



*Victoria F. Sheehan*  
Commissioner

**THE STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF TRANSPORTATION**



*William Cass, P.E.*  
Assistant Commissioner

Her Excellency, Governor Margaret Wood Hassan  
and the Honorable Council  
State House  
Concord, NH 03301

Bureau of Rail & Transit  
September 9, 2016

**REQUESTED ACTION**

Authorize the Department of Transportation to enter into an agreement with Concord Coach Lines, Inc. (Vendor 154207), Concord, NH, to operate the Concord Intermodal Facility located at 30 Stickney Avenue, Concord, New Hampshire effective upon Governor and Council approval or November 15, 2016, whichever is later, through November 15, 2021. This is a no cost operating agreement.

**EXPLANATION**

The Governor and Council approved an agreement between the Department and Concord Coach Lines, Inc. to operate the Concord Intermodal Facility on 30 Stickney Avenue, Concord, NH on October 23, 1996 (Item "H"), November 29, 2006 (Item 129C), and January 11, 2012 (Item 107). The initial agreement approved by Governor and Council on October 23, 1996 (Item "H") provided for a five-year renewal provision upon the agreement of the Department and Contractor, and a subsequent five-year agreement with a five-year renewal provision was approved by the Governor and Council on November 29, 2006 (Item 129C) and January 11, 2012. The proposed agreement includes minor contract language revisions and continues the right of Concord Coach Lines to operate the facility for an additional five years.

The proposed operating agreement identifies the operator's responsibilities for the facility and grounds. These include, but are not limited to: building operation, maintenance and utilities, and snow removal, security, and landscape maintenance for the expanded 598-space park and ride lot. The Department is financially responsible for parking lot lighting and will supply salt and sand for winter maintenance. The agreement will run for a period of five years, November 15, 2016 through November 15, 2021. This is the final extension under this operating agreement.

The Concord Intermodal Facility continues to serve as a transportation hub for the Capital area, accommodating local and intercity bus service, carpools, vanpools and taxi connections. The bus terminal is open to serve the transportation needs of the Capital area approximately 15 hours a day, seven days a week.

This Agreement has been approved by the Attorney General as to form and execution. Copies of the fully executed Agreement are on file at the Secretary of State's Office and the Department of Administrative Services, and subsequent to Governor and Council approval will be on file at the Department of Transportation.

Your approval of this resolution is respectfully requested.

Sincerely,

Victoria F. Sheehan  
Commissioner

## CONCORD INTERMODAL FACILITY

### OPERATING AGREEMENT

This Operating Agreement (the "Agreement") entered into by and between the State of New Hampshire (the "State") through its Department of Transportation ("NHDOT"), Box 483, Concord, New Hampshire, 03302 on behalf of the Department of Transportation and Concord Coach Lines, Inc. (the "Contractor"), a New Hampshire corporation, 7 Langdon Street, Concord, New Hampshire, 03301.

#### WITNESSETH:

WHEREAS, the State owns and controls the Concord Intermodal Facility located on Stickney Avenue in the City of Concord, County of Merrimack, and State of New Hampshire, as shown on a plan of the Premises attached hereto as Exhibit D; and

WHEREAS, the Concord Intermodal Facility has been developed, funded and constructed for the purpose of reducing the use of single occupant vehicles to improve air quality in the greater Concord area; and

WHEREAS, the State desires to enter into an Agreement with a Fixed Base Operator for the management of the Concord Intermodal Facility, who shall be responsible for performing the services described herein, and as may be amended from time to time in the future; and

WHEREAS, Concord Coach Lines, Inc. desires to act as the State's Fixed Base Operator with respect to the Transportation Center, the parties hereby agree as follows:

NOW THEREFORE, in consideration of the Premises and the mutual covenants contained in this Agreement, the parties hereby agree as follows:

### ARTICLE I: PREMISES, TERM AND USE

#### 1.1 Premises

The State enters into this operating agreement with the Contractor for the purpose of management of the Concord Intermodal Facility. The Contractor shall have full responsibility for the maintenance of the Concord Intermodal Facility. The Contractor shall have the exclusive use of areas within the building as agreed by the parties and as further depicted on a floor plan attached as Exhibit "B." The Contractor shall also have the use of a storage building located in the auxiliary parking area on the former Highway Garage property.

#### 1.2 Operating Agreement Terms

The Term of this Agreement shall be five (5) years, commencing on the Date of Governor and Council Approval or November 15, 2016, whichever is later, unless terminated sooner as hereinafter provided.

#### 1.3 Early Termination

If at any time during the Agreement Term, the State determines, in its sole discretion, that the Premises are needed for transportation purposes, this Agreement may be terminated by the State by giving the Contractor notice of such termination as soon as possible, but in any event, not less than 180 days before the termination (such notice is to be given pursuant to Section 20.6 hereof). If such notice is given by the

State, then the Agreement Term shall end on the date set forth in such notice, all with the same force and effect as though the Agreement Term had originally been scheduled to expire on such date.

#### 1.4 Uses of Premises

The Contractor agrees that the Premises shall be used and occupied by it only for the operation of scheduled bus service and other transportation services, as well as other uses permitted in writing by the Department, and that the Contractor shall continuously throughout the Agreement Term occupy the Premises for such uses. The Contractor shall observe the Facility Rules and Regulations listed in Exhibit A, which may be revised by the State from time to time.

The Contractor shall not perform any act or any practice, which may injure the Premises and shall, in its use of the Premises, comply with the requirements of all applicable governmental laws, rules and regulations.

#### 1.5 Further Provisions

The State reserves the right from time to time to grant and relocate easements for utilities, roads, common facilities, and public amenities and to alter driveways, walkways, utilities, common facilities, and public amenities serving the Premises and/or adjoining Premises, all of which may be done by the State so long as the same does not materially and adversely affect the Contractor's ability to use the Premises for the permitted uses.

#### 1.6 Vending

The Contractor shall comply with RSA 186-B of the NH Statutes concerning vending at the facility.

#### 1.7 Privacy Expectation

The Contractor acknowledges that the State has installed surveillance cameras in the Bus Terminal and on the Premises and understands that as such, the Contractor and its employees, agents and representatives shall have no expectation of privacy in the Bus Terminal or on the Premises covered by the surveillance cameras. The surveillance cameras and any recordings made thereby constitute the private property of the State.

### **ARTICLE II: CONDITION OF PREMISES**

#### 2.1 Acceptance of Premises by The Contractor

The State shall have no obligation with respect to the condition of the Premises except as expressly set forth in the Agreement. The Contractor's occupancy shall be deemed an acknowledgement that the condition of the Premises is fully satisfactory and suitable for use and that the Contractor accepts the same in their present condition. The Contractor further acknowledges that neither the State nor any officer, agent, employee or other person acting under it, disclosed or undisclosed, has made or implied any representations or warranties other than those expressly set forth in this Agreement concerning the Premises, their condition, title thereto, future plans of the State with respect to the Premises or appurtenant areas, or this Agreement.

### **ARTICLE III: CONSIDERATION**

#### 3.1 Consideration by The Contractor

The Contractor agrees to pay all costs associated with the operation of the Concord Intermodal Facility including utilities (telephone, water, sewer, heat, air conditioning), interior maintenance and

supplies, landscape maintenance, trash removal, snow plowing, sanding & salting travel surfaces and any properly assessed real estate taxes applicable to the space occupied exclusively by the Contractor.

