IMPLEMENTATION OF PPPs FOR TRANSIT

Hyatt Regency Cambridge
September 16-17, 2009

Boston Express Bus

Connecting five communities in Southern New Hampshire to Boston and Logan Airport

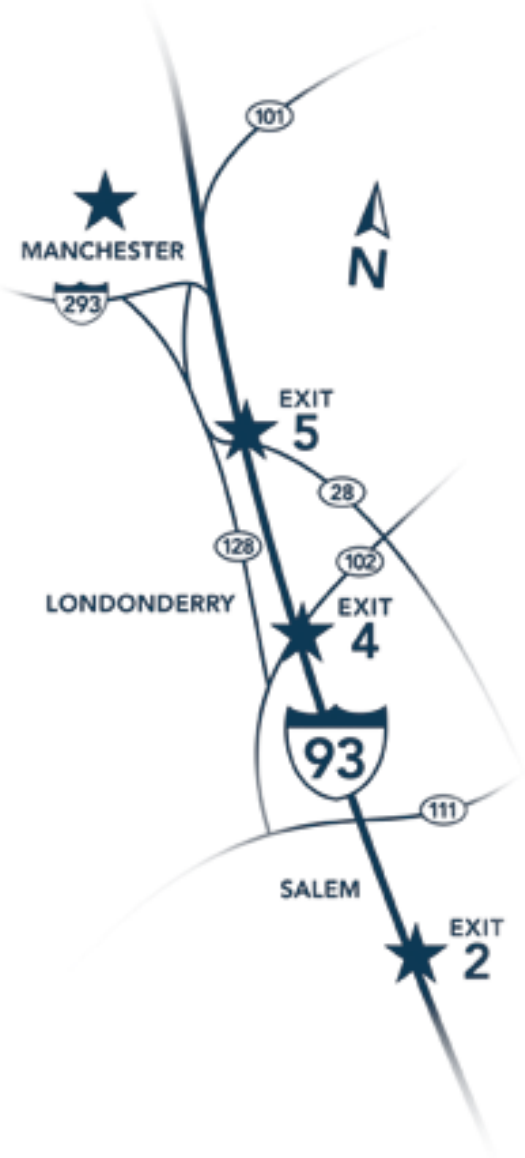
A Brief History

- Boston Express Bus, a New Hampshire company, was incorporated in 2006

- The company represents a partnership between the Principals of Concord Coach Lines and C&J; bringing a combined 80 years of experience in the bus industry

- Together the two owners operated three intercity bus operations before jointly forming Boston Express

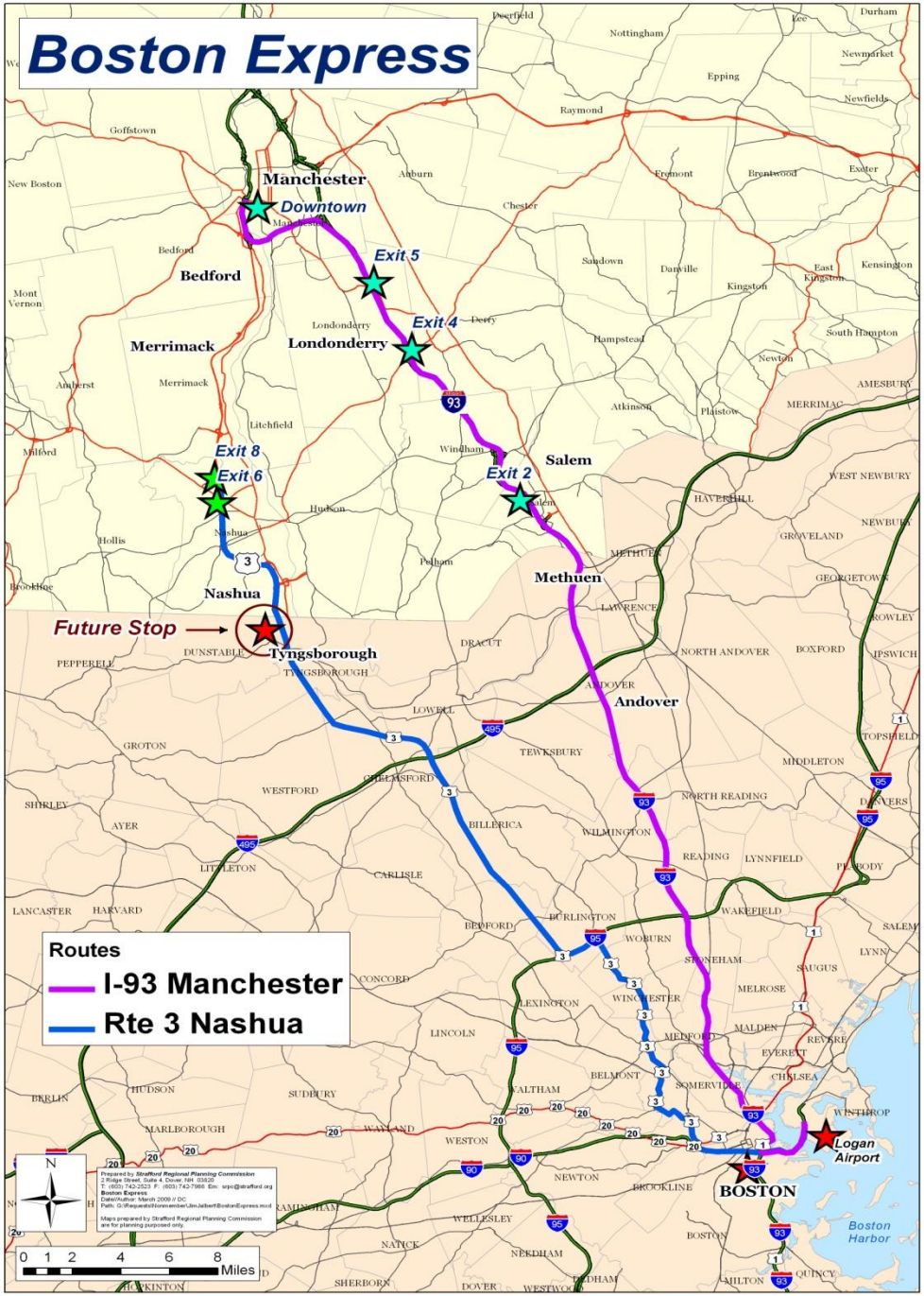
- Boston Express, was contracted to provide intercity passenger transportation services to Southern New Hampshire by the NH Department of Transportation



Route Map

- Service along Route 3 from Nashua into Boston and Logan Airport began in February of 2007.

- I-93 service began in mid-November of 2008 to mitigate traffic congestion along the I-93 corridor during the widening project.



The Service

BX believes strongly in Customer Service as an effective tool in getting people out of their own vehicles.

