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STATE OF NEW HAMPSHIRE 12:02 DAS
DEPARTMENT of RESOURCES and ECONOMIC DEVELOPMENT
DIVISION of TRAVEL and TOURISM DEVELOPMENT
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JEFFREY J. ROSE
Commissioner

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June 18, 2013

Her Excellency, Governor Margaret Wood Hassen
and the Honorable Executive Council
State House
Concord, New Hampshire 03301

Retroactive

REQUESTED ACTION

Authorize the Department of Resources and Economic Development (DRED) to enter into a **RETROACTIVE** Memorandum of Understanding (MOU) with the Department of Transportation (DOT). This agreement defines the responsibilities of DRED and DOT in the operation, maintenance and repair of the Welcome and Information Centers as listed in the memorandum. This memorandum of understanding is effective from July 1, 2013 through June 30, 2015.

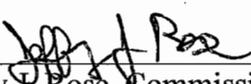
EXPLANATION

RSA 12-A:43-b established the Bureau of Visitor Services (BVS) within DRED and gave BVS the responsibility of staffing the rest areas and welcome centers along the state's highways effective July 1, 2011. DOT retains ownership of the buildings and properties. The intent of this MOU is to clearly outline agreed duties, especially related to maintenance, improvements, and capital investments.

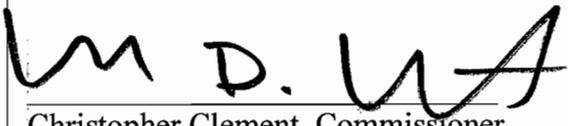
Today, the Bureau of Visitor Services manages 13 Welcome and Information Centers (WICs) located throughout the state and employs 29 full time and 42 part time staff. Over 5 million people visit the WICs each year. There are over 1.5 million pieces of tourism literature distributed to the centers each year to promote local events and attractions. As the state considers a long term plan for the WICs, it should be noted that both DRED and DOT agree the management of the WICs should remain with DRED and be funded through highway and turnpike funds.

Respectfully submitted by,

Concurred by,



Jeffrey J. Rose, Commissioner
Dept. of Resources & Economic Development



Christopher Clement, Commissioner
Dept. of Transportation

MEMORANDUM OF UNDERSTANDING
between
N.H. DEPARTMENT OF TRANSPORTATION
and
N.H. DEPARTMENT OF RESOURCES & ECONOMIC DEVELOPMENT
for
The Management of Highway and Turnpike Fund Supported Welcome Centers and Rest Areas

1. PURPOSE

This Memorandum of Understanding (MOU) is entered into between the N.H. Department of Transportation (NHDOT) and the N.H. Department of Resources and Economic Development (DRED) to set forth the parties' responsibilities with respect to the staffing, daily operation and routine maintenance of the New Hampshire Welcome and Information Centers (WICS), also known as Rest Areas.

2. GENERAL

- a. NHDOT shall retain ownership of the WIC facilities, and shall approve all policy and all services provided. See Appendix A for a name and location listing of WICS included in this agreement. Pursuant to this MOU and an inter-agency transfer of the Highway and Turnpike funds, NHDOT is contracting with DRED for the staffing, daily operations and routine maintenance of the WICS with the intention to enhance the travel and tourism focus of these facilities while maintaining current services.
- b. NHDOT and DRED will work together to ensure that operation of the WICS are conducted to maximize the public health, safety, and enjoyment of these facilities by highway users en-route to their destinations as well as to integrate an effective state tourism promotional effort.
- c. NHDOT shall complete, in collaboration with DRED, a comprehensive independent study of the Welcome and Information Center System by the end of FY14/15 biennium to determine a long term strategy for the system. The study shall be completed at NHDOT's expense. Recommendations from this study shall be implemented into future MOU's.
- d. DRED and NHDOT will participate fully in efforts to sell, rent or negotiate private public partnership contracts at identified WICS.
- e. DRED shall recommend the budget appropriations for each biennium and will review with NHDOT. DRED and NHDOT shall collaborate through the executive and legislative budget process. Once the budget has been approved, a transfer of Highway and Turnpike funds shall occur as soon as possible after the first day of each fiscal year.
- f. NHDOT shall assist DRED with any Federal Highway Administration questions.
- g. NHDOT and DRED agree to explore and pursue implementing "green practices" where it makes economic sense and to the degree the budget can support such efforts.

- h. Hours of operation changes and seasonal closures and reopenings will be mutually agreed upon by both parties prior to implementation.