### 3.2 Consideration by the State

The State will pay utility costs for lighting the parking area and provide sand and salt for the facility.

## **ARTICLE IV: REQUIRED IMPROVEMENTS**

### 4.1 Required Improvements

The State shall not be required to provide any work on, improvements to, or services or other improvements in connection with the Premises.

## **ARTICLE V: DESIGN AND CONSTRUCTION OF PERMITTED IMPROVEMENTS**

### 5.1 Design Guidelines

Any improvement to the Premises which the Contractor wishes to make (hereafter referred to as "Permitted Improvements"), other than routine maintenance of the Premises shall be in conformity with this Agreement, all applicable Federal, State and Local laws, ordinances, regulations and codes, including, without limitation, the Americans with Disabilities Act of 1990, 42 U.S.C. Section 12101 et. seq., and the Contractor's insurance policies.

### 5.2 Design Approval

The Contractor shall not commence construction of any Permitted Improvements until NHDOT, in coordination with the Department of Administrative Services' Bureau of Public Works, as applicable, has approved plans and specifications for the proposed work in accordance with the terms of this Section 5.2. Prior to commencing construction of the Permitted Improvements, the Contractor shall submit to NHDOT complete plans and specifications for the proposed work. NHDOT shall review the plans and specifications for conformity with the terms of this Agreement, and shall, within thirty (30) days after receipt thereof, either approve the submissions or notify the Contractor in writing of disapproval, specifying the respects in which the submissions do not conform to the terms of this Agreement. In the event of disapproval, the Contractor shall, within thirty (30) days after the Contractor receives written notice of such disapproval, resubmit the plans and specifications altered so as to conform to the terms of this Agreement in those respects specified by NHDOT as the grounds for disapproval. The re-submission shall be subject to review and approval of NHDOT in accordance with the procedure herein provided for an original submission, until the plans and specifications have been approved by NHDOT.

### 5.3 Permits

It shall be the Contractor's responsibility to obtain and pay for any and all permits, inspections, and local approvals necessary to construct the Permitted Improvements.

### 5.4 Changes in Plans

If the Contractor desires to make any material change in the plans and the specifications after approval by NHDOT, it shall submit the proposed change to the NHDOT for its approval, and NHDOT shall either give its approval or notify the Contractor of disapproval in accordance with the procedure provided in Section 5.2 for any original submission.

### 5.5 Contracts for Construction of Permitted Improvements

The Contractor shall select and propose to NHDOT one or more qualified contractors to construct the Permitted Improvements. The Contractor agrees that it shall not select any contractor who is then debarred from public contracting. Said selection(s) shall be subject to NHDOT approval, which approval shall not be unreasonably withheld, conditioned or delayed. The Contractor shall enter into written contracts for all construction services to be provided by its contractor(s). Said contracts shall obligate the Contractor to pay all fees and costs related to the constructions of the Permitted Improvements. Upon request of NHDOT, a complete copy of each such contract shall be furnished to NHDOT.

### 5.6 General Provisions Governing Construction of Permitted Improvement

- a. No contractor shall commence construction of any Permitted Improvements until all Permits, certificates, and approvals required by law for the commencement of such construction have been issued.
- b. Once commenced, the construction of each Permitted Improvement shall be prosecuted with diligence.

### 5.7 Payment for Permitted Improvements

In no event shall any work related to the Permitted Improvements, or any other improvements constructed by, on behalf of or under the Contractor or the State's approval thereof, give rise to any lien on the State's interest in the Premises. See RSA 228:74. The Contractor shall pay the entire cost of all Permitted Improvements promptly in cash or its equivalent so that both its and the State's interest in the Premises shall always be free of liens for labor and materials.

If any lien relating to Permitted Improvements constructed by, on behalf of or under the Contractor is filed against the Premises, then the Contractor shall discharge the same by payment or filing any necessary bond within thirty (30) days after the Contractor has notice from any source of such lien.

### 5.8 The Contractor Right to Equipment After Termination

The Contractor shall have the right to remove its own equipment from the Premises upon termination of this Agreement, provided that such removal shall not cause any damage to the Premises

## **ARTICLE VI: ALTERATIONS AND OPTIONAL IMPROVEMENTS**

### 6.1 Alterations and Optional Improvements

The Contractor agrees not to erect any building of any description on the Premises without the State's prior written approval. No signs or displays may be erected without the State's prior written approval, and may be subject to restrictions with respect to number, size, location and design.

### 6.2 Title to Premises Shall Remain In the State

At all times during the Agreement Term, the State shall continue to have title to the Premises and all improvements thereto, whether constructed by the Contractor or the State.

## **ARTICLE VII: UTILITIES**

### 7.1 Utilities

The Contractor will pay the appropriate suppliers for all water, gas, fuel oil, electricity, telephone and any other utilities and communications services used on the Premises, and the Contractor shall instruct said suppliers to bill it directly therefore. Upon request, the Contractor shall supply the State with such

documentation as the State may reasonably request to verify compliance with the foregoing. The State agrees to cooperate and, if necessary, join with the Contractor in any application required for obtaining or continuing such services.

#### 7.2 Disposal of Refuse

The Contractor shall arrange and pay for the lawful disposal of refuse and garbage from operations under this Agreement. Such payments shall be made directly to the refuse carrier retained by the Contractor.

### ARTICLE VIII: TAXES

#### 8.1 Taxes

If real estate taxes shall become due for that portion of the Premises exclusively occupied and utilized by the Contractor, it agrees to make such payments when and as due pursuant to RSA 72:23, I (b). Failure of the Contractor to pay the duly assessed personal and real estate taxes when due shall be cause to terminate said lease or agreement by the State.

### ARTICLE IX: INSURANCE

The Contractor shall procure and maintain at its own expense and without compensation by the State insurance in standard policies of the kinds and in the amounts hereinafter provided, with financially sound and responsible insurance companies authorized to do such business in the State. The Contractor shall furnish to the State a certificate or certificates of insurance in form satisfactory to the State showing compliance with this Section. All such policies shall contain endorsements providing substantially that (a) such policies may not be reduced, cancelled, materially changed, or allowed to lapse with respect to the State except after thirty (30) days' prior written notice to the State; and (b) the State may, but shall not be obligated to, make premium payments to prevent such cancellation for non-payment of premiums, and that such payments shall be accepted by the insurer.

The Contractor will be solely responsible for payment of all deductibles and self-insured retentions (if any) to which such policies are subject. Deductibles and self-insured retentions must be approved by the State. Such approvals shall not be unreasonably withheld.

The types and limits of insurance are as follows:

#### 9.1 Personal Property

The Contractor shall, at its sole expense, obtain and keep in full force and effect throughout the term of this Agreement insurance upon the bus terminal and Contractor's personal property, fixtures and furnishings located upon the Premises, in an amount equal to one hundred percent (100%) of the full replacement cost thereof, with coverage against such perils, casualties, and contingencies as are from time to time customarily covered by "all risk" insurance policies.

