	Demolish existing building (NHDOT continue ownership and maintain grounds)	\$17,650
2	Site can be used as informal parking area, plow snow (yearly recurring cost)	\$2,700
	<b>Short-term Total</b>	<b>\$20,350</b>
<b>Long-term</b>		
3	Refer to Section 8 for Southwest Region Recommendations	NA
<b>ADA</b>		
1	NA	NA
<b>Client Focus</b>		
1	NA	

The State should demolish the existing Antrim rest area building and use the site as an informal parking area. The cost to rebuild the facility would be cost prohibitive (\$1M+<sup>21</sup>). The minimum cost to renovate the existing structure and site if it were to be considered for re-opening is estimated at approximately \$242,000.<sup>22</sup> However, it may require additional cost to make the building and site ADA compliant. The estimated operations and maintenance cost to operate the rest area as a seasonal facility would be approximately \$32,000 (FY 2015) and approximately twice this figure to operate year-round. It is recommended that the building be demolished regardless of any potential long-term action to partner with others (see Section 8).

The reasons for these recommendations include: 1) it would be cost prohibitive to renovate or rebuild a facility on this site; and 2) exiting site can be used as a parking area.

<sup>21</sup> Building costs (\$1M) estimated based on NHDOT rates and assume standard finishes and construction. Additional amenities or higher end finishes would increase cost.

<sup>22</sup> Building renovation costs estimated based on NHDOT rates and assume standard finishes and construction. Additional amenities or higher end finishes would increase cost.

## 4.2 Canterbury Rest Area



### 4.2.1 Canterbury Site Data and Facility Attributes

Detailed site data was compiled via field inventories conducted by NHDOT, DRED and AECOM in June of 2015. Site data and facility attributes for the Canterbury Rest Area are summarized in Tables 4-2-1 to 4-2-7 and Figure 4-2-1 below.

**Table 4-2-1: Site Building and Layout Data**

<b>Location:</b>	I-93 NB between Exits 18 & 19
<b>Access:</b>	Exit/entry ramps directly from/to I-93 NB
<b>Initial Opening:</b>	1966
<b>Construction Cost:</b>	\$50,323 (1966)
<b>Building Size:</b>	1,500 SF
<b>Structure/Construction:</b>	Wood clapboard framed 1-story structure; full concrete basement; new asphalt roof Tile floor; wood wall panels; drop ceiling; fluorescent lighting; 1 fire place Building in overall good condition
<b>Renovations:</b>	1982 & 1983 – New building to house heating oil tank 1996 – 14 X 20' vending building 2015 – New storage shed; back stairs replaced; restroom and ADA improvements; moved pet area
<b>Parking:</b>	2 separate areas for passenger & commercial/recreational vehicles

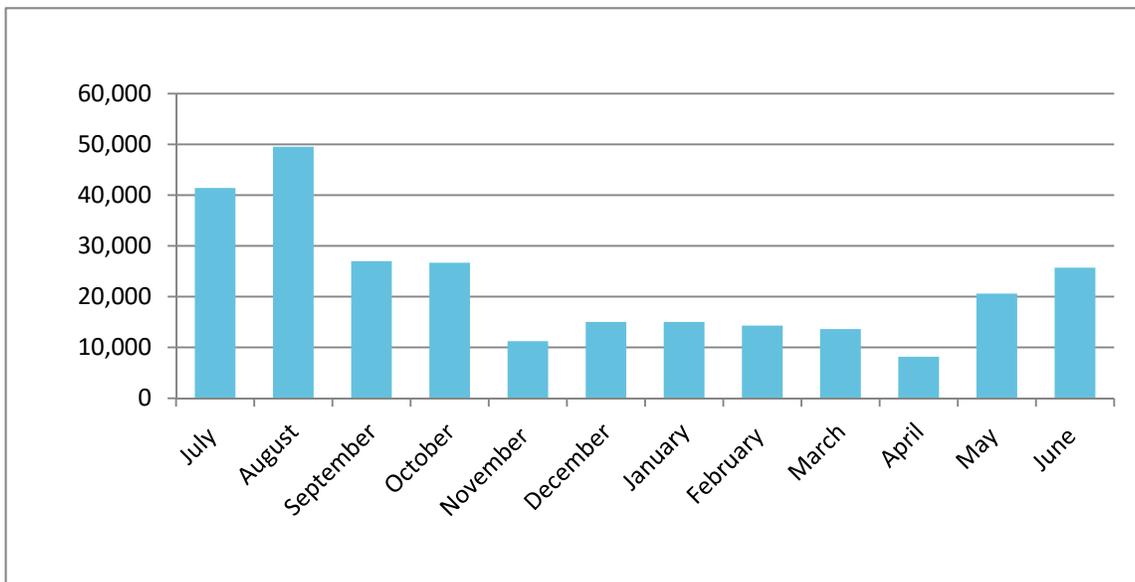
**Table 4-2-2: Site Operational Data**

<b>Hours of Operation:</b>	All Year, 9:00 AM to 9:00 PM
<b>Maintained by:</b>	DRED
<b>Staff:</b>	1 full-time and 7 part-time employees 1 employee working per shift (2 during peak times)
<b>Partners:</b>	Granite State Ambassadors
<b>Tourism Activities:</b>	Shaker Village; hiking; golf; leaf peeping; snowmobiling; skiing
<b>Costs:</b>	Original construction cost: \$50,323 (1966) Total Expenditures FY 2015 = \$180,421 (48% personnel; 27% non-personnel; 25% admin) Cost per operating hour = \$41.19 Cost per visitor = \$0.67 Cost per square foot = \$120.28

**Table 4-2-3: Site Travel Data – FY 2015 and 2035**

	FY 2015	2035 Projections
Mainline Traffic Volume (I-93 NB) – Weekday Daily:	18,673	21,500
Mainline Traffic Volume (I-93 NB) – Weekend Daily:	18,192	21,000
RA Visitors:	268,308	308,550
Average Daily RA Visitors:	735	850
Entering Traffic Volume – Average Weekday:	628 (3% capture rate)	730
Entering Traffic Volume – Average Weekend:	832 (5% capture rate)	960

**Figure 4-2-1: Canterbury Rest Area Monthly Visitor Totals – FY 2015**



**Table 4-2-4: Interior Site Amenities**

<b>Telephone, Fax, Computer with Internet:</b>	Yes
<b>Brochure Racks:</b>	146 Single size 36 Counter racks 5 Floor racks 1 Newsstand
<b>Benches:</b>	4
<b>Water Fountain:</b>	1
<b>Restrooms:</b>	Men (3 stalls, 4 urinals, 5 sinks (1 is HC), 3 hand dryers, 1 baby changing station) Women (9 stalls, 6 sinks (1 is HC), 3 hand dryers, 1 baby changing station) Handicapped (1 stall and sink in Men's and Women's restroom)
<b>Employee Kitchenette:</b>	Yes

**Table 4-2-5: Exterior Site Amenities**

<b>Landscaping:</b>	Excellent and well maintained
<b>Porta Toilets:</b>	3 (1 is HC)
<b>Vending Machines:</b>	1 coffee/hot chocolate, 3 beverage, 2 snack, 1 change; 1 lottery; two outdoor news magazines (free)
<b>Picnic Tables:</b>	9
<b>Pet Walk Area:</b>	Yes (remote location); moved August 2015
<b>Payphones:</b>	2
<b>Trash:</b>	1 dumpster; 2 outdoor barrels
<b>Signage:</b>	Way finding; hours of operation; building and site restrictions

**Table 4-2-6: Site Utilities and Security**

<b>Exterior Poles:</b>	11 post mounted; 4 pedestrian
<b>Luminary Type:</b>	4–100 watt SVST; 10–250 watt SVST; 1–400 watt SVST
<b>Energy Efficient:</b>	No
<b>Auxiliary Power:</b>	Hook-up only; Onam DJE Series, Model 6.0, 6 KW
<b>HVAC:</b>	2 Oil tanks; Hot water boiler; Air Conditioning
<b>Sewage:</b>	Septic system with leach field
<b>Water:</b>	2 drilled wells; new water filter system in 2005
<b>Security Cameras:</b>	None
<b>Panic Button:</b>	Yes
<b>Fire Alarms:</b>	None
<b>Defibrillator:</b>	Yes, automated external defibrillator (in office)

**Table 4-2-7: Site Parking Data**

Type of Parking	Number of Spaces
Automobile:	76
Handicap:	4
Commercial/Recreational (trucks):	19

Results from the July 2015 driver survey are shown in Table 4-2-8.

**Table 4-2-8: Driver Survey Results**

<b>Total Respondents:</b>	157
<b>O/D Info:</b>	46% of trips originated in MA 78% of trips destined for NH 29% internal (NH to NH) trips approx. 18% “through” trips
<b>Age Range:</b>	41% over 60 27% ages 50-60 22% ages 30-49
<b>Gender:</b>	54% male 46% female
<b>Vehicle Type:</b>	95% passenger car, van or pick-up 5% bus, motorcycle, truck, or other
<b>Vehicle Occupancy:</b>	67% 1 or 2 persons/vehicle 28% 3-4 persons/vehicle
<b>Trip Purpose:</b>	87% vacation/entertainment 5% work/business 5% personal business
<b>Reason for Stopping:</b>	88% bathrooms 34% travel information 19% rest/sleep
<b>Services Rating:</b>	95-98% “Good” or “Very Good” for all categories except vending machine choices (88%)
<b>Frequency of Visits:</b>	42% never been 27% visit 2-11 times/year 14% visit once/year or less
<b>Suggested Services:</b>	19% want Wi-Fi 18% want greater variety of food choices 13% want improved picnic areas 13% want improved traveler/tourist information

**NOTES:**

Results may not total 100% because respondents selected more than one choice for some questions. For example, for “Reason for Stopping”, a respondent may have indicated they stopped for bathrooms, travel information, and rest/sleep.

For “O/D Info”, only the highest trip types are presented for origins, destinations, internal and through trips. The percentages for these trip types do not total 100% because these are separate categories and not comparable.

### Environmental Conditions and Resources

Potential areas with wetland and water resources, conservation lands, flooding, waste or pollutants in the vicinity of the Canterbury facility were identified and are shown in Figure 4-2-2.

Figure 4-2-2: Environmental Resources – Canterbury Rest Area



The figure shows only two public water supply wells within the immediate vicinity of this rest area. These are the supply wells that serve the Canterbury rest area facility. No significant environmental issues were identified.

### 4.2.2 Canterbury Site Issues and Needs

Categories of specific issues and needs for the Canterbury Rest Area include geographic spacing, building and services, and site layout and amenities. These topics are discussed below.

#### Geographic Spacing of Facilities

Canterbury Rest Area is located 20 miles north of the Hooksett northbound facility, and 79 miles south of the Littleton RA/WIC. Although it is relatively close to Hooksett, the Canterbury Rest Area serves an important role as an “overflow” stop during peak times when Hooksett is busy. Driver Survey results indicated that, even during non-peak times, some drivers prefer stopping at Canterbury (rather than Hooksett) because getting in and out of the smaller facility is easier and quicker.

It is important to keep the Canterbury Rest Area active because the distance between Canterbury and Littleton exceeds the federal guideline of 60 miles. Currently, there are a number of other Visitor Information Centers located in the vicinity of I-93 between Canterbury and Littleton. Three such facilities are listed in Table 4-2-9.

**Table 4-2-9: Visitor Information Centers Along I-93 Between Canterbury and Littleton**

Name of Facility	Location	Miles from Canterbury RA	Miles from Littleton RA
Visitor Information Center	61 Laconia Road [Exit 20 (US Route 3)], Tilton	6	74
Pemi Valley Chamber of Commerce and Visitor Information Center	12 Vintinner Road [Exit 28 (Route 49)], Campton	36	44
White Mountains Visitor Center	200 Kancamagus Highway [Exit 32 (Route 112)], North Woodstock	50	30

These other facilities provide stop/rest locations and some tourist/visitor services within the gap between Canterbury and Littleton. However, the rest rooms at these facilities are not open 24 hours per day which is important for interstate travelers. The operating hours and rest room availability are critical issues to consider if these facilities are to be investigated for potential partnerships.

To reduce the driving distance and service gap between the Canterbury and Littleton facilities, partnerships could be considered between the State and existing visitor centers or private entities located within 0.5 miles of I-93 and between 30 and 60 miles of the two existing RA/WIC facilities. Public/private partnerships can bridge existing gaps and provide convenient intermediate full-service stop locations for travelers. A detailed discussion of partnership recommendations is provided in Section 8 of the report.

**Building and Services**

FHWA regulations restrict goods, information and services that can be distributed at each RA/WIC. A summary of allowable goods, information and services at the Canterbury is provided in Table 4-2-10.

The Federal Law (U.S.C Title 23 Section 111) will not permit automotive service stations or other commercial establishments for serving motor vehicle users to be constructed or located on the rights-of-way of the Interstate System. Commercial enterprises in existence before January 1, 1960 are exempt.

The site amenities currently provided at the Canterbury Rest Area are generally adequate, although the 2015 driver survey indicated that travelers would like to see Wi-Fi, a greater variety of food choices, improved picnic areas, and better tourist/traveler information.

Only hook-up back-up power is currently provided for the site, and there are no fire alarms in the main and vending buildings.



**Table 4-2-10: Goods, Information and Services Allowed Under FHWA**

Allowable Goods, Info & Services	Available at Canterbury RA?	Condition
Vending Machines (food, beverages, & other items the state determines are appropriate such as health and beauty aids)	Yes	Good
Pay Phones	Yes	Good
Free Travel & Tourist Info	Yes	Good
Over the Counter Sales of: <ul style="list-style-type: none"> <li>• Items promoting tourism in the state, limited to books, DVDs, and other media;</li> <li>• Tickets for events or attractions in the state of a historical or tourism-related nature (including ski resort lift tickets);</li> <li>• Travel-related info including maps, travel and coupon booklets; and</li> <li>• Lottery machines</li> </ul>	No No No Yes	N/A N/A N/A Good
Advertising restricted to interior of the building, & must be limited to interest to the traveling public. A maximum of 60% of the advertising area is for paid advertisements, at least 40% shall be devoted free of charge	No	N/A
Free coffee which a donation may be made, but not required	No	N/A
Sponsorship of rest area operations and maintenance	No	N/A
Installation of signs that acknowledge the sponsorship of rest areas within rest area or along main traveled way	No	N/A
Wi-Fi service and computer charging stations	No	N/A
Display of NH goods and products. No sales allowed.	No	N/A

**Building and Site Condition**

The building is generally in good physical condition. Water in the basement is an issue, but it is being addressed by sump pump. Low lighting levels are also an issue in the basement. Because the building size is small and there are no tables inside, it would be difficult to provide computer charging stations.

Iron and manganese build up and constrict the site’s water lines. This impacts water pressure, and requires frequent changing of water filters. The capacity is not adequate to serve peak loads. These existing water lines need to be replaced.

The costs per square foot to physically maintain this facility (“non-personnel costs”) are high compared to other RA/WICs because of the basement and waterline issues. These costs will continue to increase over time.

Single entrance and exit ramps on I-93 NB serve both autos and over-size vehicles. Parking lot pavement condition is fair.

**ADA Review and Compliance**

A handicap accessibility survey was performed at the site in October of 2012 by NHDOT and DRED staff, and several issues were noted. According to ADA standards, the following additional items in the building need to be addressed<sup>23</sup>:

<sup>23</sup> Note that list may not be all inclusive. Refer to DOT survey for detailed list.

- Service counter too tall;
- Inadequate interior signage;
- Missing visual (strobe) fire alarms and manual pull alarm stations;
- Telephones not handicap accessible;
- Steps and handrails not handicap accessible; and
- Inadequate clearance and hardware on exterior door.

The handicap accessibility survey noted the following exterior issues that should be addressed:

- Drop off next to exterior HC path requires 12" beyond handrail;
- HC access aisles need "NO PARKING" signs.

### **Facility Exterior/Grounds**

Outside, although most of the landscaping is well maintained, some trees need trimming or removal. Trash receptacles should be provided in the vicinity of the picnic areas. A less remote location for the dog walk area should also be considered.

Surface drainage is an issue at the rear service entrance to the main building. At the time of the site survey, the drainage ditch had debris blocking the outflow and localized flooding was occurring. This issue should be further investigated and addressed.

An exterior furnace boiler was installed in 2011, but is not being used. At the time of the site visit, it was indicated that the furnace would be removed and repurposed at a separate NHDOT facility.



Parking surveys completed by DRED in June of 2015 indicate that sufficient automobile parking is available at the Canterbury site during most months of the year. Peak month visitor counts (extrapolated from actual counts) suggest that automobile parking is over capacity (123%) on peak month weekends. June 2015 survey data also suggests that oversized vehicle parking at the Canterbury facility is currently within 21% utilized on both weekdays and weekends.

The FHWA parking demand model was used to look at oversized vehicle parking supply and demand for both public and private facilities in this vicinity. The model was used to estimate existing (2015) and future (2035) parking demand along a 26-mile stretch of I-93 between the I-89 Interchange and Exit 22 (Sanbornton). The combined public and private oversized parking supply within this stretch of I-93 is 29 spaces (19 at Canterbury and 10 at private facilities). The existing oversized vehicle parking demand is 33 vehicles, and the future demand is 43 vehicles, resulting in an overall deficit of 4 spaces in 2015, and a deficit of 14 spaces in 2035.

Pavement markings are in poor condition on the west side of the parking area and should be restriped.

## **4.2.3 Canterbury Recommendations**

Recommendations for the short-term (within 5 years) and long-term (beyond 5 years) are summarized below. Table 4-2-11 summarizes the recommendations. The ADA recommendations represent major items, but are not an all-inclusive list. ADA details are provided in the audits conducted by NHDOT that are provided in Appendix J. Statewide recommendations and details are provided in Section 8 of this report. It is noted that cost estimates provided are for planning purposes only and prior to allocating funding a more detailed analysis and estimate should be completed.

**Table 4-2-11: Summary of Canterbury Recommendations**

	<b>Recommendations</b>	<b>Cost Estimates</b>
<b>Maintenance and Repair</b>		
<b>Short-term</b>		
1	Provide back-up generator and switch	\$5,300
2	Provide security cameras and fire alarms in main building and vending shed	\$14,000
3	Replace existing water supply lines which experience iron and manganese build up	\$15,000
4	Provide additional lighting in basement	\$750
5	Restripe pavement markings	\$5,000
6	Trim and remove trees as needed	\$5,000
7	Improve picnic areas with trash receptacles	\$1,000
8	Relocate pet area to less remote location	\$5,000
9	Building paint	\$25,000
<b>Short-term Total</b>		<b>\$76,050</b>
<b>Long-term</b>		
10	Evaluate potential for a public private partnership off of interstate, e.g. Routes 104/132 in New Hampton to replace Canterbury facility	TBD
<b>ADA</b>		
1	Lower service counter that is not HC accessible	
2	Provide appropriate interior HC signage	
3	Make telephones HC accessible	
4	Provide adequate clearance and hardware on exterior door	
5	Provide 12" beyond handrail for drop off next to exterior HC path	
6	Provide HC accessible steps with handrails on both sides	
7	Provide "No Parking" and Van Accessible" signs for HC access aisles	
8	Provide two automatic door openers	
<b>ADA Total</b>		<b>\$8,000-\$12,000</b>
<b>Client Focus</b>		
1	Change hours of operation from 8 AM to 8 PM	\$0

The current building is 1,500 square feet which is one of the smallest facilities in the system. It serves a moderately high number of visitors, but has a high operating cost on a square foot basis. Visitor demand is expected to increase by approximately 15 percent over the next 20 years. The building and its infrastructure is nearing the end of its life cycle and will require increased maintenance over time. Because of the small building size it will be difficult to accommodate visitors for longer periods to utilize amenities such as Wi-Fi and computer charging stations.

In the case of Canterbury Rest Area, because the water supply is provided by wells and has high levels of iron and manganese, there may not be enough capacity to supply a larger facility. An evaluation should be conducted of the existing water supply system to determine system capacity and ability to meet existing and future peak demands.

In the long-term, the State should investigate a partnership to develop a new facility located off of I-93 along Routes 104/132 in New Hampton. This would provide the opportunity to develop a larger facility that will provide ample bathroom facilities, larger information and display areas, tables with computer charging stations, and lower cost and sustainable infrastructure. A significant benefit of providing a new, sustainable structure would be lower

maintenance costs moving forward. Public benefits would include a larger, more attractive facility with improved tourist/travel information, new up-to-date bathroom facilities, new technology and additional seating and table areas. These measures will provide a safety benefit by providing an inviting and welcoming area where motorists can rest before resuming travel. New bathroom facilities will better accommodate bus travelers.

If a partnership facility located off of I-93 is realized, the existing site can be used as an informal parking area.

As part of this study, a recommendation has been made for the State to investigate a partnership with an existing visitor center on I-93 between Campton and Franconia (to serve both northbound and southbound traffic). If this recommendation is implemented, then the Canterbury facility or a new facility on Routes 104/132 may be redundant.

## 4.3 Colebrook Rest Area



### 4.3.1 Colebrook Site Data and Facility Attributes

Detailed site data was compiled via field inventories conducted by NHDOT, DRED and AECOM in June of 2015. Site data and facility attributes for the Colebrook Rest Area are summarized in Tables 4-3-1 to 4-3-7 and Figure 4-3-1 below.

**Table 4-3-1: Site Building and Layout Data**

<b>Location:</b>	East side of US 3 (accessible from both directions) approximately 2 miles north of the village
<b>Access:</b>	Two enter/exit driveways (“Dior Drive”) accessible from both directions along US 3, two private drives have access to Dior Drive
<b>Initial Opening:</b>	1970
<b>Construction Cost:</b>	\$33,195 (1971)
<b>Building Size:</b>	2064 SF (including 1356 Interpretive Center)
<b>Structure/Construction:</b>	Wood red cedar shingle framed structure with a lounge area; full concrete basement; asphalt roof. Tile floor; wood wall panels; wallboard ceiling; fluorescent lighting in main building; LED in Interpretive Center. Building in good condition. Some rot around outside windows.
<b>Renovations:</b>	1995 – ADA compliant bathroom added; ramps, walks and parking area improved 2002 – 1,356 SF Attendant Area and CT River Byway Interpretive Center added
<b>Parking:</b>	1 shared parking area for both passenger & commercial/recreational vehicles

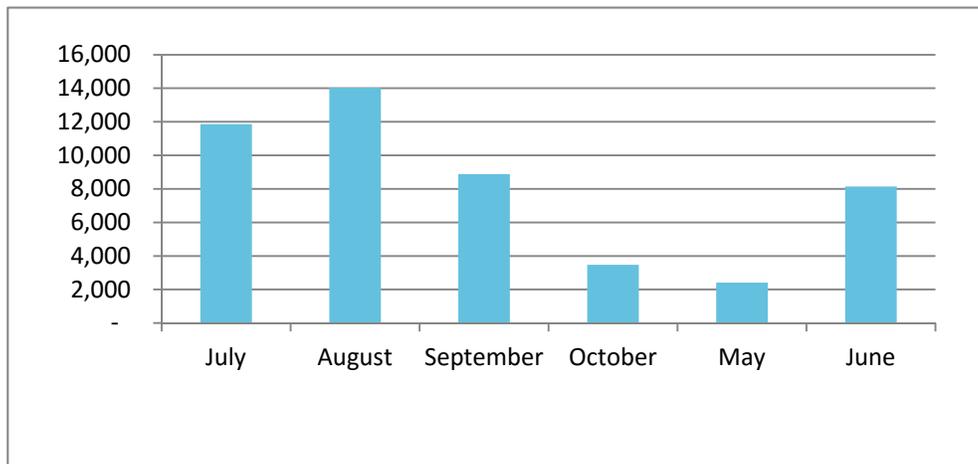
**Table 4-3-2: Site Operational Data**

<b>Hours of Operation:</b>	May (Memorial Day) – October (Columbus Day), 8:00 AM to 8:00 PM
<b>Maintained by:</b>	DRED
<b>Staff:</b>	0 full-time and 6 part-time employees 1 employee working per shift
<b>Partners:</b>	DRED Division of Parks and Recreation Bureau of Trails for lawn mowing North Country Chamber of Commerce North Country Coalition
<b>Tourism Activities:</b>	Camping; fishing; hunting; wildlife; leaf peeping; snowmobiling; cross country skiing; and off-road vehicles
<b>Costs:</b>	Original construction cost: \$33,195 (1971) Total Expenditures FY 2015 = \$90,841 (26% personnel; 24% non-personnel; 50% admin) Cost per operating hour = \$41.14 Cost per visitor = \$1.86 Cost per square foot = \$44.01

**Table 4-3-3: Site Travel Data – FY 2015 and 2035**

	FY 2015	2035 Projections
Mainline Traffic Volume (US 3 NB/SB) – Weekday Daily:	3,531	3,900
Mainline Traffic Volume (US 3 NB/SB) – Weekend Daily:	3,286	3,600
RA Visitors:	48,792	54,000
Average Daily RA Visitors:	265	293
Entering Traffic Volume – Average Weekday:	153 (4% capture rate)	170
Entering Traffic Volume – Average Weekend:	161 (5% capture rate)	180

**Figure 4-3-1: Colebrook Rest Area Monthly Visitor Totals – FY 2015**



**NOTES:**

Season is from Memorial Day to Columbus Day, representing partial month counts.

**Table 4-3-4: Interior Site Amenities**

<b>Telephone, Fax, Computer with Internet:</b>	Yes
<b>Brochure Racks:</b>	23 Single size, front of counter 2 Wall racks (10 in one, 40 in other) 63 Floor racks 1 Magazine stand 1 Relief map on wall
<b>Benches:</b>	4
<b>Water Fountain:</b>	1
<b>Restrooms:</b>	Men (2 stalls, 2 urinals (too close together), 2 sinks, 1 dryer, 0 baby changing station) Women (3 stalls, 2 sinks, 1 dryer, 0 baby changing station) Handicapped (1 unsex bathroom with 1 stall and sink, dryer and 1 baby changing station)
<b>Employee Kitchenette:</b>	Yes (small)

**Table 4-3-5: Exterior Site Amenities**

<b>Landscaping:</b>	Minimal, hard to maintain large lawn
<b>Porta Toilets:</b>	None
<b>Vending Machines:</b>	None
<b>Picnic Tables:</b>	8 (1 under canopy, 1 is HC)
<b>Pet Walk Area:</b>	Yes
<b>Payphones:</b>	None
<b>Trash:</b>	1 dumpster; No outside trash cans
<b>Signage:</b>	Way finding; hours of operation; building and site restrictions

**Table 4-3-6: Site Utilities and Security**

<b>Exterior Poles:</b>	2 post mounted
<b>Luminary Type:</b>	HP Sodium
<b>Energy Efficient:</b>	No
<b>Auxiliary Power:</b>	None
<b>HVAC:</b>	2 Oil tanks; fired hot water boiler; Air Conditioning window unit
<b>Sewage:</b>	Septic system with leach field
<b>Water:</b>	Drilled and hand dug wells
<b>Water Storage Tank:</b>	Atmospheric water storage tanks
<b>Security Cameras:</b>	None
<b>Panic Button:</b>	None
<b>Fire Alarms:</b>	In main building
<b>Defibrillator:</b>	Yes, automated external defibrillator (in office)

**Table 4-3-7: Site Parking Data**

Type of Parking	Number of Spaces
Automobile:	14
Handicap:	2
Camper/Trailer:	3
Commercial/Recreational (trucks):	Utilize camper/trailer parking as available

Results from the July 2015 driver survey are shown in Table 4-3-8.

**Table 4-3-8: Driver Survey Results**

<b>Total Respondents:</b>	40
<b>O/D Info:</b>	33% of trips originated in NH 50% of trips destined for NH 29% internal (NH to NH) trips 48% "through" trips
<b>Age Range:</b>	55% over 60 30% ages 50-60 13% ages 30-49
<b>Gender:</b>	69% male 31% female
<b>Vehicle Type:</b>	74% passenger car, van or pick-up 8% commercial truck 18% bus, motorcycle, truck, or other
<b>Vehicle Occupancy:</b>	79% 1 or 2 persons/vehicle 19% 3-4 persons/vehicle
<b>Trip Purpose:</b>	82% vacation/entertainment 5% work/business
<b>Reason for Stopping:</b>	78% bathrooms 50% travel information 28% rest/sleep
<b>Services Rating:</b>	97-100% "Good" or "Very Good" for all categories except vending machine choices (not available)
<b>Frequency of Visits:</b>	54% never been 16% visit once/year or less 14% visit 2-11 times/year
<b>Suggested Services:</b>	40% want Wi-Fi 23% want greater variety of food choices 14% want phone/computer charging stations

**NOTES:**

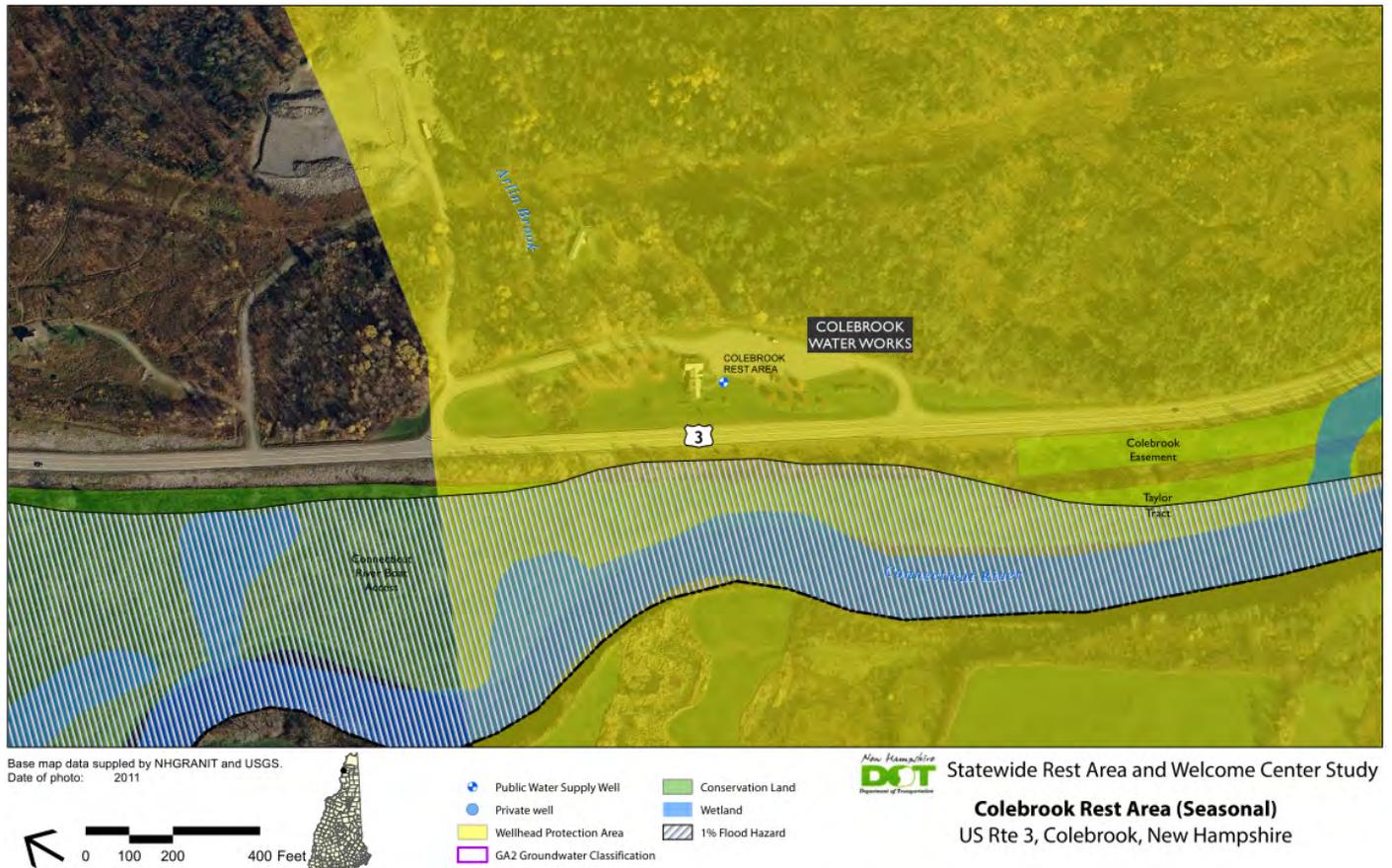
Results may not total 100% because respondents selected more than one choice for some questions. For example, for "Reason for Stopping", a respondent may have indicated they stopped for bathrooms, travel information, and rest/sleep.

For "O/D Info", only the highest trip types are presented for origins, destinations, internal and through trips. The percentages for these trip types do not total 100% because these are separate categories and not comparable.

**Environmental Conditions and Resources**

Potential areas with wetland and water resources, conservation lands, flooding, waste or pollutants in the vicinity of the Colebrook facility were identified and are shown in Figure 4-3-2.

**Figure 4-3-2: Environmental Resources – Colebrook Rest Area**



The figure shows only one public water supply well within the immediate vicinity of this rest area. This is the supply wells that serve the Colebrook rest area facility. The rest area is located within a Wellhead Protection Area and is in close proximity to the 1% flood hazard area associated with the Connecticut River, which is located to the west of US 3. As shown in the figure, there are also some conservation lands in the vicinity of the facility.

**4.3.2 Colebrook Site Issues and Needs**

Categories of specific issues and needs for the Colebrook Rest Area include geographic spacing, building and services, and site layout and amenities. These topics are discussed below.

**Geographic Spacing of Facilities**

N/A

**Building and Services**

FHWA regulations restrict goods, information and services that can be distributed at each RA/WIC. A summary of allowable goods, information and services at the Colebrook is provided in Table 4-3-9.

Two access drives (one on each end of site) on east side of US Route 3 serve both entering and exiting traffic and both directions. Both driveways serve autos and over-size vehicles. The access roadway is referred to as Dion Drive, which also provides access to private properties.

**Table 4-3-9: Goods, Information and Services Allowed Under FHWA**

Allowable Goods, Info & Services	Available at Colebrook RA?	Condition
Vending Machines (food, beverages, & other items the state determines are appropriate such as health and beauty aids)	No	N/A
Pay Phones	No	N/A
Free Travel & Tourist Info	Yes	Good
Over the Counter Sales of: <ul style="list-style-type: none"> <li>• Items promoting tourism in the state, limited to books, DVDs, and other media;</li> <li>• Tickets for events or attractions in the state of a historical or tourism-related nature (including ski resort lift tickets);</li> <li>• Travel-related info including maps, travel and coupon booklets; and</li> <li>• Lottery machines</li> </ul>	No No No No	N/A N/A N/A N/A
Advertising restricted to interior of the building, & must be limited to interest to the traveling public. A maximum of 60% of the advertising area is for paid advertisements, at least 40% shall be devoted free of charge	No	N/A
Free coffee which a donation may be made, but not required	No	N/A
Sponsorship of rest area operations and maintenance	No	N/A
Installation of signs that acknowledge the sponsorship of rest areas within rest area or along main traveled way	No	N/A
Wi-Fi service and computer charging stations	No	N/A
Display of NH goods and products. No sales allowed.	No	N/A

The Federal Law (U.S.C Title 23 Section 111) will not permit automotive service stations or other commercial establishments for serving motor vehicle users to be constructed or located on the rights-of-way of the Interstate System. Commercial enterprises in existence before January 1, 1960 are exempt. FHWA has indicated that there are no specific laws or regulations that address rest areas on Non-Interstate, federally funded highways.<sup>24</sup> 23 C.F.R 1.23 states that right-of-way purchased with Federal Title 23 participation must be used exclusively for a highway purpose. Therefore, if Federal-aid highway funds were used to acquire the right-of-way for the roadway and/or adjoin rest area on any public road, that facility must be used for a highway purpose only.

The site amenities currently provided at the Colebrook Rest Area are generally adequate, although the 2015 driver survey indicated that travelers would like to see Wi-Fi, a greater variety of food choices, want phone/computer charging stations.

Back-up power is not currently provided for the site, and there are no fire alarms in the vending buildings.

<sup>24</sup> Vigue, *op. cit.*, e-mail dated February 1, 2016.

### ***Building and Site Condition***

The building is generally in good physical condition. Outside water spigots to non-potable water are turned off. Two access drives (one on each end of site) on the east side of US Route 3 serve both entering and exiting traffic and both directions. Both driveways serve autos and over-size vehicles. The access roadway is referred to as Dion Drive and also provides access to private properties. Parking lot pavement condition is fair.

### ***ADA Review and Compliance***

A handicap accessibility survey was performed at the site in October of 2012 by NHDOT and DRED staff, and several issues were noted. According to ADA standards, the following additional items in the building need to be addressed:

- Several objects protrude more than 4" into the path of travel (e.g. brochure racks);
- Drinking fountain spout mounted too high off the floor.

The handicap accessibility survey noted the following exterior issues that should be addressed:

- HC accessible parking spaces located on an unlevelled surface (grade >2%)

### ***Facility Exterior/Grounds***

Outside, landscaping is minimal but it is hard to maintain the lawn because of its large size. Trash receptacles should be provided in the vicinity of the picnic areas.

There is a drainage issue in the grass area swale. During heavy rain, water ponds in this area. It does not affect the building or parking lot.

Parking surveys completed by DRED in June of 2015 indicate that sufficient automobile parking is available at the Colebrook site during most months of the year.

Peak month visitor counts suggest that automobile parking is over capacity (123%) on peak month weekends. Oversized vehicle parking at the Colebrook facility is limited (three spaces). June 2015 survey data also suggests that oversized vehicle parking at Colebrook is underutilized on the weekdays and 100% utilized on weekends.

The FHWA parking demand model for oversized vehicle parking supply and demand for both public and private facilities was not used for this vicinity.

Pavement is in poor condition and needs to be improved. Truck area needs pavement markings.



### ***Public and Focus Group Comments***

- Public Comment
  - Colebrook attracts ATVers and snowmobilers – an economic driver for the region
  - Northern Scenic Byway Council and US Fish and Wildlife would like to partner to get back into the Colebrook WIC
  - The Balsams project will generate demand for facilities (Colebrook)
- Focus Group
  - Complaints about facilities closed in the winter. Suggested they be kept open on weekend in the winter for snowmobilers.

### 4.3.3 Colebrook Recommendations

Recommendations for the short-term (within 5 years) and long-term (beyond 5 years) are summarized below. Table 4-3-10 summarizes the recommendations. The ADA recommendations represent major items, but are not an all-inclusive list. ADA details are provided in the audits conducted by NHDOT that are provided in Appendix J. Statewide recommendations and details are provided in Section 8 of this report. It is noted that cost estimates provided are for planning purposes only and prior to allocating funding a more detailed analysis and estimate should be completed.

**Table 4-3-10: Summary of Colebrook Recommendations**

	Recommendations	Cost Estimates
	<b>Maintenance and Repair</b>	
	<b>Short-term</b>	
1	Provide back-up generator and switch	\$5,300
2	Provide porta-toilets	\$5,000
3	Provide new lights in welcome center/ Upgrade to LED	\$2,500
4	Replace urinals with greater separation (size of room too small to accommodate)	\$7500
5	Improve section of pavement and markings in parking	\$12,000
6	Address drainage issues in grass swale area	\$5,000
7	Remove rot on exterior windows	\$2,500
8	Replace guard rail along driveway	\$1,500
9	Provide trash cans	\$1000
10	Reduce large amount of grass to maintain with low maintenance vegetation and gravel on slopes	\$5,000
11	Plow lot in winter for snowmobiles	\$2,565
12	Building paint	\$14,000
13	Restroom renovation	\$60,000
14	Renovate interior building to provide larger display areas/ meeting room space	TBD
	<b>Short-term Total</b>	<b>\$123,865</b>
	<b>Long-term</b>	
15	Coordinate with other State agencies to explore other recreational uses	TBD
16	Investigate the potential to partner with The Balsams at existing site or new location	TBD
	<b>ADA</b>	
1	Address indoor protruding obstacle issue for HC accessibility	
2	Remount drinking fountain for HC accessibility	
3	Provide two automatic door openers	
	<b>ADA Total</b>	<b>\$9,000-\$14,000</b>
	<b>Client Focus</b>	
1	Maintain as seasonal facility	\$0
2	Continue winter pilot program	\$28,320

The State should explore forming a partnership with The Balsams resort developer and the North Country Chamber of Commerce to redevelop the existing facility or develop a new visitor and Welcome Information Center on Route 3 near the intersection of Route 26. The new RA/WIC would serve both the motoring public and visitors to the planned redevelopment of The Balsams resort approximately 10 miles east of Colebrook on Route 26. In coordination with this long-term measure, it is recommended that the State monitor operations at the current Colebrook WIC and investigate potential recreation uses of the site with other State agencies (only if a new RA/WIC is established).

## 4.4 Epsom Rest Area



### 4.4.1 Epsom Site Data and Facility Attributes

Detailed site data was compiled via field inventories conducted by NHDOT, DRED and AECOM in June of 2015. Site data and facility attributes for the Epsom Rest Area are summarized in Tables 4-4-1 to 4-4-7 below.

**Table 4-4-1: Site Building and Layout Data**

<b>Location:</b>	US 4-202 and NH 9, approximately 2 miles east of Epsom village
<b>Access:</b>	2 enter/exit driveways accessible from both directions (barriers blocking both) directly along US 4-202
<b>Initial Opening:</b>	1966 (Building is currently closed)
<b>Construction Cost:</b>	\$47,600 (1966)
<b>Building Size:</b>	880 SF
<b>Structure/Construction:</b>	Wood framed (wood shingles), 1-story structure; partial concrete basement; asphalt roof Flag stone and tile floor; wood panel wall; brushed ceiling; fluorescent lighting Building is poor condition; extensive renovations required if it were to reopen
<b>Renovations:</b>	2010/2011 – Boiler, air handler and AC installed 1995 – ADA compliance additions 1990 – Septic system upgrades
<b>Parking:</b>	Separate areas for passenger (east side) & commercial/recreational vehicles (west side)

**Table 4-4-2: Site Operational Data**

<b>Hours of Operation:</b>	Closed
<b>Maintained by:</b>	NHDOT
<b>Staff:</b>	N/A
<b>Partners:</b>	None
<b>Tourism Activities:</b>	Camping; hiking; fishing; hunting; boating; bicycling; snowmobiling
<b>Costs:</b>	Original construction cost: \$47,600 (1966) Total Expenditures FY 2015 = N/A (N/A personnel; N/A non-personnel; N/A admin) Cost per operating hour = N/A Cost per visitor = N/A Cost per square foot = N/A

**Table 4-4-3: Site Travel Data – FY 2015 and 2035**

	FY 2015	2035 Projections
Mainline Traffic Volume (US 4-202) – Weekday Daily:	14,000 (2014)	N/A
Mainline Traffic Volume (US 4-202) – Weekend Daily:	N/A	N/A
RA Visitors:	43,000 (2008)	N/A
Average Daily RA Visitors:	N/A	N/A
Entering Traffic Volume – Average Weekday:	N/A	N/A
Entering Traffic Volume – Average Weekend:	N/A	N/A

**Table 4-4-4: Interior Site Amenities**

<b>Telephone, Fax, Computer with Internet:</b>	No
<b>Brochure Racks:</b>	2 Wall racks
<b>Benches:</b>	None
<b>Water Fountain:</b>	None
<b>Restrooms:</b>	Men (2 stalls, 2 urinals, 3 sinks, 1 dryer, 1 HC stall and sink) Women (4 stalls, 3 sinks, 1 dryer, 1 HC stall and sink) Handicapped (1 spare bathroom with toilet, sink, dryer)
<b>Employee Kitchenette:</b>	Yes
<b>Payphone:</b>	1

Table 4-4-5: Exterior Site Amenities

Landscaping:	Grass mowed once per season
Porta Toilets:	None
Vending Machines:	None
Picnic Tables:	4
Pet Walk Area:	None
Payphones:	1
Trash:	None
Signage:	Building and site restrictions; Closed signage
Lottery:	1 Old machine
Sharps storage:	1

Table 4-4-6: Site Utilities and Security

Exterior Poles:	3 Post mounted units with adequate coverage
Luminary Type:	1 – 250 watt mercury vapor street (MVST) light; 2 – 175 watt MVST
Energy Efficient:	No
Auxiliary Power:	None
HVAC:	Oil fired hot air
Sewage:	Septic System
Water:	Drilled well; natural spring on-site
Security Cameras:	None
Panic Button:	None
Fire Alarms:	None (1 fire extinguisher)

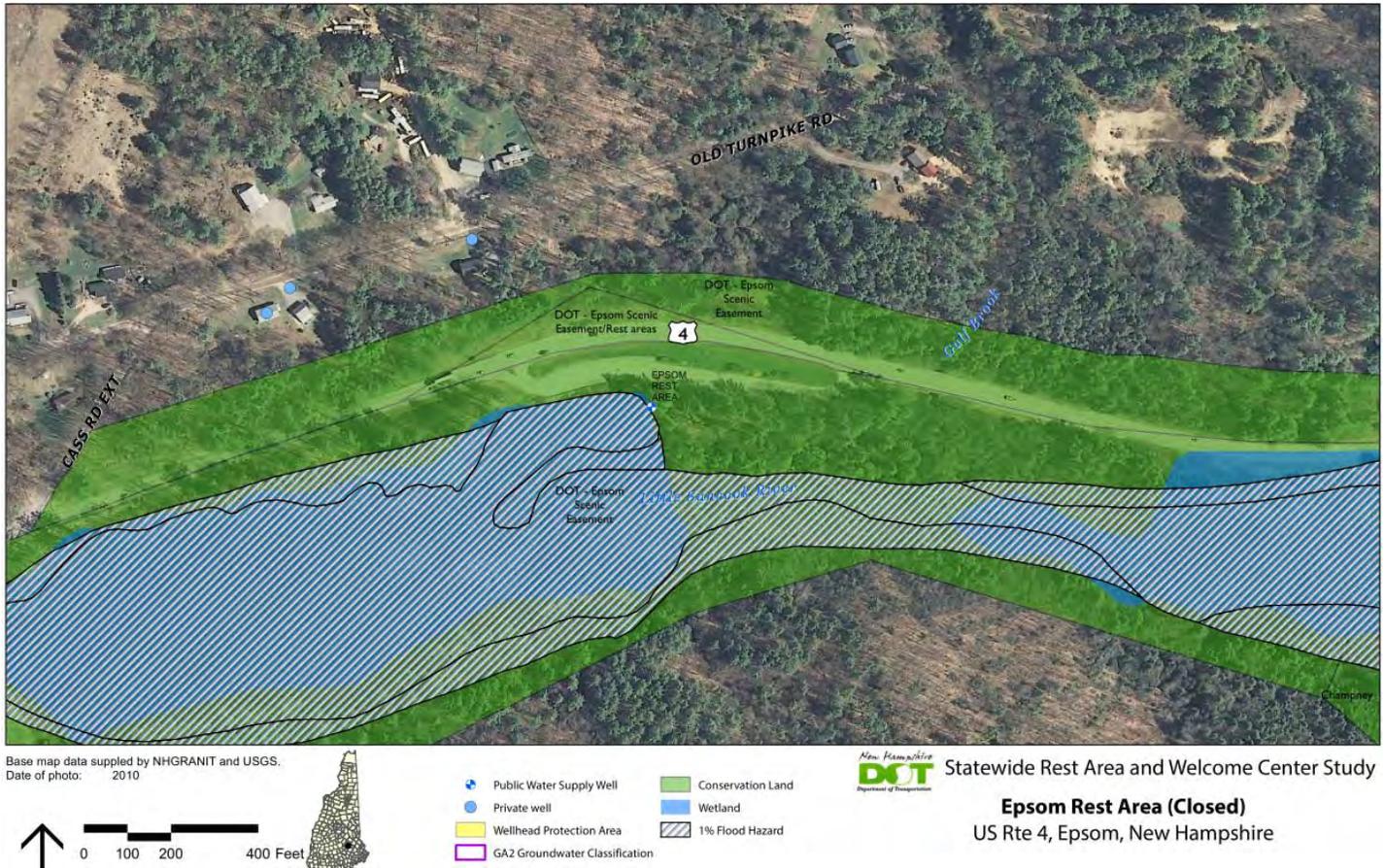
Table 4-4-7: Site Parking Data

Type of Parking	Number of Spaces
Automobile:	20
Handicap:	2
Commercial/Recreational (trucks):	Approx. 8 spaces (not defined)

### ***Environmental Conditions and Resources***

Potential areas with wetland and water resources, conservation lands, flooding, waste or pollutants in the vicinity of the Epsom facility were identified and are shown in Figure 4-4-1.

Figure 4-4-1: Environmental Resources – Epsom Rest Area



The figure shows one public water supply well within the immediate vicinity of this rest area. This is the supply well that serves the Epsom rest area facility. The facility is located within conservation land associated with New Hampshire Department of Transportation’s Epsom Scenic Easement. Wetland resources and 1% annual chance (100-year) flood hazard area associated with Little Suncook River are located to the south of the facility. A 1% annual chance flood (or base flood) has a 1% annual chance of being equaled or exceeded in any given year.

### 4.4.2 Epsom Site Issues and Needs

Categories of specific issues and needs for the Epsom Rest Area include geographic spacing, building and services, and site layout and amenities. These topics are discussed below.