3. NHDOT'S RESPONSIBILITIES

Under this MOU, NHDOT shall be responsible for the obligations set forth below. NHDOT and DRED will work collaboratively to identify and address problems, opportunities and budgetary challenges as they develop.

- a. NHDOT shall provide the appropriated operations budget on the first day of each fiscal year through an inter-agency transfer.
- b. NHDOT and DRED shall work collaboratively in the sponsorship/dedication of WICS. All associated revenue from any sponsorship/dedication shall be used to operate existing rest areas/WICS. NHDOT shall be responsible for the signage on the mainline of the highway and entrance/exit ramps if necessary.
- c. NHDOT and DRED shall work collaboratively in the planning and design processes for any new construction or renovation projects for any of the existing WICS. NHDOT will also include DRED in the planning and implementation processes for any new and/or pilot projects that will impact WICS services or operations.
- d. NHDOT shall approve any building structural modifications and any new WIC facilities and shall be the lead on media communications pertaining to any structural enhancements.
- e. If any WIC is closed permanently, the management reverts to NHDOT responsibility. These include WICS already closed (Antrim, Epsom, Rumney, Shelburne) and any WICS closed in the FY14/15 biennium. These do not include current or future WICS operating on a seasonal basis.

4. DRED'S RESPONSIBILITIES

DRED's obligations as set forth in this section are dependent upon DRED's continued receipt of Highway and Turnpike funding from NHDOT as identified in the FY14 and FY15 budget. DRED will have responsibility for:

- a. The administration of the staffing, daily operation, routine maintenance, dissemination of travel information in support of the daily services provided at the facilities, as well as staff customer service training and communications.
- b. All periodic billings for utility services including, but not limited to, gas, fuel oil, firewood, electric, water, and water treatment/testing shall be processed by DRED.
- c. Management and administration of the WICS and travel-related functions in compliance with all applicable federal, state, and local regulations. Copies of any regulatory approvals and/or waivers sought and obtained by DRED for operation of the

WICS shall be pre-approved and provided to NHDOT. Where appropriate, NHDOT will assist DRED in obtaining such approvals/waivers.

- d. Operation and routine maintenance of the WICS in a manner to minimize potential liability and avoid employee and/or public injury.
- e. Maintenance of all equipment assigned as part of this agreement and listed in Appendix B. Future equipment needed by DRED for operation of the WICS is to be purchased by DRED with funds from the WICS budget.
- f. Purchase of all supplies for the operation of the facilities and grounds functions, including maintenance supplies, household supplies, etc.
- g. Managing all types and quantities of tourism-related information distributed at WICS, as well as other tourism-related activities or initiatives.
- h. Establishing relationships, agreements and partnerships with local Chambers of Commerce or other appropriate, qualified regional entities on behalf of DRED. NHDOT and DRED will work together to develop a process and contractual document for such agreements.

DRED shall:

- i. Coordinate with NHDOT for the installation, removal, or modification of any permanent or semi-permanent structure of a WICS facility.
- j. Participate in NHDOT's efforts in the planning and design process for new construction or renovation projects for any existing WICS to ensure they reflect elements of the NH Tourism Brand.
- k. Include NHDOT in the planning and implementation process for any new and/or pilot process that will impact WIC services, operations, or access.
- l. Be responsible for training needed for WICS employees.
- m. Manage and administer all water testing in accordance with New Hampshire Department of Environmental Services requirements where applicable.
- n. Coordinate chimney cleaning and provide wood for those facilities with existing fireplaces and/or small wood stoves. Also, all fire wood necessary for the utilization of wood boilers (internal or external) shall be DRED's responsibility.
- o. Act as NHDOT's agent in dealings and agreements with Vendor Services performed by the Blind and Visually Impaired. All net revenue generated from vending at WICS shall be provided to DRED and shall be used to operate existing rest areas.
- p. Act as the State's agent in negotiations with such WIC contracted service providers from leases in connection with public telephones, viewers, and non-Blind Services

vending contracts. All net revenue generated from vending at WICs shall be provided to DRED and shall be used to operate existing rest areas.

- q. Grounds maintenance including fertilizing, spraying, pruning, planting and mowing, with the exception of Turnpike owned facilities.
- r. Recording pedestrian counts that assist in evaluating optimum hours of operation and viability of each WIC.