- Wi-Fi Service in Terminals and on Buses
- Complimentary Coffee, and Newspapers
- Free Parking including long-term
- Clean, comfortable, and convenient buses, and terminals
- Friendly and knowledgeable customer service

Nashua Service

- Boston Express was formed to provide quality passenger bus service from the State's second largest city into Boston and Logan Airport, in accordance with a NHDOT RFP.
- Service began in February of 2007 from the northern tier of Nashua at Exits 6 and 8, at existing State facilities. In the Summer of 2008, Exit 8 became a full service agency, selling tickets from a trailer in the park and ride.
- When service commenced it required 6 buses, and operated 9 round trips daily.

BOSTON EXPRESS - NASHUA

1-800-639-8080 | 603-845-1999
www.bostonexpressbus.com

Nashua NH - Boston - Logan Airport

READ DOWN Schedule No.	1	103	105	3	5	7	9	11	13	15	17
LV Nashua NH - Welcome Ctr. - Exit 6	5:45	#6:15	#6:45	7:15	8:45	10:15	11:45	**1:15**	**2:45**	**4:15**	**6:45**
LV Nashua NH - Park & Ride - Exit 8	6:00	6:30	7:00	7:30	9:00	10:30	**12:01**	**1:30**	**3:00**	**4:30**	**7:00**
AR Boston MA (South Station)	7:00	7:40	8:30	9:00	10:10	11:30	**1:00**	**2:30**	**4:00**	**5:40**	**8:00**
AR Logan Airport MA	7:10	7:50	8:40	9:10	10:20	11:40	**1:10**	**2:40**	**4:10**	**5:50**	**8:10**

Logan Airport - Boston - Nashua NH

READ DOWN Schedule No.	2	4	6	8	10	12	114	14	116	16	18
LV Logan Airport MA	8:10	9:40	11:10	**12:40**	**2:10**	**3:40**	------	**4:50**	**#5:25**	**6:40**	**8:40**
LV Boston MA (South Station)	8:45	10:15	11:45	**1:15**	**2:45**	**4:15**	**#5:00**	**5:30**	**6:00**	**7:15**	**9:15**
AR Nashua NH - Park & Ride - Exit 8	D9:45	D11:15	**D12:45**	**D2:15**	**D3:45**	**D5:30**	**D6:20**	**D6:45**	**D7:10**	**D8:10**	**D10:10**
AR Nashua NH - Welcome Ctr. - Exit 6	9:55	11:25	**12:55**	**2:25**	**3:55**	**5:40**	**6:30**	**6:55**	**7:20**	**8:20**	**10:20**

FREQUENCY CODES

AM - light type PM - Bold type

Trips shaded in GREEN - Operate less than daily, see below for frequency codes.

D - Discharge Passengers ONLY

All Logan Airport arrival and departure times listed in this timetable are for Terminal A. All other times are approximate: for Terminal B, add 2 minutes; Terminal C, add 4 minutes; Terminal E, add 5 minutes.

Monday thru Friday ONLY

Please arrive at the terminal/agency at least 15 minutes prior to departure time. For Boston South Station and Holidays, please allow 30 minutes.

Find schedules, fares and more:
www.bostonexpressbus.com

FREE Parking!
FREE WiFi!
FREE Coffee!

WiFi onboard

Children's Fares
Children's fares are available. See Ticket Agent for details.

Passenger Accessibility
Boston Express offers Wheelchair Accessible Service with a 48-hour notice. Please call the Information Center at 1-800-639-8080 for more information.

GENERAL INFORMATION, continued

CELL PHONE USE - Boston Express Bus discourages the use of cellular phones on all of its motorcoaches with the exception of those situations where a quick message is necessary due to circumstances beyond our control that delay the arrival time of a passenger or travel connection. Boston Express Bus requests that passengers limit the use of cellular phones as a courtesy to fellow passengers.

ANIMALS - Federal law prohibits Boston Express Bus from carrying any and all animals except a service animal accompanying a blind or disabled person.

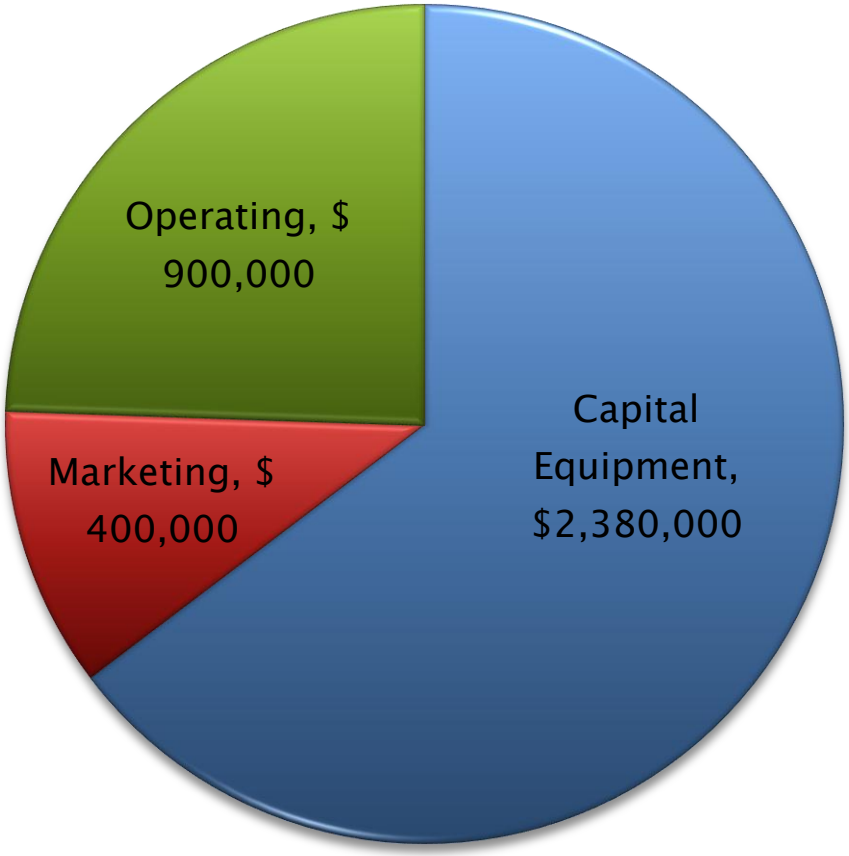
BICYCLES - Bicycles may be carried in the baggage compartments when there is sufficient room after all other baggage and express has been loaded. There will be an additional charge. There is no guarantee that bicycles will be accpeted by connecting carriers.

HOLIDAYS - See separate notice for holiday service online at www.bostonexpressbus.com. This schedule does not contain service for Christmas Day.

SMOKING - Smoking will not be allowed on any Boston Express coach.