#### ***Geographic Spacing of Facilities***

N/A

#### ***Building and Services***

Because the facility is closed there are no public amenities or services provided.

There are no security cameras or fire alarm system in the facility. Back-up power system is not provided in the building.

### ***Building and Site Condition***

The building has mold on the bathroom floors. The inside of the building would require extensive renovations if it were to reopen.

There have been no major building renovations, with the exception of septic system upgrades in 1990 and ADA compliance additions in 1995.

Two access drives (one on each end of site) on south side of US Route 4 serving both entering and exiting traffic and both directions. Both driveways serve autos and over-size vehicles. Access driveways are currently closed. Parking lot pavement condition is very poor.

### ***ADA Review and Compliance***

The Epsom Rest Area met minimum ADA standards at time of 1995 reconstruction. A detailed ADA assessment is needed if the facility is reopened.



### ***Facility Exterior/Grounds***

Outside, pavement is cracked and driveway entrance and exit have drainage issues. Grass at the facility looks to be mowed only once per season. The vehicle access is currently blocked off.

### ***Public and Focus Group Comments***

- Public Comment
  - Concern that Epsom is closed. It is not maintained and is an eyesore
  - If Epsom not re-opened, would like something else done with property and the Town is willing to partner in doing this
  - The State Fish and Game Department could take over the Epsom facility since there is a river where people fish
- Focus Group
  - Tear down facilities if they are not to be re-opened

## **4.4.3 Epsom Recommendations**

Recommendations for the short-term (within 5 years) and long-term (beyond 5 years) are summarized below. Table 4-4-8 summarizes the recommendations. Statewide recommendations and details are provided in Section 8 of this report. It is noted that cost estimates provided are for planning purposes only and prior to allocating funding a more detailed analysis and estimate should be completed.

**Table 4-4-8: Summary of Epsom Recommendations**

	Recommendations	Cost Estimates
	<b>Maintenance and Repair</b>	
	<b>Short-term</b>	
1	Demolish existing building (NHDOT continue ownership and maintain grounds)	\$16,500
2	Do not use as a parking area	
	<b>Short-term Total</b>	<b>\$16,500</b>
	<b>Long-term</b>	
3	None	NA
	<b>ADA</b>	
1	NA	NA
	<b>Client Focus</b>	
1	NA	NA

The State should demolish the existing Epsom rest area building. The cost to rebuild the facility would be cost prohibitive (\$1M+<sup>25</sup>). The minimum cost to renovate the existing structure and site if it were to be considered for re-opening is estimated at approximately \$227,000.<sup>26</sup> However, it may require additional cost to make the building and site ADA compliant. The estimated operations and maintenance cost to operate the rest area as a seasonal facility would be approximately \$30,000 (FY 2015) and approximately twice this figure to operate year-round.

The reasons for these recommendations include: 1) the site is not at a gateway location; 2) there are several close-by opportunities for travelers to stop at private businesses in the area; 3) historic visitor volumes are low; and 4) it would be cost prohibitive to rebuild or renovate a facility on this site.

<sup>25</sup> Building costs (\$1M) estimated based on NHDOT rates and assume standard finishes and construction. Additional amenities or higher end finishes would increase cost.

<sup>26</sup> Building renovation costs estimated based on NHDOT rates and assume standard finishes and construction. Additional amenities or higher end finishes would increase cost.

## 4.5 Lebanon Rest Area/Welcome Information Center



### 4.5.1 Lebanon Site Data and Facility Attributes

Detailed site data was compiled via field inventories conducted by NHDOT, DRED and AECOM in June of 2015. Site data and facility attributes for the Lebanon Rest Area are summarized in Tables 4-5-1 to 4-5-7 and Figure 4-5-1 below.

**Table 4-5-1: Site Building and Layout Data**

<b>Location:</b>	I-89 SB between Exits 18 & 19
<b>Access:</b>	Exit/entry ramps directly from/to I-89 SB
<b>Initial Opening:</b>	1966
<b>Construction Cost:</b>	\$51,227 (1966)
<b>Building Size:</b>	Approximately 1,440 SF
<b>Structure/Construction:</b>	Wood (vinyl siding) single floor facility; full foundation, asphalt shingle roof Tile floor; wood wall panels; drop ceiling; fluorescent lighting; 1 fire place Building in overall good condition
<b>Renovations:</b>	1995 – ADA compliant restroom added 2015 – Restroom improvements
<b>Parking:</b>	1 shared parking area for passenger & commercial/recreational vehicles

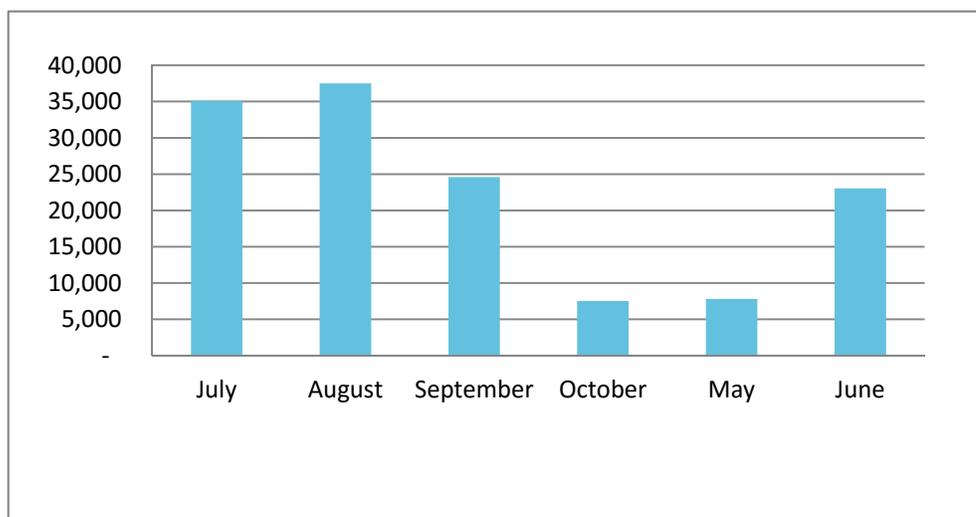
**Table 4-5-2: Site Operational Data**

<b>Hours of Operation:</b>	May (Memorial Day) – October (Columbus Day), 8:00 AM to 8:00 PM
<b>Maintained by:</b>	DRED
<b>Staff:</b>	0 full-time and 5 part-time employees 1 employee working per shift (occasionally 2 during peak times)
<b>Partners:</b>	None
<b>Tourism Activities:</b>	Camping; fishing; hunting; golfing; bicycling; leaf peeping; snowmobiling; and skiing
<b>Costs:</b>	Original construction cost: \$51,227 (1966) Total Expenditures FY 2015 = \$98,406 (21% personnel; 33% non-personnel; 46% admin) Cost per operating hour = \$44.57 Cost per visitor = \$0.73 Cost per square foot = \$68.34

**Table 4-5-3: Site Travel Data – FY 2015 and 2035**

	FY 2015	2035 Projections
Mainline Traffic Volume (I-89 SB) – Weekday Daily:	19,900	21,900
Mainline Traffic Volume (I-89 SB) – Weekend Daily:	16,600	18,300
RA Visitors:	135,613	150,000
Average Daily RA Visitors:	737	815
Entering Traffic Volume – Average Weekday:	503 (3% capture rate)	550
Entering Traffic Volume – Average Weekend:	544 (3% capture rate)	600

**Figure 4-5-1: Lebanon Rest Area Monthly Visitor Totals – FY 2015**



**NOTES:**

Season is from Memorial Day to Columbus Day, representing partial month counts.

**Table 4-5-4: Interior Site Amenities**

<b>Telephone, Fax, Computer with Internet:</b>	Yes
<b>Brochure Racks:</b>	36 in front of counter, single size 63 rack 5 Floor racks 1 Newsstand
<b>Benches:</b>	5
<b>Water Fountain:</b>	1
<b>Restrooms:</b>	Men (2 stalls, 2 urinals, 2 sinks, 2 hand dryers, 1 baby changing station) Women (4 stalls,3 sinks, 2 hand dryers, 0 baby changing station Handicapped room; ADA Room available (1 stall and sink, hand dryer, baby changing station)
<b>Employee Kitchenette:</b>	Yes (sink and stove not HC accessible)
<b>Payphone</b>	1 (out of order)

**Table 4-5-5: Exterior Site Amenities**

<b>Landscaping:</b>	Good
<b>Porta Toilets:</b>	3 (1 is HC)
<b>Vending Machines:</b>	Separate building; separate meter; 5 typical snacks; soda; coffee; water
<b>Picnic Tables:</b>	14 (1 HC)
<b>Pet Walk Area:</b>	No
<b>Payphones:</b>	2 empty payphone shells
<b>Trash:</b>	1 dumpster; 2 outdoor barrels
<b>Signage:</b>	Way finding; hours of operation; building and site restrictions

**Table 4-5-6: Site Utilities and Security**

<b>Exterior Poles:</b>	4 cobra heads; 5 post mounted
<b>Luminary Type:</b>	Mercury Vapor
<b>Energy Efficient:</b>	No (250 watt quartz and 150 watt lights were changed to 70 watt and 100 watt high pressure sodium)
<b>Auxiliary Power:</b>	None
<b>HVAC:</b>	2 Oil tanks; 1 boiler; Air Conditioning window unit
<b>Sewage:</b>	Public; connected to Lebanon sewer system
<b>Water:</b>	Public; connected to Lebanon water system
<b>Security Cameras:</b>	None
<b>Panic Button:</b>	None
<b>Fire Alarms:</b>	None
<b>Defibrillator:</b>	Yes, automated external defibrillator (in office)

**Table 4-5-7: Site Parking Data**

Type of Parking	Number of Spaces
Automobile:	48
Handicap:	2 (1 is van accessible)
Camper/trailer:	3
Commercial/Recreational (trucks):	8, additional 3 – 4 spaces at weigh station

Results from the July 2015 driver survey are shown in Table 1-8.

**Table 4-5-8: Driver Survey Results**

<b>Total Respondents:</b>	132
<b>O/D Info:</b>	43% of trips originated in VT 48% of trips destined for NH approx. 51% “through” trips
<b>Age Range:</b>	52% over 60 28% ages 50-60 14% ages 30-49
<b>Gender:</b>	49% male 51% female
<b>Vehicle Type:</b>	87% passenger car van or pick-up 13% bus, motorcycle, truck, or other
<b>Vehicle Occupancy:</b>	72% 1 or 2 persons/vehicle 23% 3-4 persons/vehicle
<b>Trip Purpose:</b>	69% vacation/entertainment 12% personal business 6% work/business
<b>Reason for Stopping:</b>	47% bathrooms 22% travel information 14% rest/sleep
<b>Services Rating:</b>	98% “Good” or “Very Good” for availability of parking spaces, bathroom availability, and feeling of safety on site 95-97% “Good” or “Very Good” for all other categories except vending machine choices (92%) and interior of building (91%)
<b>Frequency of Visits:</b>	52% never been 21% visit once/year or less 18% visit 2-11 times/year
<b>Suggested Services:</b>	20% want Wi-Fi 17% want improved traveler/tourist information 16% want phone/computer charging stations

**NOTES:**

Results may not total 100% because respondents selected more than one choice for some questions. For example, for “Reason for Stopping”, a respondent may have indicated they stopped for bathrooms, travel information, and rest/sleep.

For “O/D Info”, only the highest trip types are presented for origins, destinations, internal and through trips. The percentages for these trip types do not total 100% because these are separate categories and not comparable.

**Environmental Conditions and Resources**

Potential areas with wetland and water resources, conservation lands, flooding, waste or pollutants in the vicinity of the Lebanon facility were identified and are shown in Figure 4-5-2.

**Figure 4-5-2: Environmental Resources – Lebanon Rest Area**



As the figure shows, there are two conservation lands related to Starr Hill and Forest of Life in the vicinity of the rest area. No significant environmental issues were identified.

**4.5.2 Lebanon Site Issues and Needs**

Categories of specific issues and needs for the Lebanon Rest Area include geographic spacing, building and services, and site layout and amenities. These topics are discussed below.

**Geographic Spacing of Facilities**

Lebanon Rest Area is located 31.3 miles north of the Sutton Rest Area, and 37.4 miles south of the Randolph SB Rest Area in Vermont. When the Lebanon facility is open, the distances between the Lebanon Rest Area and the closest rest areas do not exceed the federal guideline of 60 miles. During the off season when Lebanon is closed, the gap along I-89 southbound between RA/WIC facilities in Randolph, VT and Sutton is nearly 69 miles.

### Building and Services

FHWA regulations restrict goods, information and services that can be distributed at each RA/WIC. A summary of allowable goods, information and services at the Lebanon is provided in Table 4-5-9.

**Table 4-5-9: Goods, Information and Services Allowed Under FHWA**

Allowable Goods, Info & Services	Available at Lebanon RA?	Condition
Vending Machines (food, beverages, & other items the state determines are appropriate such as health and beauty aids)	Yes	Good
Pay Phones	Yes	Out of Order
Free Travel & Tourist Info	Yes	Good
Over the Counter Sales of:		
• Items promoting tourism in the state, limited to books, DVDs, and other media;	No	N/A
• Tickets for events or attractions in the state of a historical or tourism-related nature (including ski resort lift tickets);	No	N/A
• Travel-related info including maps, travel and coupon booklets; and	No	N/A
• Lottery machines	No	N/A
Advertising restricted to interior of the building, & must be limited to interest to the traveling public. A maximum of 60% of the advertising area is for paid advertisements, at least 40% shall be devoted free of charge	No	N/A
Free coffee which a donation may be made, but not required	No	N/A
Sponsorship of rest area operations and maintenance	No	N/A
Installation of signs that acknowledge the sponsorship of rest areas within rest area or along main traveled way	No	N/A
Wi-Fi service and computer charging stations	No	N/A
Display of NH goods and products. No sales allowed.	No	N/A

The Federal Law (U.S.C Title 23 Section 111) will not permit automotive service stations or other commercial establishments for serving motor vehicle users to be constructed or located on the rights-of-way of the Interstate System. Commercial enterprises in existence before January 1, 1960 are exempt. FHWA has indicated that there are no specific laws or regulations that address rest areas on Non-Interstate, federally funded highways.<sup>27</sup> 23 C.F.R 1.23 states that right-of-way purchased with Federal Title 23 participation must be used exclusively for a highway purpose. Therefore, if Federal-aid highway funds were used to acquire the right-of-way for the roadway and/or adjoin rest area on any public road, that facility must be used for a highway purpose only.



The site amenities currently provided at the Lebanon Rest Area are generally adequate, although the 2015 driver survey indicated that travelers would like to see Wi-Fi, improved traveler/tourist information, phone/ computer charging stations.

<sup>27</sup> *Ibid.*, Vigue, e-mail dated February 1, 2016.

Back-up power is not currently provided for the site, and there are no fire alarms in the main and vending buildings.

### ***Building and Site Condition***

The building is generally in good physical condition. However, water in the basement is a daily issue being addressed by a sump pump. Furnace was replaced in 2002.

Single entrance and exit ramps on I-89 SB serve both autos and over-size vehicles. The ramps also provide access/egress to a truck weigh station. Parking lot pavement condition is poor.

### ***ADA Review and Compliance***

A handicap accessibility survey was performed at the site in October of 2012 by NHDOT and DRED staff, and several issues were noted. According to ADA standards, the following additional items in the building need to be addressed:

- Service counter is not HC accessible;
- Objects protrude more than 4" into the path of travel;
- Missing sign noting that teletype (teletypewriter, or TTY) is available for telephone;
- HC mirrors mounted too high in HC bathrooms; and
- Sink and stove not HC accessible in staff break room/kitchen.

The handicap accessibility survey noted the following exterior issues that should be addressed:

- Van accessible parking space is not labeled appropriately;
- HC access aisles missing "NO PARKING" signs; and
- Sidewalk/street transitions missing detectable warning strips (raised bumps).

### ***Facility Exterior/Grounds***

Designated dog walk area should be considered. Sidewalk/street transitions are missing detectable warning strips (raised bumps).

Parking surveys completed by DRED in June of 2015 indicate that sufficient automobile parking is available at the Lebanon site during most months of the year. Peak month visitor counts suggest that automobile parking is well below capacity (49%) on peak month weekends. June 2015 survey data also suggests that oversize vehicle parking at the Lebanon facility is currently within 36% on weekdays and 27% utilized on weekends. Weekday overnight oversized parking utilization data was also collected for selected facilities in June 2015. Overnight oversized parking for Lebanon Rest Area is currently well below utilization.



The FHWA parking demand model was used to look at oversized vehicle parking supply and demand for both public and private facilities in this vicinity. The model was used to estimate existing (2015) and future (2035) parking demand along a 61-mile stretch of I-89 between the Vermont State Line to I-93 Interchange. The combined public and private oversized parking supply within this stretch of I-89 is 41 spaces (26 at Lebanon and 15 at private facilities). The existing oversize vehicle parking demand is 87 vehicles, and the future demand is 103 vehicles, resulting in an overall deficit of 46 spaces in 2015, and a deficit of 62 spaces in 2035.

Pavement markings are in poor condition and should be restriped.

**Public and Focus Group Comments**

- Public Comment
  - It is bad for tourism and the public image of New Hampshire that the gateway Lebanon WIC is closed in the winter
  - Trucks need a place to stop in Lebanon
- Focus Group
  - Complaints about facilities being closed in the winter. Suggested they be kept open at least on weekends in the winter for snowmobilers

**4.5.3 Lebanon Recommendations**

Recommendations for the short-term (within 5 years) and long-term (beyond 5 years) are summarized below. Table 4-5-10 summarizes the recommendations. The ADA recommendations represent major items, but are not an all-inclusive list. ADA details are provided in the audits conducted by NHDOT that are provided in Appendix J. Statewide recommendations and details are provided in Section 8 of this report. It is noted that cost estimates provided are for planning purposes only and prior to allocating funding a more detailed analysis and estimate should be completed.

**Table 4-5-10: Summary of Lebanon Recommendations**

	Recommendations	Cost Estimates
	<b>Maintenance and Repair</b>	
	<b>Short-term</b>	
1	Provide back-up generator and switch	\$5,300
2	Provide security system and fire alarm	\$14,000
3	Develop designated pet area (currently available)	\$5,000
4	Restripe pavement markings	\$5,000
5	Perimeter Drain to fix daily water in basement	\$10,000
6	Replace Roof	\$25,000
7	Fireplace and chimney repairs	\$5,000
8	Window replacement	\$5,500
	<b>Short-term Total</b>	<b>\$74,800</b>
	<b>Long-term</b>	
9	Repave parking lot	\$85,000
10	Long-term estimate to demolish building and build new facility 3,000 SF	\$1.01M
	<b>ADA</b>	
1	Adjust service counter so it is HC accessible	
2	Relocate objects that protrude more than 4" into the path of travel	
3	Provide sign noting that TTY is available for telephone	
4	Remount mirrors mounted too high in HC bathrooms;	
5	Relocate sink and stove to be HC accessible in staff break room/kitchen	
6	Label van accessible parking space	
7	Provide HC access aisles missing "NO PARKING" signs	
8	Provide missing detectable warning strips at sidewalk/street transitions	
9	Provide one automatic door opener	
10	Provide raised mat under water fountain	
	<b>ADA Total</b>	<b>\$5,000-\$8,000</b>
	<b>Client Focus</b>	
1	Change from seasonal to year-round operations	\$65,000 annually
2	Continue winter pilot program	\$27,095

The current building is 1,440 square feet which is one of the smallest facilities in the system. It serves a moderately high number of visitors, but is currently open only seasonally from May through October. It is recommended that this facility be open year round as it serves as a gateway location from Vermont on Interstate I-89. Converting to year round operation will increase visitor demand. The building and its infrastructure is nearing the end of its life cycle and will require increased maintenance over time. Because of the small building size it will be difficult to accommodate visitors for longer periods to utilize amenities such as Wi-Fi and computer charging stations.

In the long-term, a new larger facility can be considered that will provide ample bathroom facilities, larger information and display areas, tables with computer charging stations, and lower cost and sustainable infrastructure. A new facility could be in the range of 2,500 to 3,000 square feet to accommodate these desirable amenities and services. Appendix P of this report describes the recommended services and amenities for new facilities.

A significant benefit of providing a new, sustainable structure would be lower maintenance costs moving forward. Public benefits would include a larger, more attractive facility with improved tourist/travel information, new up-to-date bathroom facilities, new technology and additional seating and table areas. These measures will provide a safety benefit by providing an inviting and welcoming area where motorists can rest before resuming travel. New bathroom facilities will be expanded to better accommodate bus travelers.

## 4.6 Littleton Rest Area/Welcome Information Center



### 4.6.1 Littleton Site Data and Facility Attributes

Detailed site data was compiled via field inventories conducted by NHDOT, DRED and AECOM in June of 2015. Site data and facility attributes for the Littleton Rest Area are summarized in Tables 4-6-1 to 4-6-7 and Figure 4-6-1 below.

**Table 4-6-1: Site Building and Layout Data**

<b>Location:</b>	East side of NH 18/135 south of the I-93 Exit 44 interchange
<b>Access:</b>	Single access driveway accessible from both directions directly along NH 18/135
<b>Initial Opening:</b>	1988
<b>Construction Cost:</b>	\$280,000 (1988)
<b>Building Size:</b>	1,822 SF
<b>Structure/Construction:</b>	Wood clapboard framed 1-story structure; full basement; new asphalt roof, new PVC trim Tile floor; wood wall panels; a high wood beam ceiling with wallboard; LED lighting in main building; fluorescent and track lighting in the Interpretive Center; 1 fire place Building in overall good condition
<b>Renovations:</b>	2015 - Roof replacement and painting
<b>Parking:</b>	2 separate areas for passenger & commercial/recreational vehicles

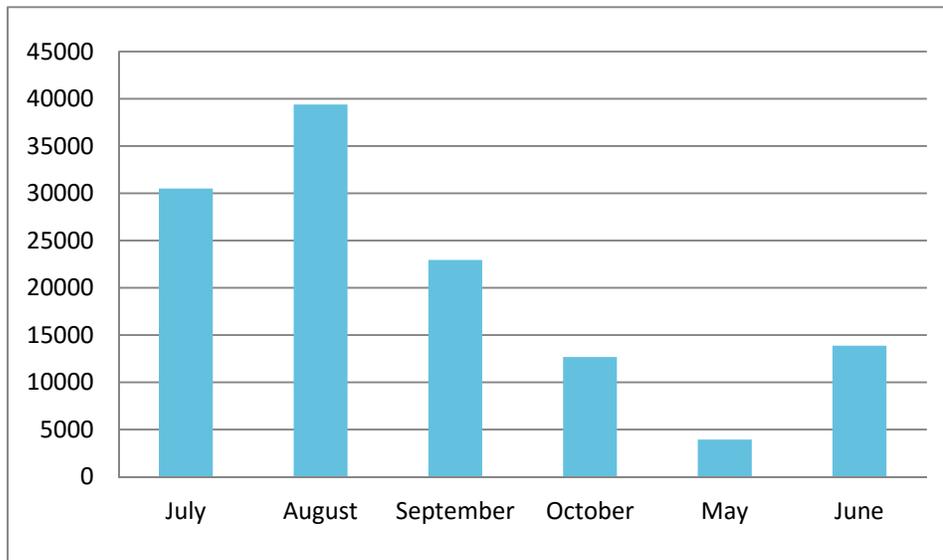
**Table 4-6-2: Site Operational Data**

<b>Hours of Operation:</b>	May (Memorial Day) – October (Columbus Day); 8:00 AM to 8:00 PM
<b>Maintained by:</b>	DRED
<b>Staff:</b>	0 full-time and 5 part-time employees 1 employee working per shift
<b>Partners:</b>	Littleton Chamber of Commerce
<b>Tourism Activities:</b>	Camping; fishing; hunting; boating; bicycling; leaf peeping; snowmobiling; skiing
<b>Costs:</b>	Original construction cost: \$280,000 (1988) Total Expenditures FY 2015 = \$127,923 (24% personnel; 41% non-personnel; 35% admin) Cost per operating hour = \$57.94 Cost per visitor = \$1.04 Cost per square foot = \$70.21

**Table 4-6-3: Site Travel Data – FY 2015 and 2035**

	FY 2015	2035 Projections
Mainline Traffic Volume (I-93 NB) – Weekday Daily:	7,562	8,400
Mainline Traffic Volume (I-93 NB) – Weekend Daily:	8,050	8,900
RA Visitors:	82,240	91,000
Average Daily RA Visitors:	447	495
Entering Traffic Volume – Average Weekday:	109 (1% capture rate)	120
Entering Traffic Volume – Average Weekend:	135 (2% capture rate)	150

**Figure 4-6-1: Littleton Rest Area Monthly Visitor Totals – FY 2015**



**NOTES:**

Season is from Memorial Day to Columbus Day, representing partial month counts.

Table 4-6-4: Interior Site Amenities

<b>Telephone, Fax, Computer with Internet:</b>	Yes
<b>Brochure Racks:</b>	42 Single size (behind counter) 42 Counter racks (in front of counter) 37 Wall racks 63 Floor racks Newsstands
<b>Benches:</b>	1
<b>Water Fountain:</b>	1 (low pressure)
<b>Restrooms:</b>	Men (3 stalls, 4 urinals, 4 sinks, 3 dryers, 1 baby changing station) Women (7 stalls, 4 sinks, 4 dryers, 1 baby changing station) Handicapped – 1 in each bathroom Permanent fans run for ventilation
<b>Employee Kitchenette:</b>	Yes

Table 4-6-5: Exterior Site Amenities

<b>Landscaping:</b>	Excellent and well maintained
<b>Porta Toilets:</b>	3 (1 is HC)
<b>Vending Machines:</b>	None
<b>Picnic Tables:</b>	6 ( 2 under a canopy)
<b>Pet Walk Area:</b>	Yes (remote location)
<b>Payphones:</b>	1 (out of order)
<b>Trash:</b>	1 dumpster (no pad/enclosure); 2 outdoor trash receptacles
<b>Signage:</b>	Way finding; hours of operation; building and site restrictions
<b>Water Fountain and spigot:</b>	2 outside fountains (Turned off); outside water spigots (turned off, non-potable water)

Table 4-6-6: Site Utilities and Security

<b>Exterior Poles:</b>	6 single; 1 double vehicle; 6 tall pedestrian
<b>Luminary Type:</b>	HP sodium
<b>Energy Efficient:</b>	No
<b>Auxiliary Power:</b>	Does not work, repair completed in 2016
<b>HVAC:</b>	2 Oil tanks; fired hot water; new boiler; no Air Conditioning (1 wall AC unit)
<b>Sewage:</b>	Septic system with leach field
<b>Water:</b>	Drilled well; new water tanks; upgraded water treatment system to resolve staining and odor concerns
<b>Security Cameras:</b>	Yes
<b>Panic Button:</b>	Yes
<b>Fire Alarms:</b>	In main building, alarm (motion detectors) are in main building
<b>Satellite Dish:</b>	Turned off
<b>Defibrillator:</b>	Yes, automated external defibrillator (in office)

**Table 4-6-7: Site Parking Data**

Type of Parking	Number of Spaces
Automobile:	44
Handicap:	4
Commercial/Recreational (trucks):	10

Results from the July 2015 driver survey are shown in Table 4-6-8.

**Table 4-6-8: Driver Survey Results**

<b>Total Respondents:</b>	115
<b>O/D Info:</b>	44% of trips originated in VT or NH 37% of trips destined for NH 11% internal trips (NH to NH) approx. 52% “through” trips
<b>Age Range:</b>	27% ages 30-49 25% ages 50-60 25% over 60
<b>Gender:</b>	47% male 53% female
<b>Vehicle Type:</b>	94% passenger car, van or pick-up 6% bus, motorcycle, truck, or other
<b>Vehicle Occupancy:</b>	68% 1 or 2 persons/vehicle 26% 3-4 persons/vehicle
<b>Trip Purpose:</b>	82% vacation/entertainment 6% personal business
<b>Reason for Stopping:</b>	81% bathrooms 36% travel information 15% rest/sleep
<b>Services Rating:</b>	99-100% “Good” or “Very Good” for all categories except vending machine choices (92%)
<b>Frequency of Visits:</b>	62% never been 20% visit once/year or less 13% visit 2-11 times/year
<b>Suggested Services:</b>	30% want Wi-Fi 17% want greater variety of food choices 11% want improved traveler/tourist information 11% want improved picnic areas

**NOTES:**

Results may not total 100% because respondents selected more than one choice for some questions. For example, for “Reason for Stopping”, a respondent may have indicated they stopped for bathrooms, travel information, and rest/sleep.

For “O/D Info”, only the highest trip types are presented for origins, destinations, internal and through trips. The percentages for these trip types do not total 100% because these are separate categories and not comparable.

### Environmental Conditions and Resources

Potential areas with wetland and water resources, conservation lands, flooding, waste or pollutants in the vicinity of the Littleton facility were identified and are shown in Figure 4-6-2.

Figure 4-6-2: Environmental Resources – Littleton Rest Area



The figure shows one public water supply well and one private well within the immediate vicinity of this rest area. These are the supply wells that serve the Littleton rest area facility. The rest area is in close proximity to the 1% flood hazard area associated with the Moore Reservoir, which is located to the northeast of the facility. Due to significant elevation change in this area there is no risk of flooding. As shown in the figure, there are also some pockets of conservation lands, associated with TransCanada CE, in the vicinity of the facility.

### 4.6.2 Littleton Site Issues and Needs

Categories of specific issues and needs for the Littleton Rest Area include geographic spacing, building and services, and site layout and amenities. These topics are discussed below.

#### Geographic Spacing of Facilities

Littleton Rest Area is located 2.6 miles south of the Waterford northbound facility in Vermont, 25.2 south of the Lyndon southbound facility in Vermont, and 70.2 miles north of the Sanbornton Rest Area.

It is important to keep the Littleton Rest Area active because the distance between Littleton and Sanbornton exceeds the federal guideline of 60 miles. Currently, there are a number of other Visitor Information Centers located in the vicinity of I-93 between Littleton and Sanbornton. Two such facilities are listed in Table 4-6-9.

**Table 4-6-9: Visitor Information Centers Along I-93 Between Littleton and Sanbornton**

Name of Facility	Location	Miles from Littleton RA	Miles from Sanbornton RA
Pemi Valley Chamber of Commerce and Visitor Information Center	12 Vintinner Road [Exit 28 (Route 49)], Campton	44	27
White Mountains Visitor Center	200 Kancamagus Highway [Exit 32 (Route 112)], North Woodstock	30	42

These other facilities provide stop/rest locations and some tourist/visitor services within the gap between Littleton and Sanbornton. However, the rest rooms at these facilities are not open 24 hours per day which is important for interstate travelers. The operating hours and rest room availability are critical issues to consider if these facilities are to be investigated for potential partnerships.

To reduce the driving distance and service gap between the Littleton and Sanbornton facilities, partnerships could be considered between the State and existing visitor centers or private entities located within 0.5 miles of I-93 and between 30 and 60 miles of the two existing RA/WIC facilities. Public/private partnerships can bridge existing gaps and provide convenient intermediate full-service stop locations for travelers. A detailed discussion of partnership recommendations is provided in Section 8 of the report.

**Building and Services**

FHWA regulations restrict goods, information and services that can be distributed at each RA/WIC. A summary of allowable goods, information and services at the Littleton is provided in Table 4-6-10.

The Federal Law (U.S.C Title 23 Section 111) will not permit automotive service stations or other commercial establishments for serving motor vehicle users to be constructed or located on the rights-of-way of the Interstate System. Commercial enterprises in existence before January 1, 1960 are exempt. FHWA has indicated that there are no specific laws or regulations that address rest areas on Non-Interstate, federally funded highways.<sup>28</sup> 23 C.F.R 1.23 states that right-of-way purchased with Federal Title 23 participation must be used exclusively for a highway purpose. Therefore, if Federal-aid highway funds were used to acquire the right-of-way for the roadway and/or adjoin rest area on any public road, that facility must be used for a highway purpose only.

The site amenities currently provided at the Littleton Rest Area are generally adequate, although the 2015 driver survey indicated that travelers would like to see Wi-Fi, a greater variety of food choices, better tourist/traveler information and improved picnic areas.

There is one fire alarm in the main building but no strobe lights for fire alarms in toilet rooms, public use areas and employee common-use areas. Strobe lights were added in 2016. The auxiliary power did not work, and the facility, including bathrooms, shuts down when power is lost. The generator was repaired in 2016. Fans must be run in the rest rooms for ventilation.



The facility also has a room used by the Littleton Chamber of Commerce to present historic materials and 3 brochure racks.

<sup>28</sup> *Ibid.*, Vigue, e-mail dated February 1, 2016.

**Table 4-6-10: Goods, Information and Services Allowed Under FHWA**

Allowable Goods, Info & Services	Available at Littleton RA?	Condition
Vending Machines (food, beverages, & other items the state determines are appropriate such as health and beauty aids)	None	N/A
Pay Phones	Yes	Out of Order
Free Travel & Tourist Info	Yes	Good
Over the Counter Sales of:		
• Items promoting tourism in the state, limited to books, DVDs, and other media;	No	N/A
• Tickets for events or attractions in the state of a historical or tourism-related nature (including ski resort lift tickets);	No	N/A
• Travel-related info including maps, travel and coupon booklets; and	No	N/A
• Lottery machines	No	N/A
Advertising restricted to interior of the building, & must be limited to interest to the traveling public. A maximum of 60% of the advertising area is for paid advertisements, at least 40% shall be devoted free of charge	No	N/A
Free coffee which a donation may be made, but not required	No	N/A
Sponsorship of rest area operations and maintenance	No	N/A
Installation of signs that acknowledge the sponsorship of rest areas within rest area or along main traveled way	No	N/A
Wi-Fi service and computer charging stations	No	N/A
Display of NH goods and products. No sales allowed.	No	N/A

**Building and Site Condition**

The building is generally in good physical condition. However, there is poor ventilation in bathrooms because windows do not open. The outside building clapboards need to be repainted.

One access driveway on the west side of NH Route 18/135 serves both directions. The driveway serves both autos and over-size vehicles. Autos park in the north lot and over-size vehicles park in the south lot. Parking lot pavement condition is poor.

**ADA Review and Compliance**

A handicap accessibility survey was performed at the site in October of 2012 by NHDOT and DRED staff, and several issues were noted. According to ADA standards, the following additional items in the building need to be addressed:



- Objects protrude more than 4” into interior path of travel;
- No visual (strobe) fire alarms in toilet rooms,
- HC accessible bathrooms:
  - Inadequate floor space clearance on the handle side of the restroom door;
  - Restroom door closes too fast;
  - Stall door hardware mounted too high;
  - Inadequate side wall grab bars;
  - No pipe insulation under sinks;
  - HC mirrors mounted too high; and
  - Flush control not on open side of room (Women’s).
- Water fountain is not HC accessible; and
- Front outside door has abrupt level change (1” transition).

The handicap accessibility survey noted the following exterior issues that should be addressed:

- No van accessible parking spaces provided/labeled; and
- HC access aisles missing “NO PARKING” signs.

### ***Facility Exterior/Grounds***

Outside, although most of the landscaping is well maintained, some trees need trimming. Wood stairs will need maintenance soon and cracks in sidewalks need to be repaired. Satellite dish is not working. Outdoor water spigots and water fountains are turned off. A less remote location for the dog walk area should also be considered.

Parking surveys completed by DRED in June of 2015 indicate that sufficient automobile parking is available at the Littleton site during most months of the year. On a June weekday, parking utilization at Littleton site was zero percent. Peak month visitor counts suggest that automobile parking is well below capacity (36%) on peak month weekends. June 2015 survey data also suggests that oversize vehicle parking at the Littleton facility is currently 10% utilized on weekdays and zero percent on weekends. Weekday overnight oversized parking utilization data was also collected for selected facilities in June 2015. Overnight oversized parking utilization for Littleton Rest Area was zero percent.

The FHWA parking demand model was used to look at oversized vehicle parking supply and demand for both public and private facilities in this vicinity. The model was used to estimate existing (2015) and future (2035) parking demand along a 71-mile stretch of I-93 between VT state line and Exit 22 (Sanbornton). The combined public and private oversized parking supply within this stretch of I-93 is 5 spaces (5 at Littleton rest area and none at private facilities). The existing oversize vehicle parking demand is 26 vehicles, and the future demand is 29 vehicles, resulting in an overall deficit of 21 spaces in 2015, and a deficit of 24 spaces in 2035.

Pavement markings are faded and in poor condition and should be restriped.

### ***Public and Focus Group Comments***

- Public Comment
  - No comments received
- Focus Group
  - Complaints about facility closed in the winter. Suggested it be kept open on weekends in the winter for snowmobilers

### 4.6.3 Littleton Recommendations

Recommendations for the short-term (within 5 years) and long-term (beyond 5 years) are summarized below. Table 4-6-11 summarizes the recommendations. The ADA recommendations represent major items, but are not an all-inclusive list. ADA details are provided in the audits conducted by NHDOT that are provided in Appendix J. Statewide recommendations and details are provided in Section 8 of this report. It is noted that cost estimates provided are for planning purposes only and prior to allocating funding a more detailed analysis and estimate should be completed.

**Table 4-6-11: Summary of Littleton Recommendations**

	Recommendations	Cost Estimates
	<b>Maintenance and Repair</b>	
	<b>Short-term</b>	
1	Improve circulation system in rest rooms	\$10,000
2	Replace or repair wood stairs and sidewalk cracks	\$1,500
3	Restripe pavement markings	\$7,500
4	Relocate pet area to less remote location	\$5,000
5	Plow lot in winter for snowmobiles (yearly recurring cost)	\$7,830
6	Building paint	\$14,000
7	Window replacement in restrooms	\$1,500
8	Outdoor shed	\$5,000
	<b>Short-term Total</b>	<b>\$52,330</b>
	<b>Long-term</b>	
9	Repave parking lot	\$175,000
	<b>ADA</b>	
1	Relocate objects that protrude more than 4" into interior path of travel	
2	Provide visual (strobe) fire alarms in bathrooms, public use areas, and employee common-use areas	
3	HC accessible bathrooms:	
a.	Provide adequate floor space clearance on the handle side of the restroom door	
b.	Repair bathroom door that closes too fast	
c.	Remount stall door hardware mounted too high	
d.	Provide pipe insulation under sinks	
e.	Remount HC mirrors lower	
f.	Adjust flush control on open side of room (Women's).	
4	Make water fountain HC accessible	
5	"Repair front outside door that has abrupt level change (1" transition);"	
6	Provide/sign van accessible parking spaces	
7	Provide "NO PARKING" signs in HC access aisles	
8	Provide two automatic door openers	
9	Alternative – construct new separate family/ADA restroom	
	<b>ADA Total</b>	<b>\$10,000-\$11,000</b>
	<b>Client Focus</b>	
1	Add way finding signs from Interstate	\$2,000
2	Consider vending machines	TBD
3	Maintain as seasonal facility	\$0
4	Continue winter pilot program	\$29,246

## 4.7 North Conway/Intervale Rest Area



### 4.7.1 North Conway Site Data and Facility Attributes

Detailed site data was compiled via field inventories conducted by NHDOT, DRED and AECOM in June of 2015. Site data and facility attributes for the North Conway/Intervale Rest Area are summarized in Tables 4-7-1 to 4-7-7 and Figure 4-7-1 below.

**Table 4-7-1: Site Building and Layout Data**

<b>Location:</b>	On the west side of NH 16 just south of the Bartlett town line
<b>Access:</b>	2 exit/entry driveways accessible from both directions directly along NH 16
<b>Initial Opening:</b>	1967; Rebuilt 2007
<b>Construction Cost:</b>	\$58,409 (1967); \$2,600,000 (2007)
<b>Building Size:</b>	840 SF - parking area level 5,152 SF - lower level
<b>Structure/Construction:</b>	Granite and glass 2-floor facility; 1 elevator; asphalt roof; concrete pavers and viewfinders on rear patio Tile floor on the first floor; carpet downstairs; wallboard walls on both levels; a drop ceiling on the first floor; a metal ceiling downstairs; LEDs, halogen, fluorescent and track lighting; 1 fire place Building in overall good condition
<b>Renovations:</b>	1995 – ADA compliance 2007 – Facility removed and reconstructed
<b>Parking:</b>	1 area for both passenger & recreational vehicles

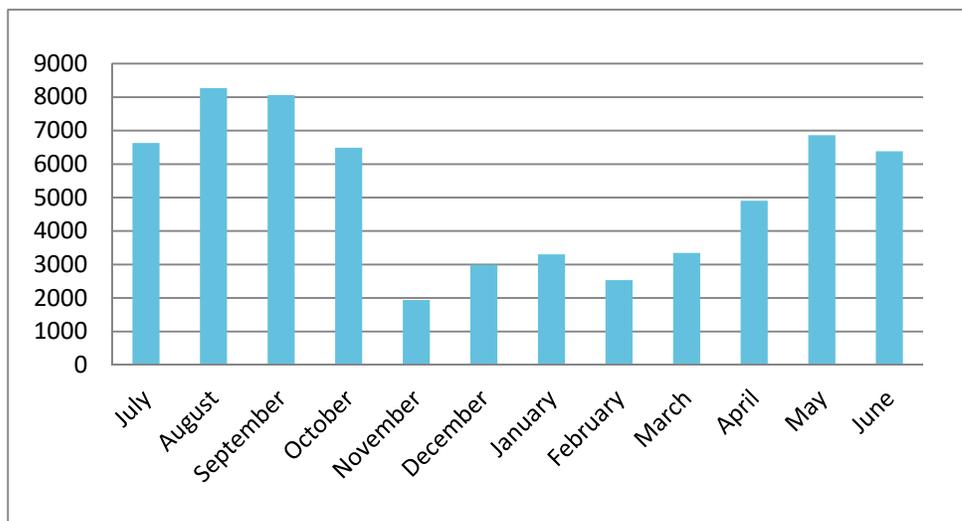
**Table 4-7-2: Site Operational Data**

<b>Hours of Operation:</b>	All Year, Thursday – Monday & Holidays, 10:00 AM to 6:00 PM
<b>Maintained by:</b>	DRED
<b>Staff:</b>	1 full-time and 4 part-time employees 1 employee working per shift
<b>Partners:</b>	Mt. Washington Valley Chamber New England Ski Museum
<b>Tourism Activities:</b>	Camping; hiking; fishing; hunting; golfing; bicycling; leaf peeping; outlet shopping; snowmobiling; and skiing
<b>Costs:</b>	Original construction cost: \$58,409 (1967) Total Expenditures FY 2015 = \$187,035 (39% personnel; 37% non-personnel; 24% admin) Cost per operating hour = \$89.92 Cost per visitor = \$3.03 Cost per square foot = \$31.21

**Table 4-7-3: Site Travel Data – FY 2015 and 2035**

	FY 2015	2035 Projections
Mainline Traffic Volume (NH 16 NB/SB) – Weekday Daily:	13,757	15,900
Mainline Traffic Volume (NH 16 NB/SB) – Weekend Daily:	14,844	17,100
RA Visitors:	61,717	71,000
Average Daily RA Visitors:	237	273
Entering Traffic Volume – Average Weekday:	688 (5% capture rate)	790
Entering Traffic Volume – Average Weekend:	1,070 (7% capture rate)	1,200

**Figure 4-7-1: North Conway Rest Area Monthly Visitor Totals – FY 2015**



**Table 4-7-4: Interior Site Amenities**

<b>Telephone, Fax, Computer with Internet:</b>	Yes
<b>Brochure Racks:</b>	216 Single size, wall rack (built-in slots are tight for standard brochures) 6 Storage drawers 5 Floor racks Relief maps downstairs 2 Highway map boxes outside (empty)
<b>Benches:</b>	5 (lower level)
<b>Water Fountain:</b>	2 (lower level)
<b>Restrooms:</b>	Men (4 stalls, 4 urinals, 4 sinks (1 is HC), 2 hand dryers, 1 baby changing station) Women (10 stalls, 4 sinks (1 is HC), 2 dryers, 1 baby changing station) 2 ADA Rooms on ground level 1 Employee bathroom
<b>Employee Kitchenette:</b>	No

**Table 4-7-5: Exterior Site Amenities**

<b>Landscaping:</b>	Needs maintenance
<b>Porta Toilets:</b>	2 (Neither are HC)
<b>Vending Machines:</b>	None
<b>Picnic Tables:</b>	8 (1 is HC)
<b>Pet Walk Area:</b>	Yes (small designated sand area)
<b>Payphones:</b>	1
<b>Trash:</b>	In entryway
<b>Signage:</b>	Way finding; hours of operation; building and site restrictions
<b>Benches:</b>	2 on patio

**Table 4-7-6: Site Utilities and Security**

<b>Exterior Poles:</b>	4 dual heads; 6 single; 4 pedestrian; 6 bollards
<b>Luminary Type:</b>	Mercury (7 to 11 kW)
<b>Energy Efficient:</b>	No
<b>Auxiliary Power:</b>	Yes
<b>HVAC:</b>	2 Oil tanks; boiler in utility room; forced hot water baseboard; radiant floor heat; Air Conditioning; Computerized HVAC (must be operated off-site)
<b>Sewage:</b>	Septic system with pump system
<b>Water:</b>	Municipal
<b>Security Cameras:</b>	None
<b>Panic Button:</b>	None
<b>Fire Alarms:</b>	Yes
<b>Defibrillator:</b>	Yes, automated external defibrillator (in office)

**Table 4-7-7: Site Parking Data**

Type of Parking	Number of Spaces
Automobile:	41
Handicap:	4 additional
Recreational:	6
Bike racks	2 (5 spaces each)

Results from the July 2015 driver survey are shown in Table 4-7-8.

**Table 4-7-8: Driver Survey Results**

<b>Total Respondents:</b>	29
<b>O/D Info:</b>	52% of trips originated in NH 45% of trips destined for NH; 38% internal trips (NH to NH) approx. 41% "through" trips
<b>Age Range:</b>	56% over 60 26% ages 30-49 15% ages 50-60
<b>Gender:</b>	50% male 50% female
<b>Vehicle Type:</b>	93% passenger car, van or pick-up 7% motorcycle or other
<b>Vehicle Occupancy:</b>	93% passenger car, van or pick-up 7% motorcycle or other
<b>Trip Purpose:</b>	63% vacation/entertainment 37% work/business, personal business, shopping, or other
<b>Reason for Stopping:</b>	77% bathrooms 62% travel information 23% rest/sleep
<b>Services Rating:</b>	96-100% "Good" or "Very Good" for all categories except vending machine choices (not available) and outside grounds (85%)
<b>Frequency of Visits:</b>	26% never been 26% visit once/year or less 17% visit once/week or more
<b>Suggested Services:</b>	18% want Wi-Fi 18% want improved traveler/tourist information 15% want improved picnic areas 15% want phone/computer charging stations

**NOTES:**

Results may not total 100% because respondents selected more than one choice for some questions. For example, for "Reason for Stopping", a respondent may have indicated they stopped for bathrooms, travel information, and rest/sleep.

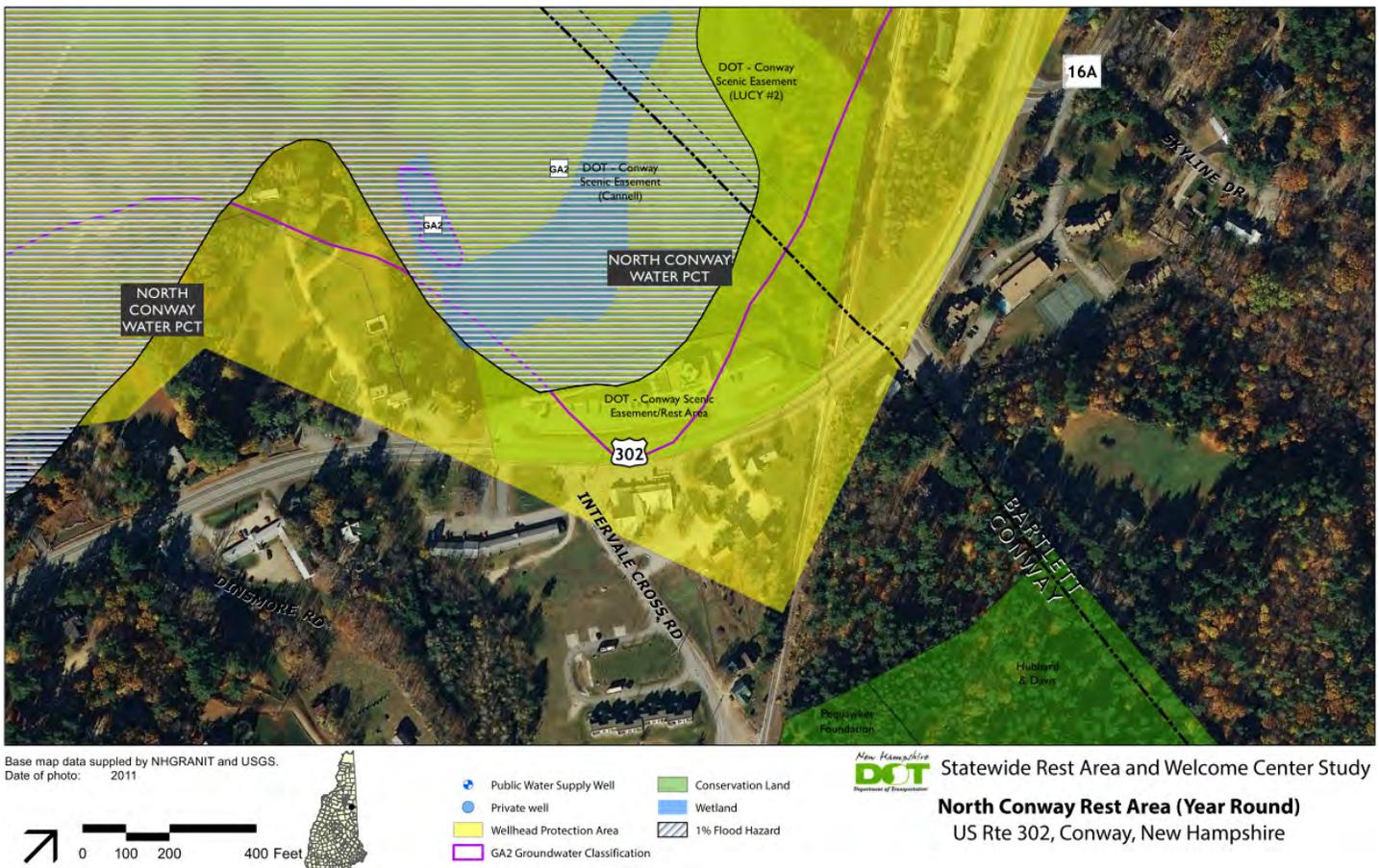
For "O/D Info", only the highest trip types are presented for origins, destinations, internal and through trips. The percentages for these trip types do not total 100% because these are separate categories and not comparable.