#### 9.2 General Liability

The Contractor will, at its sole expense, obtain and keep in force throughout the term of this Agreement, comprehensive general liability insurance insuring the Contractor, and naming the State as additional insured, against all claims and demands for personal injury or damage to property which may be claimed to have occurred upon the Premises and/or arising out of the operations, use or occupancy of the Premises and equipment by the Contractor. Said insurance shall be written on an occurrence basis to afford protection in an amount equal to the amount of \$2,000,000 combined single limit for personal and bodily injury endorsement coverage insuring the performance by the Contractor of the indemnity agreement set

forth in Section 10.1 of this document. The amount of such insurance may be adjusted as reasonably directed by the State to protect against judgments then being awarded in New Hampshire for injury, death and property damage. All comprehensive general liability policies maintained by the Contractor shall contain a provision that the State, although named as an additional insured, will nevertheless be entitled to recover under such policies for any loss sustained by it, its agents and its employees as a result of acts or omissions of the Contractor.

### 9.3 Workers' Compensation and employer's liability as required by law.

Throughout the term of this Agreement, the Contractor shall carry worker's compensation as required by law.

Limits of Liability:     \$100,000 each accident;  
                                   \$500,000 disease – policy limit;  
                                   \$100,000 disease – each employee

Deductible, if applicable, to be shown on certificate.

### 9.4 Comprehensive Automobile Liability

Throughout the term of this Agreement the Contractor shall carry comprehensive automobile liability covering all motor vehicles including owned, hired and borrowed vehicles.

Limits of Liability: \$1,000,000 Combined Single Limit for bodily injury & property damage.

### 9.5 Property Insurance

The Contractor agrees to obtain and keep in force a policy of insurance for full replacement cost against the loss of the facility to fire or other perils or casualties. The State and the Contractor acknowledge that the State is self-insured and is not required by this agreement to procure or maintain insurance of any kind.

### 9.6 Personal Property at the Contractor's Risk

All of the furnishings, fixtures, equipment, effects, and property of every kind, nature and description of the Contractor shall be at the sole risk and hazard of the Contractor, and if the whole or any part thereof shall be destroyed or damaged by fire, water or otherwise, or by the leakage or bursting of water pipes, no part of said loss or damage is to be charged to or to be borne by the State.

## ARTICLE X: INDEMNIFICATION

### 10.1 Indemnification of the State by the Contractor

The Contractor hereby covenants and agrees to indemnify and hold harmless the State and its officers, agents and employees from any and all claims, actions at law, suits in equity, losses, damage, costs or injury of whatever kind and nature, whether direct or indirect, arising out of the activities of the Contractor in or about the Premises, or caused by any act, neglect, fault, work, improper conduct, omission, by the Contractor, its agents, employees, contractors, invitees or licensees. The Contractor liability hereunder extends to the acts or omissions of any agent, employee, contractor, invitee or licensee of the Contractor

The Contractor agrees to indemnify and hold the State harmless from and against all bills for labor performed and equipment, fixtures and materials furnished to the Contractor, and from and against any and all liens, bills or claims therefore or against the Premises, and from and against all losses, damage, costs, expenses, suits and claims whatsoever in connection with any improvements or alterations made by the Contractor during the term of this Agreement.

## 10.2 Legal Proceedings

Upon request of the State, the Contractor shall defend each and every legal proceeding in which the State or any of its agencies, officers, or employees is named as a party, arising out of or in any manner connected with the activities engaged in by the Contractor under this Agreement.

# **ARTICLE XI: MAINTENANCE, REPAIRS, SAFE OPERATION**

## 11.1 Grounds

The Contractor will, at its sole cost and expense, maintain all roads (other than public roads), paths and sidewalks located upon the Premises in a clean manner and shall promptly remove all accumulations of snow and ice therefrom and salt and sand all walkways and parking areas as to sufficiently protect travelers from ice and snow conditions. The Contractor shall maintain lawns, shrubbery, trees and ground cover so that they are healthy and of good appearance. All activities of the Contractor shall preclude the discharge of substances in concentrations, which will result in harm to water supply, fish and wildlife. Chemicals may not be used to control undesirable vegetation, insects or rodents without prior written approval of NHDOT. Only those materials approved and registered by the U.S. Environmental Protection Agency for the specific purpose planned will be considered for use on the Premises. The Contractor shall follow label instructions in the preparation and applications of pesticides and disposal of excess materials and containers.

In the event that it is necessary to fill, grade, or otherwise restore the Premises for parking, the Contractor shall do so and shall ensure that all work is supervised by NHDOT personnel and subject to the approval by the Commissioner, all at the Contractor's sole cost and expense.

All maintenance work performed by the Contractor shall be accomplished in a manner so as to cause no unreasonable interference with any adjacent highway.

## 11.2 Facility Maintenance

The Contractor shall perform and pay for all routine interior repairs and maintenance including without limitation interior painting, interior walls, doors and trim, HVAC equipment, electrical wiring, plumbing, ceilings and also including all windows, glass and entrance doors. The State shall perform and pay for all major structural repairs and capital improvements deemed necessary by the State, except that the Contractor may perform or arrange for capital improvements with the written agreement of the State

## 11.3 Sanitation

The Contractor, at its sole expense, shall keep the Premises in a clean and sanitary condition at all times. The Contractor shall be responsible for all litter pickup, trash disposal, cleaning and sanitation. All New Hampshire and local health laws and regulations and regarding sanitation will be strictly complied with.

## 11.4 Safe Operation of Facilities

The Contractor shall periodically inspect all areas of the Premises for the presence of unsafe and hazardous conditions and shall promptly inform the NHDOT of any incident and when possible remedy such conditions when found.

## 11.5 Parking Areas

Subject to approval by the State, and applicable provisions of State law, the Contractor shall be responsible for removal of abandoned vehicles, regulation of camper parking, regulation of taxi services, control of the parking areas for purposes of snow removal operations and reasonable measures to eliminate

nuisances and dangerous conditions. The State shall be responsible for traffic control as reasonably necessary for the operation of the Premises in accordance with this Agreement.

## **ARTICLE XII: HAZARDOUS MATERIALS**

### 12.1 Hazardous Materials Activities

The Contractor shall not cause any hazardous materials or toxic wastes, hazardous or toxic substances or hazardous or toxic materials (collectively "Hazardous Materials" to be used, generated, stored or disposed of on, under or about, or transported to or from the Premises (collectively "Hazardous Material Activities") without first receiving the State's written consent, which may be withheld for any reason or revoked at any time. If the State Consents to any such Hazardous Material Activities, the Contractor shall conduct them in strict compliance with all applicable Regulations, as hereinafter defined, using all necessary and appropriate precautions, and shall not cause or permit any release or threat of release of Hazardous Materials. In the event of a release or threat of release of any Hazardous Materials on account of any Hazardous Materials Activities of the Contractor or its employees, agents, contractors, licensees or invitees, the Contractor shall conduct and complete all investigations, studies, sampling and testing, and all remedial, removal and other actions necessary to clean up the release or eliminate the threat of release in accordance with all applicable legal requirements. The State shall not be liable to the Contractor under this Agreement for any Hazardous Materials Activities by the Contractor, the Contractor's employees, agents, contractors, licensees or invitees or any other third party, whether or not consented to by the State.

For purposes of this Agreement, "Hazardous Materials" shall include, but not be limited to, gasoline of all types and all substances defined as "hazardous substances", "toxic substances", "oil" or "hazardous wastes" in any federal, state or applicable local statute now or hereafter enacted concerning hazardous materials, or in any regulation adopted or publication promulgated pursuant to said statutes (collectively, "Regulations").