5. MAINTENANCE

- a. NHDOT will be responsible with DRED's input for implementing the Capital Improvements funded by the Capital Budget as approved by the Legislature. NHDOT and DRED will work collaboratively to identify issues and opportunities for the WIC system. If necessary, the continued inclusion of the WICS in the NHDOT's Federal Aid Ten Year Plan for short-term Capital improvements shall be the responsibility of NHDOT.
- b. DRED shall be responsible for routine maintenance as outlined in the Maintenance Detail Responsibility (Appendix C).
- c. NHDOT shall be responsible for capital repairs along with normal interior and exterior building repair (i.e., roofs, flooring, plumbing, sewer/water systems, and heating/cooling systems, as identified in the maintenance detail responsibility) (Appendix C).
- d. NHDOT shall assist DRED with maintenance outside of DRED's capabilities and budget where safety and/or providing essential services are affected.
- e. NHDOT shall provide access to the DOT Property Management contract for maintenance services that are managed by the Bureau of Right of Way. DRED shall coordinate services needed and be responsible for the payment of services rendered.
- f. For the term of this MOU, vending building maintenance shall be dealt with similarly to rest area facility maintenance with the intention of DRED taking over full responsibility by FY2016-2017 biennium. Revenue received from vending facilities shall fund maintenance responsibilities.
- g. Request for NHDOT assisted maintenance shall be forwarded to the appropriate designated contact within each Highway Maintenance District and the Bureau of Turnpikes using a NHDOT Work Order (Appendix D).

6. TERM

This MOU will be in effect from July 1, 2013 through June 30, 2015. Prior to the beginning of each biennium, responsibilities will be re-established and a new MOU negotiated by both agencies. Quarterly meetings shall be held between both agencies throughout the biennium to discuss capital needs, operations, maintenance and budget.

7. **MODIFICATION**

This MOU may be modified, in writing, at any time upon the mutual agreement of the parties. The representative of each party or his/her respective designee(s) must sign any modification of agreement.

8. **SIGNATURE**

This MOU is entered into upon signing by the following representatives of the parties.

MOU

6/20/13

Christopher D. Clement, Sr.
Commissioner
New Hampshire Department of Transportation

Date

Jeffrey J. Rose

6/18/13

Jeffrey J. Rose
Commissioner
New Hampshire Department of
Resources and Economic Development

Date

NHDOT/DRED Memorandum of Understanding

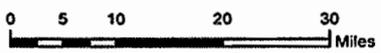
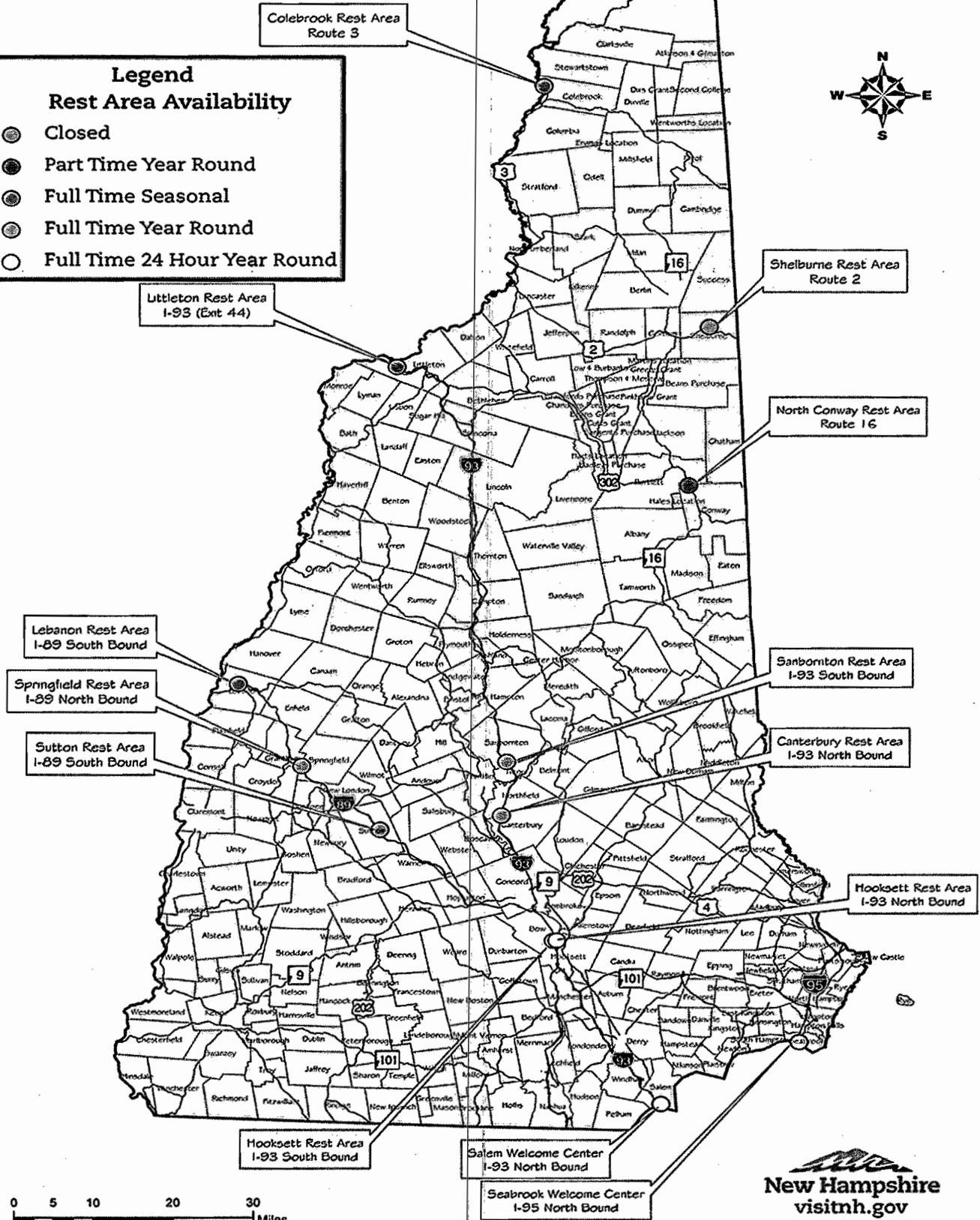
Appendix A - Welcome and Information Center Location List