### Environmental Conditions and Resources

Potential areas with wetland and water resources, conservation lands, flooding, waste or pollutants in the vicinity of the North Conway facility were identified and are shown in Figure 4-7-2.

The figure shows that the North Conway Rest Area is located within the Conway Scenic Easement (conservation land) and a Wellhead Protection Area. A 1% flood hazard area and groundwater resources classified as GA2 are also located in the immediate vicinity of this rest area. A 1% annual chance flood (or base flood) has a 1% annual chance of being equaled or exceeded in any given year. No supply wells were identified.

**Figure 4-7-2: Environmental Resources – North Conway Rest Area**



### 4.7.2 North Conway Site Issues and Needs

Categories of specific issues and needs for the North Conway Rest Area include geographic spacing, building and services, and site layout and amenities. These topics are discussed below.

#### Geographic Spacing of Facilities

North Conway Rest Area is located approximately 12 miles north of the Fryeburg Visitor Information Center on US 302 in Maine.

## Building and Services

FHWA regulations restrict goods, information and services that can be distributed at each RA/WIC. A summary of allowable goods, information and services at the North Conway is provided in Table 4-7-9.

**Table 4-7-9: Goods, Information and Services Allowed Under FHWA**

Allowable Goods, Info & Services	Available at North Conway RA?	Condition
Vending Machines (food, beverages, & other items the state determines are appropriate)	None	N/A
Pay Phones	Yes	Good
Free Travel & Tourist Info	Yes	Good
Over the Counter Sales of: <ul style="list-style-type: none"> <li>Items promoting tourism in the state, limited to books, DVDs, and other media;</li> <li>Tickets for events or attractions in the state of a historical or tourism-related nature (including ski resort lift tickets);</li> <li>Travel-related info including maps, travel and coupon booklets; and</li> <li>Lottery machines</li> </ul>	No No No No	N/A N/A N/A N/A
Advertising restricted to interior of the building, & must be limited to interest to the traveling public. A maximum of 60% of the advertising area is for paid advertisements, at least 40% shall be devoted free of charge	No	N/A
Free coffee which a donation may be made, but not required	No	N/A
Sponsorship of rest area operations and maintenance	No	N/A
Installation of signs that acknowledge the sponsorship of rest areas within rest area or along main traveled way	No	N/A
Wi-Fi service and computer charging stations	No	N/A
Display of NH goods and products. No sales allowed.	No	N/A

The Federal Law (U.S.C Title 23 Section 111) will not permit automotive service stations or other commercial establishments for serving motor vehicle users to be constructed or located on the rights-of-way of the Interstate System. Commercial enterprises in existence before January 1, 1960 are exempt. FHWA has indicated that there are no specific laws or regulations that address rest areas on Non-Interstate, federally funded highways.<sup>29</sup> 23 C.F.R 1.23 states that right-of-way purchased with Federal Title 23 participation must be used exclusively for a highway purpose. Therefore, if Federal-aid highway funds were used to acquire the right-of-way for the roadway and/or adjoin rest area on any public road, that facility must be used for a highway purpose only.

The site amenities currently provided at the North Conway Rest Area are generally adequate, although the 2015 driver survey indicated that travelers would like to see Wi-Fi, improved traveler/tourist information, improved picnic areas, and phone/computer charging stations.

A section of the downstairs level is dedicated to a panel exhibit by the New England Ski Museum. The exhibit is not routinely rotated or maintained.

<sup>29</sup> *Ibid.*, Vigue, e-mail dated February 1, 2016.

The brochure racks cannot accommodate standard size materials.

A security system and fire alarm are not currently provided on the site.

Men's room toilets are visible from public area. The automatic toilet sensors often flush the toilets when no one has used them (as designed).

The computerized HVAC system was modified in 2016 so it can also be operated on-site.



Access and circulation is somewhat confusing since all amenities are on the lower level of building.

The facility has no kitchenette area. The outside door on first level was recently replaced to prevent snow from entering building.

### ***Building and Site Condition***

The building is generally in good physical condition.

The septic system in the site is a pump system. Debris gets caught in pump system because there are no screens.

There is an emergency eye wash provided on the site.

AC outlets are provided inside and outside.

Two access drives (one on each end of site) on north side US Route 302/NH Route 16 serving both entering and exiting traffic and both directions. Both driveways serve autos and over-size vehicles. Parking lot pavement condition is fair.

### ***ADA Review and Compliance***

A handicap accessibility survey was performed at the site in October of 2012 by NHDOT and DRED staff, and it was noted that the rest area generally met the ADA accessibility codes.

### ***Facility Exterior/Grounds***

The North Conway/Intervale Rest Area is a Designated Scenic View area. Some of the bases are missing on the coin operated viewers. Outside, landscape elements need maintenance. A shed is provided for maintenance equipment. Erosion is occurring next to the outdoor stairway. Some trees need trimming since trees block view of Mount Washington. Some concrete pavers on patio are damaged, broken and uneven and are a safety hazard and need to be repaired or replaced. Trash receptacles should be provided in the vicinity of the picnic areas. These have been added in 2016.

The irrigation system is broken and needs to be repaired.

Parking surveys completed by DRED in June of 2015 indicate that automobile parking available at the North Conway site is not sufficient during most months of the year. Peak month visitor parking surveys suggest that automobile parking is over capacity at the North Conway Rest Area, with 147% and 137% utilization on peak month weekdays and weekends, respectively. June 2015 survey data shows that oversize vehicle parking at the North Conway facility is currently over capacity with



100% utilized on weekdays and 133% on weekends. Weekday overnight oversized vehicle parking utilization survey was also performed in June 2015 at seven select locations. Overnight oversized vehicle parking utilization at North Conway/Intervale facility was 0%. It is noted that overnight parking for all vehicles is prohibited.

Steep cross slope in sidewalk in front of the facility needs to be redesigned.

**Public and Focus Group Comments**

- Public Comment
  - The North Conway facility should open earlier than 10 AM
- Focus Group
  - Open facilities earlier to catch travelers
  - Facilities that don't open until 10 AM miss tourists who start earlier

**4.7.3 North Conway Recommendations**

Recommendations for the short-term (within 5 years) and long-term (beyond 5 years) are summarized below. Table 4-7-10 summarizes the recommendations. The ADA recommendations represent major items, but are not an all-inclusive list. ADA details are provided in the audits conducted by NHDOT that are provided in Appendix J. Statewide recommendations and details are provided in Section 8 of this report. It is noted that cost estimates provided are for planning purposes only and prior to allocating funding a more detailed analysis and estimate should be completed.

**Table 4-7-10: Summary of North Conway (Intervale) Recommendations**

Recommendations		Cost Estimates
<b>Maintenance and Repair</b>		
<b>Short-term</b>		
1	Replace brochure rack	\$5,000
2	Provide doors or screening to rest rooms	\$2,000
3	Provide security system and fire alarm	\$7,000
4	Trim trees and maintain landscaping	\$20,000
5	Repair irrigation system	\$5,000
6	Repair/replace damaged patio concrete pavers	\$25,000
7	Provide filter system to prevent debris in sewer system	\$3,000
8	Replace septic pumps	\$10,000
9	Restripe pavement markings	\$5,000
<b>Short-term Total</b>		<b>\$82,000</b>
<b>Long-term</b>		
10	Explore partnering with, or sale of site, to US Forest Service or other entity. There may be restrictions on selling the property due to the federal funding that was used to develop the site.	TBD
<b>ADA</b>		
1	Replace one standard porta-toilet with one HC porta-toilet	
2	Redesign/repair steep cross slope in sidewalk in front of building	
3	Provide four automatic door openers	
4	Provide raised rubber mat at water fountain	
<b>ADA Total</b>		<b>\$20,000</b>
<b>Client Focus</b>		
1	Close for Fall/Winter and open 12 hours/day, 7 days/week in spring/summer	-\$50,000 annually
2	Provide a panel sign outside showing names of mountain peaks	\$5,000

The North Conway/Intervale RA/WIC is only open for 8 hours per day (10 AM to 6 PM) Thursday through Monday year round. The operating hours are not consistent with the other facilities in the system which are open for at least 12 hours per day. The 10 AM opening time is late for travelers and tourists, who are forced to use the porta-toilets before the facility opens. In addition, the facility is closed during Tuesdays and Wednesdays during the peak summer season. The average number of monthly visitors, 7,120, during the spring/summer months (May-October) for FY 2015 was over twice the average for winter months fall/winter (November-April), 3,170.

It is recommended that the State implement a pilot program to change the operating days and hours for the North Conway/Intervale RA/WIC. Four options were identified that focus on keeping the facility open longer hours during the peak season. The FY 2015 operating cost for North Conway/Intervale is approximately \$187,000. The four options and their estimated cost impacts include:

1. Closed in fall/winter, open for 12 hours a day, 5 days/week spring/summer (\$70,000 per year less than current operation);
2. Same as current operations (5 days/week) except for 12 hours/day (\$30,000 more per year than current operation);
3. Closed in fall/winter, open 12 hours a day, 7 days/week spring/summer (\$50,000 per year less than current operation);
4. Closed for Tuesday-Thursday during fall/winter and open 10 hours per day all other times (\$25,000 more per year than current operation).

It is recommended that Option 3 above be used for a pilot program at the North Conway/Intervale facility. This option will provide longer operating hours every day during the peak spring, summer, and fall seasons. The peak months for visitors at North Conway/Intervale for FY 2015 are May through October. The specific schedule of open and closed season and hours can be adjusted as necessary. Porta-toilets should be maintained year round. Visitor foot counts and costs should be monitored as part of the program.

## 4.8 Rumney Rest Area



### 4.8.1 Rumney Site Data and Facility Attributes

Detailed site data was compiled via field inventories conducted by NHDOT, DRED and AECOM in June of 2015. Site data and facility attributes for the Rumney Rest Area are summarized in Tables 4-8-1 to 4-8-7 below.

**Table 4-8-1: Site Building and Layout Data**

<b>Location:</b>	NH 25 west of the village area
<b>Access:</b>	2 enter/exit driveways accessible from both directions directly along the north side of NH 25
<b>Initial Opening:</b>	1966 (Building and parking lot are currently closed, parking area is open for river access)
<b>Construction Cost:</b>	\$90,000 (1966)
<b>Building Size:</b>	940 SF
<b>Structure/Construction:</b>	Wood clapboard 1-story structure; full foundation; asphalt roof; 3 skylights Tile floor; wood panel walls; wood beam ceiling with a ceiling fan; fluorescent lighting; a wood burning stove Building in fair condition, Front door needs repair
<b>Renovations:</b>	1987 – Building replaced
<b>Parking:</b>	1 area for both passenger & commercial/recreational vehicles

**Table 4-8-2: Site Operational Data**

<b>Hours of Operation:</b>	Closed
<b>Maintained by:</b>	NHDOT
<b>Staff:</b>	N/A
<b>Partners:</b>	None
<b>Tourism Activities:</b>	Camping; hiking; hunting; bicycling; leaf peeping; snowmobiling; skiing
<b>Costs:</b>	Original construction cost: \$90,000 (1966) Total Expenditures FY 2015 = N/A (N/A personnel; N/A non-personnel; N/A admin) Cost per operating hour = N/A Cost per visitor = N/A Cost per square foot = N/A

**Table 4-8-3: Site Travel Data – FY 2015 and 2035**

	FY 2015	2035 Projections
Mainline Traffic Volume (NH 25) – Weekday Daily:	4,300 (2013)	N/A
Mainline Traffic Volume (NH 25) – Weekend Daily:	N/A	N/A
RA Visitors:	35,000 (2008)	N/A
Average Daily RA Visitors:	N/A	N/A
Entering Traffic Volume – Average Weekday:	N/A	N/A
Entering Traffic Volume – Average Weekend:	N/A	N/A

**Table 4-8-4: Interior Site Amenities**

<b>Telephone, Fax, Computer with Internet:</b>	No
<b>Brochure Racks:</b>	None
<b>Benches:</b>	None
<b>Water Fountain:</b>	1
<b>Restrooms:</b>	Men (2 stalls, 2 urinals, 3 sinks, 2 dryers, 1 baby changing station, 1 HC toilet and sink) Women (3 stalls, 3 sinks, 2 dryers, 1 baby changing station, 1 HC toilet and sink, janitor’s sink) Handicapped (HC toilet and sink in each restroom)
<b>Employee Kitchenette:</b>	Yes

Table 4-8-5: Exterior Site Amenities

<b>Landscaping:</b>	Grass mowed once per season
<b>Porta Toilets:</b>	None
<b>Vending Machines:</b>	None
<b>Picnic Tables:</b>	1 picnic table on outside back deck (inaccessible); No other picnic tables provided; 2 old style outdoor grills provided
<b>Pet Walk Area:</b>	Yes
<b>Payphones:</b>	None
<b>Trash:</b>	1 trash receptacle outside (overflowing)
<b>Signage:</b>	Way finding; Building and site restrictions; Closed signage

Table 4-8-6: Site Utilities and Security

<b>Exterior Poles:</b>	None
<b>Luminary Type:</b>	None
<b>Energy Efficient:</b>	F34T12 fluorescent interior lighting
<b>Auxiliary Power:</b>	None
<b>HVAC:</b>	Oil (2 tanks); Furnace replaced 2005; Air conditioning
<b>Sewage:</b>	Septic System
<b>Water:</b>	Drilled well (newer water supply system); water spigot provided on side of building
<b>Security Cameras:</b>	None
<b>Panic Button:</b>	None
<b>Fire Alarms:</b>	None

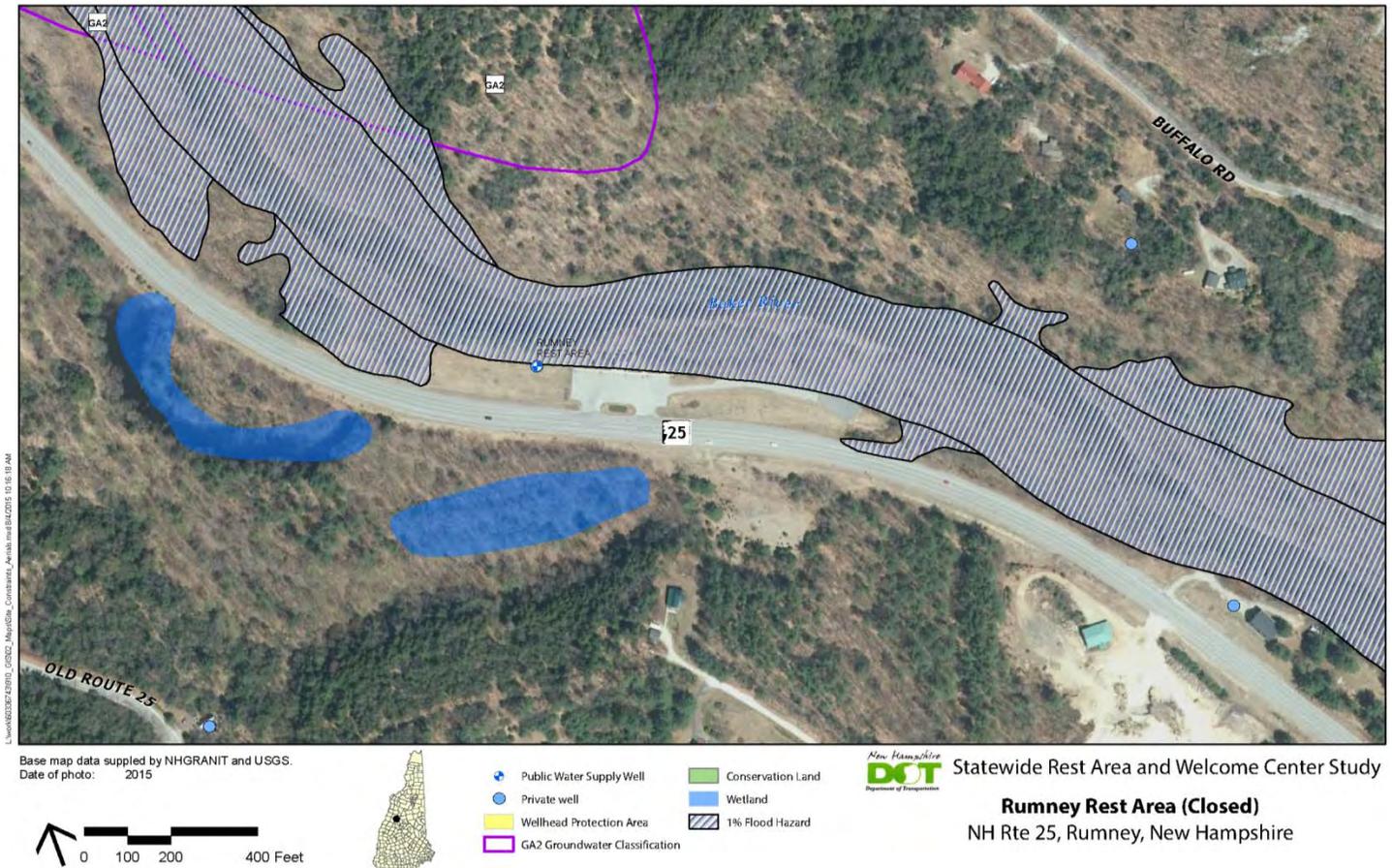
Table 4-8-7: Site Parking Data

Type of Parking	Number of Spaces
Automobile:	21
Handicap:	2 additional
Commercial/Recreational (trucks):	1

### ***Environmental Conditions and Resources***

Potential areas with wetland and water resources, conservation lands, flooding, waste or pollutants in the vicinity of the Rumney facility were identified and are shown in Figure 4-8-1.

Figure 4-8-1: Environmental Resources – Rumney Rest Area



The figure shows one public water supply well within the immediate vicinity of this rest area. This is the supply well that serves the Rumney rest area facility. The rest area is located within the 1% annual chance (100-year) flood hazard area associated with Baker River. A 1% annual chance flood (or base flood) has a 1% annual chance of being equaled or exceeded in any given year. Wetland resources were also identified in the vicinity of the rest area.

### 4.8.2 Rumney Site Issues and Needs

Categories of specific issues and needs for the Rumney Rest Area include geographic spacing, building and services, and site layout and amenities. These topics are discussed below.

#### **Geographic Spacing of Facilities**

N/A

#### **Building and Services**

Because the facility is closed there are no public amenities or services provided.

There are no security cameras, fire alarm or back-up power system in the facility.

### ***Building and Site Condition***

The front door cannot be easily locked from the outside. Electric power is currently turned on.

Two access drives (one on each end of site) on north side NH Route 25 serving both entering and exiting traffic and both directions. Both driveways serve autos and over-size vehicles. A roadway connected to the parking lot provides access to a turnaround on the east end. Parking lot pavement condition is poor.

### ***ADA Review and Compliance***

A detailed ADA assessment is needed if the facility is reopened.



### ***Facility Exterior/Grounds***

Walkways are generally in good condition. The parking area of the facility is closed but not gated, allowing access to the Baker River. A turn-around is provided on-site for vehicles with boats on trailers. Snowmobile trails are located across the street. Location of this facility provides river and snowmobile trail access.

Signage on the building indicates that it is closed, but the facility could be an attractive nuisance with liability issues. Stairs and back deck are in disrepair. There is one trash can near the grill area, but trash service is not maintained. Overflowing trash could attract wild animals. No portable toilets are available. The grass looks to be mowed once per season. The Baker River historic sign on-site is in excellent condition.



### ***Public and Focus Group Comments***

- Public Comment
  - Can Rumney be re-opened?
- Focus Group
  - Tear down facilities if they are not to be re-opened

## **4.8.3 Rumney Recommendations**

Recommendations for the short-term (within 5 years) and long-term (beyond 5 years) are summarized below. Table 4-8-8 summarizes the recommendations. Statewide recommendations and details are provided in Section 8 of this report. It is noted that cost estimates provided are for planning purposes only and prior to allocating funding a more detailed analysis and estimate should be completed.

**Table 4-8-8: Summary of Rumney Recommendations**

	Recommendations	Cost Estimates
	<b>Maintenance and Repair</b>	
	<b>Short-term</b>	
1	Demolish existing building (NHDOT continue ownership and maintain grounds)	\$17,650
2	Plow snow	\$3,375
	<b>Short-term Total</b>	<b>\$21,025</b>
	<b>Long-term</b>	
3	Transfer property to other State agency to repurpose site as a recreation area	TBD
	<b>ADA</b>	
1	NA	NA
	<b>Client Focus</b>	
1	NA	NA

The State should demolish the existing Rumney rest area building. The cost to rebuild the facility would be cost prohibitive (\$1M+<sup>30</sup>). The minimum cost to renovate the existing structure and site if it were to be considered for re-opening is estimated at approximately \$242,000.<sup>31</sup> However, it may require additional cost to make the building and site ADA compliant. The estimated operations and maintenance cost to operate the rest area as a seasonal facility would be approximately \$32,000 (FY 2015) and approximately twice this figure to operate year-round. It is recommended that the building be demolished regardless of any other potential long-term action to repurpose the site.

In the long-term, the State should investigate the potential to repurpose the site as a recreational/picnic area and transfer to another State agency. The NHDOT procedure for disposal of surplus land is provided in Appendix F.

The reasons for these recommendations include: 1) the site is not a gateway location; 2) there are several opportunities for travelers to stop at private businesses in the area within 10 miles; 3) historic visitor volumes are low; and 4) it would be cost prohibitive to renovate or rebuild a new facility on this site.

<sup>30</sup> Building costs (\$1M) estimated based on NHDOT rates and assume standard finishes and construction. Additional amenities or higher end finishes would increase cost.

<sup>31</sup> Building renovation costs estimated based on NHDOT rates and assume standard finishes and construction. Additional amenities or higher end finishes would increase cost.

## 4.9 Salem Rest Area/Welcome Information Center



### 4.9.1 Salem Site Data and Facility Attributes

Detailed site data was compiled via field inventories conducted by NHDOT, DRED and AECOM in June of 2015. Site data and facility attributes for the Salem Rest Area and Welcome Center are summarized in Tables 4-9-1 to 4-9-7 and Figure 4-9-1 below.

**Table 4-9-1: Site Building and Layout Data**

<b>Location:</b>	I-93 NB just north of the MA state line
<b>Access:</b>	Exit/entry ramps directly from/to I-93 NB
<b>Initial Opening:</b>	1994
<b>Construction Cost:</b>	\$702,768 (1994)
<b>Building Size:</b>	5,500 SF
<b>Structure/Construction:</b>	Wood framed 1-story structure; stained wood shingles; asphalt roof; partial foundation Tile floor; wallboard walls; wood beam ceiling; LED track lights; 1 fire place Building needs some updates
<b>Renovations:</b>	2015 – Restroom improvements and exterior trim HVAC upgraded 2007 New vending shed
<b>Parking:</b>	3 separate areas, 2 for passenger vehicles & 1 for commercial/recreation vehicles

**Table 4-9-2: Site Operational Data**

<b>Hours of Operation:</b>	All Year, 24 hours/day
<b>Maintained by:</b>	DRED
<b>Staff:</b>	4 full-time and 5 part-time employees 2 employees working per shift (occasionally 1 during off peak periods (3 <sup>rd</sup> shift))
<b>Partners:</b>	Granite State Ambassadors
<b>Tourism Activities:</b>	Hiking; golfing; fishing; hunting; shopping; snowmobiling; cross country skiing
<b>Costs:</b>	Original construction cost: \$702,768 (1994) Total Expenditures FY 2015 = \$362,928 (68% personnel; 20% non-personnel; 12% admin) Cost per operating hour = \$41.43 Cost per visitor = \$1.05 Cost per square foot = \$65.99

**Table 4-9-3: Site Travel Data – FY 2015 and 2035**

	FY 2015	2035 Projections
Mainline Traffic Volume (I-93 NB) – Weekday Daily:	54,259	57,000
Mainline Traffic Volume (I-93 NB) – Weekend Daily:	50,064	52,600
RA Visitors:	345,916	364,000
Average Daily RA Visitors:	948	997
Entering Traffic Volume – Average Weekday:	925 (2% capture rate)	970
Entering Traffic Volume – Average Weekend:	865 (2% capture rate)	910

**Figure 4-9-1: Salem Rest Area Monthly Visitor Totals – FY 2015**

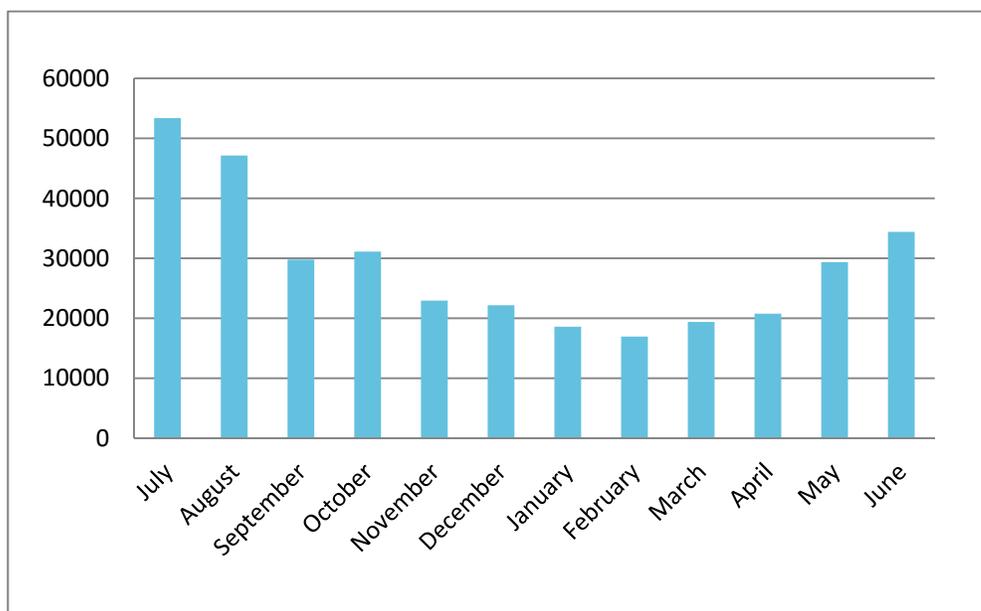


Table 4-9-4: Interior Site Amenities

<b>Telephone, Fax, Computer w/Internet:</b>	Yes
<b>Brochure Racks:</b>	32 Single size, behind counter 32 Counter racks 180 Wall racks 3 Kiosks (60) 10 Floor racks Comment box Relief map
<b>Benches:</b>	2 benches and 2 Adirondack chairs
<b>Water Fountain:</b>	2
<b>Restrooms:</b>	Men (6 stalls (1 is HC), 6 urinals, 8 sinks, 5 dryers, 1 baby changing station) Women (14 stalls (1 is HC), 8 sinks, 5 dryers, 1 baby changing station) Handicapped (1 toilet and sink in each restroom) Unisex bathroom to use for temporary cleaning of main bathrooms (5 stalls (1 is HC), 4 sinks, 2 dryers)
<b>Employee Kitchenette:</b>	Yes
<b>Locker</b>	Employee locker in the office

Table 4-9-5: Exterior Site Amenities

<b>Landscaping:</b>	Needs maintenance
<b>Porta Toilets:</b>	None
<b>Vending Machines:</b>	coffee/hot chocolate machine, 6-beverage machines, 3 snack machines, 1 ice cream machine, 1 change machine; 1 lottery
<b>Picnic Tables:</b>	16 (1 is HC)
<b>Pet Walk Area:</b>	Yes
<b>Payphones:</b>	2
<b>Trash:</b>	1 dumpster; 2 trash receptacles
<b>Signage:</b>	Way finding; hours of operation; building and site restrictions
<b>Water Fountain:</b>	1 outside fountain (not working)

**Table 4-9-6: Site Utilities and Security**

<b>Exterior Poles:</b>	19 vehicular post-mounted with adequate coverage (14 single, 5 double heads); 18 pedestrian
<b>Luminary Type:</b>	Sodium vapor
<b>Energy Efficient:</b>	No
<b>Auxiliary Power:</b>	Life safety system; Southworth Milton Olympian Power system, Model 93A046625, 10 kW capable of powering sewage and sump pumps, a few lights in basement and heating system (undersized)
<b>HVAC:</b>	Oil fired hot air; 2 oil tanks; 2 boiler; Air Conditioning
<b>Sewage:</b>	Municipal sewer
<b>Water:</b>	Municipal water
<b>Defibrillator:</b>	Yes, automated external defibrillator (in office)
<b>Security Cameras:</b>	Exterior security cameras (not connected) to discourage vandalism State Police office onsite
<b>Panic Button:</b>	None
<b>Fire Alarms:</b>	Yes, in the main building, not vending
<b>Sprinklers:</b>	Yes, in boiler room

**Table 4-9-7: Site Parking Data**

Type of Parking	Number of Spaces
Automobile:	179
Handicap:	6 (1 is van accessible)
Commercial/Recreational (trucks):	32 commercial truck spaces

Results from the July 2015 driver survey are shown in Table 4-9-8.

**Table 4-9-8: Driver Survey Results**

<b>Total Respondents:</b>	311
<b>O/D Info:</b>	70% of trips originated in MA 76% of trips destined for NH approx. 22% “through” trips
<b>Age Range:</b>	37% over 60 25% ages 50-60 29% ages 30-49
<b>Gender:</b>	48% male 52% female
<b>Vehicle Type:</b>	84% passenger car, van or pick-up 7% motorcycle
<b>Vehicle Occupancy:</b>	67% 1 or 2 persons/vehicle 26% 3-4 persons/vehicle
<b>Trip Purpose:</b>	66% vacation/entertainment 17% work/business
<b>Reason for Stopping:</b>	87% bathrooms 21% rest/sleep 17% travel information
<b>Services Rating:</b>	97-98% “Good” or “Very Good” for all categories except bathroom cleanliness (93%) and vending machine choices (88%)
<b>Frequency of Visits:</b>	32% visit 2-11 times/year 30% never been 15% visit once/year or less
<b>Suggested Services:</b>	18% want Wi-Fi 18% want greater variety of food choices 13% want improved traveler/tourist info

**NOTES:**

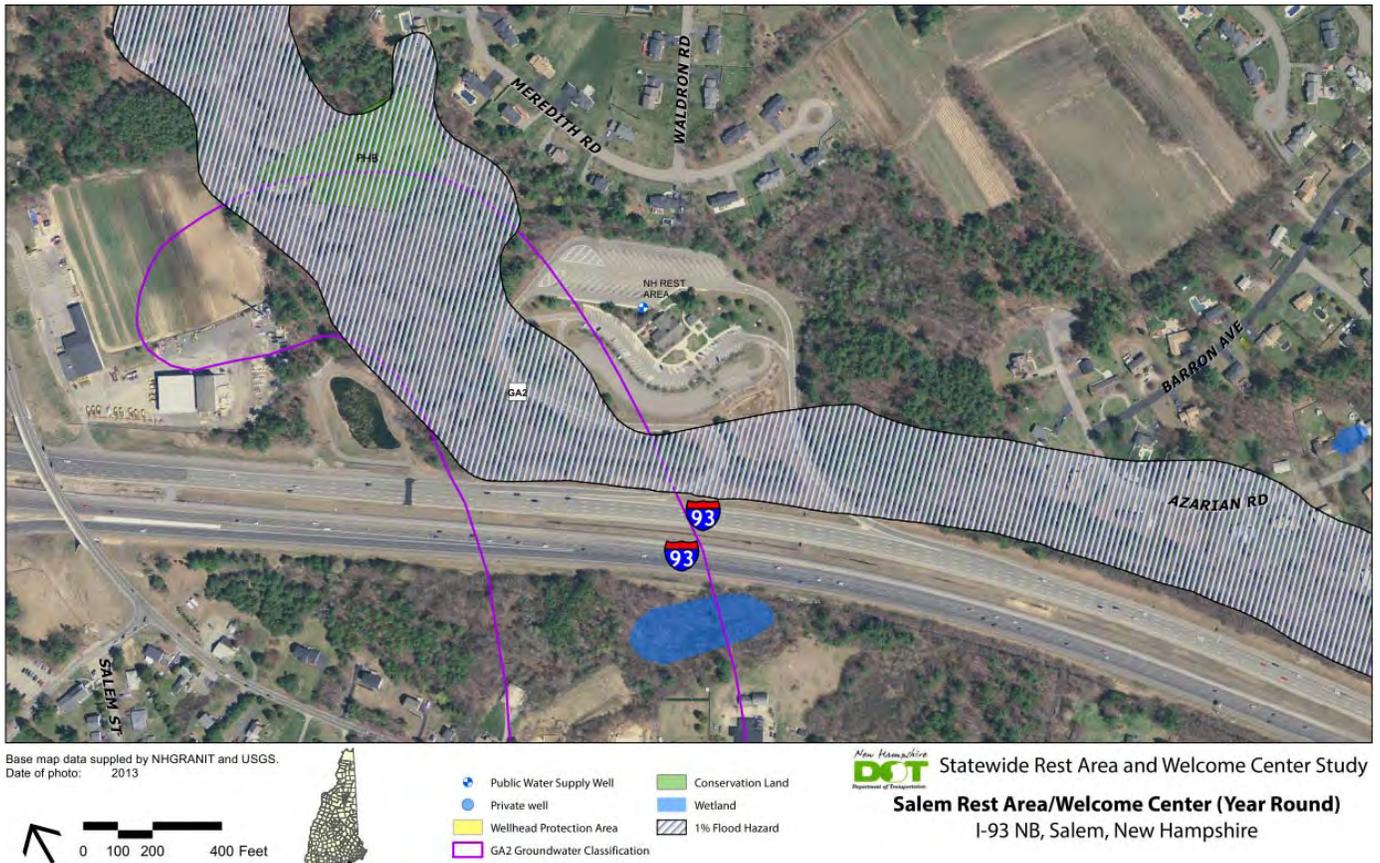
Results may not total 100% because respondents selected more than one choice for some questions. For example, for “Reason for Stopping”, a respondent may have indicated they stopped for bathrooms, travel information, and rest/sleep.

For “O/D Info”, only the highest trip types are presented for origins, destinations, internal and through trips. The percentages for these trip types do not total 100% because these are separate categories and not comparable.

***Environmental Conditions and Resources***

Potential areas with wetland and water resources, conservation lands, flooding, waste or pollutants in the vicinity of the Salem facility were identified and are shown in Figure 4-9-2.

Figure 4-9-2: Environmental Resources – Salem Rest Area



The figure shows one public water supply well within the immediate vicinity of this rest area. This is the supply well that serve the Salem rest area facility. The site is located in close proximity to 1% annual chance (100-year) flood hazard area. A 1% annual chance flood (or base flood) has a 1% annual chance of being equaled or exceeded in any given year. One conservation land and one wetland were also identified in near the site.

### 4.9.2 Salem Site Issues and Needs

Categories of specific issues and needs for the Salem Rest Area include geographic spacing, building and services, and site layout and amenities. These topics are discussed below.

#### Geographic Spacing of Facilities

Salem Rest Area is located 29.4 miles south of the Hooksett northbound facility, and 17 miles north of the Chelmsford, Massachusetts Rest Area. The distance between Salem and Hooksett facilities is within the federal guideline of 60 miles.

#### Building and Services

FHWA regulations restrict goods, information and services that can be distributed at each RA/WIC. A summary of allowable goods, information and services at the Salem is provided in Table 4-9-9.

**Table 4-9-9: Goods, Information and Services Allowed under FHWA**

Allowable Goods, Info & Services	Available at Salem RA?	Condition
Vending Machines (food, beverages, & other items the state determines are appropriate such as health and beauty aids)	Yes	Good
Pay Phones	Yes	Good
Free Travel & Tourist Info	Yes	Good
Over the Counter Sales of: <ul style="list-style-type: none"> <li>• Items promoting tourism in the state, limited to books, DVDs, and other media;</li> <li>• Tickets for events or attractions in the state of a historical or tourism-related nature (including ski resort lift tickets);</li> <li>• Travel-related info including maps, travel and coupon booklets; and</li> <li>• Lottery machines</li> </ul>	No No No Yes	N/A N/A N/A Good
Advertising restricted to interior of the building, & must be limited to interest to the traveling public. A maximum of 60% of the advertising area is for paid advertisements, at least 40% shall be devoted free of charge	No	N/A
Free coffee which a donation may be made, but not required	No	N/A
Sponsorship of rest area operations and maintenance	No	N/A
Installation of signs that acknowledge the sponsorship of rest areas within rest area or along main traveled way	No	N/A
Wi-Fi service and computer charging stations	No	N/A
Display of NH goods and products. No sales allowed.	No	N/A

The Federal Law (U.S.C Title 23 Section 111) will not permit automotive service stations or other commercial establishments for serving motor vehicle users to be constructed or located on the rights-of-way of the Interstate System. Commercial enterprises in existence before January 1, 1960 are exempt. FHWA has indicated that there are no specific laws or regulations that address rest areas on Non-Interstate, federally funded highways.<sup>32</sup> 23 C.F.R 1.23 states that right-of-way purchased with Federal Title 23 participation must be used exclusively for a highway purpose. Therefore, if Federal-aid highway funds were used to acquire the right-of-way for the roadway and/or adjoin rest area on any public road, that facility must be used for a highway purpose only.

The site amenities currently provided at the Salem Rest Area are generally adequate, although the 2015 driver survey indicated that travelers would like to see Wi-Fi, a greater variety of food choices, and better tourist/traveler information.



The facility has an exterior security camera to discourage vandalism but it is not connected. There is no fire alarm in the vending buildings.

<sup>32</sup> *Ibid.*, Vigue, e-mail dated February 1, 2016.

### ***Building and Site Condition***

The building was constructed in 1990s. Trim work around windows was recently completed. New tile is provided in the bathrooms. Bathroom fixtures need periodic replacing due to heavy use. Interior lights are being replaced with LED lights.

Single entrance and exit ramps on I-93 NB serve both autos and over-size vehicles. The entrance ramp roadway splits to provide separate access for autos to the south lot and over-size vehicles to the north lot. Wide loads are prohibited. Parking lot pavement condition is fair.

### ***ADA Review and Compliance***

A handicap accessibility survey was performed at the site in October of 2012 by NHDOT and DRED staff, and several issues were noted. According to ADA standards, the following additional items in the building need to be addressed:

- Service counter is not HC accessible;
- Objects protrude more than 4" into the path of travel;
- Telephone is not HC accessible;
- Missing sign noting that TTY is available for telephone;
- Interior signs missing Braille;
- In spare bathroom: Flush control for HC stall located on closed side of room; No pipe insulation under sink; HC mirrors mounted too high; and
- Sink not HC accessible in staff break room/kitchen.

The handicap accessibility survey noted the following exterior issues that should be addressed:

- Exterior path of travel to entrance has cross-slope greater than 2%;
- HC parking spaces on the east side are not sufficiently wide;
- East side curb has abrupt change in level (1-1.5" transition to parking lot);
- HC access aisles missing "NO PARKING" signs; and
- Sidewalk/street transitions missing detectable warning strips (raised bumps).

### ***Facility Exterior/Grounds***

Outside, landscaping needs maintenance and some trim needs painting. Several used hypodermic needles were found scattered on edge of parking areas.

There are two wildflower areas outside. The site is closed to wide load vehicles.

Parking surveys completed by DRED in June of 2015 indicate that sufficient automobile parking is available at the Salem site during most months of the year. Peak month visitor counts suggest that automobile parking is well below capacity (18%) on peak month weekends. June 2015 survey data also suggests that oversized vehicle parking at the Salem facility is currently within 31% utilized on weekdays and 19% on weekends. Weekday overnight oversized vehicle parking utilization survey was also performed at seven select locations in June 2015. Overnight oversized vehicle parking utilization at Salem Rest Area was well below capacity (69%).



The FHWA parking demand model was used to look at oversized vehicle parking supply and demand for both public and private facilities in this vicinity. The model was used to estimate existing (2015) and future (2035)

parking demand along a 35-mile stretch of I-93 northbound between the MA state line to the I-89 Interchange. The combined public and private oversized parking supply within this stretch of I-93 is 91 spaces (48 at Salem and 43 at private facilities). The existing oversize vehicle parking demand is 86 vehicles, and the future demand is 96 vehicles, resulting in an overall surplus of 5 spaces in 2015, and a deficit of 5 spaces in 2035.

Pavement markings are in poor condition and should be restriped. Walkways are generally in good condition.

The ramp exiting the site onto I-93 northbound has a sharp curve that cannot accommodate oversized vehicles. As a result, the roadway, curbing and guardrail are often struck and damaged by large vehicles.

Truck spaces and aisles are not sized to current standards and usage. Truck parking spaces should be restriped and resized.

The former pay phone shed is now used for maintenance equipment. A new vending machine shed has been provided.

### **4.9.3 Salem Recommendations**

Recommendations for the short-term (within 5 years) and long-term (beyond 5 years) are summarized below. Table 4-9-10 summarizes the recommendations. The ADA recommendations represent major items, but are not an all-inclusive list. ADA details are provided in the audits conducted by NHDOT that are provided in Appendix J. Statewide recommendations and details are provided in Section 8 of this report. It is noted that cost estimates provided are for planning purposes only and prior to allocating funding a more detailed analysis and estimate should be completed.

**Table 4-9-10: Summary of Salem Recommendations**

	Recommendations	Cost Estimates
	<b>Maintenance and Repair</b>	
	<b>Short-term</b>	
1	Replace rest rooms fixtures and install auto flush sensors	\$90,000
2	Provide interior security system and fire alarm	\$7,000
3	Maintain landscaping	\$5,000
4	Restripe pavement markings and resize truck parking spaces	\$5,000
5	Repair/reconstruct pavement, curb, catch basin and guard rail on exit ramp to I-93 north	\$25,000
6	Building paint	\$20,000
7	Replace roof	\$38,500
	<b>Short-term Total</b>	<b>\$190,500</b>
	<b>Long-term</b>	
8	Reconstruct exit ramp to accommodate large vehicles	\$150,000
	<b>ADA</b>	
1	Adjust service counter that is not HC accessible	
2	Move objects that protrude more than 4" into the path of travel	
3	Make telephone HC accessible	
4	Provide sign noting that TTY is available for telephone	
5	Provide Braille on interior signs	
6	HC accessible bathroom stalls	
a.	Provide stall door handles on both sides	
b.	Mount stall door hardware lower	
c.	Mount HC mirrors lower	
d.	Adjust flush control on open side of room (Women's)	
e.	Provide pipe insulation under sink (Women's)	
7	In spare bathroom	
a.	Adjust flush control on open side of room	
b.	Provide pipe insulation under sink	
c.	Mount HC mirrors lower	
d.	Make sink HC accessible in staff break room/kitchen	
8	Re-grade exterior path to entrance	
9	Re-stripe HC parking spaces on the east side that are not sufficiently wide	
10	Reset east side curb that has abrupt change in level (1-1.5" transition to parking lot)"	
11	Provide HC access aisles "NO PARKING" signs	
12	Provide missing detectable warning strips at sidewalk/street transitions	
13	Provide four automatic door openers	
	<b>ADA Total</b>	<b>\$14,000-\$22,000</b>
	<b>Client Focus</b>	
1	NA	NA

## 4.10 Sanbornton Rest Area



### 4.10.1 Sanbornton Site Data and Facility Attributes

Detailed site data was compiled via field inventories conducted by NHDOT, DRED and AECOM in June of 2015. Site data and facility attributes for the Sanbornton Rest Area are summarized in Tables 4-10-1 to 4-10-7 and Figure 4-10-1 below.

**Table 4-10-1: Site Building and Layout Data**

<b>Location:</b>	I-93 SB 1 mile south of Exit 22
<b>Access:</b>	Exit/entry ramps directly from/to I-93 SB
<b>Initial Opening:</b>	1965; Rebuilt in new location 1984
<b>Construction Cost:</b>	\$ 233,444 (1984)
<b>Building Size:</b>	1,560 SF
<b>Structure/Construction:</b>	Wood clapboard structure on a slab (constrained by a ledge); 1-story structure; asphalt roof Tile floor; wood wall panel; drop ceiling; a wood burning stove in a fireplace; fluorescent lights; no basement do to ledge Building in overall good condition Storage building in poor condition
<b>Renovations:</b>	1984 – Building enlarged 1993 – A dog walk added 2015 – ADA restroom improvements; replaced wood stove 2016 – Installed security and fire alarms
<b>Parking:</b>	1 shared area for both passenger & commercial/recreational vehicles

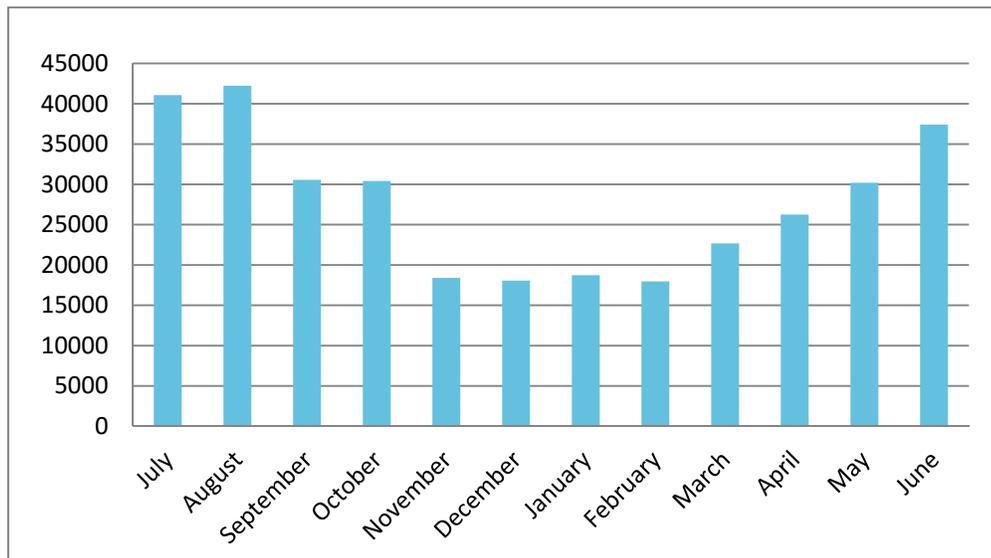
**Table 4-10-2: Site Operational Data**

<b>Hours of Operation:</b>	All Year, 8:00 AM to 8:00 PM
<b>Maintained by:</b>	DRED
<b>Staff:</b>	0 full-time and 6 part-time employees 1 employee working per shift
<b>Partners:</b>	None
<b>Tourism Activities:</b>	Camping; water sports; boating; fishing; hunting; hiking; golfing; bicycling; leaf peeping; snowmobiling; skiing; and shopping (outlets Exit 20)
<b>Costs:</b>	Original construction cost: \$233,444 (1984) Total Expenditures FY 2015 = \$154,331 (45% personnel; 26% non-personnel; 29% admin) Cost per operating hour = \$35.24 Cost per visitor = \$0.46 Cost per square foot = \$98.93

**Table 4-10-3: Site Travel Data – FY 2015 and 2035**

	FY 2015	2035 Projections
Mainline Traffic Volume (I-93 SB) – Weekday Daily:	12,583	14,500
Mainline Traffic Volume (I-93 SB) – Weekend Daily:	18,802	21,700
RA Visitors:	334,006	383,000
Average Daily RA Visitors:	915	1,049
Entering Traffic Volume – Average Weekday:	606 (5% capture rate)	700
Entering Traffic Volume – Average Weekend:	812 (4% capture rate)	930

**Figure 4-10-1: Sanbornton Rest Area Monthly Visitor Totals – FY 2015**



**Table 4-10-4: Interior Site Amenities**

<b>Telephone, Fax, Computer with Internet:</b>	Yes
<b>Brochure Racks:</b>	6 Brochure racks 1 Rack in back of desk Magazine racks
<b>Benches:</b>	1
<b>Water Fountain:</b>	1
<b>Restrooms:</b>	Men (2 stalls, 1 HC toilet, 4 urinals, 3 sinks (auto), 2 dryers, 1 baby changing station) Women (6 stalls, 1 HC toilet, 3 sinks (auto), 2 dryers, 1 baby changing station) Handicapped (1 stall each for men and women)
<b>Employee Kitchenette:</b>	Yes

**Table 4-10-5: Exterior Site Amenities**

<b>Landscaping:</b>	Good
<b>Porta Toilets:</b>	3 (1 is HC) located in parking spaces
<b>Vending Machines:</b>	5 drink, snack and coffee located inside shed building
<b>Picnic Tables:</b>	4 (new tables installed in 8/15)
<b>Pet Walk Area:</b>	Yes (remote location, too practical for use)
<b>Payphones:</b>	1 and 1 empty payphone shell
<b>Trash:</b>	1 dumpster; 1 trash can in vending shed
<b>Signage:</b>	Way finding; hours of operation; building and site restrictions
<b>Lottery:</b>	1 in main building

**Table 4-10-6: Site Utilities and Security**

<b>Exterior Poles:</b>	4 vehicle; 6 pedestrian
<b>Luminary Type:</b>	Mercury
<b>Energy Efficient:</b>	No
<b>Auxiliary Power:</b>	Yes
<b>HVAC:</b>	1 Oil tank in maintenance room; air to air heat exchanger
<b>Sewage:</b>	Septic system with leach field and pump station (2013)
<b>Water:</b>	Drilled well
<b>Security Cameras:</b>	Yes
<b>Panic Button:</b>	Installed 3/16
<b>Fire Alarms:</b>	No
<b>AC Outlets:</b>	In main building and outside
<b>Defibrillator:</b>	Yes, automated external defibrillator (in office)

**Table 4-10-7: Site Parking Data**

Type of Parking	Number of Spaces
Automobile:	44
Handicap:	4
Commercial/Recreational (trucks):	10
Camper/trailer	3

Results from the July 2015 driver survey are shown in Table 4-10-8.