Total State Investment

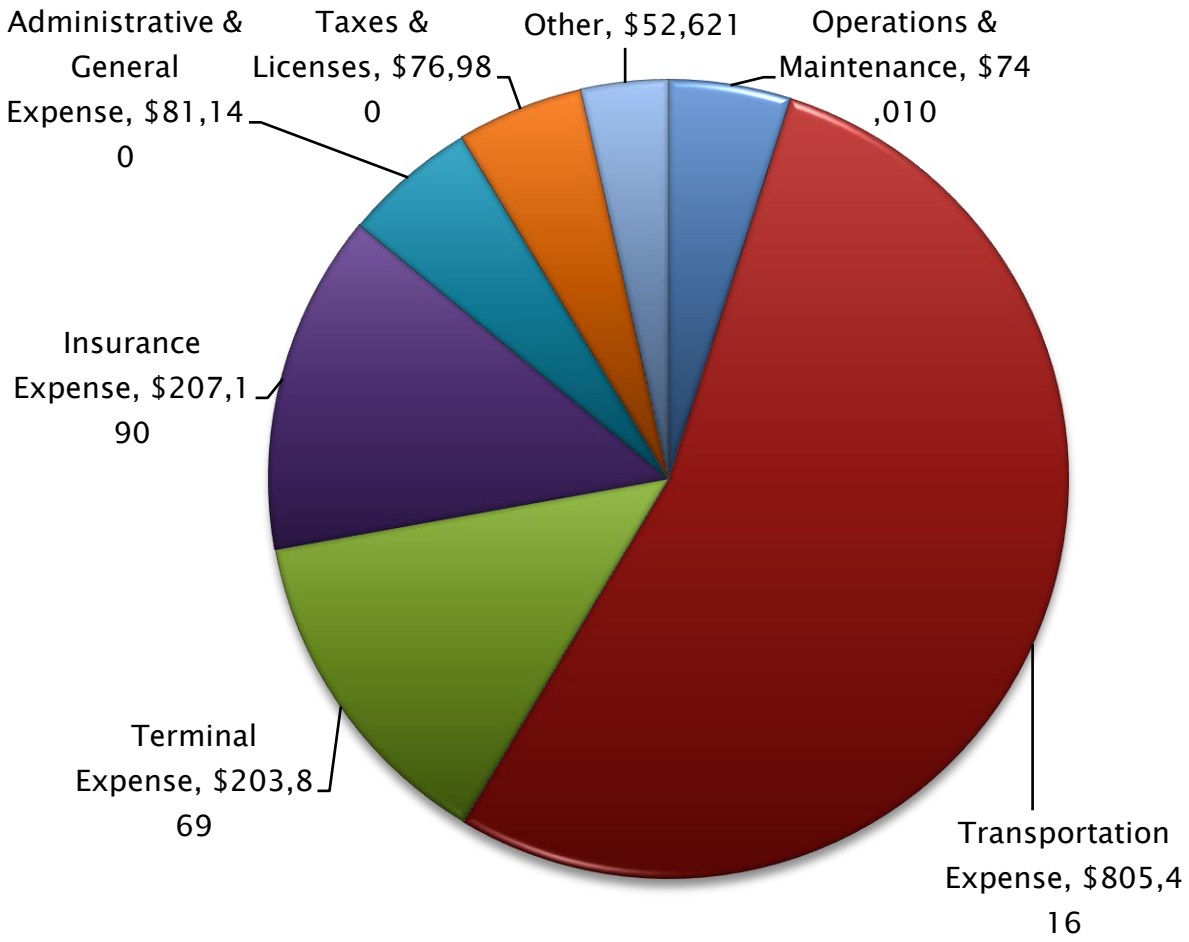
The total investment for the Nashua service was $3.68 million, including the purchasing of buses.



Nashua 2008 Expenses

- Transportation Expense, consisting mainly of drivers' wages and fuel costs made up more than 50% of the expenses.

- Expenses were only up from $1.2 million to $1.5 million despite operating an additional month and adding a full service terminal.

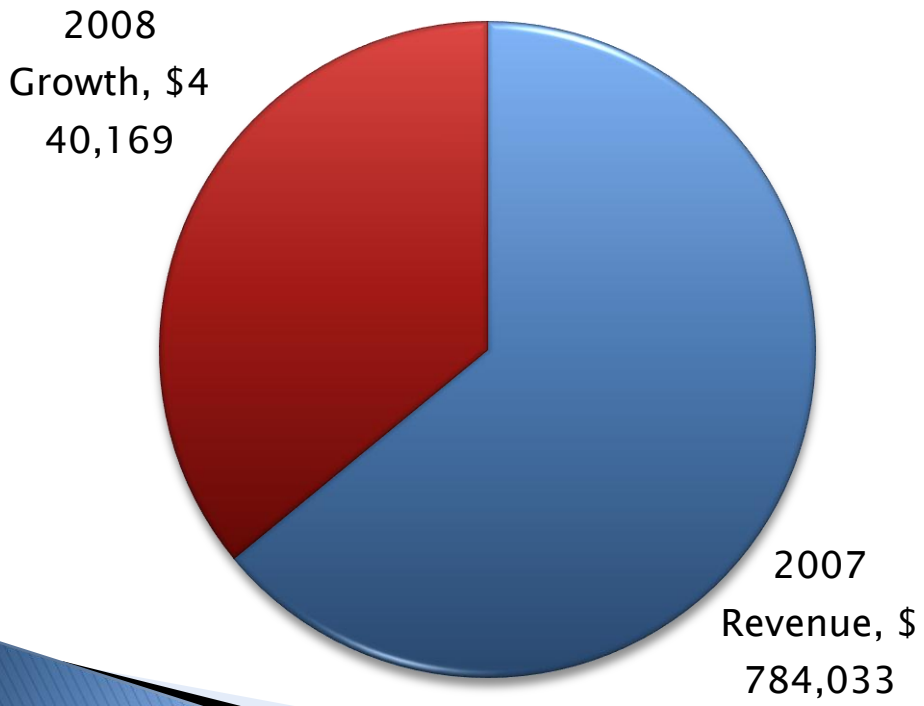


Total 2008 Expenses
$1,501,226

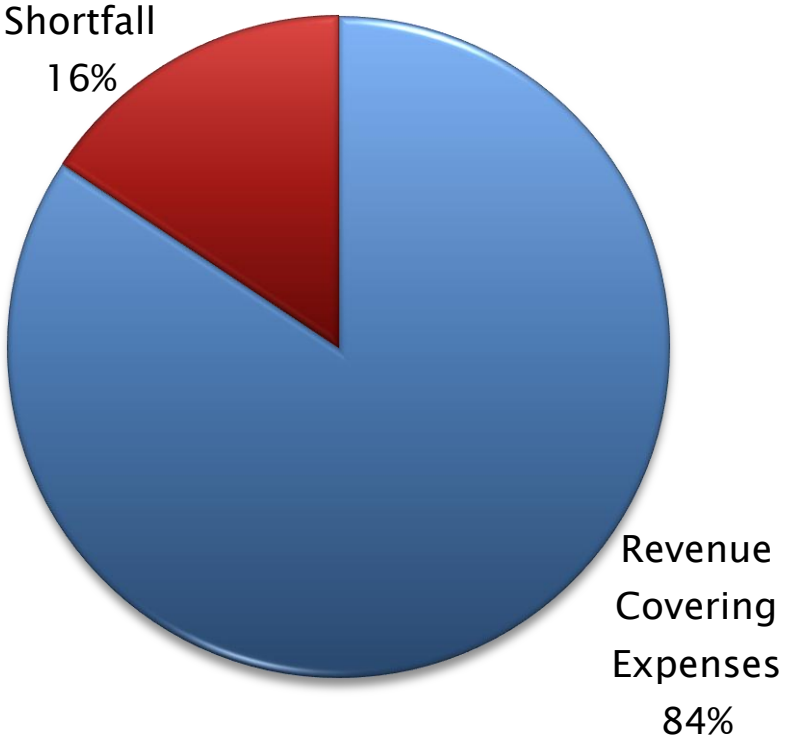
Nashua 2008 Revenue

2007 to 2008 Expenses were up 21.3%. Paling in comparison to the 56.1% growth in operating revenue.