State of New Hampshire
 Department of Resources and Economic Development
 Travel and Tourism Development
 State Welcome Centers and Rest Areas

Legend

Rest Area Availability

- Closed
- Part Time Year Round
- Full Time Seasonal
- Full Time Year Round
- Full Time 24 Hour Year Round



Folder DRED Rest Areas Map of Rest Areas

NH DOT/DRED Memorandum of Understanding
Appendix B - Equipment Inventory

Sutton Welcome and Information Center			
ITEM	INVENTORY OR SERIAL #	CONDITION	OWNER
Husquvarna rider mower	005C00	Good	DOT
Snapper snowblower	31007307	Poor	DOT
Ariens snowblower	Ser#083036	New	DRED
Snapper push mower		Poor	DOT
Shindaiwa Weed trimmer	7A69/Ser# 2swxs025422	Poor	DOT
Portable air tank		Poor	DOT
Garden wheel cart	Ser#17505	Good	DOT
Dayton dehumidifier	49C1	Good	DOT
Wall mount eye wash station	00748F	Good	DOT
50' hose on portable reel		Good	DOT
Magic Chef refrigerator	0607mchr360504722	Good	DOT
Brother fax machine	4-003255	Good	DRED
Dell Computer	5-001043	New	DRED
RWIS Radio (Base Radio)	05-4F5C	Good	DOT*
Microwave		Good	
Minifridge			

*DOT - Managed by NH DOT Bureau of Traffic, Transportation Management Center, Radio Maintenance, Attention Dave Chase

NHDOT/DRED Memorandum of Understanding
Appendix B - Equipment Inventory

Springfield Welcome and Information Center			
ITEM	INVENTORY OR SERIAL #	CONDITION	OWNER
John Deere snowblower	02-0290	Good	DOT
AgriFab Spreader	02-1219	Fair	DOT
Cub Cadet Rider mower	0070FB	Good	DOT
Wheel barrow		Fair	DOT
Sears portable compressor		Fair	DOT
Step ladder 6'	007-a24	Good	DOT
Step ladder 10'	02-0799	Good	DOT
Step ladder 14'	02-800	Good	DOT
Dayton portable blower		Good	DOT
Werner extension ladder		Good	DOT
People Counter	4-3259	Good	DRED
Vacuum Cleaner	UU33-1251020877	Good	DRED
Fax Machine	4-3248	Good	DRED
Salo push mower	02-0114	Good	DOT
Chair	3EE5WD	Good	DRED