Prior to using, storing or maintaining any Hazardous Materials on or about the Premises, The Contractor shall provide the State with a list of the types and quantities thereof, and shall update such lists as necessary for continued accuracy. The Contractor shall also provide the State with a copy of any Hazardous Materials inventory statement required by any applicable Regulations, and any update filed in accordance with any applicable Regulations. If the Contractor activities violate or create a risk of violation of any Regulation, The Contractor shall cease such activities immediately upon notice from The State. The Contractor shall notify the State immediately by telephone and in writing of any release or discharge of Hazardous Materials or of any condition constituting a threat of release of Hazardous Materials. The State may (but shall not be obligated to) enter upon the Premises at any time during the term of the Agreement to inspect the Contractor compliance herewith, and may disclose any violation of any Regulation to any governmental agency with jurisdiction.

Nothing herein shall prohibit the Contractor from using minimal amounts of oil, solvents, or other substances which may constitute Hazardous Materials in carrying out the Contractor's construction, maintenance and repair obligations under this Agreement, or in conducting the Contractor business upon the Premises in accordance with the Permitted Uses, provided that such use is in compliance with all Regulation and shall be subject to all of the other provisions of this Agreement.

### 12.2 Indemnification for Hazardous Materials Activities

The Contractor shall indemnify and hold the State harmless for all claims, damages, costs and liabilities incurred by the State arising out of the Contractor's Hazardous Materials Activities, including, but not limited to, the State's testing and engineering expenses, remediation, lost property value, reasonable attorney fees and litigation costs.

## **ARTICLE XIII: INSPECTION AND ACCESS**

### **13.1 Right to Inspect Premises**

Throughout the Agreement Term, the State and its representatives including, without limitation, representatives of the Federal Highway Administration, shall have the right to inspect the Premises for the purpose of ascertaining the Contractor compliance with the terms of this Agreement. Inspection, other than emergency inspections, shall be made on at least twenty-four (24) hours prior notice to the Contractor, and shall be accomplished in a manner, which does not unreasonably interfere with the operations of the Premises, by the Contractor. If requested by the State, the Contractor shall provide a representative to accompany the State on each such inspection.

### **13.2 Access**

Throughout the Agreement term, the State and its representatives, including, without limitation, representatives of the Federal Highway Administration, shall have the right to pass in, on and over the Premises for the purpose of maintenance, repair and/or replacement of its highway facilities.

The Contractor shall allow any public or private utility holding an easement, license or permit, regarding the Premises or any portion thereof, to enter the Premises and perform routine and emergency repairs and maintenance work.

## **ARTICLE XIV: ACCOUNTING AND REPORTING**

### **14.1 Books of Account and Financial Reporting**

The Commissioner, or their designee, shall have the right at reasonable times and upon reasonable notice to examine the books, records and other compilations of data of the Contractor which pertain to the performance of the provisions and requirements of this Agreement including ticket sales, fees, and utility costs.

The Contractor shall preserve all its accounting books and records pertaining to the Premises for a period of three years following the close of each fiscal year of the Contractor. All of such books and records shall be subject to review, audit, and analysis by qualified representatives of the State at mutually convenient times and provide performance and operational expense reports by the end of March for the previous calendar year.

### **14.2 Access to Records**

For the purpose of administering this Agreement, the Contractor agrees to make all of the accounting books and supporting records to its business activities within the authority of this agreement, available for analysis by qualified representatives of the State, its representatives, or State agencies authorized to review NHDOT activities. Review of accounting books and supporting records will be made at dates convenient to the Contractor and reviewers. Financial information so obtained will be treated as confidential to the full extent permitted under RSA 91-A.

### **14.3 Repair and Maintenance Records**

In addition to any other books and accounts maintained by the Contractor, it shall maintain proper records of all repairs and maintenance and shall make these available to the State upon request.

## **ARTICLE XV: COMMISSION RATES, BUS OPERATIONS**

### **15.1 Commission Rates**

The Contractor shall be solely responsible for sales of tickets for scheduled bus service at the facility, and may charge a commission rate not to exceed 17% on such sales. The Contractor may charge a fee not to exceed \$30.00 for the operation of each unscheduled bus departure using the facility. Any alternative commission rate or fee arrangement must be approved in writing by the State. The State reserves the right to establish, and require the Contractor to implement, alternative commission and fee arrangements as it deems necessary.

### **15.2 Other Bus Operations**

The Contractor shall provide customer service, schedule information, and ticket sales to passengers in the terminal using those scheduled bus operations paying the commission authorized in Section 15.1. The Contractor may require said operations to submit service plans and schedules 60 days in advance of commencement of service.

## **ARTICLE XVI: ASSIGNMENT AND SUBLETTING**

### **16.1 Limitations**

The Contractor shall not assign, transfer, convey, sublet, encumber or dispose of its right, title or interest in the whole or any part of the Premises or enter into any agreement with any entity or person, except for employees of the Contractor, to exercise substantial management responsibilities for the operations authorized hereunder or any part thereof, without the prior written consent of the State, which may be withheld for any reason whatsoever.

The failure of a transferee of any other successor in interest to the Contractor to assume the obligations of the Contractor hereunder or to obtain the approval of the State as herein required shall not relieve such transferee or successor of such obligations or limit the State with respect to any right, remedies or controls it may have under this Agreement.

Any transfer by operation of law or otherwise of the Contractor interest in this Agreement or of a controlling interest in the Contractor's ownership so as to permit the exercise of substantial managerial influence over the operations of the Contractor by such transferee shall be deemed a transfer of the Contractor interests in the Premises for the purposes of this Article XVI. The Contractor agrees to comply with the requirements of the laws of New Hampshire, regarding the filing of updated beneficial interest disclosure statements.

## **ARTICLE XVII: CASUALTY AND TAKING**

### **17.1 Casualty Loss**

In the event of the buildings, structures, or other improvements on the Premises are damaged or destroyed by fire or other casualty, the Contractor will immediately notify the State.

The State shall have no obligation to rebuild any or all of the buildings or structures so damaged. In the event that the fire or other casualty renders the Transportation Center unfit for its intended use, either party may elect to discontinue performance under the Agreement, provided that if the Contractor has insurance coverage for such casualty and the proceeds of such insurance are adequate and available to repair or reconstruct the Premises after such casualty, then the State shall not terminate this Agreement, provided that the Contractor shall promptly repair the damage in accordance with the provisions of this Agreement.

The foregoing notwithstanding, in the absence of insurance coverage, the State may, in its sole discretion, seek to obtain funds for the repair or reconstruction of the facility so that the operation of the facility may be maintained.

#### 17.2 Taking by Eminent Domain

If a substantial part of the Premises shall be taken for any public or quasi-public use under governmental law or by right of eminent domain and such taking would materially interfere with the use of the Premises by the Contractor for the purposes contemplated by this Agreement, then the Agreement may be terminated by either the State or the Contractor. The State or the Contractor shall make such election by giving the other party written notice within sixty (60) days after the event giving rise to a right to terminate. Any such termination shall be effective thirty (30) days after the date of notice thereof.

The State reserves all rights to damages payable by reason of anything lawfully done in pursuance of any public or other authority and, by way of confirmation, the Contractor grants to the State all of the Contractor's rights to such damages and agrees to execute and deliver such further instruments of assignment thereof as the State may from time to time request, provided, however, that the Contractor reserves for itself any award specifically reimbursing the Contractor for moving or relocation expenses and any other award the payment of which does not diminish the amount otherwise payable to the State.