**Table 4-10-8: Driver Survey Results**

<b>Total Respondents:</b>	270
<b>O/D Info:</b>	63% of trips originated in NH 63% of trips destined for NH 47% internal trips (NH to NH) approx. 21% “through” trips
<b>Age Range:</b>	36% over 60 27% ages 50-60 28% ages 30-49
<b>Gender:</b>	45% male 55% female
<b>Vehicle Type:</b>	91% passenger car, van or pick-up 4% motorcycle 5% bus, truck, or other
<b>Vehicle Occupancy:</b>	76% 1 or 2 persons/vehicle 22% 3-4 persons/vehicle
<b>Trip Purpose:</b>	56% vacation/entertainment 15% work/business 11% personal business 10% shopping
<b>Reason for Stopping:</b>	91% bathrooms 18% rest/sleep 14% travel information
<b>Services Rating:</b>	97-99% “Good” or “Very Good” for all categories except outside grounds (96%) and vending machine choices (92%)
<b>Frequency of Visits:</b>	29% visit 2-11 times/year 26% never been 20% visit once/month or more
<b>Suggested Services:</b>	25% want Wi-Fi 25% want greater variety of food choices 14% want improved picnic areas 10% want improved traveler/tourist information

**NOTES:**

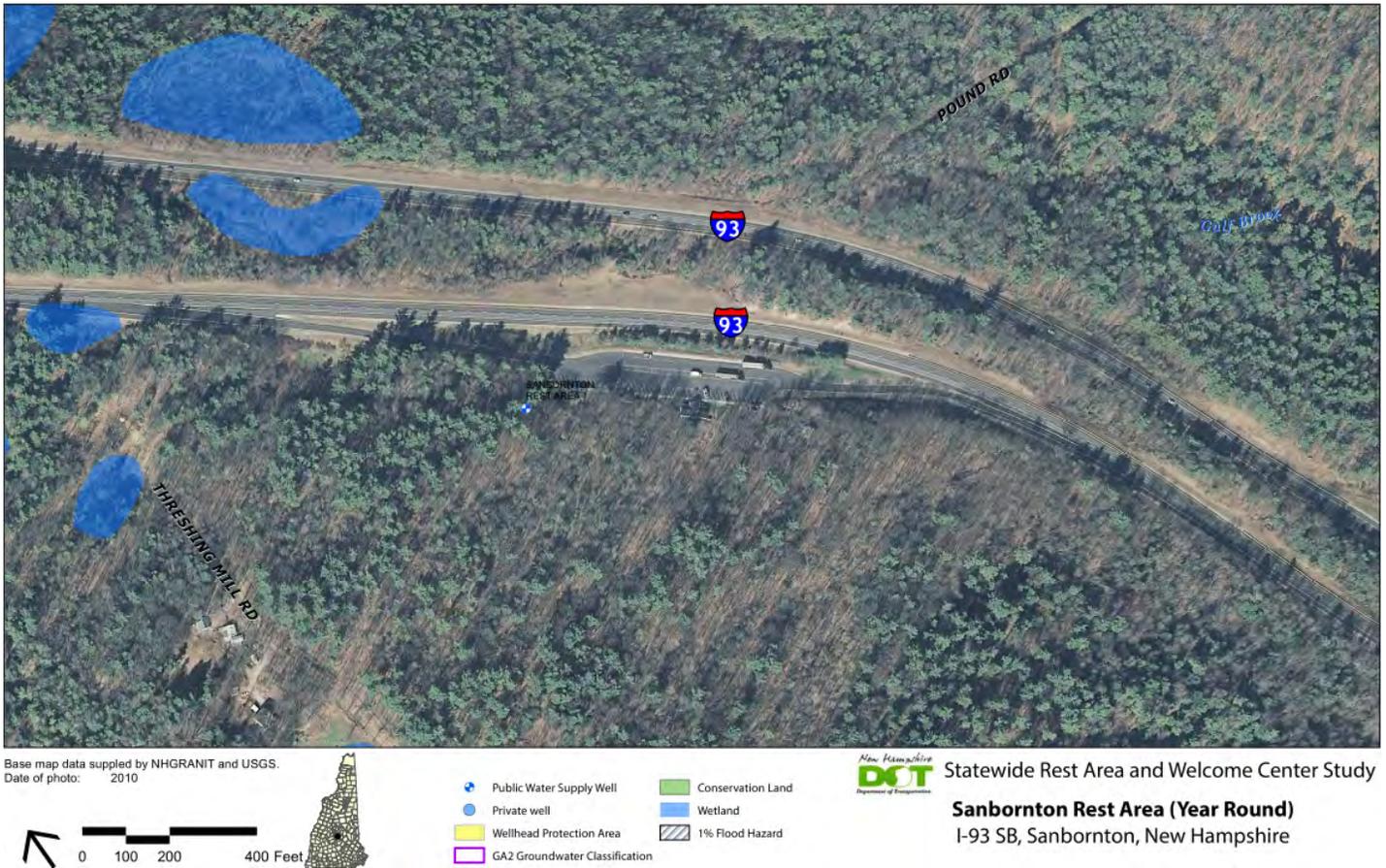
Results may not total 100% because respondents selected more than one choice for some questions. For example, for “Reason for Stopping”, a respondent may have indicated they stopped for bathrooms, travel information, and rest/sleep.

For “O/D Info”, only the highest trip types are presented for origins, destinations, internal and through trips. The percentages for these trip types do not total 100% because these are separate categories and not comparable.

### Environmental Conditions and Resources

Potential areas with wetland and water resources, conservation lands, flooding, waste or pollutants in the vicinity of the Sanbornton facility were identified and are shown in Figure 4-10-2.

**Figure 4-10-2: Environmental Resources – Sanbornton Rest Area**



The figure shows one public water supply well within the immediate vicinity of this rest area. This is the supply well that serves the Sanbornton rest area facility. Some areas of wetland are shown in the vicinity of the facility. No significant environmental issues were identified.

### 4.10.2 Sanbornton Site Issues and Needs

Categories of specific issues and needs for the Sanbornton facility include geographic spacing, building and services, and site layout and amenities. These topics are discussed below.

#### Geographic Spacing of Facilities

Sanbornton Rest Area is located approximately 30 miles north of the Hooksett southbound facility. The Sanbornton Rest Area is within the federal guideline of 60 miles from another rest area. On I-93 southbound, the distance between the Littleton and Sanbornton facilities is 70 miles, which is approximately a one hour driving time given the posted speed limit of 70 MPH for most of the segment. When Littleton is closed, the distance between Lyndon, VT (I-91) and Sanbornton is 96 miles, exceeding one hour driving time.

**Building and Services**

FHWA regulations restrict goods, information and services that can be distributed at each RA/WIC. A summary of allowable goods, information and services at the Sanbornton Rest Area is provided in Table 4-10-9.

**Table 4-10-9: Goods, Information and Services Allowed Under FHWA**

Allowable Goods, Info & Services	Available at Sanbornton RA?	Condition
Vending Machines (food, beverages, & other items the state determines are appropriate such as health and beauty aids)	Yes	Good
Pay Phones	Yes	Good
Free Travel & Tourist Info	Yes	Good
Over the Counter Sales of: <ul style="list-style-type: none"> <li>• Items promoting tourism in the state, limited to books, DVDs, and other media;</li> <li>• Tickets for events or attractions in the state of a historical or tourism-related nature (including ski resort lift tickets);</li> <li>• Travel-related info including maps, travel and coupon booklets; and</li> <li>• Lottery machines</li> </ul>	No No No Yes	N/A N/A N/A Good
Advertising restricted to interior of the building, & must be limited to interest to the traveling public. A maximum of 60% of the advertising area is for paid advertisements, at least 40% shall be devoted free of charge	No	N/A
Free coffee which a donation may be made, but not required	No	N/A
Sponsorship of rest area operations and maintenance	No	N/A
Installation of signs that acknowledge the sponsorship of rest areas within rest area or along main traveled way	No	N/A
Wi-Fi service and computer charging stations	No	N/A
Display of NH goods and products. No sales allowed.	No	N/A

The Federal Law (U.S.C Title 23 Section 111) will not permit automotive service stations or other commercial establishments for serving motor vehicle users to be constructed or located on the rights-of-way of the Interstate System. Commercial enterprises in existence before January 1, 1960 are exempt. FHWA has indicated that there are no specific laws or regulations that address rest areas on Non-Interstate, federally funded highways.<sup>33</sup> 23 C.F.R 1.23 states that right-of-way purchased with Federal Title 23 participation must be used exclusively for a highway purpose. Therefore, if Federal-aid highway funds were used to acquire the right-of-way for the roadway and/or adjoin rest area on any public road, that facility must be used for a highway purpose only.

The site amenities currently provided at the Sanbornton facility are generally adequate, although the 2015 driver survey indicated that travelers would like to see Wi-Fi, a greater variety of food choices, improved picnic areas, and improved tourist/traveler information.

There are no security cameras and fire alarms in the facility.

<sup>33</sup> *Ibid.*, Vigue, e-mail dated February 1, 2016.

### ***Building and Site Condition***

The main building is generally in good physical condition. The shed building has mold, rodents, and junk, and the roof is in poor condition. Stove replaced in winter 2016. The building has no basement.

Crystals build-up in men's urinal drains. Water lines are not consistent/standard sizes, resulting in toilets that cannot be converted to auto-flush. There are no doors on restrooms.

There is an emergency eye wash station and carbon monoxide gauge.

Single entrance and exit ramps on I-93 SB serve both autos and over-size vehicles. Parking lot pavement condition is fair.



### ***ADA Review and Compliance***

A handicap accessibility survey was performed at the site in October of 2012 by NHDOT and DRED staff, and several issues were noted. According to ADA standards, the following additional items in the building need to be addressed:

- Service counter and other counters not HC accessible;
- Signage: Interior signs missing Braille;
- Accessible lavatory sink;
- Water fountain not HC accessible;
- Staff break room/kitchen (Sink and stove not HC accessible); and
- Pay phone mounted too high.

The handicap accessibility survey noted the following exterior issues that should be addressed:

- Grade of exterior curb ramp too steep at entry (>8.3%);
- Path of travel to entrance is not banked and has a cross-slope greater than 2%;
- HC access aisles missing "NO PARKING" signs; and
- Sidewalk/street transitions missing detectable warning strips (raised bumps).

### ***Facility Exterior/Grounds***

Outside, although landscaping is good, main building needs cleaning and vending shed trim needs painting. A less remote location for the dog walk area should also be considered. Damaged sidewalks and handicapped ramp need to be replaced.

Parking surveys completed by DRED in June of 2015 indicate that sufficient automobile parking is available at the Sanbornton site during most months of the year. Peak month visitor counts suggest that automobile parking utilization is well below capacity on both peak month weekdays (47%) and weekends (31%). June 2015 survey data also suggests that oversized vehicle parking at the Sanbornton facility is currently within 69% utilized on weekdays and 8% on weekends. Weekday overnight oversized parking utilization data was also collected for selected facilities in June 2015. Overnight oversized parking for Sanbornton Rest Area is currently well below utilization (46%).

The FHWA parking demand model was used to look at oversized vehicle parking supply and demand for both public and private facilities in this vicinity. The model was used to estimate existing (2015) and future (2035) parking demand along a 97-mile stretch of I-93 southbound between VT state line and the I-89 Interchange. The

combined public and private oversized parking supply within this stretch of I-93 is 28 spaces (18 at Sanbornton and 10 at private facilities). The existing oversize vehicle parking demand is 55 vehicles, and the future demand is 63 vehicles, resulting in an overall deficit of 27 spaces in 2015, and a deficit of 35 spaces in 2035.

### 4.10.3 Sanbornton Recommendations

Recommendations for the short-term (within 5 years) and long-term (beyond 5 years) are summarized below. Table 4-10-10 summarizes the recommendations. The ADA recommendations represent major items, but are not an all-inclusive list. ADA details are provided in the audits conducted by NHDOT that are provided in Appendix J. Statewide recommendations and details are provided in Section 8 of this report. It is noted that cost estimates provided are for planning purposes only and prior to allocating funding a more detailed analysis and estimate should be completed.

**Table 4-10-10: Summary of Sanbornton Recommendations**

	Recommendations	Cost Estimates
	<b>Maintenance and Repair</b>	
	<b>Short-term</b>	
1	Provide doors to restrooms	\$1,000
2	Replace water supply lines to consistent size, pressure tanks and auto flush toilets	\$22,000
3	Repair/replace sidewalks	\$46,000
4	Relocate pet area to less remote location	\$5,000
5	Building paint	\$14,000
6	Add fire alarm	\$7,000
7	Rebuild chimney	\$2,500
8	Replace front door assembly	\$5,000
9	Window replacement	\$4,500
10	Landscaping and stair replacement	\$10,000
11	Replace hot air furnace	\$3,000
	<b>Short-term Total</b>	<b>\$120,000</b>
	<b>Long-term</b>	
12	Demolish shed and replace, 400 SF	\$85,000
13	Evaluate potential for public private partnership off of interstate, e.g. Routes 104/132 in New Hampton to replace Sanbornton facility	TBD
	<b>ADA</b>	
1	Adjust service counter and other counters that are not HC accessible	
2	Provide Braille on interior signs	
3	Make water fountain HC accessible	
4	"Make sink and stove in staff break room/kitchen HC accessible"	
5	Mount payphone lower	
6	Re-grade exterior curb ramp (too steep at entry >8.3%)	
7	Re-grade path of travel to entrance so does not have a cross-slope greater than 2%	
8	Provide HC access aisles "NO PARKING" signs	
9	Provide missing detectable warning strips at sidewalk/street transitions	
10	Provide two automatic door openers	
11	Alternative – construct new separate family/ADA restroom	
	<b>ADA Total</b>	<b>\$12,000-\$18,000</b>
	<b>Client Focus</b>	
1	NA	NA

The current building is 1,560 square feet which is one of the smallest facilities in the system. It serves a moderately high number of visitors (over 350,000 per year, but has a high operating cost on a square foot basis.

Visitor demand is expected to increase approximately 15 percent over the next 20 years. The building and its infrastructure is nearing the end of its life cycle and will require increased maintenance over time. Because of the small building size it will be difficult to accommodate visitors for longer periods to utilize amenities such as Wi-Fi and computer charging stations. A full basement would provide better storage and maintenance for the septic system, but site is constrained by ledge.

In the long-term, the State should consider a partnership for a new facility located off of I-93 along Routes 104/132 in New Hampton. This would provide the opportunity to develop a larger facility that will provide ample bathroom facilities, larger information and display areas, tables with computer charging stations, and lower cost and sustainable infrastructure.

As part of this study a recommendation has been made for the State to partner with an existing visitor center on I-93 between Campton and Franconia (to serve both northbound and southbound traffic). If this recommendation is implemented, then the Sanbornton facility or a new facility on Routes 104/132 (see Canterbury) may be redundant.

A significant benefit of providing a new sustainable facility would be lower maintenance costs moving forward. Public benefits would include a larger, more attractive facility with improved tourist/travel information, new up-to-date bathroom facilities, new technology and additional seating and table areas. These measures will provide a safety benefit by providing an inviting and welcoming area where motorists can rest before resuming travel. New bathroom facilities will better accommodate bus travelers.

## 4.11 Seabrook Rest Area/Welcome Information Center



### 4.11.1 Seabrook Site Data and Facility Attributes

Detailed site data was compiled via field inventories conducted by NHDOT, DRED and AECOM in June of 2015. Site data and facility attributes for the Seabrook Rest Area are summarized in Tables 4-11-1 to 4-11-7 and Figure 4-11-1 below.

**Table 4-11-1: Site Building and Layout Data**

<b>Location:</b>	I-95 NB just north of the MA state line
<b>Access:</b>	Exit/entry ramps directly from/to I-95 NB
<b>Initial Opening:</b>	1965; Rebuilt 1999
<b>Construction Cost:</b>	\$4.2 Million (1999)
<b>Building Size:</b>	5,000 SF
<b>Structure/Construction:</b>	Wood framed shingle and brick faced 1-story structure; full foundation; asphalt roof; auxiliary generator Tile floor; wallboard and wallpaper walls; a wood beam ceiling; radiant heat floors; canister and fluorescent lighting; 1 fire place Building in excellent condition A dumb waiter between ground floor and basement provided
<b>Renovations:</b>	1999 – Original building removed and a new facility constructed; Vending facility refurbished 2016 – Install AC; ADA restroom improvements; repair roof
<b>Parking:</b>	3 separate areas, 2 for passenger & 1 for commercial/recreational vehicles The 2 passenger vehicle parking areas form a one-way loop

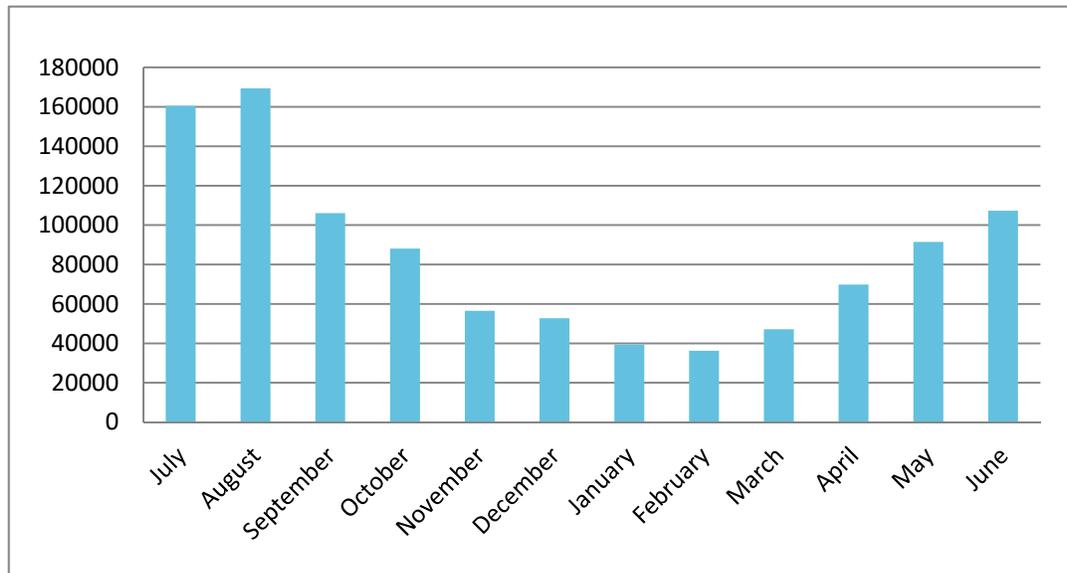
**Table 4-11-2: Site Operational Data**

<b>Hours of Operation:</b>	All Year, 24 hours/day
<b>Maintained by:</b>	NHDOT
<b>Staff:</b>	4 full-time and 7 part-time employees 1 employee working per shift (2 during peak times) Granite State Ambassadors volunteers
<b>Partners:</b>	Granite State Ambassadors
<b>Sponsorship:</b>	Kurgo Mutt Mitt Dispensers
<b>Tourism Activities:</b>	Camping; hiking; seacoast activities; swimming; fishing; hunting; and boating
<b>Costs:</b>	Original construction cost: \$4.2 Million (1999) Total Expenditures FY 2015 = \$418,887 (57% personnel; 27% non-personnel; 16% admin) Cost per operating hour = \$47.82 Cost per visitor = \$0.41 Cost per square foot = \$83.78

**Table 4-11-3: Site Travel Data – FY 2015 and 2035**

	FY 2015	2035 Projections
Mainline Traffic Volume (I-95 NB) – Weekday Daily:	53,487	58,400
Mainline Traffic Volume (I-95 NB) – Weekend Daily:	52,158	56,900
RA Visitors:	1,024,719	1,117,000
Average Daily RA Visitors:	2,807	3,060
Entering Traffic Volume – Average Weekday:	2,320 (4% capture rate)	2,500
Entering Traffic Volume – Average Weekend:	2,357(5% capture rate)	2,600

**Figure 4-11-1: Seabrook Rest Area Monthly Visitor Totals – FY 2015**



**Table 4-11-4: Interior Site Amenities**

<b>Telephone, Fax, Computer with Internet:</b>	Yes (fax has separate line)
<b>Brochure Racks:</b>	40 Single size counter rack 180 Wall racks 15 Floor racks 3 Table kiosks with relief map and exhibits Suggestion box
<b>Benches:</b>	5
<b>Water Fountain:</b>	2
<b>Restrooms:</b>	Men (5 stalls, 6 urinals, 7 sinks, 1 HC stall and sink, 5 dryers, 1 baby changing station) Women (11 stalls, 7 sinks, 1 HC stall and sink, 5 dryers, 1 baby changing station) Handicapped (1 stall and sink in each restroom, including spare) Spare Restroom (5 stalls and 4 sinks, 2 dryers, 1 baby changing station)
<b>Employee Kitchenette:</b>	Yes
<b>Employee Lockers:</b>	Yes
<b>State Police office:</b>	Yes, in the main building
<b>Payphones:</b>	2
<b>Lottery:</b>	Yes, 1 machine inside main building

**Table 4-11-5: Exterior Site Amenities**

<b>Landscaping:</b>	Good and well maintained
<b>Porta Toilets:</b>	None
<b>Vending Machines:</b>	5 food , 6 beverage
<b>Picnic Tables:</b>	40 (1 is HC)
<b>Pet Walk Area:</b>	Yes (1 dog area & 1 small fenced-in dog exercising area)
<b>Payphones:</b>	4 (in protected shed)
<b>Trash:</b>	2 dumpsters; 15 trash receptacles
<b>Signage:</b>	Way finding; hours of operation; building and site restrictions
<b>Mutt Mitt Dispensers:</b>	8 (sponsored by Kurgo)
<b>Water Fountain:</b>	6
<b>Outdoor Interpretive Display:</b>	Asian Longhorn Beetle

**Table 4-11-6: Site Utilities and Security**

<b>Exterior Poles:</b>	14 in parking lot (4 with dual fixture heads); 20 on walkway (1 missing)
<b>Luminary Type:</b>	High pressure sodium
<b>Energy Efficient:</b>	Yes
<b>Auxiliary Power:</b>	Yes, Olympian 100 kW
<b>HVAC:</b>	Oil heat (2 tanks); Air conditioning in office area only, not in main building or restrooms (planned for 2016)
<b>Sewage:</b>	Municipal
<b>Water:</b>	Municipal
<b>Security Cameras:</b>	Yes, In vending building
<b>Panic Button:</b>	Yes, In main building
<b>Fire Alarms:</b>	Yes, In main building
<b>Defibrillator:</b>	Yes, automated external defibrillator (in office)

**Table 4-11-7: Site Parking Data**

<b>Type of Parking</b>	<b>Number of Spaces</b>
Automobile:	211
Handicap:	7 (1 is van accessible)
Commercial/Recreational (trucks):	51
State Police:	1

Results from the July 2015 driver survey are shown in Table 4-11-8.

**Table 4-11-8: Driver Survey Results**

<b>Total Respondents:</b>	451
<b>O/D Info:</b>	46% of trips originated in MA 57% of trips destined for ME approx. 71% “through” trips
<b>Age Range:</b>	40% over 60 27% ages 50-60 22% ages 30-49
<b>Gender:</b>	41% male 59% female
<b>Vehicle Type:</b>	90% passenger car, van or pick-up 10% bus, motorcycle, truck, or other
<b>Vehicle Occupancy:</b>	65% 1 or 2 persons/vehicle 29% 3-4 persons/vehicle
<b>Trip Purpose:</b>	79% vacation/entertainment 7% work/business
<b>Reason for Stopping:</b>	88% bathrooms 28% travel information 26% rest/sleep
<b>Services Rating:</b>	96% “Good” or “Very Good” for feeling of safety on site 86-91% “Good” or “Very Good” for all other categories except vending machine choices (75%)
<b>Frequency of Visits:</b>	35% visit 2-11 times/year 31% never been 17% visit once/year or less
<b>Suggested Services:</b>	25% want Wi-Fi 17% want greater variety of food choices 13% want phone/computer charging stations

**NOTES:**

Results may not total 100% because respondents selected more than one choice for some questions. For example, for “Reason for Stopping”, a respondent may have indicated they stopped for bathrooms, travel information, and rest/sleep.

For “O/D Info”, only the highest trip types are presented for origins, destinations, internal and through trips. The percentages for these trip types do not total 100% because these are separate categories and not comparable.

***Environmental Conditions and Resources***

Potential areas with wetland and water resources, conservation lands, flooding, waste or pollutants in the vicinity of the Seabrook facility were identified and are shown in Figure 4-11-2.

The figure shows wetland areas on either side of I-95 and within the vicinity of this rest area. No significant environmental issues were identified.

Figure 4-11-2: Environmental Resources – Seabrook Rest Area



### 4.11.2 Seabrook Site Issues and Needs

Categories of specific issues and needs for the Seabrook Rest Area include geographic spacing, building and services, and site layout and amenities. These topics are discussed below.

#### **Geographic Spacing of Facilities**

Seabrook Rest Area is located 19 miles south of the Kittery, Maine Rest Area, and 12 miles north of the Haverhill, Massachusetts Rest Area. Distance between Seabrook Rest Area and the closest rest areas are within the federal guideline of 60 miles.

#### **Building and Services**

FHWA regulations restrict goods, information and services that can be distributed at each RA/WIC. A summary of allowable goods, information and services at the Seabrook is provided in Table 4-11-9.

**Table 4-11-9: Goods, Information and Services Allowed Under FHWA**

Allowable Goods, Info & Services	Available at Seabrook RA?	Condition
Vending Machines (food, beverages, & other items the state determines are appropriate such as health and beauty aids)	Yes	Good
Pay Phones	Yes	Good
Free Travel & Tourist Info	Yes	Good
Over the Counter Sales of: <ul style="list-style-type: none"> <li>• Items promoting tourism in the state, limited to books, DVDs, and other media;</li> <li>• Tickets for events or attractions in the state of a historical or tourism-related nature (including ski resort lift tickets);</li> <li>• Travel-related info including maps, travel and coupon booklets; and</li> <li>• Lottery machines</li> </ul>	No No No Yes	N/A N/A N/A Good
Advertising restricted to interior of the building, & must be limited to interest to the traveling public. A maximum of 60% of the advertising area is for paid advertisements, at least 40% shall be devoted free of charge	No	N/A
Free coffee which a donation may be made, but not required	No	N/A
Sponsorship of rest area operations and maintenance	Yes, Mutt Mitts	Good
Installation of signs that acknowledge the sponsorship of rest areas within rest area or along main traveled way	Yes, on dispensers	N/A
Wi-Fi service and computer charging stations	No	N/A
Display of NH goods and products. No sales allowed.	No	N/A

The Federal Law (U.S.C Title 23 Section 111) will not permit automotive service stations or other commercial establishments for serving motor vehicle users to be constructed or located on the rights-of-way of the Interstate System. Commercial enterprises in existence before January 1, 1960 are exempt. FHWA has indicated that there are no specific laws or regulations that address rest areas on Non-Interstate, federally funded highways.<sup>34</sup> 23 C.F.R 1.23 states that right-of-way purchased with Federal Title 23 participation must be used exclusively for a highway purpose. Therefore, if Federal-aid highway funds were used to acquire the right-of-way for the roadway and/or adjoin rest area on any public road, that facility must be used for a highway purpose only.

The site amenities currently provided at the Seabrook Rest Area are generally adequate, although the 2015 driver survey indicated that travelers would like to see Wi-Fi, a greater variety of food choices, and want phone/computer charging stations.

Security cameras are provided only in vending building. Panic buttons and fire alarm systems are only provided in the main building.

Air conditioning is operational in restrooms and lobby.

<sup>34</sup> *Ibid.*, Vigue, e-mail dated February 1, 2016.

Interior lights have recently been replaced with LED lights.

### ***Building and Site Condition***

The building is in excellent physical condition. A dumb waiter between ground floor and basement is provided in the building. A State Police office is provided in the building. Inside the building, maintenance is in good condition. Main sewer truck lines were replaced in 2016.

Single entrance and exit ramps on I-95 NB serve both autos and over-size vehicles. The entrance ramp roadway splits to provide separate access for autos to the west lot and over-size vehicles to the east lot. Parking lot pavement condition is fair.

### ***ADA Review and Compliance***

A handicap accessibility survey was initially performed at the site in October of 2012 by NHDOT and DRED staff, and several issues were noted. A recent survey was conducted by NHDOT in April 2016. According to ADA standards, the following additional items in the building need to be addressed:

- Service counter too tall without proper knee clearance;
- Missing audible fire alarms and visual (strobe) alarms in all toilet rooms (staff only);
- Coat hook mounted too high;
- Staff bathroom not handicap accessible; and
- Telephones not handicap accessible.

The handicap accessibility survey noted the following exterior issues that should be addressed:

- Small crack in HC travel path;
- Sidewalk/street transitions missing detectable warning strips (raised bumps); and
- HC access aisles need "NO PARKING" signs.

### ***Facility Exterior/Grounds***

Landscaping is well maintained. Main building and maintenance shed shingles need paint and/or repair work and will be part of the 2016 Capital Improvement Plan. Window trim was repainted in 2011. Back stairway to truck parking has some treads dislodged and some hand railing need to be repaired.

Parking surveys completed by DRED in June of 2015 indicate that sufficient automobile parking is available at the Seabrook site during most months of the year. Peak month visitor counts suggest that automobile parking is well below capacity (38%) on peak month weekends. June 2015 survey data also suggests that oversize vehicle parking at the Seabrook facility is currently within 51% utilized on weekdays and 67% on weekends. Weekday overnight oversized parking utilization data was also collected for selected facilities in June 2015. Overnight oversized parking utilization for Seabrook RA/WIC is currently above capacity (110%). Trucks were observed parking illegally on ramps or in the aisles between parking rows.



The FHWA parking demand model was used to look at oversized vehicle parking supply and demand for both public and private facilities in this vicinity. The model was used to estimate existing (2015) and future (2035) parking demand along a 66-mile stretch of I-95 northbound between the Lexington, Massachusetts Rest Area and a Maine weigh station. The combined public and private oversized parking supply within this stretch of I-95 is 217 spaces (51 spaces at Seabrook, 67 other public spaces, and 99 private facility spaces). The existing oversized vehicle parking demand is 208 vehicles, and the future demand is 226 vehicles, resulting in an overall surplus of 9 spaces in 2015, and a deficit of 9 spaces in 2035.

Walkways are generally in good condition. Asphalt pavement in the parking area is in fair condition; however, cracks are present in the pavement. Parking area needs to be evaluated in 5 years.

Hypodermic needles were found around parking areas.

### **Public and Focus Group Comments**

- Public Comment
  - At Seabrook, concerns about use of town water, efficiency and storm water management practices. Better technology should be used such as waterless and self-flushing toilets. Concerns about petroleum spills. Solar power should be considered
  - Importance of trucking in the I-95 corridor and concerns about lack of truck parking/facilities here
  - The private Greenland truck facility is over capacity (Seabrook)
  - Seabrook is over-capacity at times
  - Install an electric vehicle charging station at Seabrook
  - Can the Seabrook WIC be combined with the State Liquor Store?
  - There is potential for local advertising and electronic kiosks at Seabrook
- Focus Group
  - No comments received

### **4.11.3 Seabrook Recommendations**

Recommendations for the short-term (within 5 years) and long-term (beyond 5 years) are summarized below. Table 4-11-10 summarizes the recommendations. The ADA recommendations represent major items, but are not an all-inclusive list. ADA details are provided in the audits conducted by NHDOT that are provided in Appendix J. Statewide recommendations and details are provided in Section 8 of this report. It is noted that cost estimates provided are for planning purposes only and prior to allocating funding a more detailed analysis and estimate should be completed.

Table 4-11-10: Summary of Seabrook Recommendations

	Recommendations	Cost Estimates
	<b>Maintenance and Repair</b>	
	<b>Short-term</b>	
1	Replace/repair stairs to truck parking	\$5,000
2	Restripe and resize truck parking spaces	\$7,500
3	Provide new sidewalks at pedestrian desire lines	\$5,000
4	Evaluate parking pavement condition in 5 years	\$2,500
5	Expand pet area	\$5,000
	<b>Short-term Total</b>	<b>\$25,000</b>
	<b>Long-term</b>	
6	Consider expanding truck parking lot to increase capacity. Preliminary review appears to indicate that there is available State right-of-way at the rear of the site.	\$300,000
	<b>ADA</b>	
1	Adjust service counter that is too tall	
2	Provide missing proper signage for bathrooms	
3	Make telephones handicap accessible	
4	Repair crack in travel path	
5	Provide HC access aisles "NO PARKING" signs	
6	Provide missing detectable warning strips at sidewalk/street transitions	
	<b>ADA Total</b>	<b>\$4,000-\$6,000</b>
	<b>Client Focus</b>	
1	Pick up trash and medical waste outside on a daily basis	\$0

## 4.12 Shelburne Rest Area



### 4.12.1 Shelburne Site Data and Facility Attributes

Detailed site data was compiled via field inventories conducted by NHDOT, DRED and AECOM in June of 2015. Site data and facility attributes for the Shelburne Rest Area are summarized in Tables 4-12-1 to 4-12-7 below.

**Table 4-12-1: Site Building and Layout Data**

<b>Location:</b>	US 2 east of Shelburne Village near the Maine border, a State entrance gateway location
<b>Access:</b>	2 enter/exit driveways accessible from both directions (barriers blocking both) directly along Route US 2
<b>Initial Opening:</b>	1968 (Building and parking lot are currently closed)
<b>Construction Cost:</b>	\$40,985 (1968)
<b>Building Size:</b>	708 SF
<b>Structure/Construction:</b>	Wood framed 1-story structure; cedar wood shingles; full basement under main building; metal roof Tile floor; wood wall panels; wall board ceiling; canister lighting; Building in fair/poor condition
<b>Renovations:</b>	1995 – Ramps, walks, parking improved; lounge added
<b>Parking:</b>	1 area for both passenger & commercial/recreational vehicles

**Table 4-12-2: Site Operational Data**

<b>Hours of Operation:</b>	Closed
<b>Maintained by:</b>	NHDOT
<b>Staff:</b>	N/A
<b>Partners:</b>	None
<b>Tourism Activities:</b>	Camping; hiking; golfing; hunting; canoeing; kayaking; leaf peeping; snowmobiling; skiing
<b>Costs:</b>	Original construction cost: \$40,985 (1968) Total Expenditures FY 2015 = N/A (N/A personnel; N/A non-personnel; N/A admin) Cost per operating hour = N/A Cost per visitor = N/A Cost per square foot = N/A

**Table 4-12-3: Site Travel Data – FY 2015 and 2035**

	<b>FY 2015</b>	<b>2035 Projections</b>
Mainline Traffic Volume (US 2) – Weekday Daily:	3,100 (2013)	N/A
Mainline Traffic Volume (US 2) – Weekend Daily:	N/A	N/A
RA Visitors:	100,000 (2008)*	N/A
Average Daily RA Visitors:	275 June-August* (2011)	N/A
Entering Traffic Volume – Average Weekday:	N/A	N/A
Entering Traffic Volume – Average Weekend:	N/A	N/A

\* The volume appears high considering the low daily traffic volume on US 2.

**Table 4-12-4: Interior Site Amenities**

<b>Telephone, Fax, Computer with Internet:</b>	No
<b>Brochure Racks:</b>	114 Single size 22 Counter racks 36 Spin racks 36 Wall racks 56 Floor racks Newsstands
<b>Benches:</b>	2
<b>Water Fountain:</b>	None
<b>Restrooms:</b>	Men (2 stalls, 2 urinals (too close together), 2 sinks, 2 dryers) Women (3 stalls, 2 sinks, 2 dryers) Handicapped (1 bathroom, 1 stall, 1 sink, 1 dryer, 1 baby changing station)
<b>Employee Kitchenette:</b>	Yes

**Table 4-12-5: Exterior Site Amenities**

<b>Landscaping:</b>	Fair condition, grass mowed once per season
<b>Porta Toilets:</b>	None
<b>Vending Machines:</b>	None
<b>Picnic Tables:</b>	8 tables (2 under a canopy)
<b>Pet Walk Area:</b>	None
<b>Payphones:</b>	1 (out of order)
<b>Trash:</b>	None
<b>Signage:</b>	Building and site restrictions

**Table 4-12-6: Site Utilities and Security**

<b>Exterior Poles:</b>	3 pole mounted; 1 post mounted
<b>Luminary Type:</b>	HP Sodium
<b>Energy Efficient:</b>	No
<b>Auxiliary Power:</b>	None
<b>HVAC:</b>	Oil (2 tanks); Fired hot water; No air conditioning; No hot water heater
<b>Sewage:</b>	Septic System (needs replacement if the facility were to reopen)
<b>Water:</b>	Drilled well; Well water is high in natural fluorides; Atmospheric tanks
<b>Security Cameras:</b>	None
<b>Panic Button:</b>	None
<b>Fire Alarms:</b>	None

**Table 4-12-7: Site Parking Data**

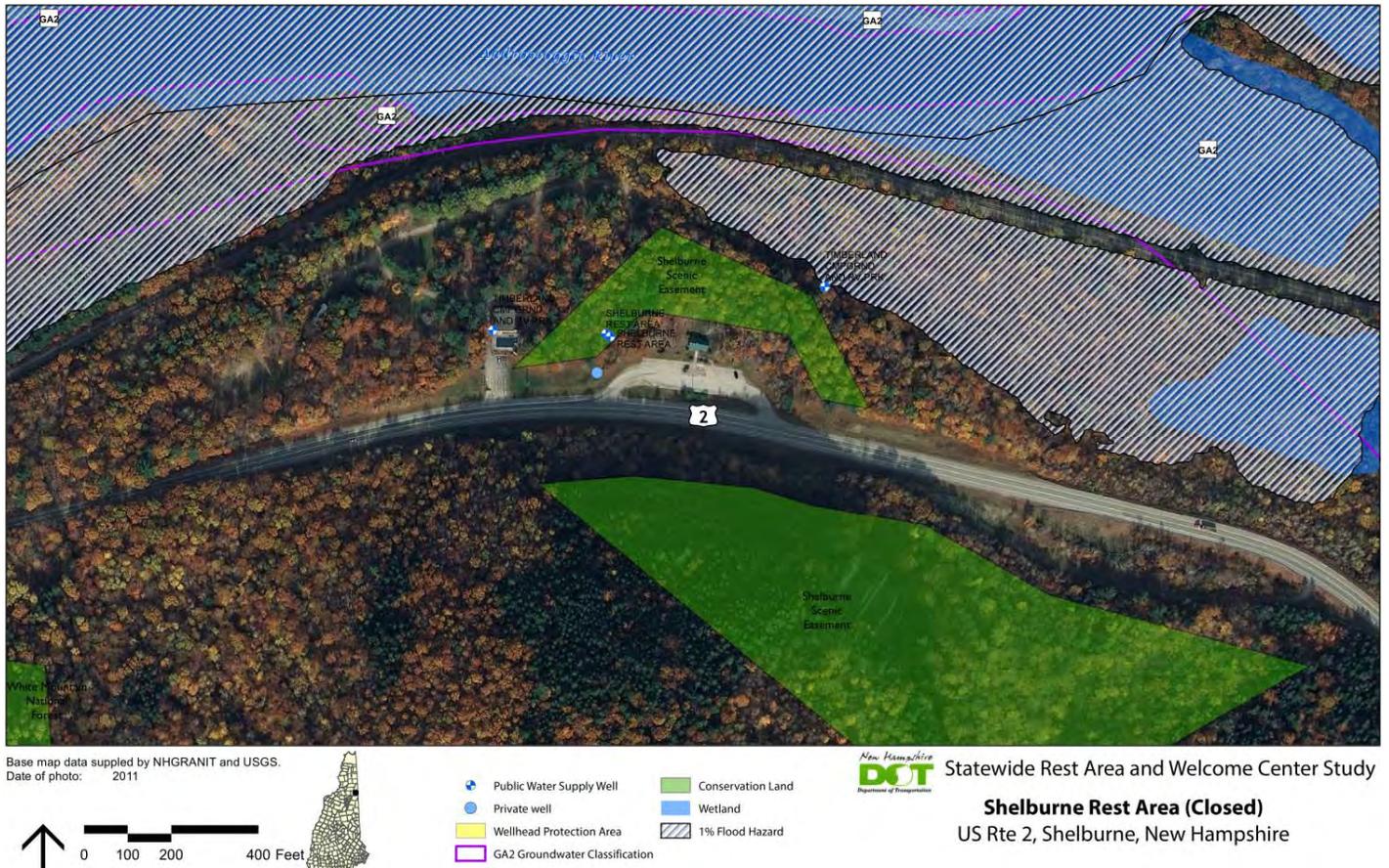
Type of Parking	Number of Spaces
Automobile:	16
Handicap:	2
Commercial/Recreational (trucks):	Utilize camper/trailer parking as available
Camper/trailer:	2

### ***Environmental Conditions and Resources***

Potential areas with wetland and water resources, conservation lands, flooding, waste or pollutants in the vicinity of the Shelburne facility were identified and are shown in Figure 4-12-1.

The figure shows four public water supply wells and one private well within the immediate vicinity of this rest area. These are the supply wells that serve the Shelburne rest area facility. Conservation lands associated with Shelburne Scenic Easement and wetland resources were identified in the vicinity of the rest area. 1% annual chance (100-year) flood hazard area is located to the north of the facility. A 1% annual chance flood (or base flood) has a 1% annual chance of being equaled or exceeded in any given year.

Figure 4-12-1: Environmental Resources – Shelburne Rest Area



### 4.12.2 Shelburne Site Issues and Needs

Categories of specific issues and needs for the Shelburne Rest Area include geographic spacing, building and services, and site layout and amenities. These topics are discussed below.

#### Geographic Spacing of Facilities

N/A

#### Building and Services

Because the facility is closed there are no public amenities or services provided.



There are no security cameras, fire alarm or back-up power system in the facility.

A 1995 project included a 10' x 18' lounge addition on the slab to accommodate a handicap compliant washroom in the original lounge area.

Gorham, located just west of Shelburne, provides an information kiosk and private traveler services.

The building has an employee office and kitchenette with sink.

Bathroom fixtures are not to code (pedal flush valve toilets).

### ***Building and Site Condition***

The building is in average physical condition. The inside of the building would require renovations and mold remediation if it were to reopen. In addition, a new septic system would be required. Access to the basement is provided by an outside bulkhead.

Two access drives (one on each end of site) on north side of US Route 2 serving both entering and exiting traffic and both directions. Both driveways serve autos and over-size vehicles. Parking lot pavement condition is very poor.

### ***ADA Review and Compliance***

A detailed ADA assessment is needed if the facility is reopened.

### ***Facility Exterior/Grounds***

Outside, the lawn appears to be mowed once per season. Walkways are generally in good condition but handicap ramp is overgrown with weeds. The electric meter was found running but the junction box was not locked. Access is not secured to electric box on the utility pole. There are no designated/marked pet areas and trash receptacles in the facility.

There are eight fire grates in the facility.

Pavement is cracked and pavement markings are faded. Ramps, walks and parking were improved in 1995.



The Shelburne Rest Area is located adjacent to Timberland Campground (private). Access to the Shelburne facility is currently blocked off.

### ***Public and Focus Group Comments***

- Public Comment
  - The closed rest areas look bad and are bad for NH and tourism, especially Shelburne
  - Route 2/Shelburne is a critical corridor for truckers
  - If Shelburne can't re-open, more should be done with Gorham facility
  - Can there be a partnership between local and state agencies to provide a new facility in/near Shelburne?
  - If Shelburne is not re-opened can the site be better maintained to look respectable?
  - Why was Shelburne not part of the winter pilot program?
- Focus Group
  - Tear down facilities if they are not to be re-opened

### 4.12.3 Shelburne Recommendations

Recommendations for the short-term (within 5 years) and long-term (beyond 5 years) are summarized below. Table 4-12-8 summarizes the recommendations. Statewide recommendations and details are provided in Section 8 of this report. It is noted that cost estimates provided are for planning purposes only and prior to allocating funding a more detailed analysis and estimate should be completed.

**Table 4-12-8: Summary of Shelburne Recommendations**

	Recommendations	Cost Estimates
	<b>Maintenance and Repair</b>	
	<b>Short-term</b>	
1	Demolish existing building (NHDOT continue ownership and maintain grounds)	\$13,300
2	Keep as informal parking area, plow snow (Annual Cost)	\$2,700
	<b>Short-term Total</b>	<b>\$16,000</b>
	<b>Long-term</b>	
3	Investigate potential for selling property to adjacent property owner(s)	TBD
4	Refer to Section 8 for North Country Region recommendations	NA
	<b>ADA</b>	
1	NA	NA
	<b>Client Focus</b>	
1	NA	NA

The State should demolish the existing Shelburne rest area building and keep the site as an informal parking area. The cost to rebuild the facility would be cost prohibitive (\$1M+<sup>35</sup>). The minimum cost to renovate the existing structure and site if it were to be considered for re-opening is estimated at approximately \$333,333.<sup>36</sup> However, it may require additional cost to make the building and site ADA compliant. The estimated operations and maintenance cost to operate the rest area as a seasonal facility would be approximately \$25,000 (FY 2015) and approximately twice this figure to operate year-round. It is recommended that the building be demolished regardless of any potential long-term action to partner with others (see Section 8).

In the long-term, the State should investigate the potential to sell the site to adjacent property owner(s).

The reasons for these recommendations include: 1) it would be cost prohibitive to renovate or rebuild a facility on this site; and 2) exiting site can be used as passive recreation and/or parking area.

<sup>35</sup> Building costs (\$1M) estimated based on NHDOT rates and assume standard finishes and construction. Additional amenities or higher end finishes would increase cost.

<sup>36</sup> Building renovation costs estimated based on NHDOT rates and assume standard finishes and construction. Additional amenities or higher end finishes would increase cost.

## 4.13 Springfield Rest Area



### 4.13.1 Springfield Site Data and Facility Attributes

Detailed site data was compiled via field inventories conducted by NHDOT, DRED and AECOM in June of 2015. Site data and facility attributes for the Springfield Rest Area are summarized in Tables 4-13-1 to 4-13-7 and Figure 4-13-1 below.