NHDOT/DRED Memorandum of Understanding
Appendix B - Equipment Inventory

Salem Welcome and Information Center			
ITEM	INVENTORY OR SERIAL #	CONDITION	OWNER
Vacuum cleaner	SU111146018045	Good	DRED
yard tractor / mower (John Deere 325)	05-2641/092629	Poor	DOT
Yard trailer (Poly Dump Cart)	05-3423/05-3423/007-FF5	Fair	DOT
String trimmer (Echo SRM2400)	05-2899/589314	Fair	DOT
Ariens snow blower	428187/1076	Fair	DOT
Snow Tek snow blower	078908	Good	DRED
Refrigerator	777832	Fair	DOT
Dell Computer	5-001049	Good	DRED
Monitor	5-001050	Good	DRED
Brother fax machine		Good	DRED
People counters		Good	DRED
Chair	8YTMM0	Good	DRED

NH DOT/DRED Memorandum of Understanding
Appendix B - Equipment Inventory

Hooksett North Welcome and Information Center			
ITEM	INVENTORY OR SERIAL #	CONDITION	OWNER
Vacuum cleaner	1043003858	Good	DRED
Computer	5-001026	Good	DRED
Monitor	5-001025	Good	DRED
Fax machine	007B5B	Good	DOT
People counters	4-3265	Good	DRED
4 box fans		Good	DRED
Step ladder 8 ft	006989	Good	DOT
Chair	F22X00673	Good	DRED
Chair	007AE4	Good	DOT
Air Conditioner	FAS1561	Good	DOT
Drop in range	0068B8	Good	DOT
Water Fountain	Eikay EFA14 -0048C9	Good	DOT

NHDOT/DRED Memorandum of Understanding
Appendix B - Equipment Inventory

Hooksett South Welcome and Information Center			
ITEM	INVENTORY OR SERIAL #	CONDITION	OWNER
Vacuum cleaner	104-300-3823	Good	DRED
Dell Computer	5-001024	Good	DRED
Monitor	5-001023	Good	DRED
Brother Fax machine	4-3251	Good	DRED
People counters	4-3263	Good	DRED
4 Box Fans		Good	DRED
Chair	007AE6	Good	DOT
Chair	007AE5	Good	DOT
Ladder 8' Fiberglass	00698A	Good	DOT
GE Microwave	JEM25WY-002-006C15	Good	DOT
Air Conditioner	007B5D	Good	DOT
Drop in range	0068B9	Fair	DOT

NHDDOT/DRED Memorandum of Understanding
Appendix B - Equipment Inventory

Seabrook Welcome and Information Center			
ITEM	INVENTORY OR SERIAL #	CONDITION	OWNER
Vacuum cleaner	1218005572	Good	DRED
Yard tractor / John Deere X300	007B88	Fair	DOT
Yard trailer		Fair	DOT
Refrigerator	0083D7	Good	DOT
Carpet blowers	0080A6	Good	DOT
Carpet blowers	00817D	Good	DOT
Floor washer / Vision 17	006FEC	Good	DOT
10 ft. step ladder	0083DE	Good	DOT
14 ft. step ladder	006CBF	Good	DOT
Brother fax machine	4-3257	Good	DRED
People counters	8671	Fair	DOT
People counters	00867D	Fair	DOT
Dell computer	5-001047	Fair	DRED
Monitor	5-001048	Good	DRED
Chair- Std Arms	0073DF	Good	DOT
4 Draw File Cab.	002E3A	Fair	DOT
Hand Truck	0086BC	Fair	DOT
Radio Base Station	Radio ID 70-4E7B	Good	DOT
Antenna Celwave	007B0A	Good	DOT

NHDOT/DRED Memorandum of Understanding
Appendix B - Equipment Inventory

Sanbornton Welcome and Information Center			
ITEM	INVENTORY OR SERIAL #	CONDITION	OWNER
Ariens snowblower	8F51	Good	DOT
Eye wash station		Good	DOT
Blower fan	BF24TF2N1	New	DOT
Brother Fax Machine	4-3253	New	DRED
Dell Computer	5-001045	Good	DRED
Full size refridgerator		Poor	DOT
Pipe Snake		Fair	DOT
Black and Decker Cordless Trimmer		Good	DOT
Yard Machine Push Mower		Good	DOT
Honda Push Mower	08B0	Fair	DOT
Garden Cart		Fair	DOT
Rider-Mower-Trailer		Good	DOT
Dayton Speed Air Compressor (2)		Poor	DOT
Sarlo Push Mower	30C3	Poor	DOT
Husqvarna Blower	64CE	Poor	DOT
Vacuum	EUK4711BZ	Good	DRED
Stihl Trimmer	6AD5	Good	DOT
People Counter	4-3264	Good	DRED