### **ARTICLE XVIII: RIGHT OF THE STATE TO PERFORM**

#### 18.1 The State's Right to Perform the Contractor's Obligations

If the Contractor fails to perform any of its obligations under this Agreement within the time permitted for its performance, then the State after ten (10) days' prior written notice to the Contractor (or, in the case of any emergency, upon such notice or without notice, as may be reasonable under the circumstances) and without waiving any of its rights under this Agreement, may (but will not be required to) pay such amount or perform such obligation.

#### 18.2 Reimbursement of the State by the Contractor

All amounts paid by the State and all costs and expenses incurred by the State in connection with the performance of any such obligations will be payable by the Contractor to the State on demand.

### **ARTICLE XIX: DEFAULTS AND REMEDIES**

#### 19.1 Events of Default by the Contractor

The following events shall be deemed to be events of default by the Contractor under this agreement:

- (a) The Contractor shall fail to comply with any term, provision or covenant of this Agreement and shall not cure such failure within twenty (20) days after written notice thereof to the Contractor or, in the case of failures that cannot be cured within twenty (20) days, commenced to cure such failure within twenty (20) days and thereafter diligently pursued such cure to completion.
- (b) The Contractor shall abandon any substantial portion of the Premises or cease to use a substantial portion of the Premises for the purposes permitted by this Agreement.
- (c) The Contractor shall fail to contest diligently the validity of any lien or claimed lien and give sufficient security to the State to insure payment thereof or shall fail to satisfy any judgment rendered thereon and have the same released within ten (10) days after written notice from the State.

(d) The Contractor shall file a petition in bankruptcy or insolvency or for reorganization or arrangement under the law of the United States, or is dissolved, or makes an assignment for the benefit of creditors.

(e) Involuntary proceedings under any such bankruptcy laws or for this dissolution of the Contractor are instituted against the Contractor or receiver or trustee is appointed for all or substantially all of the Contractor property, and such proceeding is not dismissed or such receivership or trusteeship is not vacated within ninety (90) days after such institution or appointment.

### 19.2 Remedies of the State

Upon the occurrence of any of the events of default in Section 19.1, the State shall have, in addition to the rights set forth in Article XVIII of the Agreement and any other remedies available to the State at law or equity, the immediate option, or the option at any time thereafter, to terminate this Agreement and all rights of the Contractor hereunder on five (5) days' written notice to the Contractor, and this Agreement will come to an end on the effective date of such notice as fully and completely as if the term of this Agreement had expired. Upon the termination of the Agreement, the Contractor shall immediately quit and surrender the Premises to the State, but the Contractor shall remain liable for damages as hereinafter provided. In the event the Contractor fails to quit and surrender the Premises, the State may re-enter and repossess the Premises or any part thereof and remove the Contractor and those claiming through the Contractor from the Premises without being deemed guilty in any manner of trespass and without prejudice to any remedies for default. The Contractor hereby waives all statutory and equitable rights to its leasehold after termination of this Agreement by the State under this paragraph, including, without limitation, rights in the nature of further cure or redemption, if any.

### 19.3 Remedies Cumulative

The specific remedies to which the State or the Contractor may resort under this Agreement, and all other rights and remedies of the State and the Contractor are cumulative, and any two or more may be exercised at the same time. Nothing in this Agreement shall limit the right of the State to prove and obtain in proceedings for bankruptcy or insolvency an amount equal to the maximum allowed by any statute or rule of law in effect at that time.

### 19.4 The State's Default

The State shall use due diligence in performing its covenants and obligations under this Agreement. In no event shall the State be in default unless notice thereof has been given to the State and it fails to perform within thirty (30) days provided, however, that such thirty-day period shall be reasonably extended if such performance begins within such period and thereafter is diligently pursued.

## **ARTICLE XX: TERMINATION**

### 20.1 Termination Procedures/Requirements

The contract shall continue to remain in force and effect for the entire period specified above and any subsequent extension period, unless terminated sooner in one of the following ways:

a) By the State for cause if the Contractor is in material breach of a term or terms of the contract which is/are not corrected within thirty (30) days of written notice to cure given by the State to the Contractor;

b) By the Contractor for cause if the State is in material breach of a term or terms of the contract which is/are not corrected within thirty (30) days of written notice to cure given by the Contractor to the Department;

c) Notwithstanding any language in the Contract to the contrary the State or Contractor may terminate the Contract without cause upon ninety (90) days written notice; or,

d) Upon a mutual determination and agreement that continued performance under the contract is not desirable.

In the event of termination under (b) above, the Contractor may pursue all of its remedies at law or in equity. Damages consisting of anticipated profits and amounts for the purchase of equipment will not be paid under any circumstances.

In the event of termination under (a) above, the State may engage the services of others to continue work for the balance of the contract period without benefit of competitive bidding, and the Contractor shall compensate the State for the actual costs to reissue a subsequent Request for Proposal (RFP) to secure another Contractor to operate the facility.

In the event of termination under (c) above, if the Contractor terminates the contract within the first twelve months of the contract term, even with having provided 90 days notice, the Contractor agrees to compensate the State for the actual costs to reissue a subsequent RFP to secure another Contractor to operate the facility.

In the event of termination under (d) above, the termination shall take effect 60 days after the parties reach a mutual determination to terminate. Upon the termination taking effect, both parties shall, effective the date of the termination, be exonerated of any and all further liabilities and/or obligations under the contract.

The Contractor may, upon termination of the contract, remove all moveable furniture, trade fixtures and equipment belonging to the Contractor, repairing any damage caused by such removal. Property not so removed shall be deemed abandoned by the Contractor, and the State may, at its option, keep the same for its use or remove the same in any manner as the State shall choose, and the Contractor shall pay on demand any and all expenses incurred in such removal.

## **ARTICLE XXI: MISCELLANEOUS**

### **21.1 Surrender of Premises**

At the end of the term of this Agreement, or any extension or renewal thereof, or other sooner termination of this Agreement, the Contractor will peaceably deliver to the State possession of the Premises, together with all improvements or additions thereto (unless the State has requested removal as a condition to approving construction of same), in the condition in which the Contractor is required to maintain them under the terms of this Agreement. The Contractor may, upon termination of this Agreement, remove all moveable furniture, trade fixtures and equipment belonging to the Contractor, repairing any damage caused by such removal. Property not so removed shall be deemed abandoned by the Contractor, and the State may at its option, keep the same for its use or remove the same in any manner as the State shall choose, and the Contractor shall pay on demand any and all expenses incurred in such removal.

### **21.2 Holding Over**

The Contractor has no right to hold over at the end of the term of this Agreement. If the Contractor retains possession of the Premises or any part thereof after expiration of the Agreement Term or earlier termination of the Agreement, the State may at its option, serve written notice upon The Contractor that such holding over constitutes creation of a tenancy at will, upon the terms and conditions set forth in the Agreement. If no such notice is given, then a tenancy at sufferance shall be deemed to be created. The provisions of this paragraph shall not constitute a waiver by the State of any right of re-entry given by this Agreement for a default by the Contractor hereunder.