**Table 4-13-1: Site Building and Layout Data**

<b>Location:</b>	I-89 NB between Exits 12A & 13
<b>Access:</b>	Exit/entry ramps directly from/to I-89 NB
<b>Initial Opening:</b>	1994; Rebuilt 2002
<b>Construction Cost:</b>	\$2,005,000 (2002)
<b>Building Size:</b>	6,552 SF
<b>Structure/Construction:</b>	Concrete/masonry 1-story structure; full foundation under the bathroom portion; metal roof Tile floor; granite and wood walls; a wood beam ceiling; sodium halide and fluorescent lights; 1 wood burning stove Building in overall good condition
<b>Renovations:</b>	2001 – Demolished for construction 2002 – Replaced with new facility 2015 – On-ramp to highway improved
<b>Parking:</b>	1 shared area for passenger & commercial/recreational vehicles with cars to the right and oversized vehicles to the left

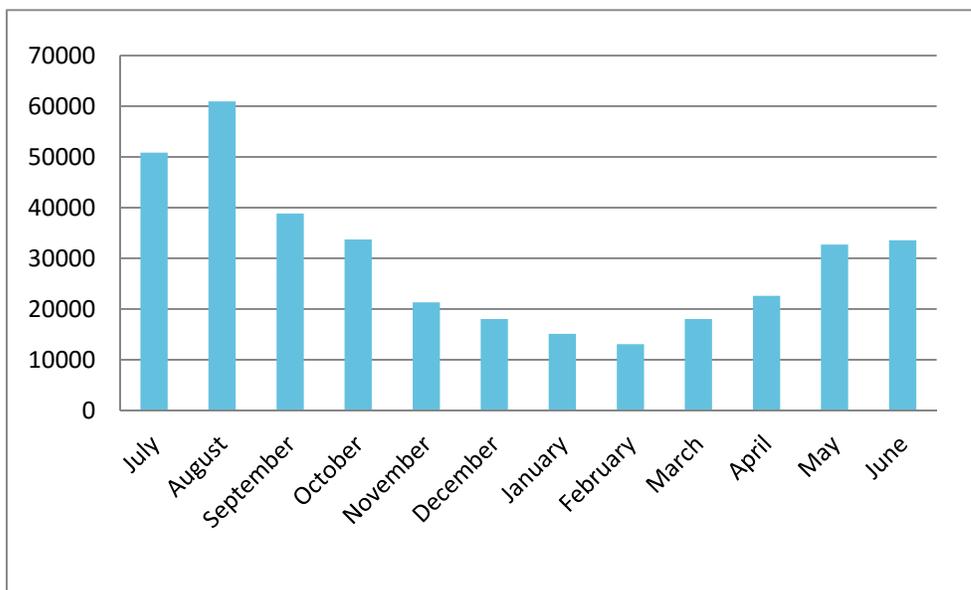
**Table 4-13-2: Site Operational Data**

<b>Hours of Operation:</b>	All Year, 9:00 AM to 9:00 PM
<b>Maintained by:</b>	DRED
<b>Staff:</b>	2 full-time and 6 part-time employees 1 employee working per shift
<b>Partners:</b>	None
<b>Tourism Activities:</b>	Camping; fishing; hunting; golfing; leaf peeping; snowmobiling; skiing
<b>Costs:</b>	Original construction cost: Unknown Total Expenditures FY 2015 = \$264,557 (49% personnel; 34% non-personnel; 17% admin) Cost per operating hour = \$60.40 Cost per visitor = \$0.74 Cost per square foot = \$40.38

**Table 4-13-3: Site Travel Data – FY 2015 and 2035**

	FY 2015	2035 Projections
Mainline Traffic Volume (I-89 NB) – Weekday Daily:	9,306	12,100
Mainline Traffic Volume (I-89 NB) – Weekend Daily:	8,327	10,900
RA Visitors:	358,778	467,000
Average Daily RA Visitors:	983	1,279
Entering Traffic Volume – Average Weekday:	722 (8% capture rate)	940
Entering Traffic Volume – Average Weekend:	703 (8% capture rate)	910

**Figure 4-13-1: Springfield Rest Area Monthly Visitor Totals – FY 2015**



**Table 4-13-4: Interior Site Amenities**

<b>Telephone, Fax, Computer with Internet:</b>	Yes; new unit installed
<b>Brochure Racks:</b>	64 Single size (in lobby) 63 CTM rack 8 Floor racks
<b>Benches:</b>	3
<b>Water Fountain:</b>	1
<b>Restrooms:</b>	Men (5 stalls (1 is HC), 3 urinals, 3 sinks, 2 dryers, 1 baby changing station) Women (6 stalls (1 is HC), 5 sinks, 3 dryers, 1 baby changing station) Handicapped (1 toilet and sink in each restroom) Spare bathroom (2 stalls, 2 sinks, 1 is HC toilet) 1 Employee bathroom
<b>Employee Kitchenette:</b>	Yes
<b>Payphone</b>	1

**Table 4-13-5: Exterior Site Amenities**

<b>Landscaping:</b>	Excellent and well maintained
<b>Restrooms:</b>	2 Exterior after-hours bathrooms (1 HC toilet, sink and dryer in each)
<b>Vending Machines:</b>	8 (snacks, soft drinks, water, coffee)
<b>Picnic Tables:</b>	6 (1 is HC and under picnic shelter), 5 with barbeque grates, plus 2 additional grates
<b>Pet Walk Area:</b>	Yes
<b>Payphones:</b>	1
<b>Trash:</b>	1 dumpster; 3 trash receptacles (1 at front door, 1 at rear door, 1 in rear picnic shelter)
<b>Signage:</b>	Way finding; hours of operation; building and site restrictions
<b>Lottery:</b>	Yes, in main building
<b>Benches:</b>	3 (In front of main building)

**Table 4-13-6: Site Utilities and Security**

<b>Exterior Poles:</b>	7 shoebox style vehicle; 2 cobra heads; 1 with 250 watt Metal Halide mounted on building
<b>Luminary Type:</b>	HPS & Metal Halide
<b>Energy Efficient:</b>	Per 2001 design
<b>Auxiliary Power:</b>	100 kVA diesel Genset w/auto transfer switch
<b>HVAC:</b>	2 Oil tanks; Forced hot air furnaces with Air conditioning (5 FHA furnaces, 1 oil-fired water heater, 4 AC systems for main room and bathrooms)
<b>Sewage:</b>	Septic System with treatment system, leach field across the street
<b>Water:</b>	Drilled well; water softeners
<b>Security Cameras:</b>	Yes
<b>Panic Button:</b>	Yes (In main building)
<b>Fire Alarms:</b>	Yes (In main building)
<b>Wood Burning Stove:</b>	Yes
<b>Defibrillator:</b>	Yes, automated external defibrillator (in office)

**Table 4-13-7: Site Parking Data**

Type of Parking	Number of Spaces
Automobile:	55
Handicap:	2
Commercial/Recreational (trucks):	10 (truck spaces)

Results from the July 2015 driver survey are shown in Table 4-13-8.

**Table 4-13-8: Driver Survey Results**

<b>Total Respondents:</b>	273
<b>O/D Info:</b>	41% of trips originated in MA 53% of trips destined for VT approx. 59% "through" trips
<b>Age Range:</b>	36% over 60 31% ages 50-60 18% ages 30-49
<b>Gender:</b>	46% male 54% female
<b>Vehicle Type:</b>	96% passenger car, van or pick-up 4% commercial truck, motorcycle, or other
<b>Vehicle Occupancy:</b>	69% 1 or 2 persons/vehicle 26% 3-4 persons/vehicle
<b>Trip Purpose:</b>	74% vacation/entertainment 14% personal business 7% work/business
<b>Reason for Stopping:</b>	93% bathrooms 27% rest/sleep 13% travel information
<b>Services Rating:</b>	95-99% "Good" or "Very Good" for all categories except bathroom cleanliness (93%), outside grounds (91%), and vending machine choices (84%)
<b>Frequency of Visits:</b>	39% never been 34% visit 2-11 times/year 21% visit once/year or less
<b>Suggested Services:</b>	24% want Wi-Fi 19% want greater variety of food choices 17% want improved picnic areas 10% want phone/computer charging stations

**NOTES:**

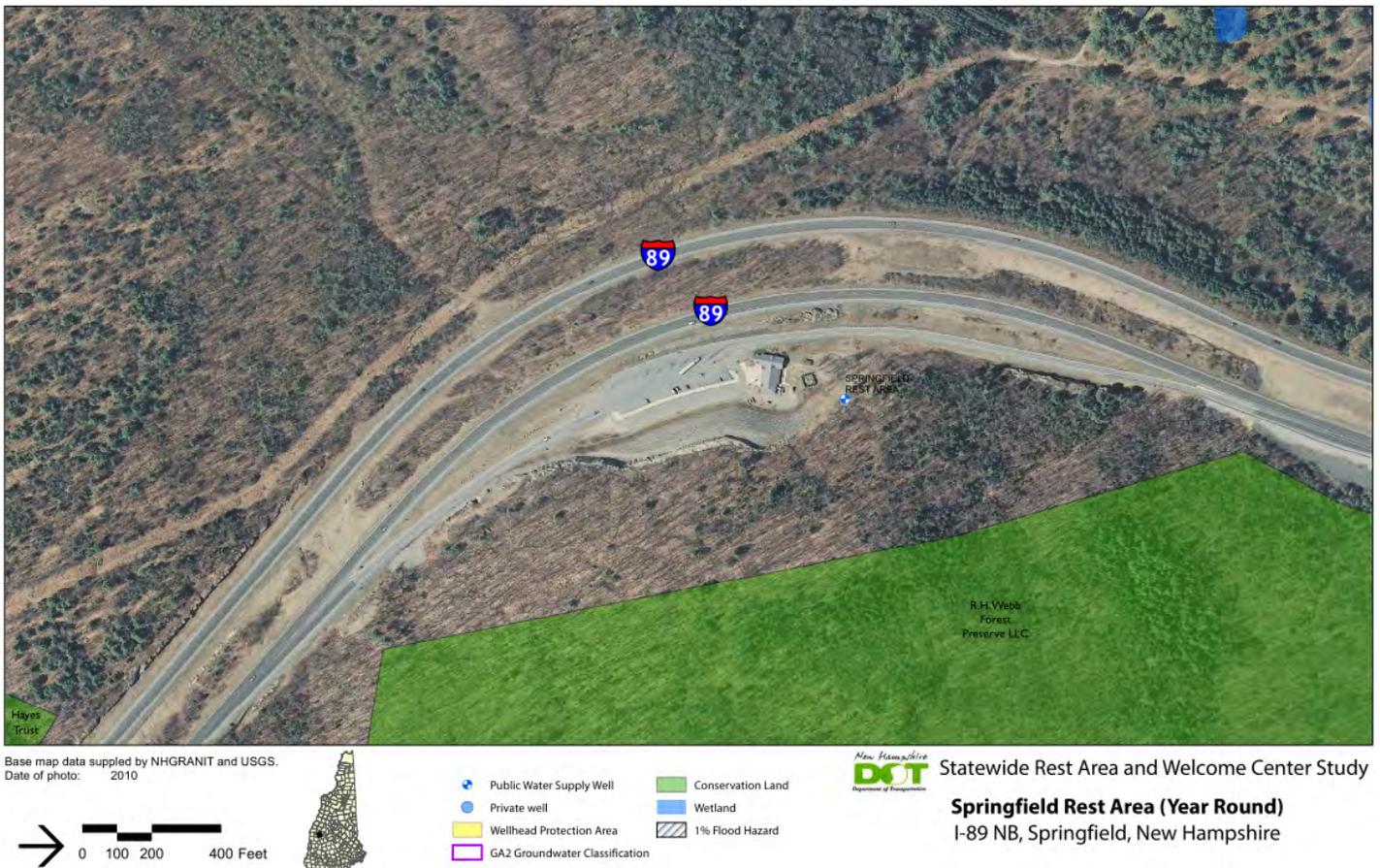
Results may not total 100% because respondents selected more than one choice for some questions. For example, for "Reason for Stopping", a respondent may have indicated they stopped for bathrooms, travel information, and rest/sleep.

For "O/D Info", only the highest trip types are presented for origins, destinations, internal and through trips. The percentages for these trip types do not total 100% because these are separate categories and not comparable.

**Environmental Conditions and Resources**

Potential areas with wetland and water resources, conservation lands, flooding, waste or pollutants in the vicinity of the Springfield facility were identified and are shown in Figure 4-13-2.

**Figure 4-13-2: Environmental Resources – Springfield Rest Area**



The figure shows one public water supply well within the immediate vicinity of this rest area. This is the supply well that serves the Springfield rest area facility. Conservation land associated with R.H. Webb Forest Preserve LLC is located to the east of the facility. Another conservation land associated with Hayes Trust is located a little further to the south of the facility. No significant environmental issues were identified.

**4.13.2 Springfield Site Issues and Needs**

Categories of specific issues and needs for the Springfield facility include geographic spacing, building and services, and site layout and amenities. These topics are discussed below.

**Geographic Spacing of Facilities**

Springfield Rest Area is located 30 miles south of the Sharon rest area on I-89 northbound in Vermont, and 45 miles north of the Hooksett northbound facility. The Springfield Rest Area is within the federal guideline of 60 miles distance from another rest area.

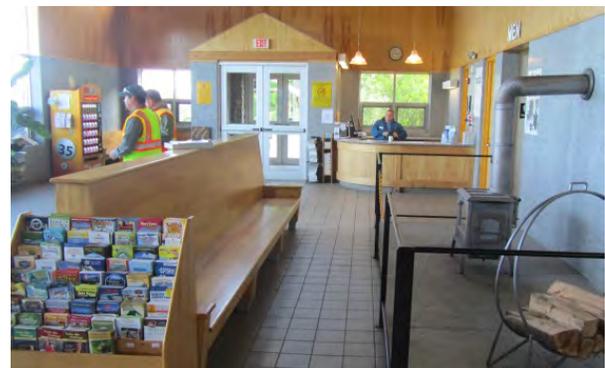
**Building and Services**

FHWA regulations restrict goods, information and services that can be distributed at each RA/WIC. A summary of allowable goods, information and services at the Springfield is provided in Table 4-13-9.

**Table 4-13-9: Goods, Information and Services Allowed Under FHWA**

Allowable Goods, Info & Services	Available at Springfield RA?	Condition
Vending Machines (food, beverages, & other items the state determines are appropriate such as health and beauty aids)	Yes	Good
Pay Phones	Yes	Good
Free Travel & Tourist Info	Yes	Good
Over the Counter Sales of: <ul style="list-style-type: none"> <li>• Items promoting tourism in the state, limited to books, DVDs, and other media;</li> <li>• Tickets for events or attractions in the state of a historical or tourism-related nature (including ski resort lift tickets);</li> <li>• Travel-related info including maps, travel and coupon booklets; and</li> <li>• Lottery machines</li> </ul>	No No No Yes	N/A N/A N/A Good
Advertising restricted to interior of the building, & must be limited to interest to the traveling public. A maximum of 60% of the advertising area is for paid advertisements, at least 40% shall be devoted free of charge	No	N/A
Free coffee which a donation may be made, but not required	No	N/A
Sponsorship of rest area operations and maintenance	No	N/A
Installation of signs that acknowledge the sponsorship of rest areas within rest area or along main traveled way	No	N/A
Wi-Fi service and computer charging stations	No	N/A
Display of NH goods and products. No sales allowed.	No	N/A

The Federal Law (U.S.C Title 23 Section 111) will not permit automotive service stations or other commercial establishments for serving motor vehicle users to be constructed or located on the rights-of-way of the Interstate System. Commercial enterprises in existence before January 1, 1960 are exempt. FHWA has indicated that there are no specific laws or regulations that address rest areas on Non-Interstate, federally funded highways.<sup>37</sup> 23 C.F.R 1.23 states that right-of-way purchased with Federal Title 23 participation must be used exclusively for a highway purpose. Therefore, if Federal-aid highway funds were used to acquire the right-of-way for the roadway and/or adjoin rest area on any public road, that facility must be used for a highway purpose only.



<sup>37</sup> *Ibid.*, Vigue, e-mail dated February 1, 2016.

The site amenities currently provided at the Springfield Rest Area are generally adequate, although the 2015 driver survey indicated that travelers would like to see Wi-Fi, a greater variety of food choices, improved picnic areas, and phone/computer charging stations.

A panic button is provided in the main building but there are no security cameras, and the fire alarm is only provided in the main building.

### ***Building and Site Condition***

Constructed in 2002, the building is generally in good physical condition. Some exterior beams are rotted near the roof. Inside maintenance is also generally in good condition.

Single entrance and exit ramps on I-89 NB serve both autos and over-size vehicles. Autos park on the east side and over-size vehicles park in head-in angle spaces on the west side. Entrance and exit ramps were repaved in 2015 by NHDOT. Parking lot pavement condition is poor.

### ***ADA Review and Compliance***

A handicap accessibility survey was performed at the site in October of 2012 by NHDOT and DRED staff, and several issues were noted. According to ADA standards, the following additional items in the building need to be addressed:

- Service counter is not HC accessible;
- Employee restroom: Missing appropriate signage identifying employee restroom; Raised threshold not to ADA code;
- HC accessible bathroom stalls (Door handles not provided on both sides of stall door; Door hardware mounted too high; Centerline of water closet is too far from side wall);
- HC accessible sinks (Top of sink too high; Napkin dispenser mounted too high and not to code; HC mirror mounted too high);
- Missing sign noting that TTY is available for telephone; and
- Staff break room/kitchen, sink not HC accessible.

The handicap accessibility survey noted the following exterior issues that should be addressed:

- One HC parking space missing sign displaying wheelchair symbol;
- HC access aisles missing “NO PARKING” signs; and
- Sidewalk/street transitions missing detectable warning strips (raised bumps).

The on-ramp to the highway was improved by the NHDOT in 2015.

### ***Facility Exterior/Grounds***

The Springfield Rest Area has attractive landscaping with scenic views. Icicles develop and hang unsafely in winter months. A section of the split rail fence is missing. The asphalt walkway is generally in good condition. In heavy snow years, snow is piled in the parking lot which eliminated some spaces.

Parking surveys completed by DRED in June of 2015 indicate that sufficient automobile parking is available at the Springfield site during most months of the year. Peak month visitor counts



suggest that automobile parking utilization is below capacity on both peak month weekdays (52%) and weekends (49%). June 2015 survey data also suggests that oversized vehicle parking at the Springfield facility is currently 70% utilized on weekdays and 0% on weekends.

The FHWA parking demand model was used to look at oversized vehicle parking supply and demand for both public and private facilities in this vicinity. The model was used to estimate existing (2015) and future (2035) parking demand along a 61-mile stretch of I-89 northbound between the I-93 Interchange and the Vermont state line. The combined public and private oversized parking supply within this stretch of I-89 is 25 spaces (10 at Springfield and 15 at private facilities). The existing oversized vehicle parking demand is 67 vehicles, and the future demand is 86 vehicles, resulting in an overall deficit of 42 spaces in 2015, and a deficit of 61 spaces in 2035.

Handicapped signage and pavement markings are missing in the handicapped designated parking spaces. Pavement needs to be repaired.

Parking lot radii is tight for snow plows. Erosion has caused curb issues. Guardrail and curbing along west side of entry/exit ramp and vehicular pull-out were replaced in 2015.

#### ***Public and Focus Group Comments***

- Public Comment
  - Springfield rest area is good
  - Consider a variable message sign to warn about micro climates in Springfield; a safety measure for travelers who may not expect icy conditions
- Focus Group
  - No comments

### **4.13.3 Springfield Recommendations**

Recommendations for the short-term (within 5 years) and long-term (beyond 5 years) are summarized below. Table 4-13-10 summarizes the recommendations. The ADA recommendations represent major items, but are not an all-inclusive list. ADA details are provided in the audits conducted by NHDOT that are provided in Appendix J. Statewide recommendations and details are provided in Section 8 of this report. It is noted that cost estimates provided are for planning purposes only and prior to allocating funding a more detailed analysis and estimate should be completed.

**Table 4-13-10: Summary of Springfield Recommendations**

	Recommendations	Cost Estimates
	<b>Maintenance and Repair</b>	
	<b>Short-term</b>	
1	Repair/replace exterior beams	\$15,000
2	Fix issue creating ice dams /icicles	\$5,000
3	Repair pavement and curbing and restripe	\$5,000
4	Reconfigure parking island to improve turn radius for snow plows	\$3,000
5	Bathroom fixture replacement	\$80,000
6	Atmospheric Water System	\$10,000
7	Septic control panel repair/replacement	\$15,000
	<b>Short-term Total</b>	<b>\$133,000</b>
	<b>Long-term</b>	
8	None	-
	<b>ADA</b>	
1	Adjust service counter that is not HC accessible	
2	HC accessible bathroom stalls:	
a.	Provide door handles on both sides of stall door	
b.	Lower door hardware mounted too high	
c.	Relocate centerline of water closet that is too far from side wall	
3	HC accessible sinks:	
a.	Lower sink that is too high	
b.	Lower HC mirror that is mounted too high	
4	Provide missing sign noting that TTY is available for telephone	
5	Provide HC parking space sign displaying wheelchair symbol	
6	Provide HC access aisles "NO PARKING" signs	
7	Provide missing detectable warning strips at sidewalk/street transitions	
8	Provide two automatic door openers	
	<b>ADA Total</b>	<b>\$17,000-\$22,000</b>
	<b>Client Focus</b>	
1	Change hours of operation from 8 AM to 8 PM	\$0

## 4.14 Sutton Rest Area



### 4.14.1 Sutton Site Data and Facility Attributes

Detailed site data was compiled via field inventories conducted by NHDOT, DRED and AECOM in June of 2015. Site data and facility attributes for the Sutton Rest Area are summarized in Tables 4-14-1 to 4-14-7 and Figure 4-14-1 below.

**Table 4-14-1: Site Building and Layout Data**

<b>Location:</b>	I-89 SB about 4 miles south of Exit 10
<b>Access:</b>	Exit/entry ramps directly from/to I-89 SB
<b>Initial Opening:</b>	1973
<b>Construction Cost</b>	\$178,879 (1973)
<b>Building Size:</b>	1,440 SF
<b>Structure/Construction:</b>	Wood, 1-story structure; wood shingles; full foundation; new asphalt roof Tile floor; wood panel walls; wallboard ceiling; LED and fluorescent lighting; attic; 1 fire place Building in overall good condition
<b>Renovations:</b>	2002 – Vendor building 2015 – ADA restroom improvements, new water fountain
<b>Parking:</b>	2 parking areas separated by a raised median (1 shared area for passenger & commercial/recreational vehicles & 1 area for passenger vehicles only)

**Table 4-14-2: Site Operational Data**

<b>Hours of Operation:</b>	All Year, 9:00 AM to 9:00 PM
<b>Maintained by:</b>	DRED
<b>Staff:</b>	2 full-time and 5 part-time employees 1 employee working per shift; 2 during peak times (During some shifts, primarily Sunday nights and sometimes on Saturdays and during special events, holidays, motorcycle week, NHIS NASCAR events, etc.) Some shifts staffed with 2 employees
<b>Partners:</b>	None
<b>Tourism Activities:</b>	Hiking; fishing; hunting; golfing; boating; snowmobiling; skiing
<b>Costs:</b>	Original construction cost: \$\$178,879 (1973) Total Expenditures FY 2015 = \$204,535 (61% personnel; 17% non-personnel; 22% admin) Cost per operating hour = \$46.70 Cost per visitor = \$0.58 Cost per square foot = \$142.04

**Table 4-14-3: Site Travel Data – FY 2015 and 2035**

	FY 2015	2035 Projections
Mainline Traffic Volume (I-89 SB) – Weekday Daily:	9,268	12,100
Mainline Traffic Volume (I-89 SB) – Weekend Daily:	11,338	14,800
RA Visitors:	354,029	461,000
Average Daily RA Visitors:	970	1,263
Entering Traffic Volume – Average Weekday:	559 (6% capture rate)	730
Entering Traffic Volume – Average Weekend:	590 (5% capture rate)	770

**Figure 4-14-1: Sutton Rest Area Monthly Visitor Totals – FY 2015**

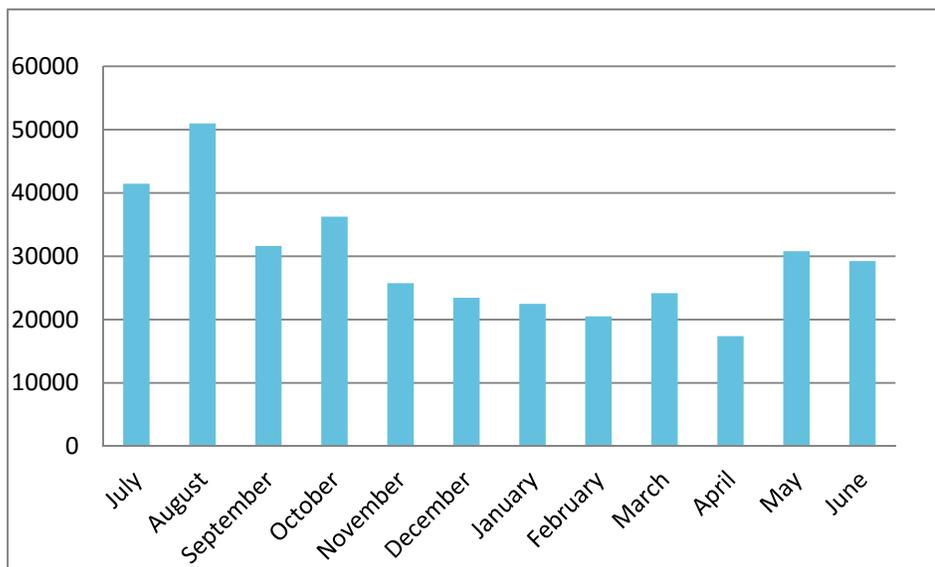


Table 4-14-4: Interior Site Amenities

<b>Telephone, Fax, Computer with Internet:</b>	Yes
<b>Brochure Racks:</b>	60 Single size on wall 30 Double size on wall 18 Counter racks 16 Floor racks 1 Newsstand
<b>Benches:</b>	4
<b>Water Fountain:</b>	1
<b>Restrooms:</b>	Men (3 stalls (1 is HC), 3 urinals, 3 sinks, 2 dryers, 1 baby changing station, 1 sharps disposal) Women (6 stalls (1 is HC), 3 sinks, 3 dryers, 1 baby changing station) Handicapped (1 HC toilet and sink in each restroom)
<b>Employee Kitchenette:</b>	Yes

Table 4-14-5: Exterior Site Amenities

<b>Landscaping:</b>	Good and well maintained
<b>Porta Toilets:</b>	3 (1 is HC)
<b>Vending Machines:</b>	1 coffee/hot chocolate, 2 beverage, 2 snacks; 1 change machine; 1 lottery
<b>Picnic Tables:</b>	9 (1 is HC)
<b>Pet Walk Area:</b>	Yes
<b>Payphones:</b>	None
<b>Trash:</b>	1 dumpster; 5 trash receptacles
<b>Signage:</b>	Way finding; hours of operation; building and site restrictions

Table 4-14-6: Site Utilities and Security

<b>Exterior Poles:</b>	2 single; 3 double vehicle; 2 pedestrian
<b>Luminary Type:</b>	Mercury vapor street lights (MVST)
<b>Energy Efficient:</b>	No
<b>Auxiliary Power:</b>	None
<b>HVAC:</b>	2 Oil tanks fired hot water boiler; Air conditioning
<b>Sewage:</b>	Septic System, new leach field in 2013
<b>Water:</b>	1 Drilled wells
<b>Security Cameras:</b>	Only in vending building
<b>Panic Button:</b>	None
<b>Fire Alarms:</b>	None
<b>Defibrillator:</b>	Yes, automated external defibrillator (in office)

**Table 4-14-7: Site Parking Data**

Type of Parking	Number of Spaces
Automobile:	60
Handicap:	5 in two lots (3 in front, 2 in back, included in 60 spaces)
Commercial/Recreational (trucks):	18 separate spaces for truck

Results from the July 2015 driver survey are shown in Table 4-14-8.

**Table 4-14-8: Driver Survey Results**

<b>Total Respondents:</b>	123
<b>O/D Info:</b>	50% of trips originated in VT 31% of trips destined for NH 11% internal trips (NH to NH) approx. 63% "through" trips
<b>Age Range:</b>	38% over 60; 31% 50-60; 23% ages 30-49
<b>Gender:</b>	58% male 42% female
<b>Vehicle Type:</b>	89% passenger car, van or pick-up 7% motorcycle 4% bus, truck, or other
<b>Vehicle Occupancy:</b>	70% 1 or 2 persons/vehicle 24% 3-4 persons/vehicle
<b>Trip Purpose:</b>	64% vacation/entertainment 16% personal business 8% work/business
<b>Reason for Stopping:</b>	88% bathrooms 23% rest/sleep 15% travel information
<b>Services Rating:</b>	96-99% "Good" or "Very Good" for all categories except bathroom cleanliness (94%) and vending machine choices (83%)
<b>Frequency of Visits:</b>	43% never been 24% visit 2-11 times/year 17% visit once/year or less
<b>Suggested Services:</b>	32% Wi-Fi 22% phone/computer charging stations 10% an ATM

**NOTES:**

Results may not total 100% because respondents selected more than one choice for some questions. For example, for "Reason for Stopping", a respondent may have indicated they stopped for bathrooms, travel information, and rest/sleep.

For "O/D Info", only the highest trip types are presented for origins, destinations, internal and through trips. The percentages for these trip types do not total 100% because these are separate categories and not comparable.

**Environmental Conditions and Resources**

Potential areas with wetland and water resources, conservation lands, flooding, waste or pollutants in the vicinity of the Sutton facility were identified and are shown in Figure 4-14-2.

Figure 4-14-2: Environmental Resources – Sutton Rest Area



The figure shows one public water supply well within the immediate vicinity of this rest area. This is the supply well that serves the Sutton rest area facility. Pockets of wetland areas were also identified within the vicinity of the facility. Other environmental issues that were identified in the vicinity include 1% annual chance (100-year) flood hazard area, which is located to the east of I-89 northbound. A 1% annual chance flood (or base flood) has a 1% annual chance of being equaled or exceeded in any given year.

### 4.14.2 Sutton Site Issues and Needs

Categories of specific issues and needs for the Sutton Rest Area include geographic spacing, building and services, and site layout and amenities. These topics are discussed below.

#### ***Geographic Spacing of Facilities***

The Sutton Rest Area is located approximately 31 miles north of the Hooksett southbound facility, and 31 miles south of the Lebanon RA/WIC. When the seasonal Lebanon facility is open, the distances between Sutton Rest Area and the closest rest areas are less than 60 miles, meeting the federal guideline. When the Lebanon site is closed, the distance along I-89 southbound between RA/WIC facilities in Randolph, VT and Sutton is nearly 69 miles.

#### ***Building and Services***

FHWA regulations restrict goods, information and services that can be distributed at each RA/WIC. A summary of allowable goods, information and services at the Sutton is provided in Table 4-14-9.

**Table 4-14-9: Goods, Information and Services Allowed Under FHWA**

Allowable Goods, Info & Services	Available at Sutton RA?	Condition
Vending Machines (food, beverages, & other items the state determines are appropriate such as health and beauty aids)	Yes	Good
Pay Phones	Yes	Good
Free Travel & Tourist Info	Yes	Good
Over the Counter Sales of: <ul style="list-style-type: none"> <li>• Items promoting tourism in the state, limited to books, DVDs, and other media;</li> <li>• Tickets for events or attractions in the state of a historical or tourism-related nature (including ski resort lift tickets);</li> <li>• Travel-related info including maps, travel and coupon booklets; and</li> <li>• Lottery machines</li> </ul>	No No No Yes	N/A N/A N/A Good
Advertising restricted to interior of the building, & must be limited to interest to the traveling public. A maximum of 60% of the advertising area is for paid advertisements, at least 40% shall be devoted free of charge	No	N/A
Free coffee which a donation may be made, but not required	No	N/A
Sponsorship of rest area operations and maintenance	No	N/A
Installation of signs that acknowledge the sponsorship of rest areas within rest area or along main traveled way	No	N/A
Wi-Fi service and computer charging stations	No	N/A
Display of NH goods and products. No sales allowed.	No	N/A

The Federal Law (U.S.C Title 23 Section 111) will not permit automotive service stations or other commercial establishments for serving motor vehicle users to be constructed or located on the rights-of-way of the Interstate System. Commercial enterprises in existence before January 1, 1960 are exempt. FHWA has indicated that there are no specific laws or regulations that address rest areas on Non-Interstate, federally funded highways.<sup>38</sup> 23 C.F.R 1.23 states that right-of-way purchased with Federal Title 23 participation must be used exclusively for a highway purpose. Therefore, if Federal-aid highway funds were used to acquire the right-of-way for the roadway and/or adjoin rest area on any public road, that facility must be used for a highway purpose only.

The site amenities currently provided at the Sutton Rest Area are generally adequate, although the 2015 driver survey indicated that travelers would like to see Wi-Fi, phone/computer charging stations, and ATM.

Back-up power is not currently provided for the site, and there are no fire alarms in the main and vending buildings. Security cameras are only provided in the vending building.

There is an automated external defibrillator in office that was installed in 2015.

<sup>38</sup> *Ibid.*, Vigue, e-mail dated February 1, 2016.

### ***Building and Site Condition***

The building is in good physical condition. All wood surfaces in lobby have polyurethane (seats, benches, paneled walls). Bathrooms, ceilings, and kitchen walls were painted during the 3-month shutdown in the fall of 2006.

Single entrance and exit ramps on I-89 SB serve both autos and over-size vehicles. Over-size vehicles park in head-in angle spaces. Parking lot pavement condition is very poor.

### ***ADA Review and Compliance***

A handicap accessibility survey was performed at the site in October of 2012 by NHDOT and DRED staff, and several issues were noted. According to ADA standards, the following additional items in the building need to be addressed:

- Handicap mirror mounted too high (Women's) in lavatory accessible sink;
- There are no automatic buttons to open doors at entrance and restrooms;
- Sink and stove in staff break room/kitchen not handicap accessible; and
- Inadequate floor space outside handle side of door.

The handicap accessibility survey noted the following exterior issues that should be addressed:

- Single HC ramp is provided for 3 spaces;
- No assessable aisle with "NO PARKING" signs provided for HC parking; and
- Curb ramp width is inadequate, too steep, and surface is not stable and slip-resistant.

### ***Facility Exterior/Grounds***

Outside landscaping is well maintained. Some light fixtures were removed by NHDOT prior to 2011 as part of a statewide program. There is a storage shed for lawn equipment.

Parking surveys completed by DRED in June of 2015 indicate that sufficient automobile parking is available at the Sutton site during most months of the year. Peak month visitor counts suggest that automobile parking is well below capacity on peak month weekdays (47%) and weekends (37%). June 2015 survey data also suggests that oversize vehicle parking at the Sutton facility is currently less than 50% utilized on weekdays and 17% on weekends. Weekday overnight oversized parking utilization data was also collected for selected facilities in June 2015. Overnight oversized parking for Sutton Rest Area is currently well below utilization.

The FHWA parking demand model was used to look at oversized vehicle parking supply and demand for both public and private facilities in this vicinity. The model was used to estimate existing (2015) and future (2035) parking demand along a 61-mile stretch of I-89 southbound between the VT state line and I-93 Interchange. The combined public and private oversized parking supply within this stretch of I-89 is 44 spaces (11 at Lebanon, 18 at Sutton, and 15 at private facilities). The existing oversize vehicle parking demand is 87 vehicles, and the future demand is 103 vehicles, resulting in an overall deficit of 46 spaces in 2015, and a deficit of 62 spaces in 2035.

Pavement and areas of curbing are in poor condition.

### **4.14.3 Sutton Recommendations**

Recommendations for the short-term (within 5 years) and long-term (beyond 5 years) are summarized below. Table 4-14-10 summarizes the recommendations. The ADA recommendations represent major items, but are not an all-inclusive list. ADA



details are provided in the audits conducted by NHDOT that are provided in Appendix J. Statewide recommendations and details are provided in Section 8 of this report. It is noted that cost estimates provided are for planning purposes only and prior to allocating funding a more detailed analysis and estimate should be completed.

**Table 4-14-10: Summary of Sutton Recommendations**

	Recommendations	Cost Estimates
	<b>Maintenance and Repair</b>	
	<b>Short-term</b>	
1	Provide back-up generator	\$4,500
2	Provide fire alarms	\$14,000
3	Repave parking lot and curbing and restripe	\$300,000
4	Building paint	\$14,000
5	Roof	\$25,000
6	Rebuild chimney	\$2,500
7	Heating system repair/replacement	\$14,000
	<b>Short-term Total</b>	<b>\$374,000</b>
	<b>Long-term</b>	
8	Monitor and review visitor volumes when Lebanon is open year round. Evaluate the need to keep Sutton open based on visitor volumes	TBD
	<b>ADA</b>	
1	Mount mirror lower in Women's bathroom at HC accessible sink	
2	Relocate sink and stove in staff break room/kitchen so they are handicap accessible	
3	Provide adequate floor space outside side of door	
4	Provide appropriate HC ramps for 3 spaces	
5	Provide HC access aisles "NO PARKING" signs	
6	Reconstruct HC where width is inadequate, too steep, and surface is not stable and slip-resistant	
7	Provide one automatic door openers	
8	Provide raised rubber mat for water fountain	
9	Basement stairs	
a.	Provide hand rails for both sides of stairs	
b.	Place back on each step so there are no open riders	
c.	Place a barrier underneath open stair case	
10	Alternative – construct new separate family/ADA restroom	
	<b>ADA Total</b>	<b>\$16,000-\$19,000</b>
	<b>Client Focus</b>	
1	Change hours of operation from 8 AM to 8 PM	\$0

The current building is 1,440 square feet which is one of the two smallest active facilities in the system. It serves a moderately high number of visitors (over 350,000 per year, but has a high operating cost on a square foot basis. Visitor demand is expected to increase by approximately 15 percent over the next 20 years. The building and its infrastructure is nearing the end of its life cycle and will require increased maintenance over time. Because of the small building size it will be difficult to accommodate visitors for longer periods to utilize amenities such as Wi-Fi and computer charging stations.

As part of this study a recommendation has been made to change the Lebanon facility from a seasonal operation to year round. This will likely reduce the number of visitors at Sutton, particularly during the fall/winter season. Once Lebanon is converted to year-round operations the State should monitor visitor volumes there and at Sutton. Based on visitor volume results, the State can evaluate the need and cost/benefit of keeping the Sutton facility open (partially or fully). It is noted that a long-term recommendation is to provide a new larger facility in Lebanon, which may further impact visitor volumes at Sutton.

## 5 Driver Survey – Systemwide Summary

### 5.1 Introduction

A driver survey was developed and administered to determine the travel characteristics and preferences of RA/WIC users. The driver survey was developed by the project team in coordination with NHDOT and DRED. A total of 14 survey questions were developed to capture the following traveler information:

- Demographic information of travelers;
- Vehicle type;
- Origin and destination of trips;
- Trip purpose and frequency;
- Rating of existing services;
- Need for additional services; and
- Opinions and comments about facilities and services.

A copy of the survey form is provided in Appendix K.

### 5.2 Driver Survey Methodology

The driver survey was administered by DRED staff at each of the 12 open RA/WICs for about a one week period in July 2015. The survey was administered in an interview-style method of asking survey questions and by respondents filling in the survey by hand and submitting it to DRED staff.

The numeric target for survey responses was to achieve a response equivalent to 10-15% of the average daily number of visitors at each RA/WIC. Overall, a total of 2,785 visitors completed the survey, which represents a response rate of approximately 19% of average daily visitors statewide. Response rates at individual facilities ranged between 12% and 33%. It is noted that some respondents did not answer every question; therefore the total number of respondents was less than 2,785 for some questions. Table 5-1 summarizes the survey response rates for each RA/WIC.

**Table 5-1: Summary of Survey Response Rates for RA/WICs**

RA/WIC	Average Daily Visitors	Survey Respondents	Survey Respondents %
Canterbury	735	156	21%
Colebrook	265	40	15%
Hooksett North <sup>1</sup>	2,734	430	16%
Hooksett South <sup>1</sup>	2,953	457	15%
Lebanon	737	132	18%
Littleton	447	115	26%

RA/WIC	Average Daily Visitors	Survey Respondents	Survey Respondents %
North Conway	237	29	12%
Salem	948	311	33%
Sanbornton	915	270	30%
Seabrook	2,807	451	16%
Springfield	983	271	28%
Sutton	970	123	13%
<b>TOTAL</b>	<b>14,731</b>	<b>2,785</b>	<b>19%</b>

**SOURCE:** NHDOT/DRED Driver Surveys, July 2015.

**NOTES:**

1. FY 2012 was used for the two Hooksett facilities because they were under construction 2013-2015.

## 5.3 Driver Survey Results

### 5.3.1 Hometown States/Province and Cities/Towns

Question #1 was designed to determine where New Hampshire RA/WIC visitors reside. Question #1 asked: *Where is your home?* The respondents were asked to provide the *Town* and *State/Province*. A total of 2,785 travelers responded to Question #1.

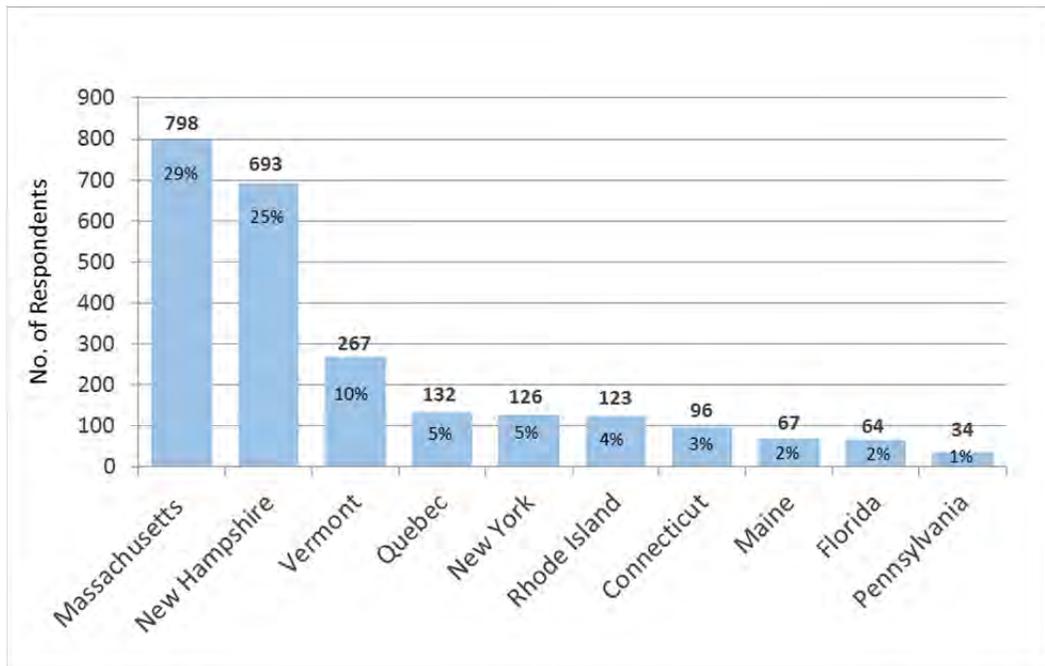
#### ***Top Hometown States/Provinces***

Figure 5-1 shows the top ten hometown states/provinces of the respondents. The survey showed that the highest number of respondents live in Massachusetts (29%) and New Hampshire (25%). Approximately 10% of the respondents live in Vermont, and 5% are from Quebec. Only 67 respondents (2%) stated Maine as their hometown state, similar to the number of respondents from Florida.

#### ***Top Home Cities/Towns for Respondents***

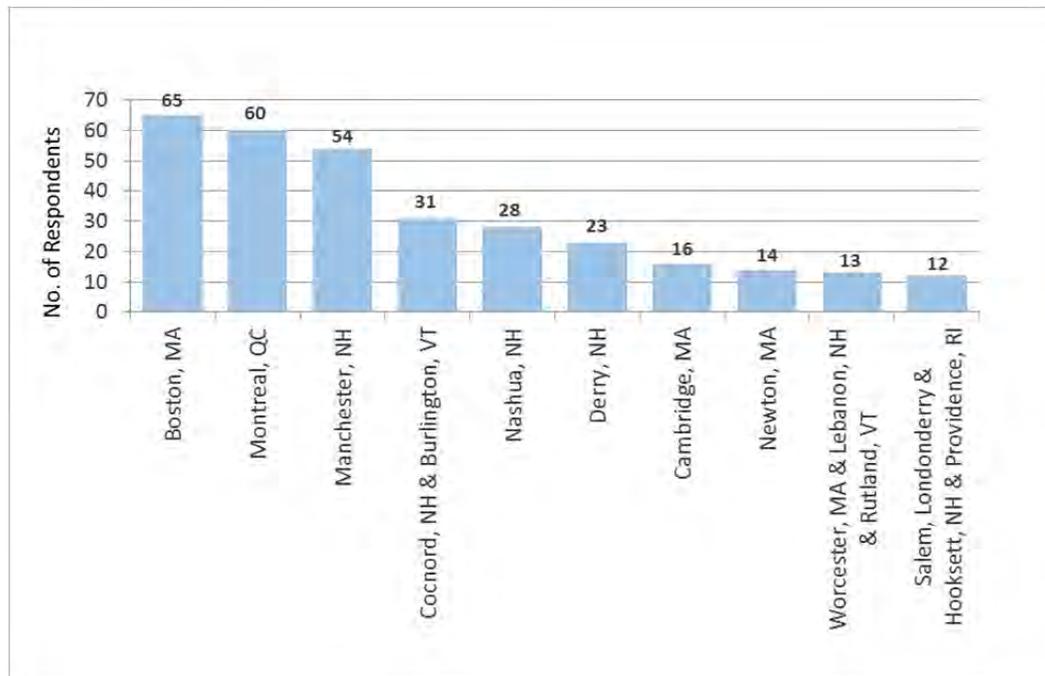
Figure 5-2 shows the top hometown cities/towns for the respondents. The top home cities/towns included eight cities in New Hampshire, four in Massachusetts, two in Vermont, and one each in Quebec and Rhode Island. The top three home cities/towns were Boston, Massachusetts (65 respondents); Montreal, Quebec (60 respondents) and Manchester, New Hampshire (54 respondents). No cities/towns from Maine or Connecticut were included in the top responses.

Figure 5-1: Top Ten Hometown States/Province for Respondents



SOURCE: NHDOT/DRED Driver Surveys, July 2015.

Figure 5-2: Top Home Cities/Towns for Respondents



SOURCE: NHDOT/DRED Driver Surveys, July 2015.

The home state and city/town data may be useful to DRED's Division of Travel and Tourism Development.

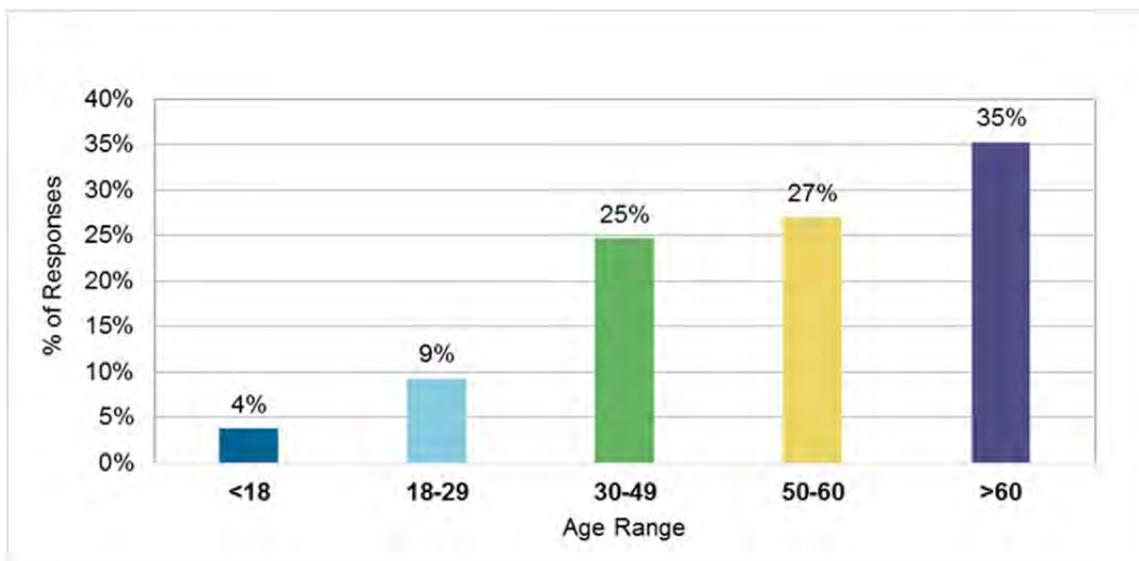
### 5.3.2 Demographic Information of the Travelers

Questions #2 and #3 in the driver survey collected demographic information for the RAWIC visitors. Question #2 asked *Age* and Question #3 asked *Gender* of the respondents.

#### ***Age of the Visitors***

A total of 2,732 responses were provided for Question #2 about the age of RAWIC visitors. The responses for this question are shown in Figure 5-3. Statewide, more than 60% of the respondents were 50 years old or older. Approximately 25% of the respondents were 30-49 years old, and 13% were younger than 30.

**Figure 5-3: Age of Visitors (Statewide)**



**SOURCE:** NHDOT/DRED Driver Surveys, July 2015.

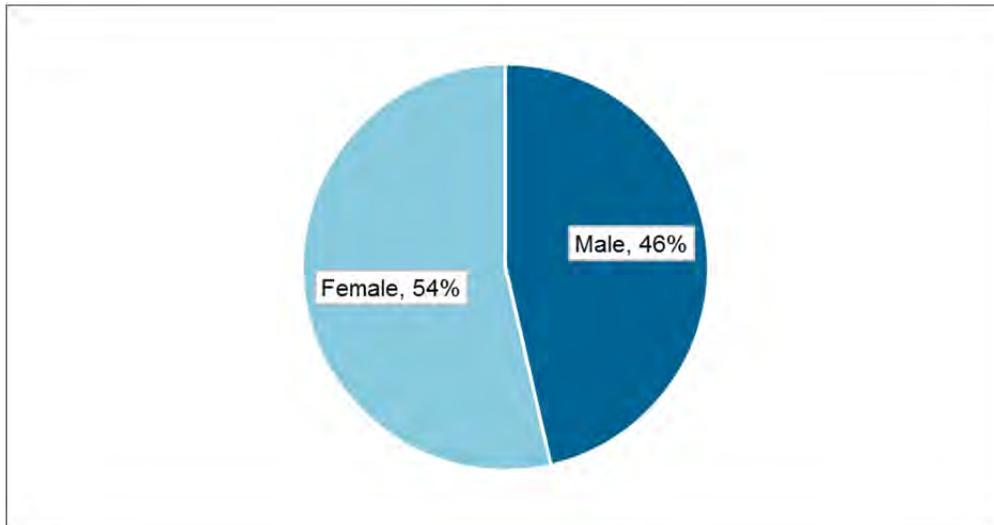
The response rates for the age of the visitors at the individual RAWICs were generally comparable to the statewide responses, with a few exceptions. The percentage of respondents over 50 years old was 85% in Colebrook and 71% in North Conway. At Hooksett North, Hooksett South, and Littleton, the highest percentage of respondents was between 30-49 years old.