NHDOT/DRED Memorandum of Understanding
Appendix B - Equipment Inventory

Canterbury Welcome and Information Center			
ITEM	INVENTORY OR SERIAL #	CONDITION	OWNER
John Deere Riding Mower	05-3279/A093707	Poor	DOT
Trimmer		Fair	DOT
DAYTON Dehumidifier	0049F3	Good	DOT
Microwave		Good	DOT
Computer	5-001028	Good	DRED
Fax Machine	U61325E1N828701	Good	DRED
Vacuum	EUK4711BZ	Good	DRED
People Counter	E83475-3774	Good	DOT
Chair	3EU77L	Good	DRED

NHDOT/DRED Memorandum of Understanding
 Appendix B - Equipment Inventory

Colebrook Welcome and Information Center			
ITEM	INVENTORY OR SERIAL #	CONDITION	OWNER
Zero Turn Mower	007BD7	Good	DOT
Microwave	AD810802804	Good	DOT
Vacuum	EUK4711BZ	Good	DRED
Fax Machine	4-3252	Good	DRED
People Counter	4-3262	Good	DRED

NHDOT/DRED Memorandum of Understanding
Appendix B - Equipment Inventory

Littleton Welcome and Information Center			
ITEM	INVENTORY OR SERIAL #	CONDITION	OWNER
Rider Mower	006460	Fair	DOT
Trimmer	0075DB	GOOD	DOT
Push Mower		Fair	DOT
Microwave		Good	DOT
Fax Machine	4-3250	Good	DRED
RWIS Radio		Good	DOT
Vacuum	EUK4711BZ	Good	DRED
People Counter	4-3267	Good	DRED
Vacuum	000180	Good	DOT
Fax Machine	0066F7	Good	DOT
Step Ladder	007EE0	Good	DOT
Base Radio	002F39	Good	DOT
Antenna	007CB6	Good	DOT
Snow Blower	007B8F	Good	DOT
Generator	0000CD	Poor	DOT

NHDOT/DRED Memorandum of Understanding
 Appendix B - Equipment Inventory

North Conway Welcome and Information Center			
ITEM	INVENTORY OR SERIAL #	CONDITION	OWNER
Husqvarna Rider Mower (Came from Sanbornton)		Good	DOT
Trimmer		Good	DOT
Push Mower		Good	DOT
Fax Machine		Good	DRED
Tracked Snowblower		Good	DOT
Dell Computer and Monitor		Good	DRED
People Counter		Good	DRED

NHDOT/DRED Memorandum of Understanding
 Appendix B - Equipment Inventory

Lebanon Welcome and Information Center			
ITEM	INVENTORY OR SERIAL #	CONDITION	OWNER
John Deere Rider Mower	02-0842	Good	DOT
Stihl Trimmer	007-41F	Good	DOT
Toro Push Mower	008-B1B	Good	DOT
Fax Machine	4-3249	Good	DRED
Toro Snowblower	02-0857	Good	DOT
People Counter	4-3261	Good	DRED
Toro Electric Snow Thrower		Poor	DOT
Full Size Refridgerator		Poor	DOT
Vacuum	EUK4211BZ	Good	DRED
Stihl Power Broom	006-ECF	Good	DOT

**NHDOT/DRED Memorandum of Understanding
Appendix C - Maintenance Detail Responsibility List
Bureau of Highway Maintenance**

ITEM	NHDOT	DRED	Comment
ADMIN/CUSTODIAL		X	Dred responsible for day to day operations, management and maintenance of WIC's
Daily cleaning of bathrooms and public areas		X	
Payment and management of all bills		X	Electric, Telephone, Heat, Sewer, Water, Contract services etc.
Ordering of heating fuels		X	
Supplying wood		X	For fireplaces, woodstoves and wood boilers
Lowering and raising Flags		X	Also included, purchasing of new flags as needed
Flag poles	X		
BATHROOMS			
Stall handles, hinges, locks doors etc.		X	Repair/Replace
Stalls	X		Replace
BUILDING			
Art & Displays		X	
Roof	X		
Foundation	X		
Door locks-interior and exterior		X	Repair/Replace
Floors	X		Replace
Doors		X	Repair
Doors	X		Replacement
Windows		X	Repair
Windows	X		Replacement
Interior Painting		X	
Exterior Painting	X		
Ceiling		X	T-Bar/Drop Ceiling
Outside Trim	X		
Chimney Rebuild	X		
CONTRACTS		X	Dred responsible for management, contract renewal and funding from WIC budget
Electrical		X	Preventative Maintenance and Emergency Service
Septic Pumping		X	Preventative Maintenance and Emergency Service
Septic Pump repair Service		X	Preventative Maintenance and Emergency Service