2008 Total Revenue $1,224,202

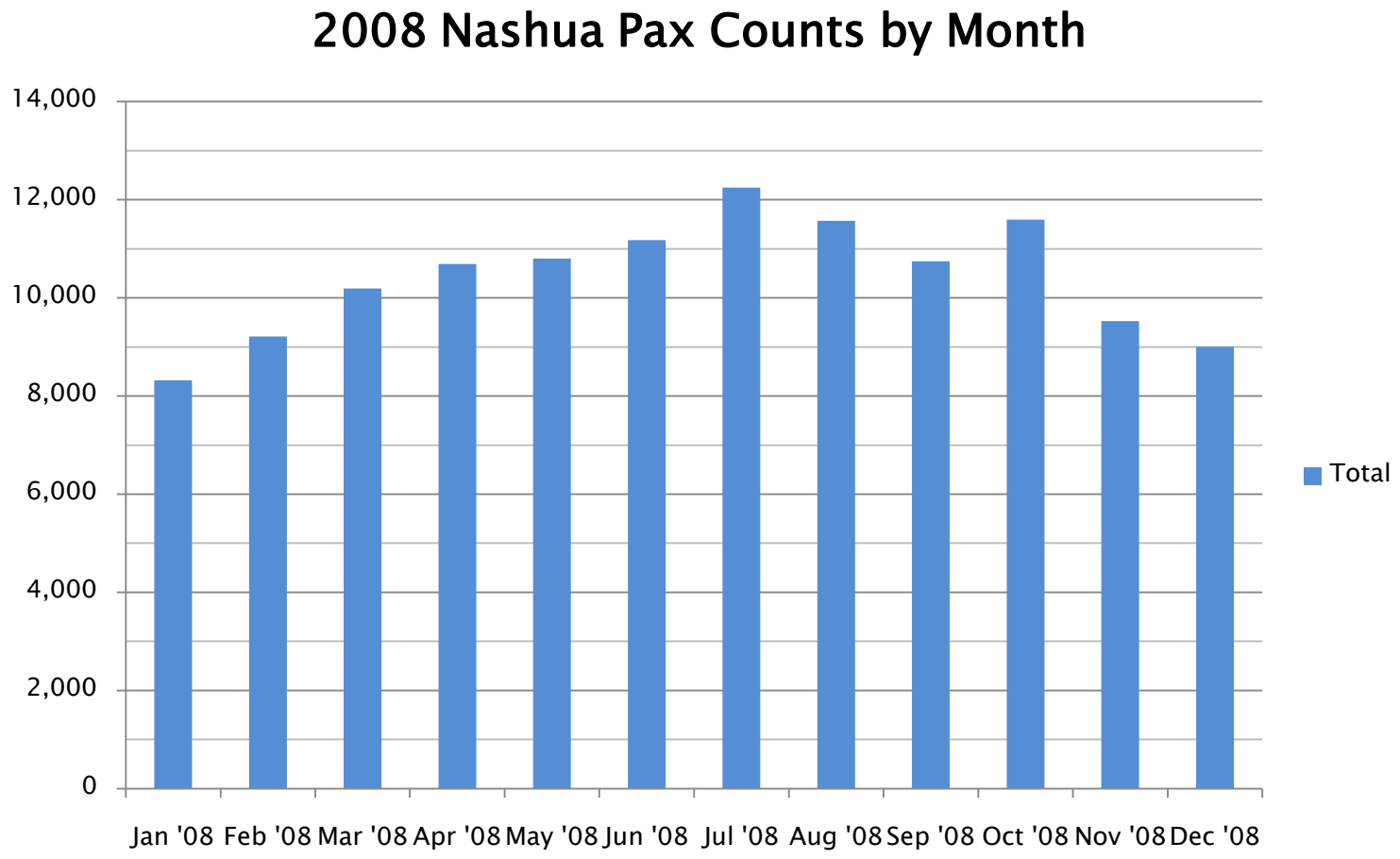


2008 Revenue vs. Expense



Nashua Passenger Numbers

Boston Express-Nashua carried more than 125,000 people in 2008



I-93 Service

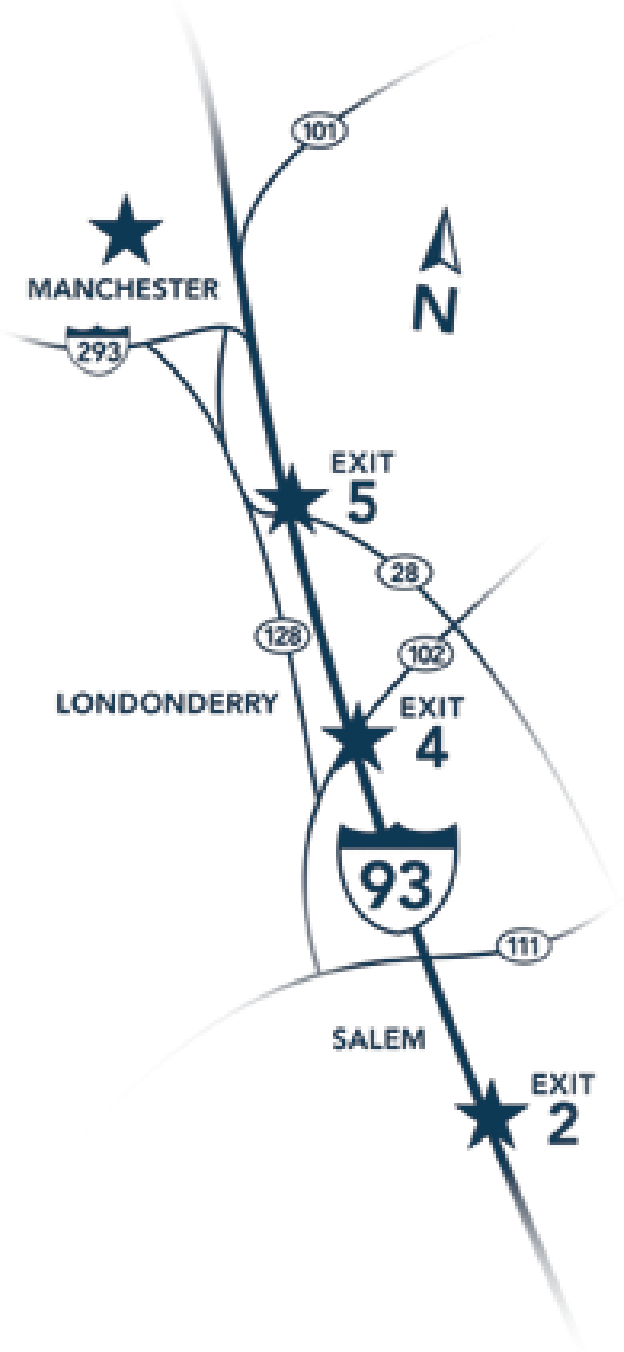
❖ Boston Express bid on a NHDOT RFP to reduce traffic congestion on the interstate during and after the widening project.