#### ***Gender of the Visitors***

A total of 2,702 travelers responded to Question #3 on gender. As shown in Figure 5-4, more than half (approximately 54%) of the total respondents statewide were female. The responses for the individual RAWICs were comparable to the statewide average except for three facilities. For Canterbury and Sutton, male respondents were slightly higher than the female respondents, and for Colebrook, the male respondents were double the number of female respondents. In North Conway, the percentage of female and male respondents was equal (50% each).

Visitor gender information is useful in planning restrooms facilities. The information regarding the age of visitors was used to evaluate amenities for the RAWICs that are user friendly and accessible for age appropriate visitors. Results must be carefully reviewed, however, since travelers in younger age groups were not as well represented in the survey as older age groups.

Figure 5-4: Gender of Respondents

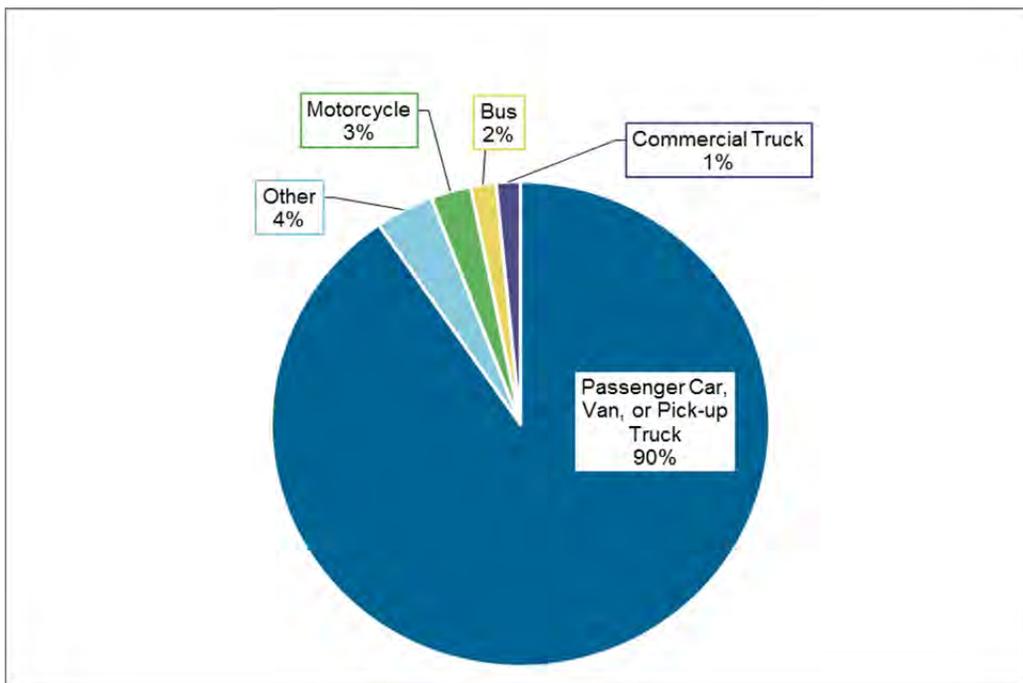


SOURCE: NHDOT/DRED Driver Surveys, July 2015.

### 5.3.3 Vehicle Type

A total of 2,742 responses were received for Question #4, which was *What is your vehicle type?* As shown in Figure 5-5, approximately 90% (2,478) of the respondents drove passenger vehicles (auto, van or pick-up truck) and approximately 3% (88) respondents came in buses or trucks. A total of 3% of the respondents drove motorcycles.

Figure 5-5: Vehicle Type (Statewide)



SOURCE: NHDOT/DRED Driver Surveys, July 2015.

The response rates for vehicle type for the individual RA/WICs are generally comparable to the statewide averages. However, in some facilities, the percentage of commercial trucks and motorcycles was greater than the statewide average. Individual site deviations from the statewide averages included the following:

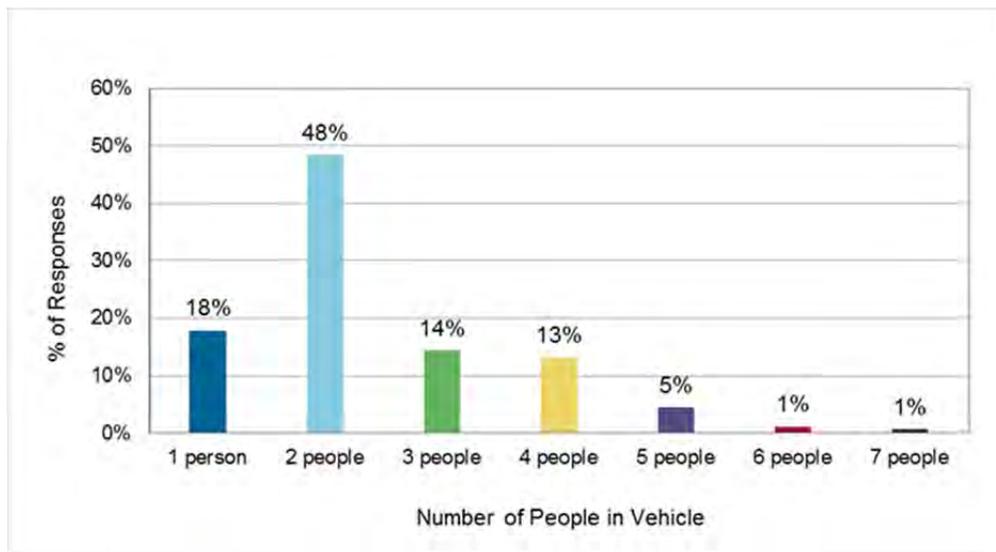
- Respondents who drove passenger vehicles were higher than the state average (90%) for Littleton (94%), Canterbury (95%) and Springfield (96%);
- The location with the highest percentage of commercial trucks was Colebrook (8%);
- The locations with highest percentage of motorcycles were Salem and Sutton (7% for each);
- In Canterbury, Littleton, North Conway/Intervale, and Salem, no respondents reported driving commercial trucks. It is noted that trucks are prohibited from parking in the North Conway/Intervale parking lot; and
- In Littleton, North Conway/Intervale and Springfield, no buses were reported.

The vehicle type information was used in evaluating appropriate site circulation, parking space layout, and providing sufficient maneuvering areas in parking lots.

### 5.3.4 Occupancy

Question #5 was asked to determine vehicle occupancy. The question was: *How many total people are travelling in your vehicle?* A total of 2,685 people responded to this question. Figure 5-6 shows that the highest percentage of the respondents (48%) stated that there were two people in their vehicles. Approximately two-thirds of the vehicles (66%) had one or two persons. Over one-third of vehicles (34%) had 3 or more persons. The average vehicle occupancy rate statewide for RA/WIC visitors is 2.4 persons per vehicle.

**Figure 5-6: Number of People in Vehicle (Statewide)**



**SOURCE:** NHDOT/DRED Driver Surveys, July 2015.

The response rates for vehicular occupancy for the individual facilities were generally comparable to the statewide data. In most of the facilities, the percentage of the respondents who said they had two people in the vehicle was the highest followed by the respondents who drove alone. However, at Hooksett North, Littleton, and Seabrook, the percentage of vehicles with three people was higher than the percentage of vehicles with one person.

Vehicular occupancy information was helpful in identifying the types of users (e.g. tourists, tour buses, commuters) at the RA/WICS so that appropriate parking and rest room facilities can be provided.

### 5.3.5 Origins and Destinations of the Trip

Questions #6 and #7 were asked to determine where drivers came from and where they were headed. Question #6 was: *Where did you start this particular trip?* and question #7 was: *Where will this particular trip end?* A total of 2,732 travelers responded to the questions regarding origin and destination.

Table 5-2 summarizes statewide trip origins and destinations. The table shows that the highest percentage of respondents (32%) started their trips in Massachusetts, closely followed by New Hampshire (29%). The third highest origin was Vermont with 11% of respondents. All the other origin states/provinces accounted for 5% or less of the response rate.

The table also shows that the highest percentage (approximately half, or 1,365) of total respondents ended their trips in New Hampshire. Maine, Massachusetts, and Vermont each received response rates of at least 10% for trip destinations.

Key trip making characteristics for the survey respondents include the following:

- 515 respondents (approximately 19%) made trips entirely within New Hampshire (internal-internal);
- 280 respondents (10%) began their trip in New Hampshire and ended in another state (internal-external);
- 850 respondents (31%) began their trip in another state and ended in New Hampshire (external-internal); and
- A total of 1,087 (40%) respondents drove through New Hampshire with both the trip origin and destination occurring outside of New Hampshire (external-external).

#### ***Origin and Destination Trends at Gateway RA/WICs***

Gateway RA/WICs are those located at or near New Hampshire state borders. A summary of origins and destinations at the gateway RA/WICs is provided in Table 5-3.

The origin and destination information may be useful to DRED's Division of Travel and Tourism Development. The traveler origin and destination information was used to determine appropriate geographic spacing for RA/WIC facilities.

Table 5-2: Origins and Destinations of the Trip

ORIGIN (from)	DESTINATION (to)													Origin %
	NH	MA	VT	ME	NY	CT	RI	QC <sup>1</sup>	NJ	NB <sup>1</sup>	NS <sup>1</sup>	OTHER	Total	
NH	515	97	62	21	16	15	14	9	7	1		38	795	29%
MA	480	49	132	136	19	1		38	1	3	2	24	885	32%
VT	103	98	22	70		1	6				1	11	312	11%
ME	9	6	30	19	5			6				6	81	3%
NY	39	9	2	38	18			1		1	2	4	114	4%
CT	42		2	35	1	4	1	1				3	89	3%
RI	78	1	15	16	1		5	6		1		5	128	5%
QC <sup>1</sup>	24	43	1	22	1	1		9				6	107	4%
NJ	8			4				1	1	1		1	16	1%
PA	13			14								3	30	1%
FL	10	3		5							3	3	24	1%
ON <sup>1</sup>	1	11			1					4	1	1	19	1%
TX	2		2	1	1							8	14	1%
OH	3		2	2	1						1	4	13	0%
VA	4			2						1		4	11	0%
MI	2		1	4					1	1		2	11	0%
OTHER	32	9	7	28	2	1	0	1	0	3	0		83	3%
<b>Total</b>	<b>1365</b>	<b>326</b>	<b>278</b>	<b>417</b>	<b>66</b>	<b>23</b>	<b>26</b>	<b>72</b>	<b>10</b>	<b>16</b>	<b>10</b>	<b>123</b>	<b>2732</b>	<b>100%</b>
<b>Destination %</b>	<b>50%</b>	<b>12%</b>	<b>10%</b>	<b>15%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>3%</b>	<b>0%</b>	<b>1%</b>	<b>0%</b>	<b>5%</b>	<b>100%</b>	

SOURCE: NHDOT/DRED Driver Surveys, July 2015.

**NOTES:**

1. Provinces in Canada: NB= New Brunswick, QC= Quebec, ON=Ontario, and NS= Nova Scotia

Table 5-3: Origin/Destination Summary for Gateway RA/WICs

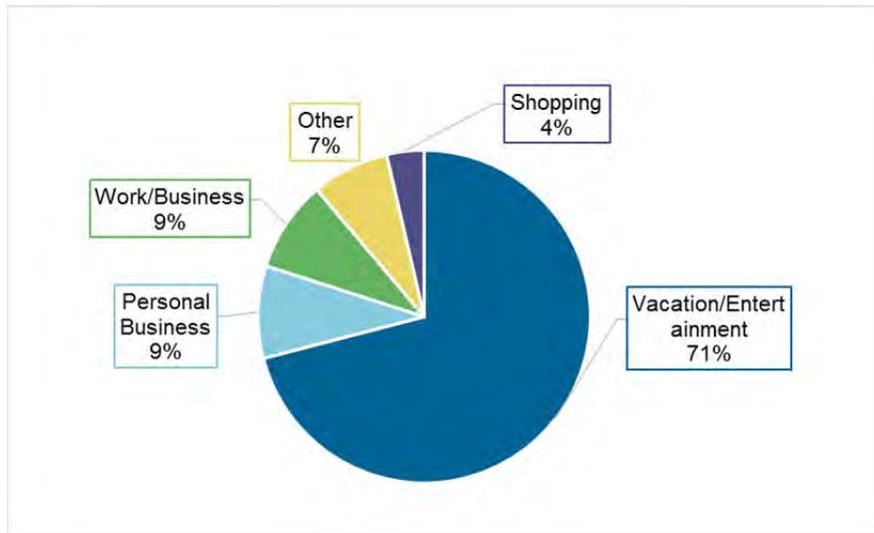
RA/WIC	Total Respondents	% of Origin Trips	% of Destination Trips	% of Through or External-External Trips
Colebrook RA	40	<ul style="list-style-type: none"> <li>33% of respondents started their trips in NH,</li> <li>15% in VT, and</li> <li>13% in Quebec and NY, each.</li> </ul>	<ul style="list-style-type: none"> <li>50% of respondents had destinations in NH.</li> <li>Other destinations with high response rates were ME and NY.</li> </ul>	48%
Lebanon RA/WIC	132	<ul style="list-style-type: none"> <li>43% of respondents started their trips in VT;</li> <li>12% in NY; and</li> <li>11% in NH.</li> <li>7% in Quebec.</li> </ul>	<ul style="list-style-type: none"> <li>48% of respondents had destinations in NH.</li> <li>Other destinations with high response rates were MA and ME.</li> </ul>	51%
Littleton RA/WIC	115	<ul style="list-style-type: none"> <li>23% of respondents started their trips in NH;</li> <li>21% in VT; and</li> <li>17% in Quebec.</li> </ul>	<ul style="list-style-type: none"> <li>42% of respondents had destinations in NH;</li> <li>18% in ME;</li> <li>12% in VT; and</li> <li>9% in Quebec.</li> </ul>	52%
Salem RA/WIC	311	<ul style="list-style-type: none"> <li>70% of respondents started their trips in MA.</li> </ul>	<ul style="list-style-type: none"> <li>76% of respondents had destinations in NH; and</li> <li>10% in VT.</li> </ul>	22%
Seabrook RA/WIC	451	<ul style="list-style-type: none"> <li>46% of respondents started their trips in MA;</li> <li>11% in CT;</li> <li>8% in NY and RI, each.</li> <li>(Note: 97% of respondents started their trips in states other than NH.)</li> </ul>	<ul style="list-style-type: none"> <li>57% of respondents had destinations in ME; and</li> <li>27% in NH.</li> <li>Of the 208 respondents who started their trips in MA, 127 respondents (28%) ended their trips in ME.</li> </ul>	71%

**SOURCE:** NHDOT/DRED Driver Surveys, July 2015.

### 5.3.6 Overall Purpose of the Trip

Question #8 asked motorists *What is the overall purpose of this trip?* A total of 2,692 respondents answered this question. As shown in Figure 5-7, the majority of the respondents (71%) statewide indicated that vacation/entertainment was the overall purpose of their trip. This high percentage is likely due to the fact that the survey was conducted around the July 4<sup>th</sup> holiday. Each of the non-vacation/entertainment purposes (work/business, shopping, personal business and other) received responses of less than 10%, with shopping receiving the fewest responses (4%).

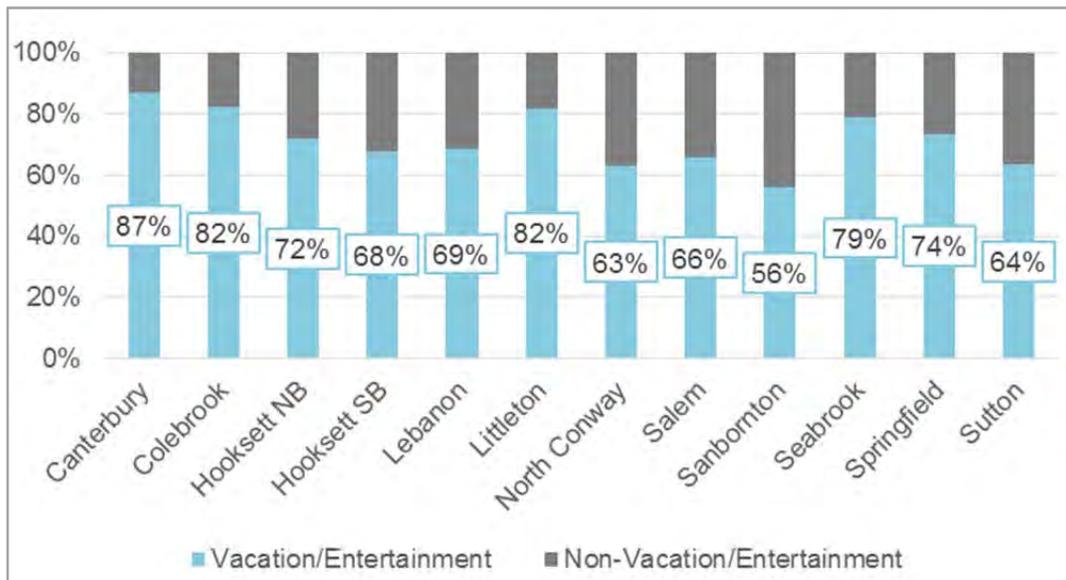
**Figure 5-7: Overall Purpose of the Trips (Statewide)**



**SOURCE:** NHDOT/DRED Driver Surveys, July 2015.

Figure 5-8 shows the purpose of trips by two broad categories: vacation/entertainment, and non-vacation/entertainment, for each RA/WIC location. The figure shows that most of the travelers who stopped at each facility were traveling for vacation/entertainment purposes. At Canterbury, Colebrook, Hooksett North, Littleton, Seabrook, and Springfield, the percentage of responses for vacation/entertainment was higher than the statewide average of 71%. The highest percentage of non-vacation/entertainment travelers (44%) was reported at Sanbornton.

**Figure 5-8: Most Common Purpose of the Trip**



**SOURCE:** NHDOT/DRED Driver Surveys, July 2015.

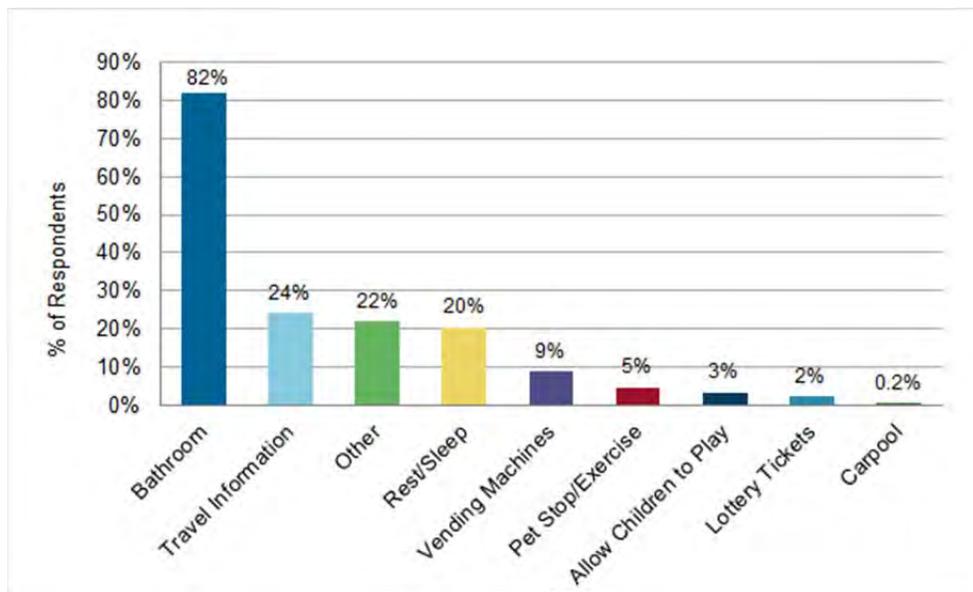
The information on trip purpose was useful in identifying amenities based on visitor needs such as travel information and services or Wi-Fi and electronic device charging stations.

### 5.3.7 Reasons for Stopping at RA/WICs

Question #9 asked *Why are you stopping here?* Motorists were instructed to check all the reasons that are applicable to them for stopping at these facilities. A total of 4,602 responses (checked boxes) from 2,746 respondents were collected for this question. Figure 5-9 shows the summary of reasons for stopping statewide.

The responses collected for this question showed that, statewide, over 80% of the respondents stopped at RA/WICs to use the bathrooms. Over 20% of respondents stopped for travel information, rest/sleep, and a variety of other reasons including food, liquor, stretch, gas, site seeing, and work. Approximately 9% of the respondents indicated vending machines as a reason for stopping. The percentage of respondents that stated pet stop/exercise, allow children to play, and lottery tickets ranged from 2% to 5%. Less than one percent of the respondents stated carpool as a reason for stopping.

**Figure 5-9: Reason for Stopping (Statewide)**



**SOURCE:** NHDOT/DRED Driver Surveys, July 2015.

**NOTES:**

Results may not total 100% because respondents selected more than one choice for some questions. For example, for “Reason for Stopping”, a respondent may have indicated they stopped for bathrooms, travel information, and rest/sleep.

For each individual RA/WIC, bathroom was the top reason for stopping.

In Colebrook, Hooksett North, Lebanon, and North Conway/Intervale, the response rates for travel information were higher than the statewide average response rate of 24%. Colebrook and Lebanon are gateway RA/WICs, so people are more likely to be stopping for travel information. At Hooksett North and Hooksett South, 26-28% of the responses checked were “other” as a reason for stopping. This is likely a result of the two Hooksett facilities having amenities that the other facilities do not have, including food vendors, wine and liquor stores, a general store, and fuel pumps. Sightseeing was specified as the top “other” reason for stopping at the North Conway/Intervale facility.

Reason for stopping information at RA/WICs was used for identifying travel needs at individual facilities, including restrooms, vending machines, user friendly and bilingual travel information, dog walking areas, and areas for children to play.

### 5.3.8 Rating of Existing Services

Question #10 was included to solicit visitor opinion of existing RA/WIC facility amenities and services. Question #10 asked: *Please rate the services you used here based on the following criteria: Very Good (VG), Good (G), Satisfactory (S), Poor (P), Very Poor (VP), Not Applicable (NA)*, and then provided a list of seven types of services available at the facilities for rating. The respondents were also asked to provide overall rating of the RA/WICs. A total of 2,480 respondents provided the ratings for the services they used.

#### Rating of Services – Statewide

Figure 5-10 summarizes the statewide results of the visitor’s rating of RA/WIC services. It shows that each service, including the overall rating for service provided at the RA/WICs were considered good and very good (89% or above) by the respondents. Only a small percentage of the respondents (under 10%) rated the services as satisfactory, poor or very poor. Of the seven services provided on the driver survey, “feeling of safety on site” received the best response rate (98% either good or very good). The worst response rate was for “vending machine choices,” which was only received 89% either good or very good ratings. “Bathroom availability” received the second best response rate (97% either good or very good), followed by “availability of parking spaces” and “interior of building,” (96% either good or very good for each). “Bathroom cleanliness” and “outside grounds” also received fairly favorable ratings (94% either good or very good). The overall rating for the RA/WICs statewide was 96% either good or very good.

**Figure 5-10: Rating of Services Use at RA/WICs (Statewide)**



**SOURCE:** NHDOT/DRED Driver Surveys, July 2015.

#### Rating of Services – by Facility

The rating of the services for each facility was comparable to the statewide ratings with “vending machine choices” receiving the lowest response rate compared to other services.

At the Littleton facility, 100% of the respondents provided a good or very good rating for the facility overall. Similarly, the Colebrook facility received good and very good ratings for most of the services provided at that location.

At the Seabrook RA/WIC, many of the services received lower than the statewide average ratings.

Table 5-4 lists the statewide average for “good” and “very good” ratings for each service and compares the statewide “good” and “very good” ratings with individual RA/WIC ratings.

**Table 5-4: Rating of Services Comparison for RA/WICs**

Services Used	Statewide Average % of “Good” and “Very Good” Ratings	Facility that Received Highest % of “Good” and “Very Good” Ratings	Facility with % of “Good” and “Very Good” Ratings Lower than Statewide Avg	Facility with the Lowest % of “Good” and “Very Good” Ratings
Availability of Parking Spaces	96%	Colebrook (100%)	Hooksett NB, Hooksett SB, Seabrook	Seabrook (88%)
Vending Machine Choices	89%	Hooksett North (96%)	Canterbury, N Conway/Intervale, Salem, Seabrook, Springfield, Sutton	Seabrook (75%)
Bathroom – Availability	97%	Colebrook, Littleton, N Conway/Intervale (100% each)	Seabrook	Seabrook (88%)
Bathroom – Cleanliness	94%	Littleton (100%)	Seabrook, Salem, Springfield	Seabrook (87%)
Feeling of Safety on Site	98%	Colebrook, Littleton, N Conway/Intervale (100% each)	Salem, Seabrook	Seabrook (96%)
Interior of Building	96%	Colebrook, N Conway/Intervale (100% each)	Canterbury, Lebanon, Seabrook, Springfield	Lebanon, Seabrook (91% each)
Outside Grounds	94%	Colebrook, Littleton (100% each)	N Conway/Intervale, Seabrook, Springfield	N Conway/Intervale (85%), Seabrook (86%)
Overall Rating of RA/WIC	96%	Littleton (100%)	Seabrook, Springfield	Seabrook (89%)

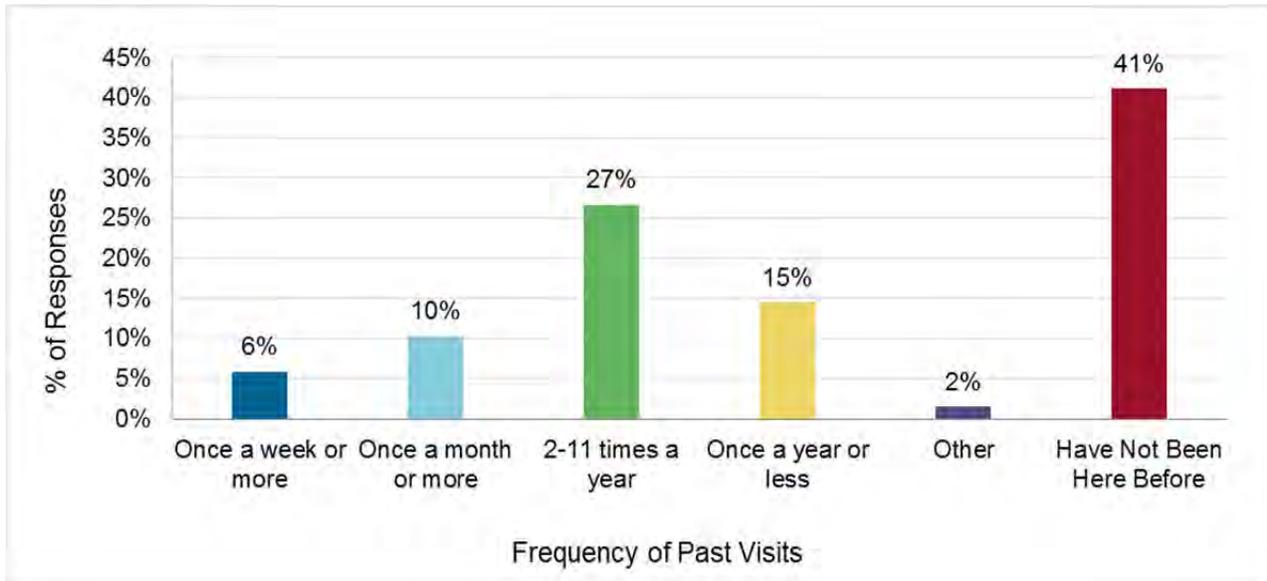
**SOURCE:** NHDOT/DRED Driver Surveys, July 2015.

The rating of services data was useful for assessing the current condition of RA/WIC services and identifying conditions and services that need to be improved.

### 5.3.9 Frequency of Visits

Question #11 was aimed at identifying the frequency of visitation experienced by respondents. This question asked: *Have you been at this rest area and welcome center before?* A total of 2,310 respondents answered this question. The survey result shows that, statewide, approximately 59% of the respondents had previously visited the RA/WIC, and 41% said they had not been there before. As indicated by Figure 5-11, of the 59% respondents who had visited the RA/WIC, approximately 43% visited the facility at least two times per year. The number one response statewide (27%) was “visited 2-11 times a year.” At least 6% of the respondents were frequent visitors, who stopped at the RA/WIC once or more per week. Approximately 10% were regular visitors who visited once per month or more. A total of 15% of the respondents said they visited the RA/WIC only once per year or less.

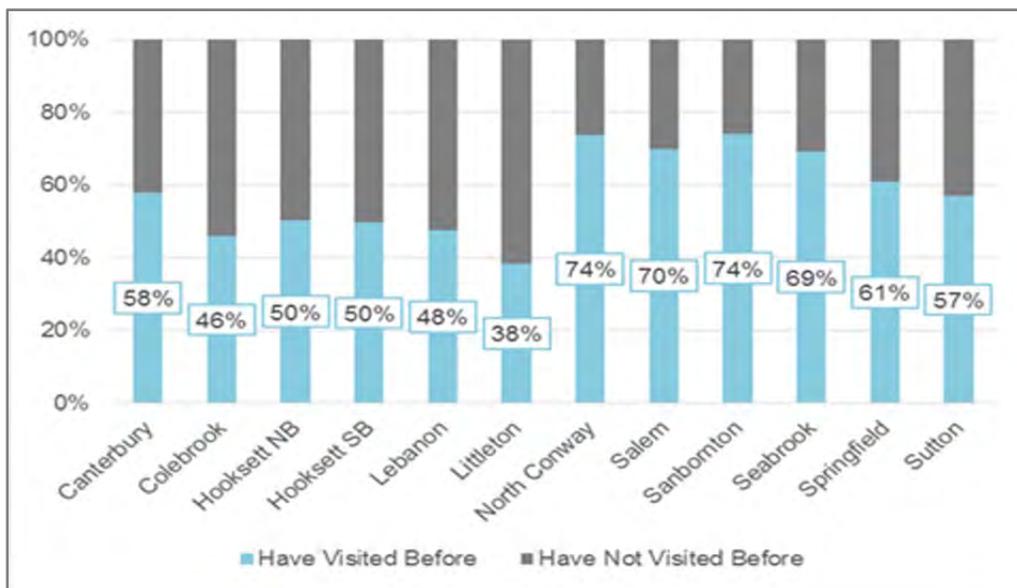
**Figure 5-11: How Often Respondent Has Visited (Statewide)**



**SOURCE:** NHDOT/DRED Driver Surveys, July 2015.

Figure 5-12 shows the percentage of previous visitors versus new visitors at each of the RA/WIC facilities. The statewide average for respondents who had previously visited the RA/WICs was 59%. Figure 12 shows that the percentage of respondents who had previously visited individual RA/WICs was higher than the statewide average for North Conway/Intervale, Salem, Sanbornton, Seabrook and Springfield. The percentage of previous visitors was lower than the statewide average for Canterbury, Colebrook, Hooksett North, Hooksett South, Lebanon, Littleton, and Sutton. At the Littleton facility, 38% of the respondents had previously visited the facility.

**Figure 5-12: Previous Visitors versus New Visitors**



**SOURCE:** NHDOT/DRED Driver Surveys, July 2015.

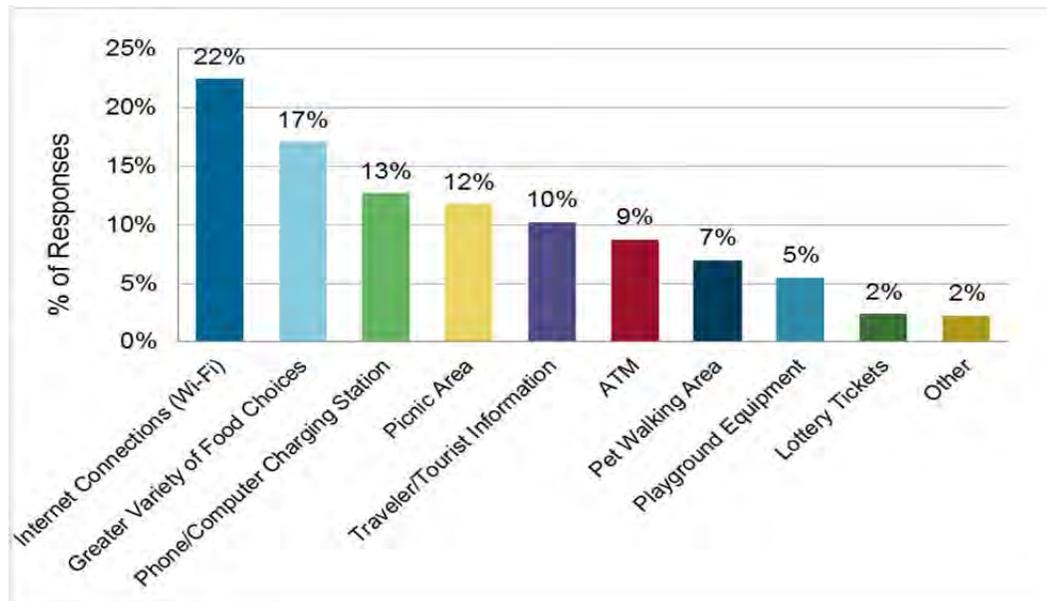
The “frequency of visit” data was used to identify services and amenities for distinct visitor markets. Some needs and services for regular or frequent visitors may be different than those desirable to the first time visitor. First time visitors would likely require more travel and tourist information than regular or frequent visitors. In addition, a first time visitor provides the state with an opportunity to highlight amenities and attractions across the state and make a good first impression.

### 5.3.10 Key Services and Facilities

The goal of Question #12 was to solicit ideas and suggestions for RAWIC improvements. Question #12 asked: *What other key services/facilities might you use at a rest area and welcome center if it were available?* Motorists were asked to check all suggestions that apply. A total of 3,762 responses were collected from 1,689 respondents.

Figure 5-13 summarizes the response rate for the suggested services in descending order. The figure shows that statewide, internet connections (Wi-Fi) was the top suggested service (22%), followed by greater variety of food choices (17%) and phone/computer charging stations (13%). Picnic areas and traveler/tourist information received 12% and 10% of the responses, respectively.

**Figure 5-13: Suggested Services (Statewide)**



**SOURCE:** NHDOT/DRED Driver Surveys, July 2015.

For each of the individual RAWICs, “internet connections (Wi-Fi)” was also the top key service suggested by the respondents. Greater variety of food choices received the second highest response rate for each facility except for Lebanon, North Conway/Intervale and Sutton. (Traveler/tourist information received the second highest response rate in Lebanon and North Conway, and phone/computer charging stations the second highest response in Sutton.) As was the case statewide, other top services suggested by the respondents at individual RAWICs included phone/computer charging station, picnic area and traveler/tourist information. ATMs were also among the top five suggested services at Colebrook, Sanbornton, Salem, Seabrook and Sutton. In Sutton, ATM was the third highest suggested key service.

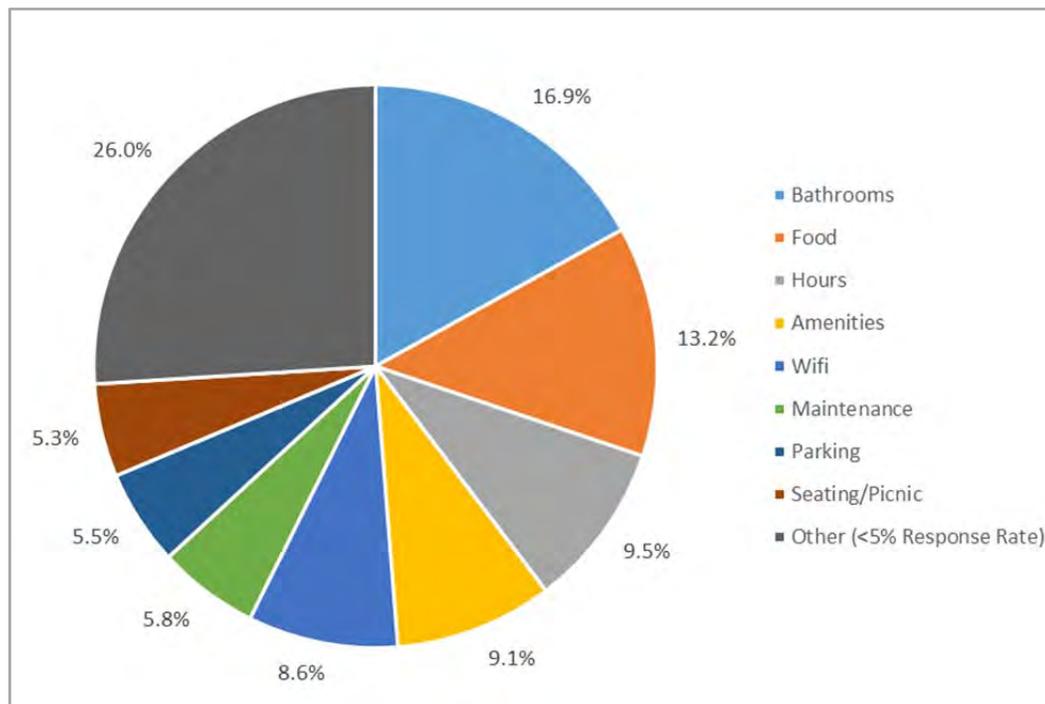
The “suggested services” data will be used in identifying what new amenities and services should be considered for recommendation statewide, as well as at each individual RAWIC facility.

### 5.3.11 Need for Additional Services

Question #13 was also aimed at gathering visitor feedback for needed improvements at RAWICs. This question asked: *What single feature of this rest area/welcome center would you improve?* Respondents were asked to write the single feature they wanted to see improved on the space provided in the survey. A total of 1,170 responses (including 275 “nothing,” “nothing, it’s great,” and “no, it’s great” type responses and 42 “Not Applicable” responses) were received for this question.

Figure 5-14 identifies the eight features that received more than a 5% response rate, plus an “other” category, which is a compilation of various improvements with less than a 5% response rate. Statewide, bathroom was the top response with approximately 17%, followed by food (13%), hours of the facilities (9.5%), amenities (9%), and Wi-Fi (8.6%). Maintenance, parking, and seating/picnic each received 5-6% of the responses. The “other” category (26%) included improvements related to coffee, pets/kids, size/layout/location, travel/tourism/shopping, accessibility, waste management, personnel, RVs/EVs/trucks, and showers.

**Figure 5-14: Single Improvement (Statewide)**



**SOURCE:** NHDOT/DRED Driver Surveys, July 2015.

For most of the individual RAWICs, response rates were evenly distributed among various improvements. However, in some facilities, there was a fluctuation in responses with very high response rates for some improvements. For example, the response rates for improving bathrooms were significantly higher in Colebrook (42%) and Seabrook (29%) compared to the response rates for other improvements. Similarly, the response rates for increasing hours were high in Lebanon (44%) and North Conway/Intervale (38%) compared to other suggested improvements.

Single improvements with high response rates for individual facilities are summarized below:

- Canterbury: bathrooms, hours, food;
- Colebrook: Wi-Fi, amenities;
- Hooksett North: parking, food, amenities;
- Hooksett South: food, hours, seating/picnic;

- Lebanon: hours, bathroom, amenities; Wi-Fi;
- Littleton: amenities, size/layout/location, Wi-Fi;
- North Conway/Intervale: hours, accessibility, size/layout/location;
- Salem: bathroom, food, amenities;
- Sanbornton: bathrooms, hours (both with highest response rates), maintenance, seating/picnic;
- Seabrook: bathrooms, Wi-Fi, amenities;
- Springfield: bathrooms, food, maintenance, seating/picnic; Wi-Fi; coffee; and
- Sutton: Wi-Fi, bathrooms, maintenance

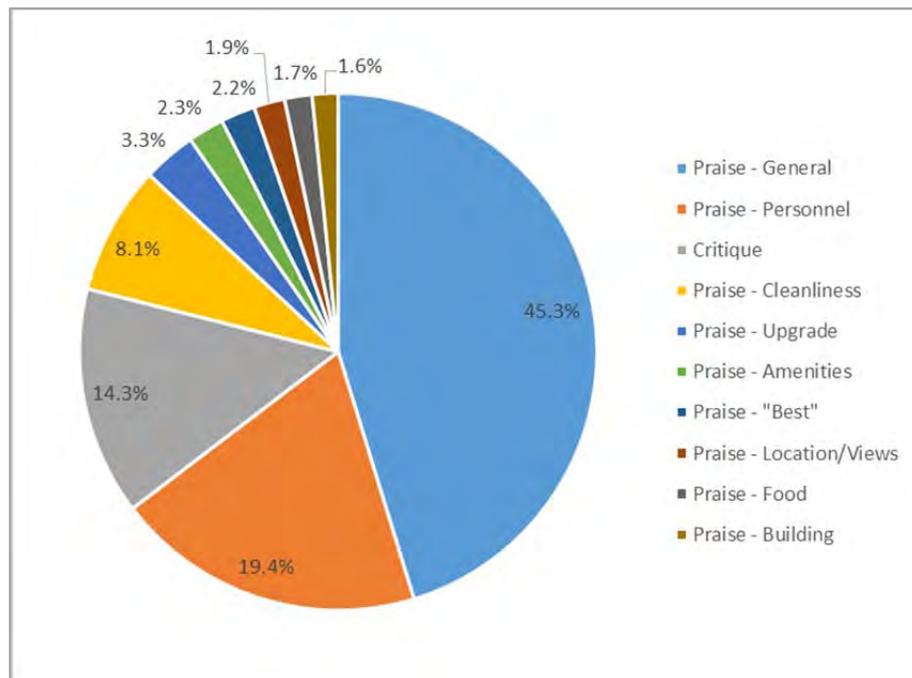
The “single improvement” data was used to prioritize RA/WIC improvements to services and amenities for both the short-term and the long-term.

### 5.3.12 Comments or Concerns about RA/WICs

Question #14 was asked to solicit any further comments or concerns from survey respondents. Question 14 asked: *Do you have any comments or concerns about this rest area/welcome center?* A total of 1,165 responses (including 224 “no” type responses) were received for this question.

Figure 5-15 summarizes the statewide comments and concerns, which are grouped into ten categories of responses (nine for praises and one for critiques). As shown in the chart, approximately 86% of the comments included praises and approximately 14% of the comments included critiques. Approximately 45% of the comments were for “general praise,” including statements like “great place,” “good,” “fine,” and “thank you for being here.” Approximately 19% of the comments praised the “personnel” and 8% praised the cleanliness of the RA/WICs. All other praises received less than 3% of the response rate.

**Figure 5-15: Comments or Concerns (Statewide)**



**SOURCE:** NHDOT/DRED Driver Surveys, July 2015.

As in statewide responses, almost all of the individual facilities received the highest percentage of responses for “general praise” except for Sutton, where the highest percentage of praise responses was for “personnel.” “Personnel praise” received second highest response rates at six facilities: Canterbury, Colebrook, Hooksett North, Lebanon, Sanbornton and Seabrook. In Springfield, “location/views” received the second highest response rate after “general praise.”

While the percentage of responses including critiques was generally low for all the facilities, critique responses were comparatively high for Lebanon and North Conway/Intervale. All of the critiques for Lebanon involved the hours of operation and seasonal schedule, with respondents requesting year-round/winter service. North Conway/Intervale critiques included requests for staying open more days, concerns about trash maintenance, and lack of amenities for children. Table 5-5 summarizes the total number and percentage of critiques and the top responses for critiques for each RA/WIC.

**Table 5-5: Critiques Received at RA/WICs**

RA/WIC	Total Number of Critiques	% of Total Responses that Were Critiques	Top Critique Responses (# of Responses)
Canterbury	7	12%	<ul style="list-style-type: none"> <li>• food (2)</li> <li>• various</li> </ul>
Colebrook	1	6%	<ul style="list-style-type: none"> <li>• Neutral comment: needed as a stopover for bathroom</li> </ul>
Hooksett North	17	9%	<ul style="list-style-type: none"> <li>• lack of pasta (4)</li> <li>• handicapped parking (2)</li> <li>• regarding the water feature (2)</li> </ul>
Hooksett South	29	16%	<ul style="list-style-type: none"> <li>• food (16, including 8 for longer hours, 2 apple cider donut requests, 3 complaints about options)</li> <li>• music being bad and inescapable (3)</li> <li>• heat - request for shade trees &amp; AC/fans (2)</li> <li>• parking (2)</li> </ul>
Lebanon	13	29%	<ul style="list-style-type: none"> <li>• provide year-round/winter service (13, including one request to be open year-round and display local features/businesses)</li> </ul>
Littleton	5	10%	<ul style="list-style-type: none"> <li>• better signage on highway/exit ramp (3)</li> <li>• vending (1)</li> <li>• open year round (1)</li> </ul>
N Conway/ Intervale	4	29%	<ul style="list-style-type: none"> <li>• open for more days (2)</li> <li>• trash thrown down the slope (1)</li> <li>• request for children amenities (1)</li> </ul>
Salem	13	14%	<ul style="list-style-type: none"> <li>• ATM (3)</li> <li>• Wi-Fi (2)</li> <li>• change machine (1)</li> </ul>
Sanbornton	11	13%	<ul style="list-style-type: none"> <li>• longer hours/days, open early for hikers and skiers (4)</li> <li>• picnic table (2)</li> <li>• maintenance/lack thereof (2)</li> </ul>
Seabrook	18	15%	<ul style="list-style-type: none"> <li>• need for an update (7, including 3 comments about picnic tables needing fixing, 3 comments about lack of ventilation/people don't like keeping bathroom doors open)</li> <li>• 3 Wi-Fi requests</li> </ul>

RA/WIC	Total Number of Critiques	% of Total Responses that Were Critiques	Top Critique Responses (# of Responses)
Springfield	7	18%	<ul style="list-style-type: none"> <li>• Various</li> </ul>
Sutton	8	17%	<ul style="list-style-type: none"> <li>• Wi-Fi/internet requests (3)</li> <li>• vegetation (2, including 1 plant more native NH plants, 1 Harmful to our forests)</li> </ul>

**SOURCE:** NHDOT/DRED Driver Surveys, July 2015.

The “comments or concerns” data was useful in identifying what services and amenities are working well and where improvements may be needed in the future.

# 6 Public Outreach

## 6.1 Introduction

The public outreach objective for the study was to provide the State of New Hampshire with feedback from residents and travelers that would inform the creation of a strategic plan for its RA/WICs. The public outreach process of this study included:

- Public Information/Outreach Plan;
- Focus Group Meetings for targeted audiences;
- Regional Public (Stakeholder) Meetings;
- Final Meeting; and
- Project Website.

State budgetary challenges over the past five years forced closures of four existing facilities, and the habits and expectations of the traveling public are changing. It is important to reach out to those who actively use the centers and those who are affected by them in various ways. The goal is to hear how stakeholders perceive how the facilities could be improved, and if economies of scale could be realized in any way. This section of the report summarizes the rationale behind study public outreach, the process that was used, and feedback that was received.

## 6.2 Public Information/Outreach Plan (PIP)

The Public Information and Outreach Plan is a guide to the public process over the course of this project. The document identifies communication goals and enumerates the tasks to support these goals. The first step in developing the program was to work with officials from NHDOT and DRED to determine:

- Who were their target audiences;
- What information was already available; and
- What key information was needed.

Discussions about key audiences, existing contacts, meeting locations, and potential questions took place prior to development of a plan. From there, a Draft Public Information and Outreach Plan was developed to identify the most effective methodology for the public outreach process. Several conference calls took place to refine the plan, which covered the following:

- Public Outreach Objectives;
- Stakeholders/Audiences;
- Audience Issues and Communication Methods;
- Creation of a Study Website;
- Focus Groups for Target Audiences;
- Regional Public Meetings: Publicity, Locations and Agenda; and
- Communicating the Final Recommendations.

A full copy of the Public Information/Outreach Plan is included in Appendix L.

## 6.3 Focus Group Meetings – Targeted Audiences

The target audience members for this study are those who use the RA/WICs, i.e., the traveling public in New Hampshire. The traveling public can be broken down into three major categories: tourists, commuters and truckers. Of these, tourists and truckers use the RA/WICs the most. This was substantiated by the separate onsite driver surveys conducted as part of this study. Because any changes in funding would need to be approved by the State Legislature, legislators were also deemed an important audience to reach.

These three key audience groups, tourists, truckers, and legislators, were targeted in specific focus discussions/meetings held for this project. The outreach process, the participants, and the results of the focus group meetings are described below.

Note that an additional key stakeholder includes the communities in which the RA/WICs are located. It was determined that this audience would be best reached at the regional public meetings (discussed in Section 6.4).