NHDOT/DRED Memorandum of Understanding
Appendix C - Maintenance Detail Responsibility List
Bureau of Highway Maintenance

ITEM	NHDOT	DRED	Comment
Generator Maintenance		X	Preventative Maintenance and Emergency Service
Chimney Cleaning		X	Inspection and Cleaning
Elevators		X	Inspection
HVAC		X	Preventative Maintenance and Emergency Service
Alarm System		X	Service
Carpet Cleaning		X	Service
Trash disposal		X	
ELECTRICAL			
Interior lighting to include Bulb/Ballast Replacement, outlets, fixtures and exterior walkway lighting		X	
Exterior lighting for Ramps and Parking Lot	X		
Control/Breaker Panels		X	
EQUIPMENT			Replacement to funded from WIC budget
Computers		X	
Fax Machines		X	
Vacuums		X	
Interior Furniture		X	
People Counters		X	
Fire Extinguishers		X	
Landscape Maintenance		X	
Radio Maintenance	X		
RWIS Stations	X		
Underground heating oil Storage tank and veeder root	X		
Pay Phones		X	
HVAC/HEATING			
Filters		X	
Furnace		X	Maintain/Repair, to include yearly cleaning
Furnace	X		Replace
LANDSCAPING			
Plantings (additions and Removal)		X	
Picnic Tables		X	
mowing		X	To include septic areas
Trimming		X	
Mulching		X	
Walkways		X	Maintain, to include snow & ice removal and treatment

**NHDOT/DRED Memorandum of Understanding
Appendix C - Maintenance Detail Responsibility List
Bureau of Highway Maintenance**

ITEM	NHDOT	DRED	Comment
Walkways	X		Repair/Replace
Parking Areas	X		Repair/Replace
Lawn		X	
Patios		X	Maintain, to include snow & ice removal and treatment
Patios	X		Repair/Replace
Curbing	X		
Drainage	X		Exterior drainage to include ditches, pipes & catch basins
WINTER MAINTENANCE			
Plowing, treating the entrance/exit ramps and parking areas and any other winter maintenance activities within the ramps and parking areas.	X		
Clearing patios, sidewalks, walkways including salting and sanding, roof raking		X	
PLUMBING			
Fixtures		X	Repair/Replace, to include toilets, sinks, and any plumbing not enclosed in a wall or floor, Hand dryers, etc., and all associated parts.
Pipe system	X		Replace, piping enclosed in floors, walls, ceilings and exterior piping systems.
Portable toilets		X	
Septic/Sewer System	X		Replacement
Sump pump		X	
Water Heaters	X		
Water Testing		X	DRED responsible for compliance with DES public water system rules
Water Filtration		X	
Well Pumps & system	X		
VENDING BUILDING		X	Same as Rest Area Buildings

NHDOT/DRED Memorandum of Understanding
Appendix C - Maintenance Detail Responsibility List
Bureau of Turnpikes

ITEM	NHDOT	DRED	Comment
ADMIN/CUSTODIAL		X	Dred responsible for day to day operations, management and maintenance of WIC's
Daily cleaning of bathrooms and public areas		X	
Payment and management of all bills		X	Electric, Telephone, Heat, Sewer, Water, Contract services etc.
Ordering of heating fuels		X	
Supplying wood	X		For fireplaces, woodstoves and wood boilers
Lowering and raising Flags		X	Also included, purchasing of new flags as needed. Hooksett NB/SB Liquor Stores responsible for flags at Hooksett WICS.
Flag Poles	X		Repair/Replacement
BATHROOMS			
Stall handles, hinges, locks doors etc.	X		Repair/Replace
Stalls	X		Replace
BUILDING			
Art & Displays		X	
Roof	X		
Foundation	X		
Door locks-interior and exterior	X		Repair/Replace
Floors	X		Replace
Doors	X		Repair
Doors	X		Replacement
Windows	X		Repair
Windows	X		Replacement
Interior Painting		X	
Exterior Painting	X		
Ceiling		X	T-Bar/Drop Ceiling
Outside Trim	X		
Chimney Rebuild	X		
Electrical	X		Preventative Maintenance and Emergency Service
Sewer Repairs	X		Preventative Maintenance and Emergency Service
Generator Maintenance	X		Preventative Maintenance and Emergency Service
Chimney Cleaning		X	Inspection and Cleaning
Elevators		X	Inspection
HVAC	X		
Alarm System		X	Service