❖ Boston Express service along the I-93 commenced on November 17th of 2008.

❖ Buses stop in Center City Manchester, North and South Londonderry, as well as Salem, en route to Boston.

❖ Building off the previously established terminal in South Londonderry, BX has been well received in the market.

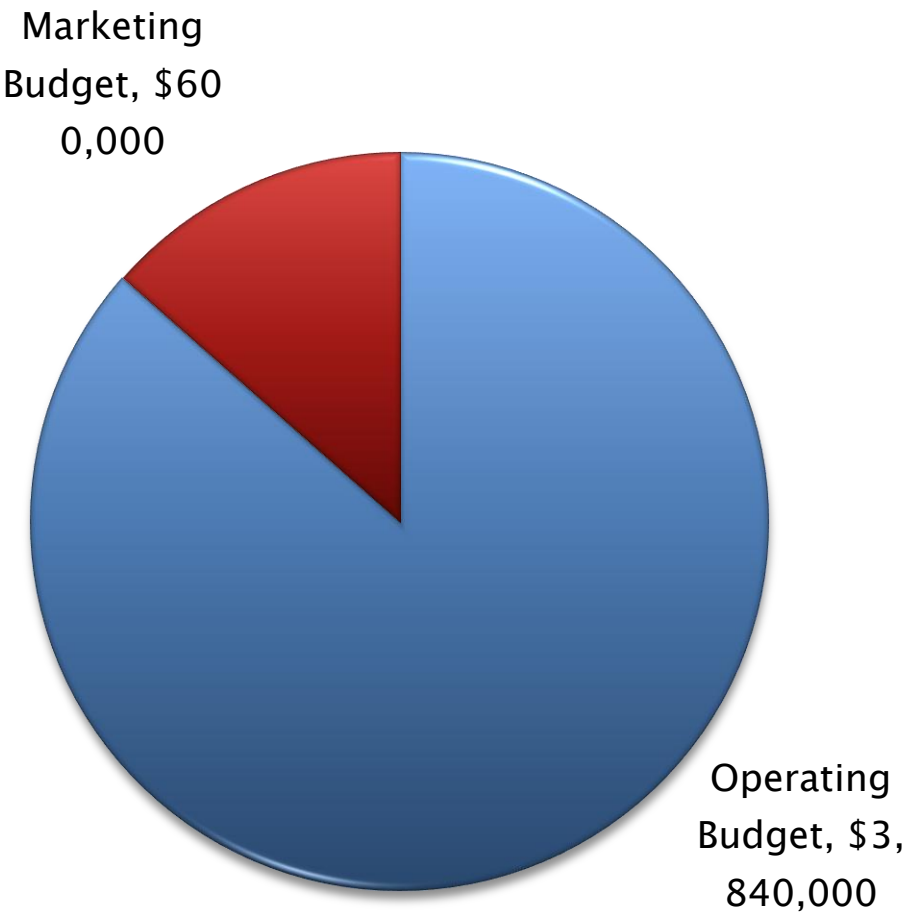
❖ The Downtown Manchester terminal is slated for refurbishing by the end of 2009



I-93 Operating Subsidy

Over the course of a three year contract, only 4.4 million will go towards operating subsidy—including a marketing budget.

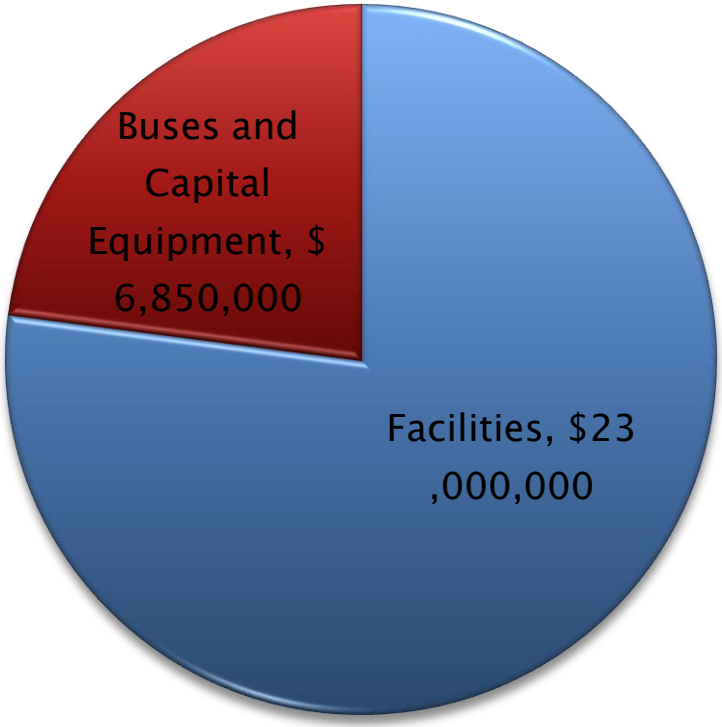
- The 3.8 million in operating money will help to close the gap between expenses and revenue in the first 3 years of the contract.