### 21.3 Status Report

Recognizing that both the State and the Contractor may find it necessary or desirable to establish to third parties, such as accountants, lenders, governmental agencies, or the like, the then current status of performance hereunder, either party, upon the written request of the other made from time to time, will promptly furnish a written statement on the status of any matter pertaining to this Agreement. Without limiting the foregoing, the Contractor shall at any time and from time to time, but only after ten (10) days prior written notice from the State, execute, acknowledge and deliver a written statement certifying that this Agreement is in full force and effect subject only to such modification as may be set out; that the Contractor is in possession of the Premises and that there are not any uncured defaults on the part of the State, or specifying such defaults if they are claimed. If the Contractor fails to deliver such statement in a timely manner, the Contractor shall be deemed to have acknowledged that this Agreement is in full force and effect, without modifications except as may be represented by the State, and that there are no uncured defaults in the State's performance. Any statement provided by either the State or the Contractor hereunder may be relied upon by the other or any other party to whom the State or the Contractor requests the statement be addressed.

### 21.4 Waiver

If either the State or the Contractor waives the performance of any term, covenant or condition contained in this Agreement, such waiver shall not be deemed to be a waiver of any subsequent breach of the same or any other term, covenant or condition herein. Failure by either the State or the Contractor to enforce any of the terms, covenants or conditions of this Agreement for any length of time shall not be deemed to waive or to decrease the right of such party to insist upon strict performance in the future. No provision of this Agreement shall be deemed to have been waived by either the State or the Contractor unless such waiver is in writing and signed by a duly authorized representative of the party to be bound thereby.

### 21.5 No Brokerage

The State and the Contractor each represent and warrant that no broker, agent, commission salesman or other person has represented it in connection with the procurement or consummation of this Agreement. In the event any brokerage claims are asserted against the State predicated upon prior dealings with the Contractor, the Contractor agrees to indemnify and hold the State harmless against any such claim.

### 21.6 Notice: Time of Essence

All notices and other communications required or permitted to be given under this Agreement shall, unless otherwise expressly permitted hereunder, be in writing, signed by a duly authorized representative of the party giving notice and shall be given by hand delivery (including, without limitation, courier, Federal Express, or other overnight delivery service) or mailed by United States certified mail, postage prepaid, return receipt requested. Notices shall be sent or addressed to The Contractor at the address appearing for the Contractor in section 1.1 of this Agreement. Notices to the State, unless otherwise expressly stated in this Agreement, shall be sent to the State at the respective address appearing in section 1.1 of this Agreement. The State or the Contractor may, by notice given hereunder, at any time and from time to time, designate a different address to which notices shall be sent. Notices served as aforesaid shall be deemed given for all purposes (i) on the date shown on the receipt for such delivery or (ii) as of the date such notice was sent in the event delivery is refused or acceptance could not be obtained.

Any requests for approval made by the Contractor to the State where such approval shall be deemed granted after a period of non-reply by the State shall, as a condition to the effectiveness thereof, bear the following legend at the top of the transmittal letter in bold-faced type at least one-quarter inch high, with the appropriate deadline for reply filled in:

## NOTICE

### **THIS REQUEST FOR APPROVAL REQUIRES IMMEDIATE ATTENTION FAILURE TO RESPOND WITHIN \_\_\_\_ DAYS SHALL RESULT IN AUTOMATIC APPROVAL**

Where either the State or the Contractor is to give a notice or respond to a notice within a specific time period under this Agreement, time shall be of the essence in giving or responding to such notice.

#### 21.7 Status of Parties

The relationship of the Contractor to the State is that of an independent contractor, and said contractor, in accordance with its status as such, covenants and agrees that it will conduct itself consistent with such status, that it will neither hold itself out as nor claim to be a partner, agent, joint venturer, officer or employee of the State by reason of this Agreement, and that it will not, by reason of this Agreement, make any claim, demand or application to or for any right or privilege applicable to an employee or officer of the State. Nothing contained in this Agreement shall create or be construed as creating a partnership or joint venture between the State and the Contractor or constitute the Contractor an agent of the State.

#### 21.8 Governing Law

This Agreement will be governed by and construed in accordance with the laws of the State of New Hampshire, and all legal actions brought in connection with this Agreement shall be brought in courts within the State of New Hampshire.

#### 21.9 Entire Agreement

This Agreement, together with its Exhibits, whether physically appended to this document or incorporated by reference without being so appended, contains all of the agreements of the parties and supersedes any previous negotiations. There are no agreements between the State and the Contractor with respect to the subject matter of this Agreement other than those set forth in this Agreement and its Exhibits.

#### 21.10 Paragraph Headings

The paragraph headings herein are for convenience of reference only and shall in no way define, increase or limit the scope or intent of any provision of this Agreement.

#### 21.11 Partial Invalidity

If any term of this Agreement, or the application thereof to any person or circumstances, shall to any extent be invalid or unenforceable, the rest of this Agreement shall not be affected thereby, and each term of this Agreement shall be valid and enforceable to the fullest extent permitted by law.

#### 21.12 Force Majeure

In any case where either the State or the Contractor is required to perform any act, delays caused by or resulting from war, fire, flood, unusually severe weather, strikes or other causes beyond such party's reasonable control shall not be counted in determining the time during which such act shall be completed whether such time be designated by a fixed date, a fixed time or a "reasonable" time, and such time shall be deemed to be extended by the period of delay.

#### 21.13 Recording

The State and the Contractor agree not to record this Agreement. Both parties will, at the request of either, execute, acknowledge and deliver a Notice of Agreement in recordable form. Such notice shall contain only the information required by law for recording a notice of lease.

#### 21.14 No Agreement Until Signed

No legal obligations shall arise with respect to the Premises or other matters herein until this Agreement is executed and delivered by the State and the Contractor, with all required signatures.

#### 21.15 Successors and Assigns

This Agreement and the covenants and conditions herein contained shall insure to the benefit of and be binding upon the Contractor, its successors and assigns, and shall be binding upon the Contractor, its successors and assigns, and shall insure to the benefit of the Contractor and only such transferee of the Contractor as are permitted hereunder.

#### 21.16 State Employees Barred from Interest

No official, employee or consultant of the State of New Hampshire shall have any personal interest, direct or indirect, in this Agreement or the Contractor, nor shall any such official, employee or consultant participate in any decision relating to this Agreement which affects their personal interest or the interests of any corporation, partnership, or association in which they are directly or indirectly interested.

#### 21.17 The State's Liability

No official, employee or consultant of the State of New Hampshire shall be personally liable to the Contractor or to any partner or shareholder thereof, or to any successor in interest or person claiming through or under the Contractor or any partner or shareholder thereof, in the event of any default or breach of this Agreement, or for any amount which may become due or on any claim, cause or obligation whatsoever under the terms of this Agreement. All claims against the State shall be governed by the provisions of this Agreement. The foregoing notwithstanding, nothing herein shall be deemed to waive the sovereign immunity of the State.

#### 21.18 Nondiscrimination

The Contractor agrees that it shall not, because of race, color, national origin, ancestry, age, sex, religion, physical or mental handicap, or sexual orientation, discriminate against any qualified employee, applicant for employment, subcontractor, or person or firm seeking to provide goods or services to the Contractor, or deny any person access to the Premises or to any activities or programs carried out upon the Premises. The Contractor shall comply with all applicable federal and state statutes, rules, and regulations prohibiting discrimination in Employment or public accommodation. The Contractor, shall use the Premises in compliance with all other requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act of 1964, as said Regulations may be amended. In the event of breach of any of the above nondiscrimination covenants, the State shall have the right to terminate this Agreement and reenter and repossess the Premises and hold the same as if this Agreement had never been made or issued.

#### 21.19 Counterparts

This Agreement may be executed in any number of counterparts and each of such counterparts shall, for all purposes, be deemed to be an original and all such counterparts shall together constitute but one and the same Agreement.