**NHDOT/DRED Memorandum of Understanding
Appendix C - Maintenance Detail Responsibility List
Bureau of Turnpikes**

ITEM	NHTPKS	DRED	Comment
Carpet Cleaning		X	Service
Trash disposal		X	
ELECTRICAL			
Interior lighting to include Bulb/Ballast Replacement, outlets, fixtures and exterior walkway lighting		X	
Exterior lighting for Ramps and Parking Lot	X		
Control/Breaker Panels	X		
EQUIPMENT			Replacement to funded from WIC budget
Computers		X	
Fax Machines		X	
Vacuums		X	
Interior Furniture		X	
People Counters		X	
Fire Extinguishers		X	
Landscape Maintenance	X		
Radio Maintenance	X		
RWIS Stations	X		
Underground heating oil Storage tank and veeder root	X		DRED will contact DOT for alarms excluding low fuel
Pay Phones		X	
HVAC/HEATING			
Filters		X	
Furnace		X	Maintain/Repair, to include yearly cleaning
Furnace	X		Replace
LANDSCAPING			
Plantings (additions and Removal)	X		
Picnic Tables	X		
Mowing	X		To include septic areas
Trimming	X		
Mulching	X		
Walkways	X		See winter maintenance for snow & ice removal and treatment
Walkways	X		Repair/Replace
Parking Areas	X		Repair/Replace
Patios		X	See winter maintenance for snow & ice removal and treatment
Patios	X		Repair/Replace
Curbing	X		

NHDOT/DRED Memorandum of Understanding
Appendix C - Maintenance Detail Responsibility List
Bureau of Turnpikes

ITEM	NHTPKS	DRED	Comment
Drainage	X		Exterior drainage to include ditches, pipes & catch basins
WINTER MAINTENANCE			
Plowing, treating the entrance/exit ramps and parking areas and any other winter maintenance activities within the ramps and parking areas.	X		Hooksett NB/SB Liquor Stores responsible at Hooksett WICS.
Clearing patios, sidewalks, walkways including salting and sanding, roof raking		X	
PLUMBING			
Fixtures	X		Repair/Replace, to include toilets, sinks, and any plumbing not enclosed in a wall or floor, Hand dryers, etc., and all associated parts.
Pipe system	X		Replace, piping enclosed in floors, walls, ceilings and exterior piping systems.
Portable toilets		X	
Septic/Sewer System	X		Replacement
Sewer System Service bills		X	
Sump pump		X	
Water Heaters	X		
Water Testing		X	DRED responsible for compliance with DES public water system rules
Water Treatment System Repair		X	Seabrook only
Water Treatment System Repairs	X		
Water Service Bills		X	
Water Service Repairs	X		
VENDING BUILDING	X	X	Same as Rest Area Buildings

**NHDOT/DRED Memorandum of Understanding
Appendix D - Maintenance Request Form**

New Hampshire Department of Transportation
Bureau of Highway Maintenance
Rest Area Support Services

WORK ORDER FORM

**To be completed by New Hampshire Department of Resources and Economic Development.
Submit to appropriate NHDOT District Office**

Work Order Request Date: _____

DRED Work Order No: _____

Rest Area Name: _____

Service Requested: _____

Requested Date of Service: _____

DRED Contact Name: _____

DRED Contact Phone No.: _____

Cost estimate requested by DRED prior to performing work. Yes No

To be completed by New Hampshire Department of Transportation

Date Request Received: _____

NHDOT Project No.: _____

Assigned to: _____

Date Assigned: _____

Date Completed: _____

Work Completed: _____

Recommendations/Issues: _____

(District Office to submit form to Bureau 058 when work order is completed)

**NHDOT/DRED Memorandum of Understanding
Appendix D - Maintenance Request Form - Bureau of Turnpikes**

**MECHANIC'S MAINTENANCE REQUEST FORM
FOR BUILDING & TOLL PLAZA MAINTENANCE NEEDS**

Facility: _____

Facility Supervisor: _____

Maintenance/Operations Supervisor: _____

Date of Request: _____

Description of Repairs Requested (List by Priority)	Initials & Date Repaired
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
11.	
12.	

Repairs Request Approved: _____ Date Approved: _____

Civil Engineer III

The Maintenance Mechanic Foreman shall return the Maintenance Request Form on Monday of each week to the Civil Engineer III. Repairs completed shall be initialed and dated by the facility supervisor.

Maintenance Mechanic Foreman: _____

Date Request Form Received: _____

Date Request Form Returned: _____