I-93 Capital Investment

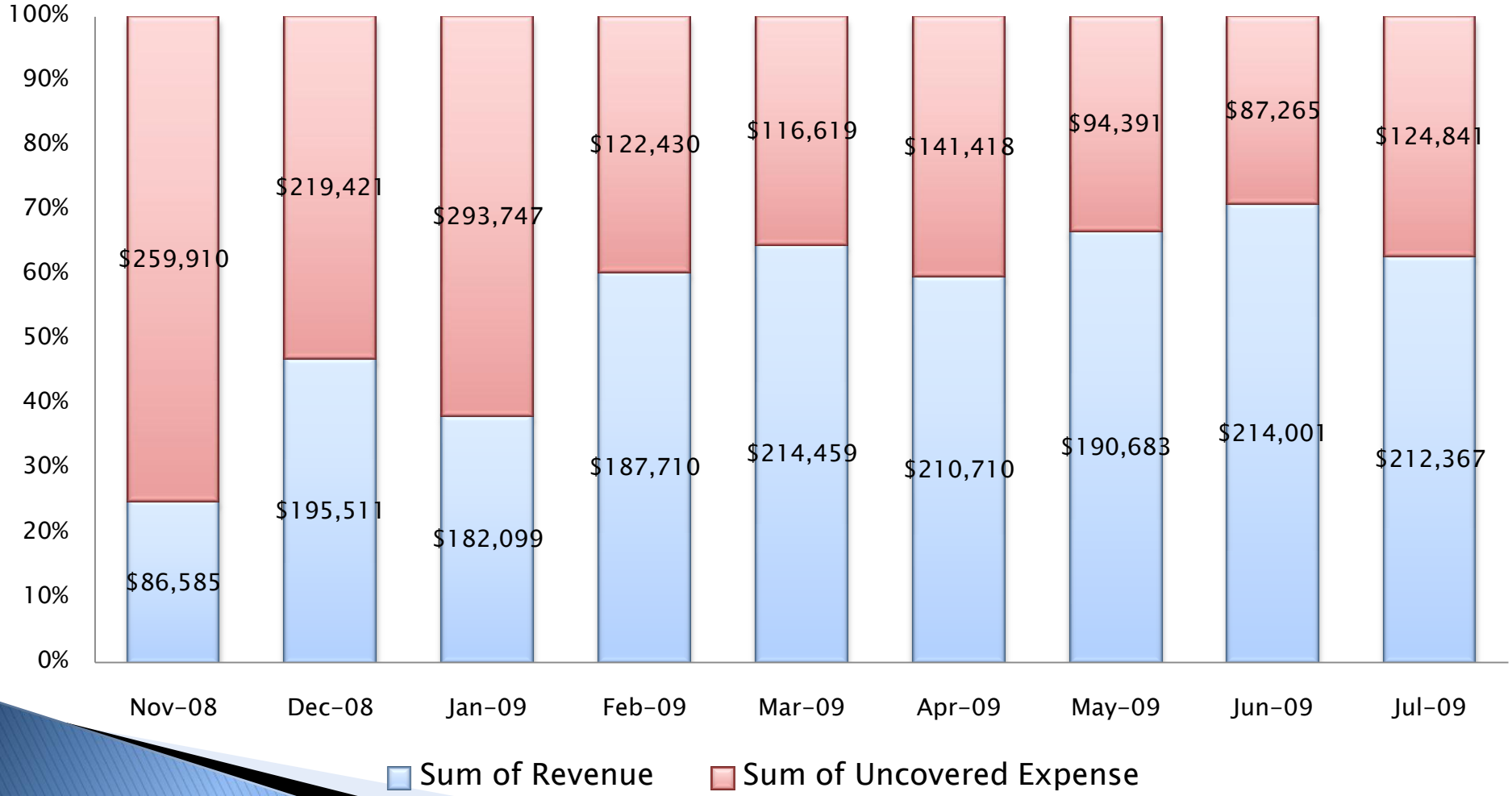
The state of New Hampshire's Capital Contribution totaled $29,850,000

- This consisted of the construction of two brand new terminals off of I-93 as well as a Maintenance Garage for the buses



I-93 Revenue vs. Expense

- In less than 10 months, the I-93 service is over 70% of being self-sufficient.



I-93 Schedule

- ❖ Operating 26 Round trips a day, the service provides plenty of options for all types of travel.
- ❖ The schedule was reconfigured in mid-January to better meet the needs of the traveling public and to provide more service to Downtown Manchester.
- ❖ Hourly service daily from 4:10AM-8:30PM.

BOSTON EXPRESS - I-93

1-800-639-8080

■ Trip operates via State St., Park St., and Tufts Monday-Friday, except Holidays

MONDAY - FRIDAY WEEKDAY SCHEDULE

Southbound / Monday - Friday (Weekday)

READ DOWN Schedule No.	401	■1	403	■501	■505	■507	■509	405	■511	■513	407	■515	■517	409
LV Concord NH	----	5:00*	----	----	----	----	----	----	----	----	----	----	----	----
LV Manchester NH (Downtown)	----	----	----	----	5:30	----	----	----	6:40	----	7:10	----	----	----
LV North Londonderry NH (Exit 5)	4:10	5:30	5:30	----	----	----	6:00	6:30	7:00	----	7:30	----	----	8:30
LV Londonderry NH (Exit 4)	----	----	----	5:30	6:00	6:20	----	----	----	6:40	----	7:00	7:30	----
LV Salem NH (Exit 2)	4:30	----	5:50	----	----	----	6:20	6:50	----	----	7:50	----	----	8:50
AR Boston MA (South Station)	5:30	6:35	6:35	6:30	7:10	7:30	7:25	7:55	8:25	8:00	9:10	8:35	9:20	9:50
AR Logan Airport MA	5:10	6:50	6:50	----	----	----	----	8:25	----	----	9:25	----	----	10:05

READ DOWN Schedule No.	■519	219	413	211	417	419	421	423	425	427	429	39	433
LV Concord NH	----	9:00*	----	10:45*	----	----	----	----	----	----	----	7:00*	----
LV Manchester NH (Downtown)	----	9:25	----	11:10	----	----	2:10	----	4:10	5:10	----	----	----
LV North Londonderry NH (Exit 5)	8:30	9:45	10:30	11:30	12:30	1:30*	2:30	3:30*	4:30	5:30	6:30	7:30	8:30
LV Londonderry NH (Exit 4)	8:50	----	----	----	----	----	----	----	----	----	----	----	----
LV Salem NH (Exit 2)	----	10:05	10:50	11:50	12:50	1:50	2:50	3:50	4:50	5:50	6:50	7:50	8:50
AR Boston MA (South Station)	10:00	10:50	11:35	12:35	1:35	2:35	3:35	4:35	5:35	6:35	7:35	8:35	9:35
AR Logan Airport MA	----	11:05	11:50	12:50	1:50	2:50	3:50	4:50	5:50	6:50	7:50	8:50	9:50

* Look for bus marked "Concord Coach."
D - Drop-off ONLY | AM - Light Type PM - Bold Type

Northbound / Monday - Friday (Weekday)

READ DOWN Schedule No.	402	2	406	408	410	412	414	416	418	502	216	504	506
LV Logan Airport MA	6:25	7:20*	8:25	9:25	10:25	11:25*	12:25	1:25*	2:25	----	3:25*	----	----
LV Boston MA (South Station)	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	3:45	4:00	4:15	4:30
AR Salem NH (Exit 2)	7:35	8:35	9:35	10:35	11:35	12:35	1:35	2:35	3:35	----	4:35	----	5:15
AR Londonderry NH (Exit 4)	----	----	----	----	----	----	1:50	----	----	4:45	----	5:20	----
AR N. Londonderry NH (Exit 5)	7:55	8:55	9:55	10:55	11:55	12:55	1:55	2:55	3:55	----	4:55	----	5:40
AR Manchester NH (Downtown)	----	9:15	----	11:15	----	----	2:15	----	4:15	----	5:15	----	6:00
AR Concord NH	----	9:40	----	----	----	----	----	----	----	----	5:40	----	----