Concord Coach Lines, Inc.

*Kenneth J. Hunter*  
(Name) KENNETH J. HUNTER

Date: 9/7/16

VICE PRESIDENT  
(Title)

COUNTY OF MERRIMACK

On this the 7<sup>th</sup> day of SEPTEMBER, 2016, before me,  
ROBERT A. FLETCHER, the undersigned officer, personally appeared  
KENNETH J. HUNTER, known to me (or satisfactorily proven) to be the person  
whose name is subscribed to the within instrument and acknowledged that (s)he has executed the  
same for the purposes therein contained.

IN WITNESS WHEREOF I hereunto set my hand and official seal.

*Robert A. Fletcher*  
Notary Public/Justice of the Peace      Robert A. Fletcher Notary Public  
My Commission Expires January 25, 2017

NH Department of Transportation

*John C. ...*  
(Name)

Date: 9/9/16

Director  
(Title)

Approved by Attorney General

*Matthew ...*  
(Name)

Date: 9/30/16

Assistant Attorney General  
(Title)

Approved by Governor and Council

\_\_\_\_\_  
(Name)      Date: \_\_\_\_\_

\_\_\_\_\_  
(Title)

## EXHIBITS TO CONTRACT

EXHIBIT A	Facility Rules and Regulations
EXHIBIT B	Tenant Area
EXHIBIT C	Special Provisions
EXHIBIT D-1 & D-2	Concord Intermodal Facility
Certificate of Good Standing	
Certificate of Corporate Vote	
Certificate of Insurance	

## **Exhibit A**

### **Facility Rules and Regulations**

1. Solicitation on State property is prohibited.
2. Advertising and other signage not installed by the State is subject to approval by the State and may be removed if installed without approval.
3. Passenger information and announcements shall include carrier's name, departure time, destination, gate location, and other instructions.
4. Public address and schedule display systems shall be used only to inform passengers and the public about bus schedules, arrivals, departures, and other necessary details of bus service.
5. In order to ensure the safe and orderly flow of pedestrians utilizing the facility, the Contractor shall not be permitted to place or store property on the sidewalks or passageways adjacent to the building, or in vestibules, doorways, or corridors within the Bus Terminal.
6. No bicycle riding, rollerblading, or skateboarding is allowed in the Bus Terminal.
7. No animals may be kept in or about the Bus Terminal.
8. The Bus Terminal may not be used for lodging or sleeping.
9. No smoking permitted in the Bus Terminal.
10. It is the Contractor's responsibility to keep the Ticket Window Area, Package Express Office, Dispatch Office, and Commercial Office Space clean and rubbish free, all on a daily basis.
11. The Contractor shall be responsible for working with and on behalf of the State to implement the State's "Permit and Access Rules" for utilization of the facility.
12. Only buses shall have access to and use of the docking area of the Bus Terminal. Exceptions may be allowed by the Contractor on a case-by-case basis or by the written request of the State.
13. Unless expressly authorized by NHDOT, the Contractor shall not permit the sale or consumption of alcoholic beverages on the Premises.

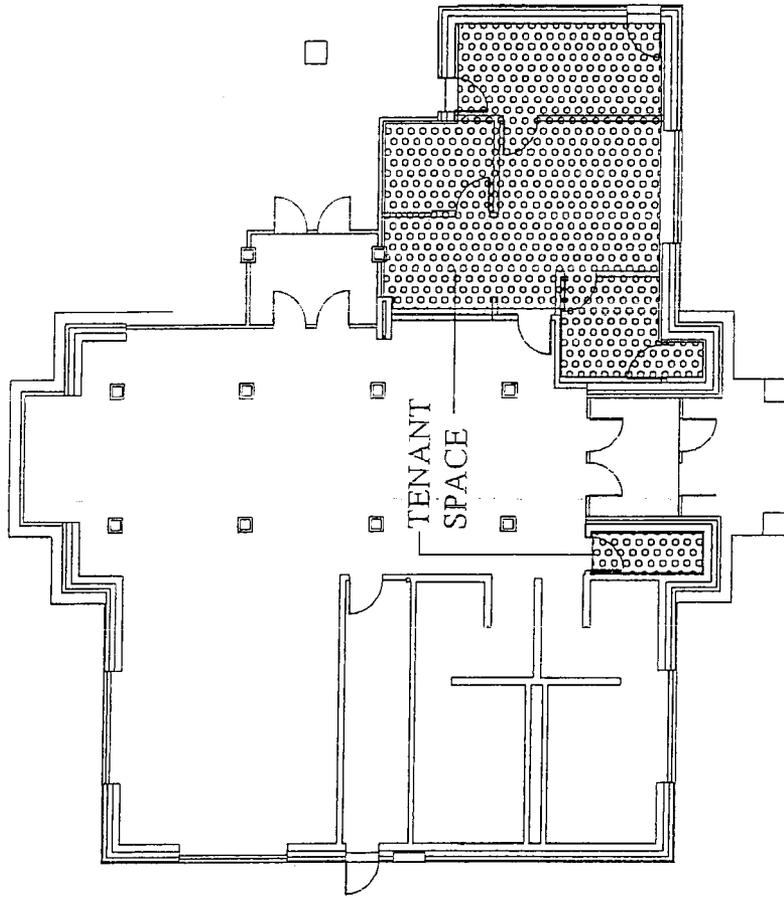


EXHIBIT B

## **EXHIBIT C**

### **SPECIAL PROVISIONS**

#### **CONCORD COACH LINES, INC.**

The State of New Hampshire, Department of Transportation has accepted the Automobile Liability insurance of \$100,000 combined single limit and \$24,900,000 Excess of primary auto Umbrella Liability per occurrence in fulfillment of the requirements of Section 9.4 Comprehensive Automobile Liability.