### 6.3.1 Tourist Focus Group Meetings

Since DRED is the state agency responsible for tourism marketing, agency officials are in close and ongoing contact with representatives from the tourism industry. It was determined that an informal group meeting with these individuals would generate significant insight into how well the RA/WICs support tourism, as well as what kinds of improvements could potentially increase travelers' use of the centers and tourism dollars.

The discussion points, participants, and general feedback for this meeting are summarized below.

#### ***Tourist Group Discussion Points***

Answers to the following questions below were discussed:

1. In general, what do you hear about the NH RA/WICs from tourists or members of the community?
2. What do tourists seem to appreciate about the rest areas?
3. Have you ever heard any complaints about the rest areas?
4. What challenges/issues do you encounter with providing tourism services/information at RA/WICs?
5. Is having a RA/WIC in the town important to the community? If so, why?
6. Are there any services or opportunities that could be offered that would make the RA/WICs more valuable to the community? How about to tourists?
7. If for some reason the RA/WICs were closed, would it matter? If so, why?
8. If we came to your town, what kind of questions do you imagine we would be asked about the RA/WICs?
9. When you travel yourselves, do you ever stop at these centers? Why or why not? What are your experiences?
10. As individuals who are in the business of "selling" the New Hampshire experience, what could be added to RA/WICs that would directly benefit the state?

#### ***Tourist Group Participants***

The Tourist Focus Group meeting took place on May 14, 2015 at the DRED offices in Concord. All individuals who were invited to the meeting attended. They included:

- Jayne O'Connor, White Mountains Attractions Association;
- Valerie Rochon, Greater Portsmouth Chamber of Commerce;
- Amy Landers, Lakes Region Tourism Association;

- Sean Ryan, Greater Peterborough Chamber of Commerce;
- Karl Stone, Northern Community Investment Corporation; and
- Stephanie Seacord, Hanover Inn (Dartmouth/Lake Sunapee Region).

### ***Tourist Group Feedback***

In general, attendees were very positive about the RA/WICs, indicating their importance in showcasing the state's attractions. It was noted that Granite State Ambassadors improve RA/WIC quality and ability to serve tourists. Granite State Ambassadors currently volunteer during peak tourist periods in Hooksett North, Hooksett South, Salem, Seabrook, and Canterbury RA/WICs. Additionally, Granite State Ambassadors are working on increasing their volunteer base, particularly in the North Country.

Public complaints included lack of hours facilities are open, the condition of porta-toilets, and facilities closed in the winter. Hours of operation were a concern because facilities that don't open until 10 AM miss many tourists who start travel early. RA/WICs have peak demands similar to hotels – early and late – with more need on the early side. It was felt that opening even at 9 AM was too late. Conversely, staying open late, except perhaps on holiday weekends or Fridays, is not really needed.

It was suggested that Colebrook and other seasonal RA/WICs be kept open at least on weekends in the winter for snowmobilers. There is a big market there and services could be shared with the local Chambers of Commerce. In addition to adjusting hours of operations to accommodate tourist needs, major recommendations included adding anything that would provide an “experience” in the RA/WIC and contribute to extending the visitor visit, even by a few minutes. Items such as Wi-Fi or free coffee would make a big difference. For example, Vermont non-profits provide free coffee at their RA/WICs and provide muffins and donuts. Respondent's feedback indicated Vermont is generally considered to have exceptional RA/WICs, and New Hampshire suffers by comparison because expectations for services and appearance are set by surrounding states.

It was suggested that DRED/NHDOT work with the district FHWA office to interpret federal regulations regarding commercialization of RA/WICs. The idea of providing mini-welcome centers, such as container units or units on wheels, was also discussed as a way to address some of the legal constraints. It was noted that there is a relation between the State Liquor Stores and RA/WICs, and that rest area visitors use the rest rooms at the liquor stores.

Attendees of the tourist focus group were eager to work with the state on public/private partnering to make the improvements mentioned above possible.

## **6.3.2 Trucker Interviews**

A second important user of the state RA/WICs are the intermediate and long-haul truckers who are critical to the state's economy and goods distribution system. Based on their work schedules, it was determined that it would be very difficult for truckers to attend a joint meeting. As a result, it was determined it made more sense to reach out to users for individual phone interviews.

The discussion points, participants, and general feedback for this group are summarized below.

### ***Trucker Group Discussion Points***

Answers to the following questions below were sought:

1. Which RA/WICs do you (or your employees) use most and why?
2. What makes you/them decide to stop?
3. What is good and what is not so good? For example: location, services, cleanliness, parking, safety, etc.
4. Do you/they ever plan ahead to stop at a particular RA/WIC?
5. What do you/they do if you need to stop and there is no RA/WIC available?
6. What are the pros and cons of this alternative stop?

7. Are there private facilities that you use and if so, why?
8. Have you/they used RA/WICs in other states with services you/they would like to see here?

### ***Trucker Group Participants***

Individual truckers were primarily solicited via a partnership with NH Motor Transport, using their newsletter. Other organizations approached were Ross Express, the National Association of Truck Stop Operators, Transport Bourret and Robert (Canadian truckers), and Concord and Greyhound Lines. These conversations took place in May and June of 2015.

Individual truckers interviewed included the following:

- Vincent Ferdinando, Owner, J&F Farms, Derry;
- Ken Clement, Driver, J&F Farms, Derry;
- John Aldrich, Owner, MT Milk;
- Russell Simons, Independent Driver/hauls big equipment;
- Richard Lamontagne, Traffic Coordinator, McDermotts Trucking, Enosburg VT; and
- Kevin Murray, Distribution, Associated Grocers of New England, Pembroke, NH.

### ***Trucker Group Feedback***

Although there was not a large number of truckers interviewed, their comments were uniformly alike: the RA/WICs are used primarily for brief stops to park and eat, take a short nap, and/or fulfill the mandatory rest requirements. There is a serious shortage of places for truckers to stop for any of these activities, on or off the highway, and it is very important to the trucking industry to keep these facilities open for parking at a minimum. Most of the truckers interviewed take relatively short haul trips and carry their own food. They do use the bathroom facilities, but parking seemed to be by far the most important issue. A comment was made as to how “nice” the Sutton personnel are, but overall, staffing is not an important item to truckers. Truckers stressed that RA/WICs are used for brief stops to park and either eat, take a short nap, or fulfill the mandatory rest requirements, with the latter being the most important.

## **6.3.3 Legislator Focus Group Meeting**

A third key audience from whom issues and concerns were solicited was State Legislators. The standing committees that would specifically be most concerned with RA/WIC issues in both the House and the Senate were: Finance, Transportation, Public Works, and Highways. Meeting invitations were sent to these committee members, as well as other selected legislators whose districts included a RA/WIC.

The discussion points, participants, and general feedback for this meeting are summarized below.

### ***Legislator Group Discussion Points***

The questions asked during the discussion period included:

1. What do you hear from constituents, visitors, or the traveling public regarding existing RA/WICs?
2. In what ways are the RA/WICs important, or of benefit to the state? For example, tourism, economic development, safety, etc. How do these services compare in importance to other transportation services given current budgetary restraints?
3. What observations, positive or negative, do you have about existing facilities? For example: location, services, cleanliness, parking, safety, etc.
4. What services or amenities could be offered to the existing RA/WICs that would enhance the traveler or visitor experience?

5. Do you feel the state needs to better accommodate the needs of the trucking industry?
6. Given the federal restriction on the commercialization of all existing RA/WICs (except the two Hooksett facilities), should the state consider alternative locations?
7. When a RA/WIC has been closed, what impacts have been realized by the state/community?
8. What else would you like to tell us?

### ***Legislator Group Participants***

The Legislator Focus Group meeting was held on October 15, 2015, at NHDOT offices in Concord. The following participants attended:

- Gene Chandler, Carroll, District 1;
- Alan Cohen, Hillsborough, District 30;
- Susan Ford, Grafton, District 3;
- Frank Edelblut, Hillsborough, District 38;
- Jeanie Forrester, Meredith, District 2;
- Bill Kuch, Bow/Dunbarton, Merrimack, District 3;
- Mark McConkey, Carroll, District 3;
- Mario Ratzki, Merrimack, District 1;
- Herb Richardson, Lancaster/Dalton, Coos, District 4;
- Robert Theberge, Berlin/Coos, District 3;
- Ken Weyler, Rockingham, District 13;
- David Wood, Rockingham, District 21; and
- Jeff Woodburn, North Country/Dalton, District 1.

### ***Legislator Feedback***

Concerns were expressed about the closed facilities and the effect on the traveling public, especially truckers. These RA/WICs support the tourism industry, and that is very important to New Hampshire's economy. In the North Country, winter is the main tourism season. Closings are also causing problems with travelers using local businesses for toilet facilities. It was also noted that truckers do not have places to stop for required rests.

Legislator group suggestions for improving the RA/WIC system included the following:

- Tear down old facilities if they will not be re-opened;
- Look at a new RA/WIC facility at the state border in Nashua;
- Consider public/private partnerships;
- Develop discussions with local Chambers of Commerce where maintenance of facilities can be shared;
- Make the process of working together with the state easier;
- Add value and services to RA/WICs;
- Open facilities earlier to catch early travelers;
- Generally understand the value of the RA/WICs; and
- Add Wi-Fi and car-charging facilities.

There was general agreement that the Legislature should form a group to push on a federal level to help change the federal restriction for commercialization on interstates, and it was believed that in New Hampshire providing new facilities with commercial services would not be in conflict with local businesses. There was a general consensus that RA/WICs are a high priority to New Hampshire, and the right revenue sources to fund the RA/WICs need to be determined.

Meeting minutes and interview notes for tourist, trucker, and legislator discussions are provided in Appendix M.

## 6.4 Regional Public Outreach Meetings

In addition to reaching out to the target audiences as noted above, NHDOT and DRED wanted to make sure that local communities could conveniently provide feedback on the future of the state's RA/WIC system. It was decided to conduct five public meetings around the state, holding the meetings in locations that were reasonably close to all the communities in which a RA/WIC was located. For each meeting, the corresponding Regional Planning Commission partnered to provide access to their email lists of stakeholders (including municipal officials), newsletters, and websites to get the word out and advertise each meeting. In several cases, the Commissions also provided a meeting space.

Additional publicity for each meeting was generated by sending a press release out via the NHDOT Communications Office to Statewide Media. The Chambers of Commerce in each region were also sent information on the upcoming meetings, and asked to include meeting information on their websites and in email blasts. Legislators who had attended the legislative focus group meeting or expressed interest in the study were also notified of the regional public meeting schedule.

### 6.4.1 Regional Public Outreach Meeting Schedule

The regional public meeting schedule was as follows:

- Meeting #1 for Sutton, Canterbury, Hooksett North, Hooksett South, Epsom, and Sanbornton: December 1, 2015 5:30-7:00 PM, NHDOT, 7 Hazen Drive, Concord;
- Meeting #2 for the Southwest (Antrim): December 3, 2015 3:30-5:00 PM, Keene Southwest Regional Planning Commission Office, 37 Ashuelot St., Keene;
- Meeting #3 for Lebanon and Springfield: December 8, 2015 5:30-7:00 PM, Lebanon Council Chambers, 51 North Park Street, Lebanon;
- Meeting #4 for Littleton, Colebrook, North Conway, Shelburne, and Rumney: December 15, 2015 5:00-6:30 PM, North Country Resources Center, 629B Main Street, Lancaster; and
- Meeting #5 for Seabrook and Salem: January 5, 2016 4:00-6:00 PM, Seabrook Library, 25 Liberty Lane, Seabrook.

### 6.4.2 Regional Public Outreach Meeting Discussion Points

The agenda for each meeting was as follows:

1. Welcome and Introductions
2. Statute Overview/Mission of Centers
3. Management of Centers/Recent History
4. Study Overview
5. Existing Conditions
6. Driver Survey Results
7. Public Outreach Process
8. Public Discussion

### 6.4.3 Regional Public Outreach Meeting Feedback – General

Comments included the following points that were made at all meetings:

- RA/WICs are very important for tourism, the traveling public and to introduce visitors to the state in a positive way. Towards this, the border locations are most important.
- There is a concern for the growing lack of locations where trucks can safely stop for required rests. This was reiterated at every meeting.
- Closed RA/WICs are greatly missed, both by travelers and the local communities. Examples were provided demonstrating negative impacts, including overuse of bathroom facilities.
- Communities repeatedly said they are willing to partner in any way feasible to help reopen these facilities, either in the original location or a different one. It was stated that the regions are available to provide support in getting funding changes, should that be needed.
- The closed RA/WICs are rundown and unsafe, and do not reflect well on the community or the state. If it is impossible to reopen a closed facility, the state should either transfer or sell it to the community or another entity, or tear it down. This was also reiterated at every meeting.
- Multiple questions were asked about the feasibility of using volunteers at RA/WICs, to either reduce personnel costs or increase service levels. DRED/NHDOT responded to these questions indicating the difficulty utilizing volunteers due to compliance with the Fair Labor Standards Act legal requirements.
- It was noted in many meetings that Vermont does a particularly good job with its rest areas. One commonly cited location is used as a demonstration site for sustainable energy, and it is felt that this makes New Hampshire RA/WICs look worse by comparison.

### 6.4.4 Regional Public Outreach Meeting Feedback – Region Specific

**Concord Meeting** (*Sutton, Canterbury, Hooksett North, Hooksett South, Epsom, Sanbornton*) – Five members of the public attended, plus a reporter from the *Concord Monitor*.

Specific to this meeting was concern with the closed Epsom facility. Attendees felt that the site is rundown, and because it is on a major road/gateway to the town, it reflects badly on Epsom itself. The Town (represented by one of the select board) is willing to work with the state to find a solution.

**Keene Meeting** (*Antrim*) – 24 people signed in, about 30 people attended.

This region deeply misses the closed Antrim facility, and a comment was made that small tourism-based businesses have been impacted by the closure of the Antrim rest area. It was noted that truck parking is also at risk, as a commonly used parking lot (“Mr. Mike’s”) will soon be closed to trucks. Reopening a RA/WIC in a new location with private/public funding was also seen positively, with the suggestion that a park-and-ride lot be included. It was noted that the focus on economic development and jobs at the two Hooksett facilities would be excellent to have in the Monadnock region.

**Lebanon Meeting** (*Lebanon, Springfield*) – Eight people signed in, and nine people attended, plus a representative from the *Valley News*.

It was noted that capital improvements for the Lebanon RA/WIC had already been identified, but funding was cut in 2007. It was suggested that perhaps this is the time to look at investing in a capital budget for this location again. It is very bad for New Hampshire tourism that the first RA/WIC people come to (Lebanon) is closed in the winter. It makes it very hard for local businesses to market themselves to visitors. Trucks also need a place to stop, and with the new hands free law, drivers need a place to pull over as well. Rest room facilities are necessary, and waiting until Sutton is not considered acceptable.

It was noted that there are some very good RA/WICs (the two Hooksett facilities and Springfield), but they are all northbound locations. The state needs something of similar quality for drivers traveling southbound. It was suggested that since NHDOT has already created a road classification system that tiers the importance of state roads, perhaps that could be helpful in prioritizing the need for RA/WICs. Those facilities located on major arterials (Interstates 93, 89, 95) into the state should be kept and well maintained to ensure a good first impression (e.g. Hooksett North and South, Seabrook, Salem, Lebanon).

A suggestion was made to employ a variable message sign to warn motorists about the “microclimate” at the Springfield facility, where freezing temperatures ice the road sooner than in surrounding areas. This could help increase driver safety for this area.

**Lancaster Meeting** (*Littleton, Colebrook, North Conway, Shelburne, Rumney*) – 26 people signed in, including various area legislators, a Coos County commissioner, and area town officials. Representatives from three media outlets also attended.

Much of the focus of this meeting, and driving the large turnout, were the closed RA/WICs in this region. As a region with little industry beyond tourism, and with tourism strong in the winter, the State should consider re-opening the closed centers and keeping the seasonal centers open year round. Colebrook attracts ATVs and snowmobilers all winter. These represent a key economic driver for the region. It was stated again that the RA/WICs are used to promote area tourism businesses, and it is a real hardship to have them closed.

Further, this is a large region, and it was noted that the lack of places for truckers to stop and rest, and for travelers to stop for bathrooms, represents a hardship for many. The local businesses have seen much higher use of their rest rooms, at extra cost with no profit. The only other industry in the area is logging, which utilizes trucks that require places for drivers to park and rest.

It was noted that the traveler numbers for this part of the state will never compare with the much more highly populated lower portion of the state, so it is highly unfair to use those as a rationale for closing or seasonal use of RA/WICs. It was pointed out that two of the five RA/WICs have been closed in this region. Attendees did note that they are very happy about the pilot program to reopen the seasonal centers in the winter.

As in other regions, it was noted that the look of the closed RA/WICs is bad for New Hampshire. This is especially true for the Shelburne location, as people see a closed facility as they come into the state for the first time. It is an embarrassment. The state needs to put its best foot forward. Canadians are a very important visitor group, and they need a “welcome mat” when they come into the state. Route 2 is the east-west highway, and is a big economic driver. This route needs RA/WICs and Shelburne is a critical location for truckers to pull over safely and rest as required by law.

**Seabrook Meeting** (*Seabrook and Salem*) – Nine members of the public signed in, including Senator Nancy Stiles.

This session began by focusing on the need for any updates to the Seabrook facility to be energy efficient, especially in terms of water usage. Because I-95 is a major truck corridor, truck parking is also a need that is not seen as being met by this location.

It was felt that Wi-Fi was particularly important to the traveling public in this area as well, noting that while maps are still popular, fewer and fewer people pick up brochures here, preferring to use their hand-held devices to find tourism destinations. Requests for some kind of electronic kiosk were heard. A suggestion was also made to earn revenue by posting a map inside the center with local stores and tourist destinations featured.

The suggestion was made by several to explore the idea of placing an electric car charging facility here. There was strong agreement that this will be needed for cars other than Tesla. In general, the recommendation to look at alternative technologies for travelers was strong for this corridor.

There was also a discussion of signage, commenting that it would be helpful for travelers to know what was available at each RA/WIC before they left the highway.

Meeting minutes for the five regional public meetings are included in Appendix M.

## 6.5 Website

A website for the study was created by the New Hampshire Department of Resources and Economic Development, located at <http://www.visitnh.gov/wicstudy>. The purpose of the study website was to provide an overview of the study's goals and objectives, post meeting dates, archive meeting reports and presentations, and create a location for the public to access the final report. The website also provided an email link so questions or comments could be emailed directly to the department. All commenters via the website were provided with a personalized response.

## 7 Benchmarking – Other States

A key aspect of this study involved collecting and analyzing information on facilities and operational policies in other states, such as New Hampshire's nearby northeast states (Massachusetts, Maine, New York, and Vermont). National leaders in roadside traveler services such as Arizona, Utah, and Virginia were also identified and included in this benchmarking process. How these states develop and operate their facilities was studied, and the information assembled was used to help develop strategies and design concepts for New Hampshire's system of rest areas/service plazas and welcome centers.

### 7.1 Goals and Objectives

The goals of the benchmarking exercise included the following:

- To determine best practices for operation and maintenance of rest areas/service plazas and welcome centers based on regional and national experience;
- To form a basis for the New Hampshire NHDOT and DRED to consider policy decisions to frame the development of future facilities;
- To examine current facilities and recommend improvements to specific locations, and identify new locations required to accommodate documented deficiencies;
- To explore opportunities to integrate services within the facilities to foster tourism and traveler information; and
- To recommend alternatives to enhance revenue opportunities and privatization of facilities.

The findings and recommendations of the benchmarking process were used in a comparative analysis to determine the adequacy of New Hampshire's existing facilities, identify deficiencies at existing facilities, and recommend actions to provide a greatly improved level of traveler services to future users of New Hampshire's limited access highway system.

### 7.2 Approach and Methodology

The study team developed a survey to assess best practices at roadside facilities. The survey incorporated key questions that focused on planning metrics and standards, physical facility characteristics, operations and maintenance, development/funding methodologies, and use of innovative technologies.

Survey materials were distributed to individuals identified by either DRED or through coordination with NHDOT. Where necessary, other resources were leveraged to facilitate the data collection effort, including, but not limited to: the internet, contacts from colleagues, informal conversations with staff at rest areas in other states, and recently completed studies. Survey documents and reference information are included in Appendix N.

Survey states were selected for the benchmarking exercise after an internal study team reviewed neighboring states and identified national leaders. After additional feedback from the NHDOT and DRED, the following neighboring and regional states were selected: Maine, Massachusetts, and Vermont. In addition, the study team identified the following three "leader" states reflecting innovative and/or best practices: Arizona, New York, Utah, and Virginia.

## 7.3 Benchmarking Results

Table 7-1 summarizes the benchmarking results. Benchmarking results for Vermont, Maine, Massachusetts, Virginia, Arizona, Utah, and New York are discussed below.

### 7.3.1 Vermont

The Vermont Information Centers Division (VICD), part of the Government Business Services division of the Department of Buildings and General Services, describes its mission as two-fold:

- To provide travel information and a safety break to travelers; and
- To serve as Vermont’s billboards – promoting the “Vermont Experience” by marketing Vermont businesses, attractions, and events to the traveling public.

According to VICD’s webpage, “Vermont’s Information and Welcome Centers serve an estimated 9,000 people each day, and are an important planning resource utilized by Vermont tourists. In a state absent of billboards and with limited directional signage, we serve the purpose of providing helpful, courteous and knowledgeable information to our visitors. This places us in the unique position of being able to influence the traveler passing through the state. Eye-catching displays, colorful brochure racks, and knowledgeable and enthusiastic employees are persuasive tools that encourage the visitor to linger in Vermont; visitors that represent potential customers for your Vermont business.”

In regard to their centers, the webpage continues to describe the various characteristics as follows:

“Our employees are committed to providing first class hospitality to Vermont’s visitors and first class service to Vermont’s businesses. Each center offers a variety of promotional display areas appropriate to exhibit your special product:

**Try a Rocker!**

Here are some places that you can relax and rock in a Vermont Folk Rocker:

 <ul style="list-style-type: none"> <li>Home</li> <li>About the Rocker</li> <li>Wood Choices</li> <li>Our Products</li> <li>Ordering &amp; Prices</li> <li>Chair Gallery</li> <li>Shop Tour</li> <li>Our History</li> <li>Try a Rocker</li> <li>Rocker Care</li> <li>Guarantee</li> <li>Testimonials</li> <li>Links</li> <li>Videos</li> <li>Contact or Visit Us</li> </ul>	<p><b>Derby Line Rest Area</b> I-91 Southbound</p>	<p><b>Sharon Welcome Center</b> I-89 North at the border of New Hampshire</p>
	<p><b>Fair Haven Welcome Center</b> Route 4A at the New York border</p>	<p><b>Waterford Welcome Center</b> 93 North</p>
	<p><b>Guilford Welcome Center</b> Route I-91 North at the Massachusetts border</p>	<p><b>Williston Visitor Center</b> I-89 North and South bound</p>
	<p><b>Montpelier Visitor Center</b> 134 State St. Montpelier, VT Across from the Vermont’s capitol building</p>	
	<p>Williston, Vermont. Southbound</p>	

Advertisement for Vermont Rocker

Table 7-1: Benchmarking Results – Arizona, New York, Maine, Utah and Vermont

Locations	Amenities	Staffing	Operations & Maintenance	Funding/Partnerships	Truck Parking	Other	Issues	Consider Facilities Off Interstate?	Sponsor-ships
<b>Arizona:</b>									
ADOT operates 15 rest areas (26 sites) generally less than one hour drive between facilities.	Vending machines, tourism brochures and picnic tables. No business brochures.	Paid staff lives on site at almost every location.	Five-Year performance based contract with concessionaire - Infrastructure Corp of America who operates facilities. Except water and wastewater, which ADOT maintains. Monthly inspections for service and safety tied to monthly payments. Rehabbing all facilities over 5 years. \$3.65 M annual O&M expense.	Partnership with Geico. Have P3 with concessionaire for advertising. Advertising guarantees \$355,000 for first 5 years.	7-20 spaces per location, Every space occupied every night, trucks park on shoulders/ramps		Well closures Operating costs	Yes	Yes - Geico
<b>New York:</b>									
NYSDOT operates all rest areas on Interstates. Contracts with 2 vendors for cleaning/maintenance- (NYS Industry for the Disabled and Green Thumb, seniors with low incomes). NYSTA owns and operates rest areas on the New York State Thruway. NYSDOT operates 32 facilities, about one hour drive between facilities. 11 new facilities since 1995 to address gaps. NYSDOT has a Manual of Admin Procedures for rest areas.	Pay phone(s), vending machines and tourism information. New facilities combined with State Police. Commercial vehicle inspections. Some rest areas are being designated as Texting Zones. Businesses are charged for placing brochures.	Tourism agencies provide staffing at some rest areas. Partnerships provide jobs to people with dis-abilities and the elderly.	Implement useful lifecycles for facilities and components. Contracts for cleaning, security, trash, and building services. NYSDOT contracts with a security firm for some rest areas. Annual quality assurance inspection.\$9.6 M/year for O &M.	Logo program for service signs. Most rehab work is funded from capital funding. Police in new facilities share costs. Six facilities temporarily closed in 2010 because of budget constraints. Two are in the process of being re-opened. Partnerships: Office of Children and Family Services Comm. for the Blind for vending machines. NYSDOT provides State Police with office space at new facilities. NYSDOT, DEC, Park and Rec and Historic Pres have partnered to provide/maintain access to rivers, trails, historic markers. NYSDOT partnering with NYS Dept of Ag and Markets and Comm. for the Blind to promote NY made food and beverage products by providing info on Taste NY Initiate and NY products vending machines at 2 rest areas.	Truck parking over capacity at some locations. Average of 20 truck spaces per location.	Service Logo sign program for rural areas.	Largest expense is contracting with NYSID and Green Thumb to operate and maintain rest areas. Limited funding has led to the temp closing of 6 facilities. Safety concerns at rural areas. Life Cycle planning impacted by budget constraints.	Yes	No
<b>Maine:</b>									
42 sites (8 year round). Most are MaineDOT, some are Turnpike and a few are municipalities. No rest areas in the northern part of the state.	Vending machines, kiosk information, brochures, maps, tourist information. Wi-Fi at all centers, Two have touch screen kiosks for tourist attractions.	Tourism Association staffs the year-round centers. Remote locations are unstaffed.	Level of Service standards with cleaning cycle expectations (non scoring). Bi-annual inspections for capital improvements. Custodial services are contracted out for most. Annual cost \$1M.	Partnership with Turnpike, Municipal, and various nonprofits.	Yarmouth on I-95 is over-capacity, others at times.	Looking to have cell phone / computer charging stations in the future.	Cleaning largest expense. Does not have a unified, effective or efficient approach to rest area system.	Yes	No
<b>Utah:</b>									
UDOT operates 40 rest areas, WICS and view areas. Inconsistently spaced. The plan to have 60-mile spacing was not implemented.	Brochures, exhibits, videos, maps. Public safety office not provided. Businesses are not charged for brochures.	Tourism provides paid staff at the 4 welcome centers.	Contract to provide custodial personnel. Maintenance contractor's performance is monitored. Repairs made as needed. \$2.5M per year for O&M and repairs	Five cooperative agreements for Public / Private Partnerships. Recently issued an RFP for sponsorship program.	Truck parking deficiency is a major concern.		Maintenance is largest expense. Wi-Fi has been requested but not implemented due to lack of funding. More WICs needed.	Yes	Yes, recent RFP under negotiation
<b>Vermont:</b>									
Dept. of Buildings and General Services, VT Information Center Division operates 17 facilities, 60-80 miles apart.	Restrooms, display cabinets, touch screen service locator computers, brochures, Wi-Fi, hands-on demonstrations, audio and video systems. Police outposts provided at visitor centers. Provide a "Just In Time" board with hotel & restaurant deals and local info.	Most facilities have one staff member performing all duties. Panic button and safe room.	Employees follow a checklist. Managers have staff that perform inspections. Lifecycle plans used for repairs. Identify if trucks are parked too long. \$1.4M operating budget for 2014.	Brochure program (businesses charged), electronic board advertising program. Displays of artwork or crafts (Vermont Folk Rocker). Funding is not an issue. P&H Truck Stop in Wells River is a private partner and a "State Sanctioned" rest area. Another on I-89 Exit 7 with Lamberton Group. Plans for another at Exit 9 on I-89. Use Ambassador Program similar to Granite State Ambassadors Program except with businesses.	More truck parking is always needed.	A Mission Statement encourages visitors to linger in VT that represents potential customers for VT business. VT prohibits service/logo signs on highways.	Costs and sustainability are biggest concerns, but can be alleviated by private partnerships. Personnel is highest cost. Would prefer full police barracks instead of an outpost. Security issue at remote locations if only one staff member present.	Yes	No

SOURCE: Benchmarking surveys, 2015. Benchmarking information was not provided for Massachusetts or Virginia.

- Locked glass display cabinets;
- Touch screen service locator computers;
- Areas to promote Vermont food and specialty products;
- Bulletin boards for listing special and current events;
- Audio and video systems for Vermont music and videos;
- Internet exposure;
- Space for hands-on demonstrations;
- Brochure Program; and
- Advertising Program.

VICD is responsible for 17 facilities (9 Welcome Centers, 8 Information Centers) across the state. Only entities doing business in Vermont are allowed to advertise in the Information Center sites. Strict guidelines govern the type, size, and content of advertising materials.

A total of 40% of all advertising space in any visitor center is designated as free promotional space. This space is made available on a rotational basis for the following entities:

- Municipalities;
- State government agencies/departments (panels only; not brochures);
- Non-profit Organizations;
- Public Service Announcements; and
- Chambers of Commerce -- state, regional, or local chambers.

VICD markets the free space available at VICD sites through newsletter, outreach campaigns, presentations, and BGS' website.

### ***Innovative Methods***

VICD links the cost of advertising and display to the number of visitors at each center. High-volume locations, therefore, have a higher cost than those with fewer visitors. Advertisers can pick individual centers or bundle multiple centers working with VICD staff. A sample rate card is provided in Appendix N.

The State of Vermont, through BGS/VICD, has recently begun to enter into public/private development agreements to provide 24-hour traveler and visitor services at locations within close proximity to interstate interchanges. A proposed location near the I-89 Exit 4 interchange in Randolph, part of a larger development proposal, is in the midst of ACT 250 review. More likely to be implemented first is a proposed Vermont Traveler Services Center at the site of a gas station and service center under construction off of the I-89 Exit 7 interchange in Berlin. Under the agreement, the State will install and maintain guide signs on I-89 and Route 62 advertising the facility, while the private developer will provide a facility staffed by workers trained by the Vermont Department of Tourism and Marketing, open 24 hours per day year-round. Sample provisions of the agreement include the following:

- Center design; fixtures: The design, location, layout and finish for the Center are subject to the prior approval of the State of Vermont (SOV). The Center shall consist of floor area suitable for installation by or on behalf of SOV of professionally designed information display racks and fixtures; electronic kiosks; a courtesy phone; decorative or promotional materials, marketing panels, and/or maps; and interior signage (collectively, "Center Fixtures"). SOV agrees all costs and expenses associated with construction, installation, maintenance, and replacement of the Center Fixtures shall be the sole responsibility of SOV. With the exception of the Center Fixtures, SOV has no responsibility for other costs and expenses associated with construction, installation, maintenance, upkeep and/or replacement of the Site.
- Center Operation: Private developer is solely responsible for daily custodial service to the Center, refuse disposal, cleaning, replenishment of depleted information materials (including storage thereof) and all

requisite heat, lighting, and utility services. All such services shall be provided at private developer's sole cost and expense. Private developer agrees to notify the State's Distribution Warehouse to order brochures or other informational materials when supplies are low.

- Site: Private developer agrees the as built Site shall include:
  - a. Adequate short term parking facilities for passenger vehicles, commercial trucks, buses, recreational and similar oversized vehicles. The parking area will comply with standards identified by VTrans, FHWA, and/or AASHTO;
  - b. Facilities and infrastructure providing for the exhibition of the United States flag, the State of Vermont flag and the "POW/MIA" flag in a fashion consistent with established SOV protocols;
  - c. Lavatory and restroom facilities for both genders, people with disabilities and handicaps, and a designated family restroom with a changing station. Such facilities shall be open to the public at all times; and
  - d. Exterior signage designed by SOV and approved by private developer identifying the Center as located within the Site and directing the public to that location.
- Site Operation: Private developer agrees operation of the Site shall include the following features:
  - a. Open for business 24 hours per day, 365 days each year, absent a force majeure event. If the Center closes for any period of time, the private developer agrees to immediately notify the State with as much advance notice as possible under the circumstances;
  - b. Regular custodial service of and to all public areas, notably lavatory and restrooms, consistent with SOV standards, as established from time to time;
  - c. Designed and permitted landscaping managed and maintained seasonally in compliance with all permits;
  - d. Devices and tracking monitors which enable SOV to ascertain visitor volume to or at the Center;
  - e. The engagement and retention of a paid staff of employees able to maintain a positive and welcoming attitude and a neat and presentable appearance while on duty, wearing some type of uniform clothing mutually agreed upon by the Parties. Developer shall train all Center personnel in Vermont tourism under guidelines developed and approved by SOV and have such personnel participate in on-going training programs. Developer shall further provide Center personnel with the opportunity to receive the Ambassador Skills Training provided by SOV; and
  - f. A means of emergency communication, accessible to the public 24-hours per day.
- Inspections; Center Support: SOV shall regularly monitor and inspect the Center to support and promote efficient and presentable operation. SOV shall conduct periodic inspections of the lavatory and restrooms to measure maintenance and cleanliness against existing SOV standards.
- Interstate and highway signage: VTrans shall install and maintain at its sole expense signage northbound and southbound on I-89 and eastbound and westbound on VT RTE 62 announcing the presence and location of the Site and the Center in a manner consistent with State law and policy regarding interstate and highway signage. The Site and the Center shall be similarly identified on the SOV Vermont Information Centers Division website and related published materials, including those hereafter adopted and/or implemented.

The agreement also contains language limiting the number of similar agreements that the SOV may enter into, while acknowledging that the operation of existing SOV-operated facilities will remain unrestricted. An example of a public/private agreement is provided in Appendix O.

The Guilford welcome center has its own Facebook page, providing added value to advertisers and allowing public interaction. Sample posts, uploads, and comments are shown below:

September 27, 2015 · Guilford, VT, United States · 🌐

A rest stop in Vermont.... even the chairs are colorful...



**SOURCE:** Guilford Welcome Center Facebook Page

October 17, 2015 · Guilford, VT, United States · 🌐

The most beautiful travel center we've ever visited!



**SOURCE:** Guilford Welcome Center Facebook Page

In addition, numerous comments, overwhelmingly positive, can be found on review sites such as Trip Advisor, Foursquare, and Yelp.

5/9/2015

2 check-ins

This isn't a Welcome Center, it's a destination.

Vermont crafts displayed inside, fields of wildflowers, a ski gondola you can get into.

Plus, the bathrooms are spotless and all have baby changing tables.

Great stop. I always do.

12/29/2015

1 check-in

This place probably can't be real. I think the state of Vermont hired a Hollywood production company to construct an elaborate set populated with actors. Their one and only directive was to "make it Vermonty, gents".

It's impossibly clean, looks like a warm, welcoming ski lodge and, when we stopped by, was manned by an older man and woman who looked as if they were purchased straight out of the Vermont mail order charming grandparents catalogue. It even smells of pine and woodsmoke inside. What sorcery is this?

1/31/2016

1 check-in

Very clean, right off the highway, easy parking, and green areas to walk your pets. It is absolutely beautiful inside. You can also sit and take a little break. There are all the brochures about things going on in the state. I wish all rest stops were this nice!!

*“Make the stop just to see it!”*

Reviewed February 8, 2016

One of the best and most scenic Welcome Areas/Rest Stops I have ever seen! It embodies the essence of rural, country Vermont. There is plenty of space to relax and wander, gather great information about every region of VT all the while enjoying the scenery with huge floor-ceiling windows, rocking chairs and country comfort!

*“Stop here. Best welcome center ever!”*

Reviewed January 18, 2016

Your first stop into Vermont on I-91, Guilford welcome center is like an oasis. Lots of well-laid out information and the center is like a ski chalet, all wood, with a fireplace and rocking chairs inside. The folks are super knowledgeable and helpful, the bathrooms are clean!

## 7.3.2 Maine

As in New Hampshire, there is a distinction in Maine between Visitor Information Centers and Traveler Service Plazas, aligned administratively and functionally with differences between turnpike and non-turnpike systems. Service Plazas on the Maine Turnpike, exempt from the Federal restrictions on commercialization of the highway right-of-way, provide similar fuel/food/convenience store options to those recently opened at New Hampshire's two Hooksett facilities. Visitor Information Centers in Maine, on non-turnpike facilities or at gateway locations, provide tourist information, rest room facilities, and vending machines at seven locations throughout the state.

Maine's Visitor Information Centers are under the jurisdiction of the State of Maine Department of Economic and Community Development (DECD). DECD contracts with the Maine Tourism Association (MTA), which is responsible for providing adequate and professional staffing at each location for 362 days per year (closed Thanksgiving, Christmas, and Easter). MTA is responsible for all reasonable costs of operation, including telephone, computers, literature racks, general office equipment, and any internal supplies not provided historically by the Department of Transportation. MTA is allowed to generate profit in compliance with Federal and State laws and regulations. However, any proposals for generating income at the centers must first be approved by DECD. Such profits would likely be generated through advertising revenue, while still meeting the terms of the contract and overall purpose of providing sufficient tourism and traveler services.

### *Innovative Methods*

Advertisers are required to be MTA members (annual fees range from \$100 to \$460, depending on size and type of establishment). Fees for brochure rack space are an additional \$15 to \$40, depending on location. There is no multiple-location discount.

Through MTA, advertisers can purchase space on touch-screen video kiosks available in the Kittery, Yarmouth, and Hampden visitor information centers. Information on the kiosks is also duplicated on the MTA website, and is provided at all kiosk locations. For a \$60 fee per kiosk category, advertisers receive a full page of text, photos, and QR codes which link to the advertiser's contact information and individual website. The individual kiosk categories are as follows:

- Attractions;
- Dining;
- Resorts;
- Real Estate;
- Bed & Breakfast;
- Motels/Hotels;
- Culture/Museums/Art;
- Campgrounds;
- Inns/Lodges;
- Recreation;
- Chambers of Commerce;
- Cottage/Cabin;
- Apartments;
- Outlets/Services;
- Retail; and
- Other.

The MTA website includes a Visitor Information Center page that identifies the locations and contact information for all locations. MTA also hosts Facebook pages for each Center with photos of the amenities provided at each location. In addition, numerous posts appear on travel review websites.



This place is a must stop on your way to anywhere along 95 in Maine! The facility is extremely well kept, and pleasing to all of the senses. I was very impressed with all Maine had to offer.

### *“Great Advice and ... Apples”*

●●●●● Reviewed 3 weeks ago

Stopped here a few times driving north and always been greeted with genuine Mainer smiles. The staff always takes time to listen carefully and offer a variety of choices to fit our trip. There are countless brochures, maps and booklets that describe every corner of the state. In addition they often have free, seasonal snacks or drinks. There is a small picnic area outside under the pines where it's fun to eat watch the parade of people flowing in and out. Great stop with tons of information, clean facilities and real people offering understandable advice. Thumbs UP.

Visited February 2016

### *“Make this your first stop when driving into Maine”*

●●●●○ Reviewed January 28, 2016

Beautiful wooded location, the building is loaded with information on everything Maine. Clean restrooms and loads of information. Easy access to I-95.

Visited January 2016

## 7.3.3 Massachusetts

MassDOT is responsible for Travel Service Plazas and Tourist Information Centers throughout the Commonwealth. As in other states, the distinction among services provided is governed by Federal regulations regarding commercialization of the interstate highway right-of-way. Travel Service Plazas providing fuel/food/convenience store options are located on turnpike facilities (I-90, the Massachusetts Turnpike, or “Mass Pike”), interstate locations where services are grandfathered (I-95/Route 128), or non-interstate facilities (Routes 3, 6 and 24).

At the Tourist Information Centers, MassDOT provides utilities and maintenance support, while responsibility for staffing and information services is provided through agreements with Regional Tourism Councils or chambers of commerce on a site-by-site basis. MassDOT has a total 11 Tourist Information Centers

As part of MassDOT’s Project Development and Design Guide, separate elements for site selection, design, minimum requirements, and maintenance of rest areas and tourist information centers are provided.

### ***Innovative Methods***

MassDOT is in the process of reviewing a Public/Private Partnership (“P3”) model for maintaining and operating its Travel Service Plazas and Tourist Information Centers (along with Weigh Stations and Park and Ride facilities). The study is focused on three commercial concepts:

- Sponsorship agreements to fund operations;
- Existing Service Plaza Redevelopment to identify additional parcel value that will help to fund additional development; and
- Identification of Anchor Sites, where additional development could occur and be packaged with maintenance responsibilities for additional non-revenue rest areas.

While no single concept has been selected, MassDOT is focusing on the Anchor Site concept as a way to generate interest from potential developers who could realize sufficient revenues to offset the maintenance and operations costs at other locations.

Advertising and brochures at the Tourism Information Centers are coordinated through the individual Regional Tourism Council or chambers of commerce, with no set structure from location to location. Each of the 16 Regional Tourism Councils receives a grant from the State Office of Travel and Tourism for staffing and a regional brochure. All other brochures and advertising are provided by private businesses.

As with advertising, there is no consistent social media presence from location to location. The Johnny Appleseed Country Visitor Center (Route 2 WB in Lancaster) does have a page that links back to the Johnny Appleseed Trail Association, which is the Regional Tourism Council operating the visitors center.

### 7.3.4 Virginia

In 2009, budget shortfalls at the Virginia Department of Transportation (VDOT) resulted in the closing of 19 of the 43 Safety Rest Areas and Welcome Centers (SRA/WC). Backlash from the traveling public and business leaders resulted in a number of actions by Virginia officials to reopen the facilities and explore measures to increase revenues to sustain and enhance operations throughout the SRA/WC system, including legislative.

#### *Innovative Methods*

VDOT has developed the Sponsorship, Advertising and Vending Enhancement (SAVE) program as a strategy to offset a portion of operating costs for the SRA/WC system. VDOT’s desired outcome for the SAVE program are increased levels of commercial advertising, sponsorship and vending opportunities that enhance the customer experience while “fostering a predominant and overwhelming visitor experience of being welcomed into the Commonwealth.”

The SAVE program identified three separate revenue sources within the SRA/WC program:

- Interstate Sponsorship Recognition Signage (VDOT);
- Interior SRA/WC commercial advertising (Virginia Tourism Corporation, or VTC); and
- Exclusive vending rights (Virginia Department for the Blind and Vision Impaired, or DBVI).

Under the SAVE program, contracting for these services was bundled into a single contract to optimize potential revenue opportunities. Competitive bids provided VDOT with a lump-sum payment as well as additional sliding scale payments based on revenues generated by the selected vendor.

Among the tangible outcomes of the SAVE program was securing a successful two-year sponsorship with GEICO (\$410,000 annual payment) to promote Safe Phone Zones at SRA/WC locations. The links to highway safety and initiatives to reduce distracted driving were key components in the endorsement of the sponsorship.



Example of Sponsorship Program with Virginia DOT

Enhanced vending opportunities have been identified as part of the SAVE program. Fresh food items such as fruit and sandwiches have been added at some locations, along with ATM machines and vending machines equipped with credit card readers for cashless transactions. Additional items, such as traveler convenience items (toothbrushes, toothpastes, over-the-counter health care items) and Virginia Tourism Branded Merchandise, are now offered in vending machines, providing additional revenue opportunities.

Since the original implementation of the SAVE program, VDOT and its partners have decided that increased competition for contracted services, and associated expected increases in potential revenues, would occur with a return to the previous administrative model. As a result, VDOT will have primary responsibility for the sponsorship component, VTC for the advertising component, and DBVI for vending services. The SAVE program will continue to operate as a cooperative partnership among VDOT, VTC and DBVI.

### 7.3.5 Arizona

Arizona DOT (ADOT) is responsible for the operation and maintenance of 26 Statewide Safety Rest Areas, and has recently chosen to outsource those services. ADOT maintains a Rest Areas web page under its Highway Maintenance category that indicates the locations, amenities, rules, and recent information regarding its facilities.

ADOT implements a separate rest area rehabilitation and preservation program as part of its capital plan for major investments necessary to provide safe operations and an acceptable standard of care.

One unique attribute of the ADOT safety rest areas is that each location has a separate caretaker's residence for use by the assigned caretaker and their immediate family.

#### ***Innovative Methods***

ADOT currently partners with Infrastructure Corporation of America (ICA) to operate and maintain 26 statewide rest area sites. ICA was selected through a competitive bidding process as the concessionaire to operate and maintain the rest area system based upon a detailed scope of services, responsibilities, and performance measures developed by ADOT. The public/private partnership is the result of ADOT's ReSOURCE program (Revenue Supported Operations Using Robust Concessionaire Efficiencies) developed "for the purpose of providing cost saving measures and potentially additional revenue associated with the operation, maintenance, advertising, and sponsorship programs" for the Interstate safety rest areas in Arizona. In addition to specific maintenance and operations requirements, the contract offers performance incentives and disincentives based on the results of monthly inspections performed by ADOT. ICA must abide by all Federal requirements, including vending contracts in strict compliance with the Randolph-Sheppard Act associated with Blind and Visually Impaired Business Enterprise Services.

As in Virginia, ADOT (through ICA) has entered into a public/private partnership with GEICO to promote Safe Phone Zones at rest areas throughout the state.

### 7.3.6 Utah

The Utah Department of Transportation (UDOT) is responsible for 29 rest areas and welcome centers, along with five additional facilities that provide traveler services at off-highway locations through public/private partnership agreements. UDOT administers the rest areas program through its Maintenance Division, and partners with the Utah Office of Tourism (UOT) to provide visitor information at its facilities.

#### *The Commitment.*

"ADOT's top priority is safety and we are committed to educating the public about the dangers of distracted driving. These Safe Phone Zones provide travelers with the opportunity to pull into a rest area where they can use their phones safely and responsibly. We are able to move this project forward because of the legislation enacted to generate public-private partnerships in Arizona — partnerships that have proven to be an innovative approach to funding transportation projects with non-traditional funding sources."

– ADOT Director John Halikowski

#### **Arizona DOT Commitment Statement**

UDOT outsources all general maintenance and operations activities at the rest areas and welcome centers. UDOT conducts regular inspections to ensure that contract terms are met, and that the standard of care as defined in the contract is satisfied. Annual contract costs are in the \$2 million range.

### ***Innovative Methods***

UDOT has also entered into public/private partnerships to provide rest area services adjacent to interstate interchanges. The standard agreement contains the following guidance/minimum criteria expected to be provided by the private party:

#### **GOALS FOR PRIVATE SECTOR/UDOT REST STOPS ON INTERSTATES AND STATE ROADS**

1. Located at approximately 30-miles intervals, with specific locations to be determined by UDOT.
2. The Rest Stop facility should be located as close to the Interstate System as possible.
3. The facility shall have adequate parking to meet the projected 10-year demand based on AASHTO guidelines. The facility should have separated parking areas for trucks/RVs and automobiles as per AASHTO guidelines.
4. The facilities and parking areas shall be well lit, secure, and attended by at least one employee 24 hours per day, 365 days a year.
5. The business shall place signs in conspicuous locations indicated that the traveling public may use the rest room facilities free of charge.
6. Facilities shall meet ADA (Americans with Disabilities Act) standards.
7. Store and the rest room facilities should be adjacent to each other and under one roof. Restroom facilities shall be adequate to meet projected 10-year demand based on AASHTO guidelines.
8. The goal of the rest area contracts is to provide highway users convenient rest area opportunities while allowing business owners the opportunity to sell merchandise without verbal solicitation. State reserves the right to observe if patrons are allowed to use these facilities without feeling obligated or threatened to purchase items.
9. The State reserves the right to make unannounced inspections at any time. State will hold quarterly performance reviews. The UDOT Region Traffic and Operations Engineer will schedule and coordinate the reviews. Inspections by the State will be based on UDOT's rest area maintenance inspection criteria.
10. The location of the facility needs to demonstrate safe and convenient access for highway traffic, including trucks, whose ingress and egress will not obstruct existing traffic flow. Safe pedestrian access to and from parking areas and business facilities should be provided.
11. The number and type of additional motor/travel-oriented facilities within close proximity, such as repair bays, restaurants, motels, pet areas, RV dumps, travel brochure racks, etc. will be considered. Preference may be given to sites where additional services enhance the Rest Stop visitor's experience.
12. Highway signs will be provided by UDOT.
13. Picnic shelters and table should be provided.
14. Drinking fountains must be provided.
15. The number and design of driveways shall be in accordance with UDOT standards.
16. The business shall allow placement of state approved highway memorial markers at the appropriate location on the site.