READ DOWN Schedule No.	508	422	510	512	514	226	516	518	426	428	430	36	434
LV Logan Airport MA	----	4:25	----	----	----	5:25*	----	----	6:25	7:25	8:25	9:25*	10:25
LV Boston MA (South Station)	4:45	5:00	5:15	5:30	5:45	6:00	6:15	6:45	7:00	8:00	9:00	10:00	11:00
AR Salem NH (Exit 2)	----	5:35	----	6:15	----	6:35	----	----	7:35	8:35	9:35	D10:35	11:35
AR Londonderry NH (Exit 4)	5:50	----	6:30	----	6:50	----	7:10	7:35	----	8:50	9:50	----	----
AR N. Londonderry NH (Exit 5)	----	5:55	----	6:35	----	6:55	----	7:45	7:55	8:55	9:55	10:55	11:55
AR Manchester NH (Downtown)	----	----	----	6:55	----	7:15	----	----	----	9:15	----	----	----
AR Concord NH	----	----	----	----	----	7:40	----	----	----	----	----	11:20	----

WEEKEND SCHEDULE

Southbound / Saturday - Sunday (Weekend)

* Look for bus marked "Concord Coach."
AM - Light Type PM - Bold Type

READ DOWN Schedule No.	401	1	405	407	409	219	413	211	417	419	421	423	425	427	429	39	433
LV Concord NH	----	5:00*	----	----	----	9:00*	----	10:45*	----	----	----	----	----	----	----	7:00*	----
LV Manchester NH (Downtown)	----	----	----	7:10	----	9:25	----	11:10	----	----	2:10	----	4:10	5:10	----	----	----
LV North Londonderry NH (Exit 5)	4:10	5:30	6:30	7:30	8:30	9:45	10:30	11:30	12:30	1:30*	2:30	3:30*	4:30	5:30	6:30	7:30	8:30
LV Londonderry NH (Exit 4)	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----
LV Salem NH (Exit 2)	4:30	5:50	6:50	7:50	8:50	10:05	10:50	11:50	12:50	1:50	2:50	3:50	4:50	5:50	6:50	7:50	8:50
AR Boston MA (South Station)	5:30	6:35	7:35	8:35	9:35	10:50	11:35	12:35	1:35	2:35	3:35	4:35	5:35	6:35	7:35	8:35	9:35
AR Logan Airport MA	5:10	6:50	7:50	8:50	9:50	11:05	11:50	12:50	1:50	2:50	3:50	4:50	5:50	6:50	7:50	8:50	9:50

Northbound / Saturday - Sunday (Weekend)

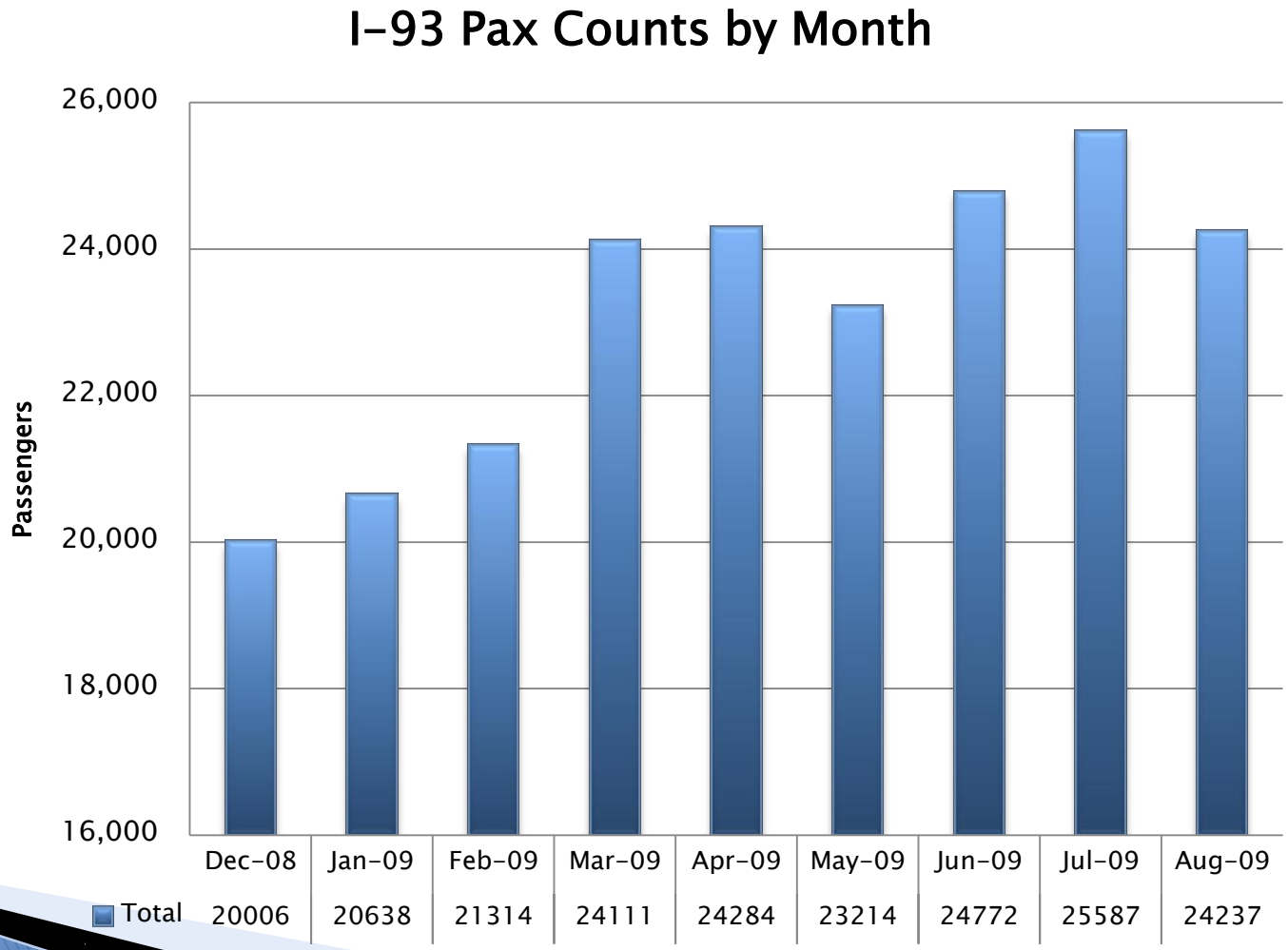
D - Drop-off ONLY
AM - Light Type PM - Bold Type

READ DOWN Schedule No.	402	2	406	408	410	412	414	416	418	216	422	226	426	428	430	36	434
LV Logan Airport MA	6:25	7:20*	8:25	9:25	10:25	11:25*	12:25	1:25*	2:25	3:25*	4:25	5:25*	6:25	7:25	8:25	9:25*	10:25
LV Boston MA (South Station)	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00
AR Salem NH (Exit 2)	7:35	8:35	9:35	10:35	11:35	12:35	1:35	2:35	3:35	4:35	5:35	6:35	7:35	8:35	9:35	D10:35	11:35
AR Londonderry NH (Exit 4)	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----
AR N. Londonderry NH (Exit 5)	7:55	8:55	9:55	10:55	11:55	12:55	1:55	2:55	3:55	4:55	5:55	6:55	7:55	8:55	9:55	10:55	11:55
AR Manchester NH (Downtown)	----	9:15	----	11:15	----	----	2:15	----	4:15	5:15	----	7:15	----	9:15	----	----	----
AR Concord NH	----	9:40	----	----	----	----	----	----	----	5:40	----	7:40	----	----	----	11:20	----

I-93 Passenger Counts

Despite starting service amidst an economic downturn and a drop-off in leisure travel, the I-93 service is carrying in upwards of 20,000 passengers a month.