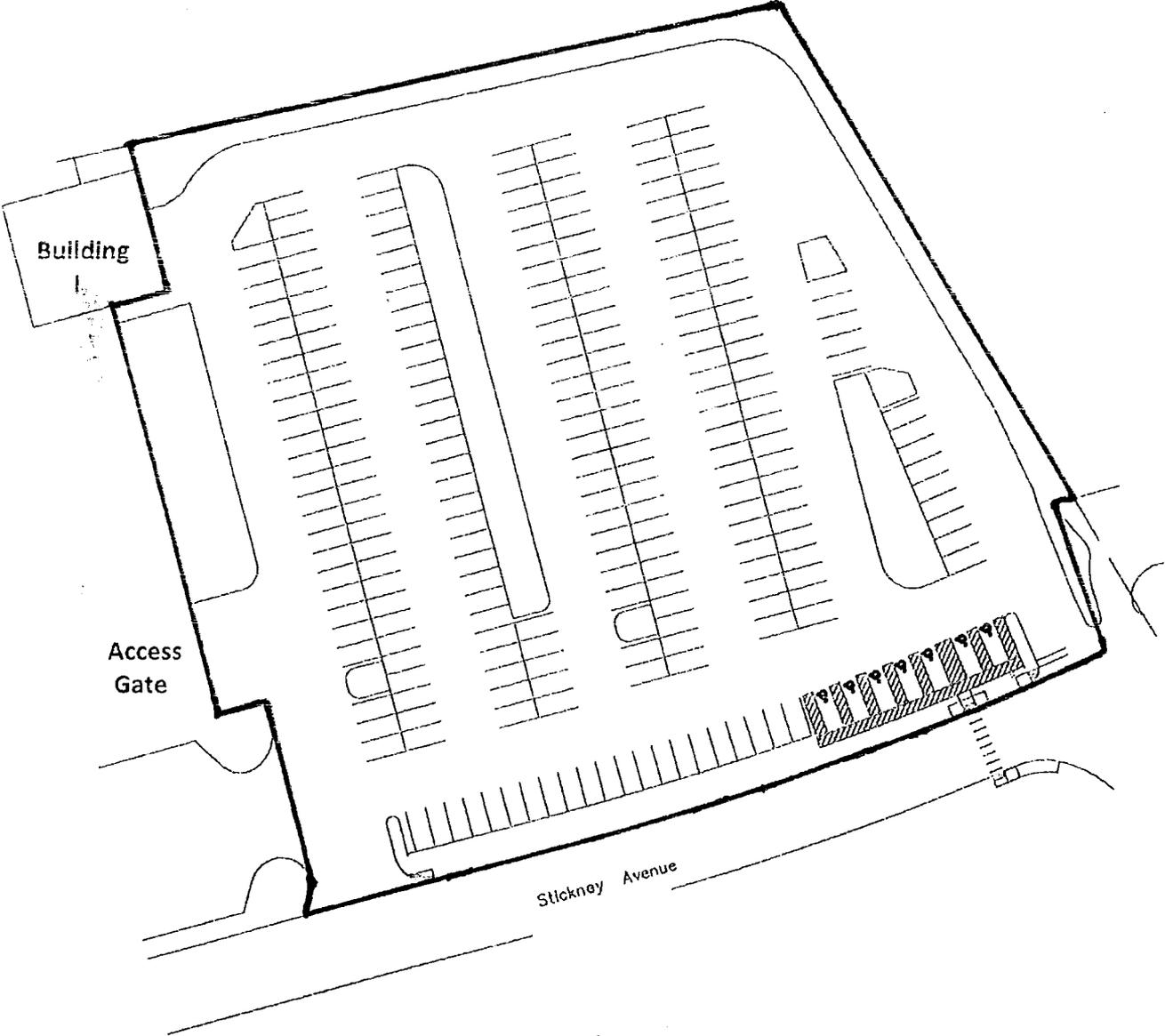
# Concord Intermodal Facility

## Exhibit D-1



# Concord Intermodal Facility

## Exhibit D-2

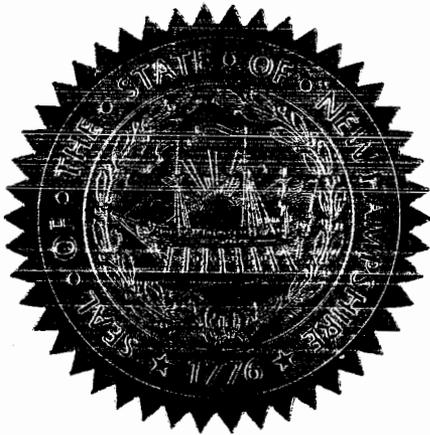


**Note:** Contractor to coordinate with NHDOT regarding details of snow removal requirements near Building I access door and near NHDOT facility access gate.

# State of New Hampshire Department of State

## CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that CONCORD COACH LINES, INC. is a New Hampshire corporation duly incorporated under the laws of the State of New Hampshire on March 28, 1955. I further certify that all fees and annual reports required by the Secretary of State's office have been received and that articles of dissolution have not been filed.



In TESTIMONY WHEREOF, I hereto  
set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 23<sup>rd</sup> day of June, A.D. 2016

A handwritten signature in cursive script, appearing to read "William M. Gardner".

William M. Gardner  
Secretary of State

**CONCORD COACH LINES, INC.**

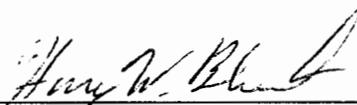
**CERTIFICATE OF VOTE**

I, Harry W. Blunt, hereby certify that I am President of Concord Coach Lines, Inc.

I hereby certify the following is a true copy of a vote taken at a special meeting of the Board of Directors of the corporation held on September 7, 2016 at an office of the corporation in Concord, New Hampshire, at which a quorum of the Board was present and voting.

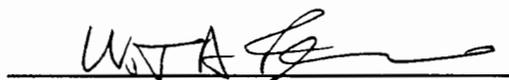
VOTED: That Kenneth J. Hunter, as Vice President of said corporation, is hereby authorized and empowered to execute all documents between the State of New Hampshire, and its subdivisions, and Concord Coach Lines, Inc. relating to the operation of the Concord Intermodal Facility in Concord, NH, and further authorizing said officer to execute any documents which may in his judgment be desirable or necessary to effect the purpose of this vote.

I hereby certify that said vote has not been amended or repealed and remains in full force and effect as of September 7, 2016.



Harry W. Blunt  
President  
Concord Coach Lines, Inc.

Subscribed and sworn before me this SEVENTH  
day of SEPTEMBER 2016.



Robert A. Fletcher Notary Public  
My Commission Expires January 25, 2017



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

4/29/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER THE ROWLEY AGENCY INC. 139 Loudon Road P.O. Box 511 Concord NH 03302-0511	CONTACT NAME: Jennifer Porter	
	PHONE (A/C, No, Ext): (603) 224-2562 FAX (A/C, No): (603) 224-8012 E-MAIL ADDRESS: jporter@rowleyagency.com	
INSURED Concord Coach Lines, Inc 7 Langdon Street Concord NH 03301	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A: National Interstate Ins Co	
	INSURER B: Liberty Mutual Ins. Co.	0010
	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES CERTIFICATE NUMBER: 16/17 CC cert REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSP WVP	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Primary GL layer	X	YPP1107620-10	05/01/2016	05/01/2017	EACH OCCURRENCE \$ 5,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:					DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 50,000
						MED EXP (Any one person) \$ 5,000
						PERSONAL & ADV INJURY \$ 5,000,000
						GENERAL AGGREGATE \$ 5,000,000
						PRODUCTS - COMP/OP AGG \$ 5,000,000
						\$
	UTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS		YPP1107620-10	05/01/2016	05/01/2017	COMBINED SINGLE LIMIT (Ea accident) \$ 100,000
	<input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS					BODILY INJURY (Per person) \$
						BODILY INJURY (Per accident) \$
						PROPERTY DAMAGE (Per accident) \$
						\$
A	UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR EXCESS LIAB <input checked="" type="checkbox"/> CLAIMS-MADE		Excess of primary auto YEX1107620-10, 621-10 622-10, 623-10 and 624-10	05/01/2016	05/01/2017	EACH OCCURRENCE \$ 24,900,000
	DED <input checked="" type="checkbox"/> RETENTION \$ 0					AGGREGATE \$ 24,900,000
						\$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input checked="" type="checkbox"/> N	Sect 3A States: NH, MA, ME WC2-211-260171-015	12/31/2015	12/31/2016	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER
		N/A				E.L. EACH ACCIDENT \$ 500,000
						E.L. DISEASE - EA EMPLOYEE \$ 500,000
						E.L. DISEASE - POLICY LIMIT \$ 500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
The State of New Hampshire, Dept. of Transportation, is an additional insured for liability only when required by written contract.

CERTIFICATE HOLDER (603) 271-6767  State of New Hampshire Department of Transportation 7 Hazen Dr. Concord, NH 03301-0483	CANCELLATION  SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE  Robert Simpson/JLP
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