**PUBLIC/PRIVATE REST STOP MINIMUM REQUIREMENTS**

1. **LOCATION.** The facility shall be located such that it has access to a public roadway and is less than one half-mile driving distance from an Interchange.
2. **PARKING.** A minimum of 50 spaces (total) will be provided at all public/private rest stop facilities, with the ratio of truck/RV to auto parking spaces to be determined by auto/truck percentage ratio for the highway segment in question . . . the above total includes already existing parking spaces at the facility in question. Additional spaces may be required based on annual average daily traffic (AADT) as determined by UDOT.
3. **HOURS OF OPERATION.** The facility is to be open twenty-four hours every day of the year with a minimum of one employee present at all times.
4. **SIGNS OF PROPERTY.** A sign shall be provided at or near each entrance to the building noting that the restrooms are for the use of the public free of charge.
5. **ADA COMPLIANCE.** Access to and use of the restroom facilities shall meet all requirements of the Americans with Disabilities Act.
6. **TOILET FACILITIES.** Along Interstate 15, a minimum of 10 toilets (total); 5 for men and 5 for women will be provided at each public/private rest stop. On all other interstate highways within the state of Utah, the total number of toilets at each public/private rest stop will be 8; 4 for men and 4 for women. Men's toilet facilities will consist of 3 stalls and 2 urinals (on I-15), and 2 stall and 2 urinals on the other interstates. All women's facilities will be stalls.
7. **REST ROOM VENDING MACHINES.** Families with young children are expected to use these facilities, therefore offensive, sexually oriented vending machines or signs will not be allowed in the restrooms.
8. **PEDESTRIAN TRAFFIC.** The facility shall provide and maintain well lighted and marked pedestrian access between parking areas and business facilities.
9. **DRIVEWAYS.** Placing driveways at locations agreed to by owner and UDOT Traffic Engineer shall control access to the site from the highway.
10. **DRINKING FOUNTAINS.** A minimum of one drinking fountain shall be available for those using the facility as a rest stop. It should be in a well-lit area with signing provided, if it is not in an obvious location.

**REST STOP MAINTENANCE SERVICE LEVEL STANDARDS**

Rest Stop cleanliness and maintenance is expected to meet the following minimum levels for the identified areas. The criterion will be used in the inspection process in determining compliance to measurable State standards. Deviations will be reported to the Rest Stop Manager or a State Representative. Reports of unsatisfactory compliance may result in cancellation of this Agreement.

1. **JANITORIAL SERVICES**  
Rest rooms are clean and sanitary and smell freshly sanitized. No graffiti or litter is visible. Walls, counter tops and floors are clean and dry. Soap and paper supplies are full. Trash containers shall not be overflowing.
2. **BUILDINGS AND UTILITIES**  
Buildings should be in good repair with some minor surfaces defects, but functional partitions, doors, dispensers and towel dispensers or hand dryers in place. RV dump station functional.
3. **SITE**  
Landscape planting healthy, may have minor amounts of weeds. Lawns mowed. Sidewalks and parking areas clean, but may exhibit some minor defects. All inside and outside lights are functioning as intended. When available, picnic tables clean with minor defects. No noticeable litter.
4. **OPERATIONS**  
The Rest Stop shall be open 24 hours a day, 365 days per year.

### 7.3.7 New York

New York State Department of Transportation (NYSDOT) is responsible for the operation and maintenance of 38 Statewide Safety Rest Areas, six of which are temporarily closed (two are in the process of being reopened). As in several other states, there are administrative and functional differences between the NYSDOT facilities and those operated and maintained by the New York State Thruway Authority (NYSTA), which operates Travel Plazas on its thruway (turnpike) system. NYSDOT maintains a Rest Areas web page that indicates the locations, amenities, rules, and recent information regarding its facilities. A link to the NYSTA Travel Plaza webpage is provided on their page.

NYSDOT spent approximately \$9.6 million on rest area operations in the 12-month period from April, 2014 through March, 2015. This included contracts outsourcing cleaning and security services, as well as utilities, building services, supplies and materials.

#### ***Innovative Methods***

NYSDOT relies heavily on a combination of public/public or public/quasi-public/non-profit partnerships to accomplish its goals for its rest area system. A list of those partnerships includes the following:

- NYSDOT and the New York State Office of Children and Family Services Commission for the Blind and visually handicapped have developed a Memorandum of Agreement (MOA) whereby the Commission installs, operates and maintains vending machines at selected Department rest areas.
- NYSDOT and the Division of the State Police have a Memorandum of Understanding (MOU) where NYSDOT provides the State Police with office space and parking facilities at newly constructed rest areas where the State Police have determined that a police presence for enhanced monitoring and security is warranted.
- When resources permit, NYSDOT and the Department of Environmental Conservation, the Office of Parks, Recreation and Historic Preservation, and local governments have partnered to provide or maintain parking areas that offer access to rivers, streams, fisheries, trail or historic markers.
- NYSDOT and local tourism agencies have agreements at some rest areas where the agencies may provide tourism information, with staff and with brochures/other printed matter.
- NYSDOT partners with other State agencies and local groups to publicize projects and programs of statewide significance. NYSDOT has helped publicize state efforts to manage Emerald Ash Borer, protect the American kestrel, protect water quality in the Susquehanna River basin, and to fight human trafficking.
- NYSDOT is partnering with NYS Department of Agriculture and Markets and the New York State Commission for the Blind to promote New York made food and beverage products by providing information on the Taste New York initiative, and providing vending machines that market New York products at two rest areas. Taste NY vending machines are fully operational at the Clifton Park Rest Area on I-87 north of Albany, and at the Broome Gateway Rest Area, located between the Pennsylvania state line and Exit 1 on I-81 in Broome County. More information on Taste NY can be found here: <http://www.agriculture.ny.gov/AD/release.asp?ReleaseID=2991>.

NYSDOT is interested in sponsorship of OASIS-type programs, but has chosen at this time to concentrate on maintaining the standard of care at their existing locations. NYSDOT and NYSTA are implementing text stops at some rest area facilities with potential sponsorship opportunities, and the NYSDOT HELP (Highway Emergency Local Patrol) program is currently sponsored by State Farm Insurance.

## 8 Recommendations

Preserving and maintaining the NH Rest Area/Welcome Information Center (RA/WIC) system provides many benefits. The primary purpose of providing a rest area is for safety. A rest area provides an opportunity for motorists to pull off-road to rest, use the restroom and picnic facilities, and obtain traveler and tourist information.

“Rest areas are to be provided on Interstate highways as a safety measure. Safety rest areas are off-road spaces with provisions for emergency stopping and resting by motorists for short periods. They have freeway type entrances and exit connections, parking areas, benches and tables and may have toilets and water supply where proper maintenance and supervision are assured. They may be designed for short-time picnic use in addition to parking of vehicles for short periods.”

*–A Policy on Safety Rest Areas for the National System of Interstate and Defense Highways, 1958*

The primary benefits of providing improvements (recommendations) for RA/WICs include the following:

- RA/WICs provide a safe and inviting place to stop and use clean rest room facilities. The RA/WICs are developed to be park-like settings with picnic areas and play areas for children and pets. Tourists will enjoy visiting an area that is safe, clean and friendly.
- Many facilities are also Welcome Centers located at gateways to the state, and provide an opportunity for the State to make a good first impression on visitors. The Welcome Centers provide an opportunity to show historical, archaeological, geological, architectural, or biological features of the areas that travelers and tourists may have interest in.
- New equipment and technologies will support the NHDOT and DRED objective to pursue and implement Green and sustainable practices. Some of these improvements will also provide the benefit of reduced maintenance costs.

It is noted that all facilities in the state act as both a safety rest area providing services and amenities for motorists and as a welcome and information center providing traveler and tourist information. The recommendations were developed to help improve both of these functions.

This chapter summarizes recommendations for the statewide RA/WIC system. Existing and future system-wide deficiencies and needs are noted, along with short and long-term actions to address them. Recommendations within the following four general categories were developed based on the study findings (deficiencies and needs) summarized in Sections 2 through 7:

- Improve services and amenities to meet traveler needs and demands;
- Provide new services or facilities to fill gaps in traveler services;
- Identify opportunities to reduce the costs of operations and maintenance; and
- Identify potential methods for revenue generation.

The overall goal of the recommendations is to identify opportunities to enhance traveler and tourists services while minimizing costs to the State. Recommendations are made for facility standards that will result in the increased effectiveness of the New Hampshire RA/WIC system as a whole, based on the requirements of the traveling public and the types of services needed statewide. Physical and operational recommendations are provided that explore the potential for improving existing facilities, while reducing costs and generating new revenue. Also included is a focus on identifying opportunities for the State to enter into partnerships and

sponsorships with other agencies, local Chambers of Commerce, and private businesses, while not creating additional commercial competition for local businesses.

Recommendations were developed for both the statewide system and for individual RA/WIC locations. However, some site specific recommendations are included in the system-wide measures if they have an impact on the statewide system (for example, location or relocation of individual facilities to meet overall traveler needs). System-wide recommendations were developed for the following categories:

1. Operations and Staffing;
2. Traveler/Tourism Services;
3. Maintenance;
4. Partnerships/Sponsorships;
5. Other Cost Reduction and Revenue Generation Strategies;
6. Building Condition and Layout;
7. Building Services and Utilities;
8. Safety and Security;
9. Exterior Grounds and Site Layout;
10. Exterior Services and Amenities; and
11. Site Circulation and Parking.

Tables 8-1 and 8-2 summarize short-term (1-5 years), mid-term (6-10 years), and long term (greater than 10 years) system-wide recommendations. Figure 8-1 shows recommendations at RA/WIC locations across the state. It is noted that some recommendations fall under more than one of the categories listed above. A summary table of site specific recommendations is provided at the end of this section.

System-wide recommendations are discussed in Sections 8.1 through 8.4, and site specific recommendations are summarized in Section 8.5. Specific recommendations for each facility are summarized in Section 4. The format for Sections 8.1 through 8.4 includes a brief statement of existing issues, followed by a corresponding recommendation to address each issue. Recommendations are separated into short-term (1-5 years), mid-term (5-10 years), and long-term (beyond 10 years) time frames. It is noted that recommendations are not in order of priority. Cost-Benefit findings for recommendations are provided as appropriate. It is noted that cost estimates provided are for planning purposes only and prior to allocating funding a more detailed analysis and estimate should be completed.

**Table 8-1: Summary of RA/WIC Facility Recommendations – Short-Term**

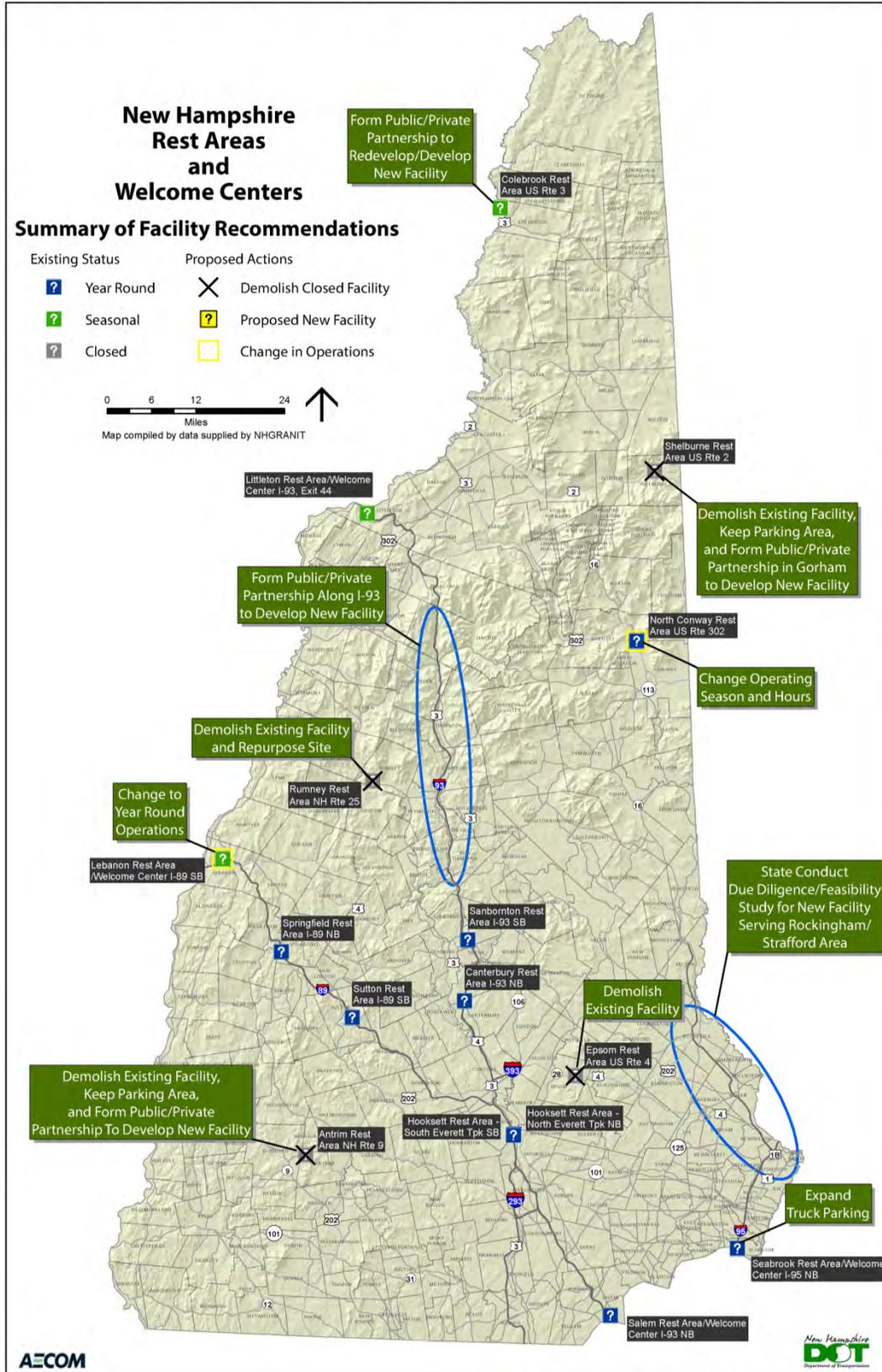
#	Recommendation	Operations, Management & Staffing	Travel/Tourism	Maintenance	Partnerships/Sponsorships	Other Cost Reduction Measures	Geographic Spacing	Buildings & Services	Safety & Security	Grounds & Site Layout	Exterior Services & Amenities	Site Circulation & Parking
<b>Short-Term (1-5 Years) Measures:</b>												
1	Consistent Operating Hours	x										
2	North Supervisor Location	x										
3	NH Granite State Ambassadors	x	x		x							
4	Update State Regulations for Roadway Safety Rest Areas	x										
5	Advertising/Sales Pilot Program		x									
7	Partner with Craftsman/Artisans		x		x							
8	Free Coffee Pilot Program		x		x							
10	Next Rest Area XXX Miles Signs		x									
11a	Maintenance Program			x								
11b	Daily Maintenance Log			x				x				
11c	Dog Waste Bags Sponsorship			x	x					x		
12a	Adopt-A-Highway Program			x	x	x						
13	Trash Policy			x						x		
14	Maintenance of Closed Facilities			x								
23	Rumney RA/WIC						x					
24	Epsom RA/WIC						x					
26	Everett Turnpike at State Border						x					
27	ADA Issues							x		x		
28	Capital Improvement Program							x				
30	Food Choice Variety							x				
31	Security Cameras & Fire Alarms							x				
33	Medical Waste on RA/WIC Grounds							x				
35	Texting Zones										x	
36	Porta-Toilets										x	
37	Outside Water Spigots										x	
38	Pay Phones										x	
39b	Truck Parking Map											x
39c	Seabrook RA/ WIC Parking Lot Improvements											x

**Table 8-2: Summary of RA/WIC Facility Recommendations – Mid-Term and Long-Term**

#	Recommendation	Operations, Management & Staffing	Travel/ Tourism	Maintenance	Partnerships/ Sponsorships	Other Cost Reduction Measures	Geographic Spacing	Buildings & Services	Safety & Security	Grounds & Site Layout	Exterior Services & Amenities	Site Circulation & Parking
<b>Mid-Term (6-10 Years) Measures:</b>												
6	Electronic Board/Kiosks		x		x							
9	Wi-Fi, Computer Charging Sponsorship		x		x			x				
12b	Contract for Maintenance Services			x								
16	Green, Sustainable Practices				x			x				
29	Consistent WIC Amenities							x				
34	Dog Walk Areas									x		
11d	Landscape Treatments & Features									x		
39a	Truck Parking Plan											x
40	Parking Lot Improvements											x
<b>Long Term (&gt;10 years) Measures:</b>												
15, 19-22, 25	Investigate New Facility Partnerships				x		x					
17	Highway Advertisement Service Signs					x						
18	State to Work Towards Changing Current Federal Commercial Regulations					x						
32	State Police Office							x				
39d	Seabrook WIC Parking Lot Improvements											x

Figure 8-1: Summary of New Hampshire RA/WIC Facility Recommendations

## Statewide Rest Area and Welcome Center Study



## 8.1 System Operations and Management

“System operations and management” covers operating hours, staffing, traveler/tourism services, maintenance, partnerships, sponsorships, and other cost reduction and revenue generating strategies. These topics are discussed below.

### 8.1.1 Operating Hours, Management, and Staffing

**Issue 1:** There is inconsistency in the hours of operation for facilities statewide. Of the seven facilities that are open 12 hours per day, four are open from 8:00 AM to 8:00 PM, and three are open from 9:00 AM to 9:00 PM. The North Conway/Intervale RA/WIC is open only five days per week for eight hours per day (10:00 AM to 6:00 PM). The 9:00 AM and 10:00 AM opening times may be too late for some tourists and commuters who are on the road before 9:00 AM. (The North Conway/Intervale facility is also discussed separately in Section 8.5.)

**Recommendation 1:** The State should consider making the operating hours consistent for the eight non-24 hour facilities. Operating hours from 8:00 AM to 8:00 PM at all facilities is recommended, with the possible exception of the North Conway/Intervale facility<sup>39</sup>. This would benefit the State by providing rest area and traveler services to motorists when they are most needed, and by providing a uniform and consistent operations schedule to the traveling public.

**Issue 2:** Three supervisors oversee the daily operations at all RAWICs, and are all headquartered out of Concord. The North Region Supervisor is responsible for six facilities, three of which are seasonal. Supervisor visits to a North Country facility take a full day due to the long driving distances. The South Region Supervisor is responsible for four facilities, two of which are 24/7 operation, and the Management Analyst is responsible for the staffing at the Hooksett Welcome Centers as well as the customer service and brochure program.

**Recommendation 2:** DRED should investigate adding a North Country Supervisor 1 position headquartered in the northern part of the state to oversee the operations of the North Country facilities. This will reduce driving time between facilities and provide a greater level of support. This will benefit the overall RAWIC system by providing additional resources and improved management efficiency to all facilities..

**Issue 3:** New Hampshire Granite State Ambassadors (NHGSA) is a 501 (c) (3) non-profit, charitable organization that serves travel and tourism-related businesses, including the New Hampshire Division of Travel and Tourism Development. NHGSA adds value to the State by providing tourism information to visitors at select RAWICs. NHGSA volunteers are only active at Hooksett North, Hooksett South, Salem, Seabrook, and Canterbury RAWICs.

**Recommendation 3:** Work with NHGSA to develop a volunteer base in areas such as the North Country and Dartmouth/Lake Sunapee regions. Providing more NHGSA volunteers at additional RAWICs will provide additional value to the State and benefit travelers and tourists at no cost to the State.

**Issue 4:** The State of New Hampshire Department of Transportation Regulations for Roadside Safety Rest Areas (Tra 703) expired on April 28, 2003.

**Recommendation 4:** The State should update this regulation through the rule making process.

### 8.1.2 Traveler/Tourism Services

**Issue 5:** The Division of Travel and Tourism Development (DTTD) within the Department of Resources and Economic Development (DRED) manages the distribution of publications in the State’s Welcome/Information Centers (WICs). DTTD charges a rack fee to display publications, but does not have a program to lease commercial advertising space or sell tourism and travel-related items (allowed under federal regulations).

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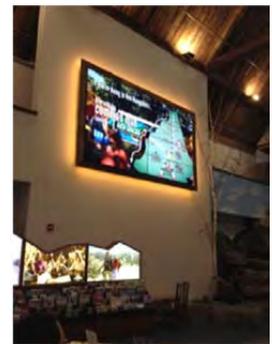
<sup>39</sup> Costs estimates associated with potential operations and scheduling changes at the North Conway/Intervale facility are provided in the North Conway/Intervale Site Summary report in Section 4.

**Recommendation 5:** The State should develop a pilot program at a limited number of interstate facilities to provide:

- Commercial advertising and media displays related to travel and tourism;
- Items to promote tourism in the State (limited to books, DVDs, and other media);
- Tickets for events or attractions of a historical or tourism-related nature in the State (can include sales of ski resort lift tickets and licenses for fishing, hunting and off-road vehicles);
- Travel-related information including maps, travel booklets, and hotel coupon books; and
- Facebook Page for facilities that includes schedule of upcoming local events.

Advertising rates should be developed on a sliding scale where rates for higher volume facilities are higher than those for lower volume facilities (similar to current sliding scale for brochure rack rates). Pilot program costs and revenues should be summarized and evaluated. The results will be used to determine if the program should be expanded to other facilities. The benefits to the State include potential additional revenue generation. Per U.S.C Title 23 Section 111, a State shall use any revenues received from the commercial activities in a rest area under this section to cover the costs of acquiring, constructing, operating, and maintaining rest areas in the State. The State of Vermont has a modest advertising program that is four years old and receives approximately \$75,000 per year in advertising revenue.

**Issue 6:** None of the State RA/WICs currently have electronic boards/kiosks for displaying traveler and tourist information.



**Electronic Display at Hooksett South**

**Recommendation 6:** The State should pursue sponsorship opportunities with private businesses to provide electronic information boards/kiosks at select interstate facilities (particularly at state gateway locations). Sponsorships are allowed under federal regulation and New Hampshire has enabling sponsorship legislation in place. This will benefit the State by providing new up-to-date traveler and tourist information and tourism videos at little or no cost. The private business will benefit from the State installing signs indicating the business sponsor at the facility and along the main traveled way.

**Issue 7:** No RA/WICs currently have programs to feature New Hampshire artisans.

**Recommendation 7:** The State should consider partnering with local craftsman and artisans to provide demonstrations and exhibits, and possibly give out coupons to their shops at select interstate RA/WICs. This would benefit the State by informing visitors of nearby New Hampshire products and encouraging them to visit local shops, studios, farms, etc. and purchase goods. Beyond administrative costs, there would be little or no cost to the State for this service.

**Issue 8:** The State does not currently distribute free coffee or other refreshments at RA/WICs. Federal regulation allows the distribution of free coffee at interstate rest areas by nonprofit organizations. Signs are allowed to advertise this operation.

**Recommendation 8:** The State should investigate partnering with nonprofit organizations to develop a pilot program at a limited number of interstate facilities (excluding the two Hooksett facilities) to provide free coffee. The benefit of this measure would be providing coffee as a safety measure to keep motorists alert at no cost to the State.

**Issue 9:** Currently none of the RA/WICs statewide provide Wi-Fi service or computer/phone charging stations. Providing new technology at RA/WICs produced the highest number of responses in the driver survey. Previous efforts to secure a sponsor to provide these services at all RA/WICs statewide were unsuccessful.

**Recommendation 9:** The State should pursue seeking a sponsor for providing Wi-Fi service and computer/phone charging stations at select RA/WICs such as the two Hooksett locations. This measure would

benefit the State by improving services to travelers at no cost. In exchange for providing this service, the State would post signs acknowledging the sponsorship of the private sponsor. The program could be expanded after initial success is demonstrated.

**Issue 10:** There are no signs on the interstates indicating how far the distance is to the next RA/WIC. This would be useful information to motorists.

**Recommendation 10:** The State should consider placing “Next Rest Area XX Miles” signs on interstates approaching each RA/WIC.

### 8.1.3 Maintenance

**Issue 11:** There is inconsistency in the level of grounds and outside maintenance provided at the 12 open RA/WICs. This includes items such as parking lot pavement condition, striping, and signage; tree, vegetation, and landscaping; pet area cleanliness; picnic area conditions; and trash. Another issue observed was medical needles on the grounds at the Salem and Seabrook facilities. A daily maintenance activity log is being used by attendants at some facilities, but not system wide. NHDOT has a public/private partnership with a private business to provide dog waste bags free of charge to the public at the Seabrook facility.

**Recommendation 11a:** Develop a maintenance program wherein tasks and issues for each facility statewide are summarized at a program level. This will benefit the State by identifying potential economy of scale costs savings.

**Recommendation 11b:** Develop a daily maintenance activity log to be used daily by attendants and periodically reviewed by supervisors at inspections. One of the items on the activity list should be patrolling the grounds on a regular basis to pick up litter, including medical waste. Implementing the use of an activity log will benefit the State by identifying maintenance issues early at each facility, ensuring a consistent level of maintenance service provided at each RA/WIC. This measure will improve safety and aesthetics for the visiting public.

**Recommendation 11c:** The State should look for a sponsor through competitive bidding process for all pet waste bags to reduce costs.

**Recommendation 11d:** The State should develop a landscape policy so each RA/WIC receives adequate landscape treatments and features. This includes providing picnic tables, benches, and shade trees or canopies for picnic and sitting areas. Additional amenities such as playgrounds can be considered. One handicap accessible picnic table should be provided per site. This will benefit the State by providing visitors attractive, accessible areas that welcome and invite them into the state, and encourage them to spend more time at the RA/WICs.

**Issue 12:** The costs to maintain RA/WIC facilities are high.

**Recommendation 12a (short-term):** The State should consider developing an Adopt-a-Highway sponsorship program at RA/WICs where maintenance services would be provided by private business in exchange for signs displaying the private business name. The acknowledgement signs would need to be provided on-site and not legible from the main traveled way (typically one sign per entity would be allowed). One example would be landscaping services. This would benefit the State by reducing maintenance costs.

**Recommendation 12b (mid-term):** The State should investigate the potential for contracting with a private business to provide interior and exterior maintenance services at RA/WICs. This would include custodial and landscaping services, but not capital improvements to facilities or snow removal on highway ramps. The State would need to perform a cost-benefit analysis to determine if contracted services would result in a cost savings to the State. Several states surveyed as part of the benchmarking effort conducted for this study contract out maintenance services.

**Issue 13:** There is inconsistency among facilities in the trash policy. “Carry In, Carry Out” signs are provided only at facilities in Sanbornton, Sutton, and Canterbury.

**Recommendation 13:** The State should develop a consistent solid waste policy (including signage, number of trash receptacles, trash collection schedule, pilot recycling program etc.) for all facilities statewide.

**Issue 14:** The upkeep and appearance of the four closed facilities (Antrim, Epsom, Rumney and Shelburne) is generally lacking. Many members of the public have commented on the negative appearance of these facilities. Grass is generally cut only once per season, and trash is not routinely collected. The federal regulations require that the areas be seeded, and maintained to the extent necessary to be compatible with the adjacent areas.

**Recommendation 14:** The State should properly maintain the four closed facilities in a manner that is consistent with adjacent uses, and provides a safe, clean, pleasant looking site. This should include picking up/collecting trash and mowing the grass in accordance with bureau policy.

### 8.1.4 Partnership and Sponsorship Opportunities

**Issue 15:** There are gaps in the statewide RA/WIC system that do not meet federal spacing requirements or provide adequate rest areas to motorists.

**Recommendation 15:** Investigate the potential to form partnerships between the State and existing visitor/information centers, Chamber of Commerce centers, private commercial businesses, or other State agencies located at the following locations:

- I-93 between Campton and Franconia in the North Country Region or Exit 23 on Routes 104/132 in New Hampton;
- Route 2 in Gorham in the North Country Region;
- Route 3 in Colebrook in the North Country Region;
- Rockingham/Strafford region including Route 16 (Spaulding Turnpike in Dover/Newington; I-95 (Blue Star Turnpike) in Portsmouth; and US 202 in Rochester in the Strafford Region; and
- In the vicinity of Route 9 in the Southwest Region.



**Example of Roadside Attractions Advertisement Signage**

This will benefit the State by providing additional rest area locations and traveler services in underserved areas, and commercial revenue generation at some locations.

It is noted that the State has had difficulties in previous attempts to establish partnerships and sponsorships. There may be situations after investigation where partnerships and sponsorships are not practical.

**Issue 16:** There are only limited green, sustainable and low impact practices currently used at the RA/WICs statewide.

**Recommendation 16:** The State should look to identify sponsorship opportunities to implement green, sustainable, and low impact practices at the RA/WICs, such as waterless toilets and solar panels. Such measures would lower utility costs over time, and are consistent with the general directives (g) outlined in the Memorandum of Understanding between NHDOT and DRED, June 2013.

### 8.1.5 Other Cost Reduction and Revenue Generation Strategies

**Issue 17:** New Hampshire currently allows service signs (food, fuel, lodging, and camping) on interstate off-ramps, but prohibits their use on the highway mainline. Private businesses can rent sign space through the New Hampshire Motorist Service Signing Program. The installation fee, replacement fee, or logo modification are \$350 for each sign, with an annual renewal fee of \$50. There is potential for the State to receive additional revenue by leasing sign space along interstate mainline roadways to private businesses. This would require revising the New

Hampshire State Law (Tra 602.02)<sup>40</sup> which prohibits service signs to be constructed along interstate highways, divided portions of the New Hampshire Bureau of Turnpikes, or divided limited access highways.

**Recommendation 17:** The State should consider a new or revised law that would allow private businesses to lease sign service space along interstate highways for the advertisement of food, fuel, lodging, and camping establishments. A portion of the revenue from this program could be used to help fund the maintenance and operation of RA/WICs.

**Issue 18:** Federal regulations currently prohibit the commercialization of interstate rest areas. Recent attempts by federal legislators to amend the Surface Transportation Act have been unsuccessful.<sup>41</sup> Commercialization of interstate rest areas could produce additional revenue for the maintenance and operations of roadways and rest areas if regulations were to be amended.

**Recommendation 18:** The New Hampshire legislation should consider lobbying Congress and FHWA to change current regulations restricting commercial sales at interstate rest areas.

## 8.2 Geographic Spacing of Facilities

**Issue 19:** The distance and driving time between the northbound Canterbury and Littleton facilities (79 miles) and the Littleton and southbound Sanbornton facilities (70 miles) on I-93 exceed the American Association of State Highway and Transportation Officials (AASHTO) spacing interval of 60 miles or about one hour between facilities. The distances are longer when the Littleton facility is closed for the fall and winter.

**Recommendation 19:** Investigate the potential of forming a partnership between the State and an existing visitor/information center, Chamber of Commerce or private commercial business located along I-93 between Campton and Franconia. The partnership would benefit the State by providing an additional needed State designated RA/WIC location for travelers at low cost. The partner facility would benefit from new signage along I-93 informing motorists of its location, an increase in the number of visitors, and hospitality training for its employees provided by the State. This would provide an additional public rest area adjacent to the interstate where visitors would not have to use a private establishment (such as fast-food or gas station). It would provide another opportunity to provide the traveling public with information on New Hampshire destinations and products. An example draft agreement between the State and a private business or Chamber of Commerce listing responsibilities is provided in Appendix O.

The intent of this and other partnering recommendations below is to investigate the potential to develop a partnership where the State can provide additional traveler services and keep capital and maintenance costs low. The State facility would share space with an existing or future establishment, thereby reducing or eliminating operating costs. Because potential partners and building facilities and their conditions are not known at this time, any required/desired improvements of services and costs cannot be identified. The State would need to solicit potential partners through a public Request-For-Proposal process. A potential list of items to consider for Rest Area/Welcome Information Center Partnership Agreements between State and Private Business/Chamber of Commerce is provided in Appendix O.

The recommendations to investigate partnerships to provide additional traveler services would be to supplement, as possible, the state-owned system of Rest Areas/Welcome Information Centers. It is important to note that there may be situations after investigation where partnerships are not practical or desirable.

**Issue 20:** No open RA/WIC is provided in the Southwest Region. The RA/WIC facility along Route 9 in Antrim is currently closed. The cost to restore the existing Antrim building to current building standards would be significant (approximately \$1M or more). The current Antrim site is constrained and may not be large enough to

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<sup>40</sup> <http://www.nh.gov/dot/org/operations/traffic/documents/TODsignpolicy.pdf>

<sup>41</sup> Portman Amendment #1742, Not Agreed To, 3/13/12. <https://www.congress.gov/amendment/112th-congress/senate-amendment/1742>

accommodate a new, larger RA/WIC facility. Route 9 between Keene and Hillsboro, which serves between 6,000 and 14,000 vehicles per day, provides limited services for motorists.

**Recommendation 20:** Investigate the potential to form a partnership between the State and a local Chamber of Commerce, the Monadnock Tourism Region, or a private commercial business, to provide a new RA/WIC along Route 9 between Chesterfield and Hillsboro. The new RA/WIC would serve as a resting place for motorists, and it would provide traveler and tourism information for visitors to the Monadnock region. The partnership would benefit the State by providing an additional needed rest area location and welcome information for travelers in the east-west direction. The private facility or Chamber would benefit from an increase in the number of visitors, and hospitality training for its employees provided by the State. An example draft agreement between the State and a private business or Chamber of Commerce listing responsibilities is provided in Appendix O. Regardless if a partnership for a new facility can be developed, it is recommended that the existing Antrim building be demolished and that the State retain ownership of the property for potential use in the future. It is unknown what value the site may have on the open market if put up for sale. If a partnership cannot be executed it is recommended that current site be used as an informal parking area.

**Issue 21:** The North Country Region covers the largest area of all the Regional Planning Commissions. It currently has three open RA/WICs located in Colebrook, Littleton and North Conway/Intervale. The Colebrook and Littleton facilities are seasonal. The Shelburne RA/WIC is currently closed. The mainline traffic volume is low (3,100 averaged daily vehicles). Shelburne serves as a gateway into the State from Maine, but the cost to rebuild the existing Shelburne building to current building standards would be significant (approximately \$1M or more). Gorham is the next town west of Shelburne. Gorham provides private commercial services and an information kiosk on the town green.

**Recommendation 21:** Investigate the potential to form a partnership between the State and the Androscoggin Valley Chamber of Commerce or a private commercial business to provide a new RA/WIC on Route 2 in Gorham that will replace the closed Shelburne facility. This would benefit the State by providing a new Welcome and Information Center in North Country serving east-west travelers at a cost would be typically lower than current State solely-operated facilities. The private business or Chamber would benefit from an increase in the number of visitors, and hospitality training for its employees provided by the State. An example draft agreement between the State and a private business or Chamber of Commerce listing responsibilities is provided in Appendix O. Regardless if a partnership for a new facility can be developed, it is recommended that the existing Shelburne building be demolished, and the State retain the property. The State should investigate the potential to convert the site to an informal parking area and consider for transferring to another State agency. It is unknown what value the site may have on the open market if put up for sale.

**Issue 22:** The Colebrook RA/WIC has the lowest visitor volumes (approximately 49,000 visitors for FY 2015) in the statewide system.<sup>42</sup> It is open 12 hours per day seasonally between May and October, and closed between November and April. The number of average daily visitors is 265. Colebrook averaged 75 visitors per day for the first two months of the pilot program between December, 2015 and March, 2016.<sup>43</sup> While Colebrook has the lowest annual cost in the system for FY 2015 (over \$90,000), it has the second highest cost per visitor in the system (\$ 1.86), over 2 ½ times the average system cost per visitor (\$0.68). On a cost benefit basis, it is difficult to justify keeping the Colebrook facility open. However, it is the northern most facility in the State serving as a gateway location for motorists entering New Hampshire on Route 3 from Vermont and Canada. In addition, it is a popular location for local area residents.

**Recommendation 22:** In the short-term, it is recommended that State keep operating Colebrook as a seasonal RA/WIC (closed in winters). Recommendations for the Colebrook facility are provided in Section 8.5 including measures to reduce operating costs.

In the long-term, the State should investigate the potential to form a partnership with The Balsams resort developer and the North Country Chamber of Commerce to develop a new visitor and Welcome Information

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<sup>42</sup> The North Conway/Intervale RA/WIC has lower average daily visitor volumes, but higher yearly volumes since it is open year round.

<sup>43</sup> DRED foot counts December 17, 2015-February 11, 2016.

Center on Route 3 near the intersection of Route 26. The new RA/WIC would serve both the motoring public and visitors to the planned redevelopment of The Balsams resort approximately 10 miles east of Colebrook on Route 26. In coordination with this long-term measure, it is recommended that the State monitor operations of the current Colebrook RA/WIC and investigate the potential to repurpose the site as a parking/picnic area, and consider transferring site to an interested State Agency. If a new facility is not developed, it is recommended the current facility continue operating on a seasonal basis.

**Issue 23:** The Rumney RA/WIC is currently closed. The mainline traffic volume is low (4,300 average daily vehicles). The estimated number of visitors for fiscal year 2008 was low (35,000).<sup>44</sup> The building is deteriorated. The cost to restore the existing Rumney building to current building standards would be significant (approximately \$1M or more). Private commercial services are located along Route 25 in Plymouth, east of Rumney.

**Recommendation 23:** The State should demolish the existing Rumney building and retain ownership of the property. The State should investigate transferring operations of this property to another State Agency for potential recreational purposes. This will benefit the State by eliminating maintenance costs, and removing a nuisance and potential liability. It is unknown what value the site may have on the open market if put up for sale.

**Issue 24:** The Epsom facility, located on US 4/202/Route 9 in the Central New Hampshire Region, is currently closed. The ADT volume near this former RA/WIC is approximately 14,000 vehicles. The estimated number of visitors for fiscal year 2008 was low (43,000).<sup>45</sup> The cost to restore the Epsom facility to current building standards would be significant (approximately \$1M or more). Several fuel and food options are located in both Epsom and Northwood. Vehicle pull-outs are provided in both directions along US 4/202/Route 9 to the east and west of the former RA/WIC. A service station that serves as a small truck stop is located nearby along US 4/202/Route 9.

**Recommendation 24:** The State should demolish the existing Epsom building and retain ownership of the property. This will benefit the State by eliminating maintenance costs, and removing a nuisance and potential liability. It is unknown what value the site may have on the open market if put up for sale.

**Issue 25:** No RA/WIC is provided along I-95 southbound entering New Hampshire from the Maine; in the Strafford Region, including along US 202 in Rochester at the Maine State Line; or along Route 16 (Spaulding Turnpike in Dover or Newington. This area represents a gateway into New Hampshire and to the Lakes Region to the northwest. Each of these roadways carries moderate or high daily traffic volume.

The New Hampshire Bureau of Turnpikes Authority owns parcels along US 4/Route16 (Spaulding Turnpike) in Dover and Newington that appear to be able to accommodate a new RA/WIC facility. Because I-95 (Blue Star Turnpike) and US 4/Route16 (Spaulding Turnpike) are toll roads and not federally funded, a new RA/WIC with commercial services can be developed and operated by the State.

**Recommendation 25:** The State and Bureau of Turnpikes should perform a due diligence/feasibility study for locating/developing a new RA/WIC facility along the Spaulding Turnpike (Route 16) in Dover/Newington; the Blue Star Turnpike (I-95 in Portsmouth); or US 202 in Rochester. A new site should be developed as a public/private partnership with commercial amenities, similar to the two Hooksett facilities. A new RA/WIC would benefit the State by providing a new rest area for travelers, and a potential revenue generator. Revenue from such a facility could potentially be used, at least in part, to help fund the statewide RA/WIC system.

**Issue 26:** No RA/WIC is provided on the Everett Turnpike (US 3) entering New Hampshire northbound from Massachusetts. The Everett Turnpike at the Massachusetts State Line has an ADT volume of approximately 88,000 vehicles. In fiscal year 2008, an estimated 220,000 visitors stopped at the former Nashua RA/WIC.<sup>46</sup> The two Hooksett facilities are located over 30 miles from the Massachusetts State Line. However, a new facility along northbound Everett Turnpike to the south of Hooksett would intercept some of the visitors destined for the Hooksett North RA/WIC.

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<sup>44</sup> DRED, *op. cit.*, FY 2008 Visitors, Brochure Distribution and Operating Costs.

<sup>45</sup> *Ibid.*, DRED, FY 2008 Visitors, Brochure Distribution and Operating Costs.

<sup>46</sup> *Ibid.*, DRED, FY 2008 Visitors, Brochure Distribution and Operating Costs.

**Recommendation 26:** Because the newly redeveloped Hooksett North RA/WIC has state-of-the-art tourist and traveler information center, it is recommended that a new northbound RA/WIC on Everett Turnpike south of Hooksett not be pursued at this time.

## 8.3 Buildings and Services

This section describes issues and recommendations for building condition and layout, building services and utilities, and safety/security. Recommendations for individual facilities are summarized in Section 8.5.

### 8.3.1 Building Condition and Layout

**Issue 27:** NHDOT and DRED are conducting inventories of each RA/WIC to identify conformance and issues with the American with Disabilities ACT (ADA). Improvements are needed at each facility to comply with ADA standards. The State is in the process of developing a transition plan that will identify needed ADA improvements and guide implementation and prioritization.

**Recommendation 27:** The State should complete the ADA transition plan and has begun to address and update ADA facilities at the Rest Areas and Welcome Centers. The plan should identify those items that are lower cost that can be improved in the short term and items that are more significant which would take longer to complete.

**Issue 28:** Most of the RA/WIC buildings were constructed in the 1960's and require capital improvements over time.

**Recommendation 28:** The State should develop a capital improvements program that identifies needed building upgrades in the short-term, mid-term, and long-term.

### 8.3.2 Building Services and Utilities

**Issue 29:** There is inconsistency in the amenities provided within each RA/WIC building, such as hands free toilets, sinks and dryers, bathroom ventilation, generators, brochure racks, and air conditioning.

**Recommendation 29:** The State should provide a consistent level of building amenities at each RA/WIC, including upgrading all rest rooms with hands free toilets, sinks and dryers. These measures will benefit the State by reducing water and electricity costs.

**Issue 30:** Driver survey respondents indicated a desire for a larger variety of food choices at RA/WICs.

**Recommendation 30:** The State should consider coordinating with Blind Services to provide a greater variety of food choices and traveler convenience products in vending machines, such as fresh food items (fruit and sandwiches), and toothbrushes, toothpaste, and over-the-counter health care items.

### 8.3.3 Safety and Security

**Issue 31:** Security cameras (real or decoy) are only used in vending buildings. At some locations, security cameras are provided, but are not operational.

**Recommendation 31:** The State should develop and implement a policy regarding the provision and use of security cameras and fire alarms in and around the RA/WICs buildings. This measure will ensure that adequate safety technology is provided as needed for each RA/WIC location.

**Issue 32:** State Police office space is provided at the Salem and Seabrook RA/WICs. Periodic State Police presence at these facilities provides a safety benefit to the general public.

**Recommendation 32:** If RA/WICS are redeveloped in the future, the State should consider providing office space for the State Police. Police presence will provide added safety at the RA/WICS.

**Issue 33:** Medical needles were observed on the grounds at the Salem and Seabrook facilities. The presence of needles will discourage visitors.

**Recommendation 33:** Attendants should patrol the grounds on a regular basis to pick up litter, including medical waste. This will improve the safety to the public, as well as aesthetics of the RA/WICs.

## 8.4 Facility Exterior/Grounds

This section discusses issues and recommendations for exterior grounds, site layout, exterior services and amenities, site circulation and parking. Note that recommendations for individual facilities are summarized in Section 8.5.

### 8.4.1 Exterior Grounds and Site Layout

**Issue 34:** The driver survey results indicated that visitors would like to see improved pet walking areas. Many of the dog walk areas are located in remote locations. As a result, dog owners often do not use designated dog areas. Some areas need to be cleaned up more frequently.

**Recommendation 34:** The remote dog walk areas should be relocated closer to the parking lots at the RA/WICs, where possible. Dog areas should be cleaned up more frequently. These measures will help keep grass areas clean and present a more attractive and inviting landscape for the public.

### 8.4.2 Exterior Services and Amenities

**Issue 35:** New Hampshire recently enacted a new State Law on July 1, 2015 that prohibits hand-held electronic devices while driving. There currently are no designated Texting Zones along interstate highways in New Hampshire.

**Recommendation 35:** The State should consider designating specific areas in RA/WIC parking lots as Texting Zones. This would encourage motorists to pull off the interstate to safely complete texting activities. Appropriate signage would be installed both on the interstate mainline and in the parking lot. There may be opportunities for private businesses to sponsor Wi-Fi service for Texting Zones where needed.

**Issue 36:** The cost for the State to lease porta-toilets from private businesses has risen greatly over the last few years. It is difficult to project long-term costs with short-term contracts.

**Recommendation 36:** The State should look to enter into longer-term statewide contracts with private businesses for the leasing and maintenance of porta-toilets. This would allow State the ability to more successfully budget in the long-term for operations and maintenance costs.

**Issue 37:** Some RA/WICs have outside water spigots that have non-potable water. The State may be liable if persons or pets use this untreated water and become ill.

**Recommendation 37:** The State should remove outside water spigots.

**Issue 38:** There is inconsistency in the presence and operation of pay phones at the RA/WICs. Under federal regulations for interstate rest areas, public pay phones are allowed, but are not required.

**Recommendation 38:** The State should develop and implement a consistent policy regarding the presence and operation of public pay phones at RA/WICs.

### 8.4.3 Site Circulation and Parking

**Issue 39:** There is a shortage in the number of truck parking spaces (public and private) along the I-93, I-95 and I-89 corridors in New Hampshire and adjacent states. The shortage is expected to increase over time with the expected increase in truck traffic. In 2015, New Hampshire was ranked just outside of the top 20 worst states for

truck parking, with the neighboring states of Maine and Massachusetts ranking #12 and #14 worst, respectively.<sup>47</sup> The Seabrook RA/WIC has a shortage of overnight parking for trucks (110% utilization). A shortage of truck parking spaces is a safety issue as truckers need to drive longer distances to find available parking or park in non-designated areas.

**Recommendation 39a:** The State should develop a long-term plan to identify potential areas where additional truck parking can be provided. This will improve safety for truckers and the general motoring public.

**Recommendation 39b:** The State should consider developing a map of truck parking locations (including the RA/WICs) that can be made available electronically and through social media. This would help direct truckers to designated areas and reduce the time truckers spend looking for facilities. See Appendix N (Benchmarking) for example of a truck map for the state of Wyoming.

**Recommendation 39c:** The State should restripe the Seabrook RA/WIC truck parking lot to provide adequate space for large trucks and maximize the use of the existing space.

**Recommendation 39d:** The State should consider providing additional truck parking at the Seabrook RA/WIC. A preliminary review appears to indicate that there is available State right-of-way at the rear of the site. A preliminary concept sketch is provided in Appendix Q.

**Issue 40:** The parking lot pavement condition is deteriorated at many of the RA/WIC parking lots, along with faded and worn pavement markings. The pavement condition will continue to deteriorate over time, and the faded parking striping leads to parking inefficiency, reducing parking lot capacity, particularly during peak periods.

**Recommendation 40:** The State should develop a pavement and striping management program for the RA/WIC parking lots. This will allow the State to budget for costs over the long-term, and address pavement issues before they become significant. Re-striping the parking lots will increase parking efficiency, and in the long term, pavement maintenance costs will be reduced.

## 8.5 Site Specific Recommendation Summary

Table 8-3 summarizes the recommendations for individual RA/WICs. The table only shows recommendations that are unique to specific locations. Improvements that are recommended statewide, such as partnership/sponsorship opportunities, advertising signage, maintenance services contracts and activity logs, green/sustainable improvements, texting zones, Wi-Fi, computer/phone charging stations, free coffee, etc., are discussed in Sections 8.1 through 8.4 (see Tables 8-1 and 8-2). Specific recommendations for each facility are summarized in Section 4.

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<sup>47</sup> Overdrive Magazine, Top 20 worst states for truck parking, December 14, 2015.

**Table 8-3: Summary of Individual RA/WIC Facility Recommendations**

Location <sup>1</sup>	Close Facility	Change Operating Hrs	Blidg Imprvts, Repairs, & Maintenance	ADA Issues	Restroom Improvements	Utilities <sup>2</sup>	Auxiliary Power	Safety (Fire)	Security	Services <sup>3</sup>	Vending	Grounds/Landscaping	Picnic Areas	Porta-Toilets	Pet Area	Trash	Pavement <sup>4</sup>	Larger Facility (Long Term)
<b>OPEN RA/WICs:</b>																		
Canterbury		x	x	x		x	x	x	x			x	x		x	x	x	
Colebrook			x	x	x	x	x					x		x		x	x	
Lebanon		x	x	x			x	x	x						x		x	x
Littleton			x	x	x		x	x			x				x		x	
N. Conway/ Intervale		x	x	x	x	x			x			x		x		x		
Salem				x	x				x			x						x
Sanbornton			x	x	x	x									x			
Seabrook			x	x	x	x			x			x			x	x	x	
Springfield		x	x	x														x
Sutton		x		x			x	x	x									x
<b>CLOSED RA/WICs:</b>																		
Antrim <sup>5</sup>	x											x						
Epsom	x											x						
Rumney	x											x						
Shelburne <sup>5</sup>	x											x						

**NOTES:**

1. Table includes only measures that are unique to specific RA/WIC locations (not measures that are recommended system-wide). The new facilities at Hooksett North and Hooksett South are not included.
2. Includes lighting, heat, water lines, air conditioning, and/or sewer improvements.
3. Including indoor and outdoor water fountains, pay phones, benches, defibrillators, etc.
4. Improvements recommended for pavement (for parking areas and/or sidewalks), pavement markings, curbing, and/or geometric/circulation improvements.
5. Replace facility through partnership.

**Appendix provided under a separate cover.**