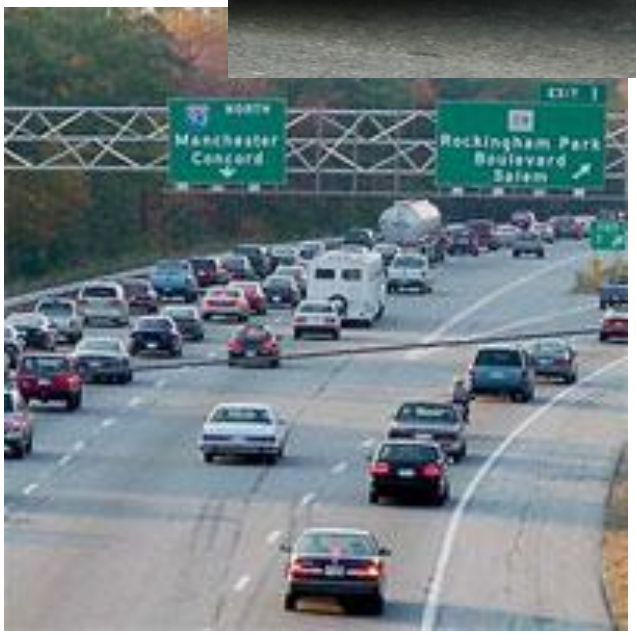
- I-93 passenger numbers continue to grow every month.
- 13% from February to March and continuing into April, though the numbers are incomplete.



The Environmental Benefits of BX

Getting people out of their cars reduces traffic congestion and pollution. These are the projected savings for Boston Express in 2009 along I-93

- 300,000 fewer cars on the road between Manchester and Boston.
- 7.35 million pounds worth of emissions saved.
- $1.65 million dollars saved on fuel by people opting to take the bus.
- Fewer cars, means safer roads, and a better environment.



Challenges Ahead

- Opening a new passenger terminal at the Exit 8 location in Nashua, slated to begin construction and completion by the end of summer 2010.

- Once Exit 8 is complete, the next objective is to move out of the Welcome Center off Exit 6 into a small facility in Tyngsborough, MA to better appeal to the market in Southern Nashua.

- Develop a full-fare business in both Nashua and on I-93 to continue to close the gap between expenses and sales.

- Streamlining the I-93 schedule to meet the needs of Logan Airport passengers, as well as our emerging commuter market in Salem.

- Accomplishing a self-sufficient Nashua system by February 2010, when the operating subsidy ends.

Manchester
Downtown
Exit 5
Exit 4
Exit 2
Exit 8
Exit 6
Bedford
Merrimack
Londonderry
Salem
Nashua
Methuen
Andover
Future Stop
Tyngsborough
Logan Airport
BOSTON
Routes
I-93 Manchester
Rte 3 Nashua
Prepared by Strafford Regional Planning Commission
2 Ridge Street, Suite 4 Dover, NH 03820
T: (603) 742-2523 F: (603) 742-7066 Em: srpc@strafford.org
Boston Express
Date/Author: March 2009 // DC
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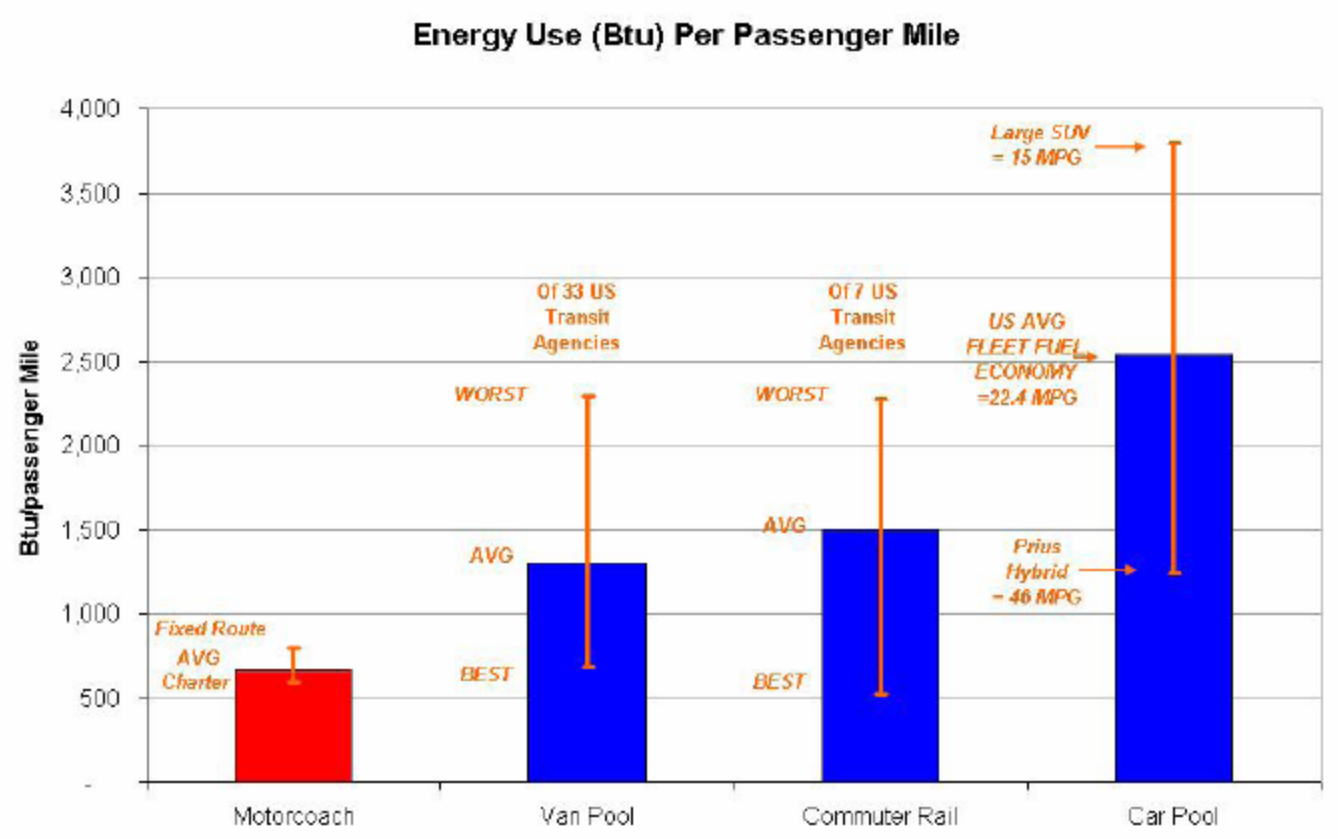
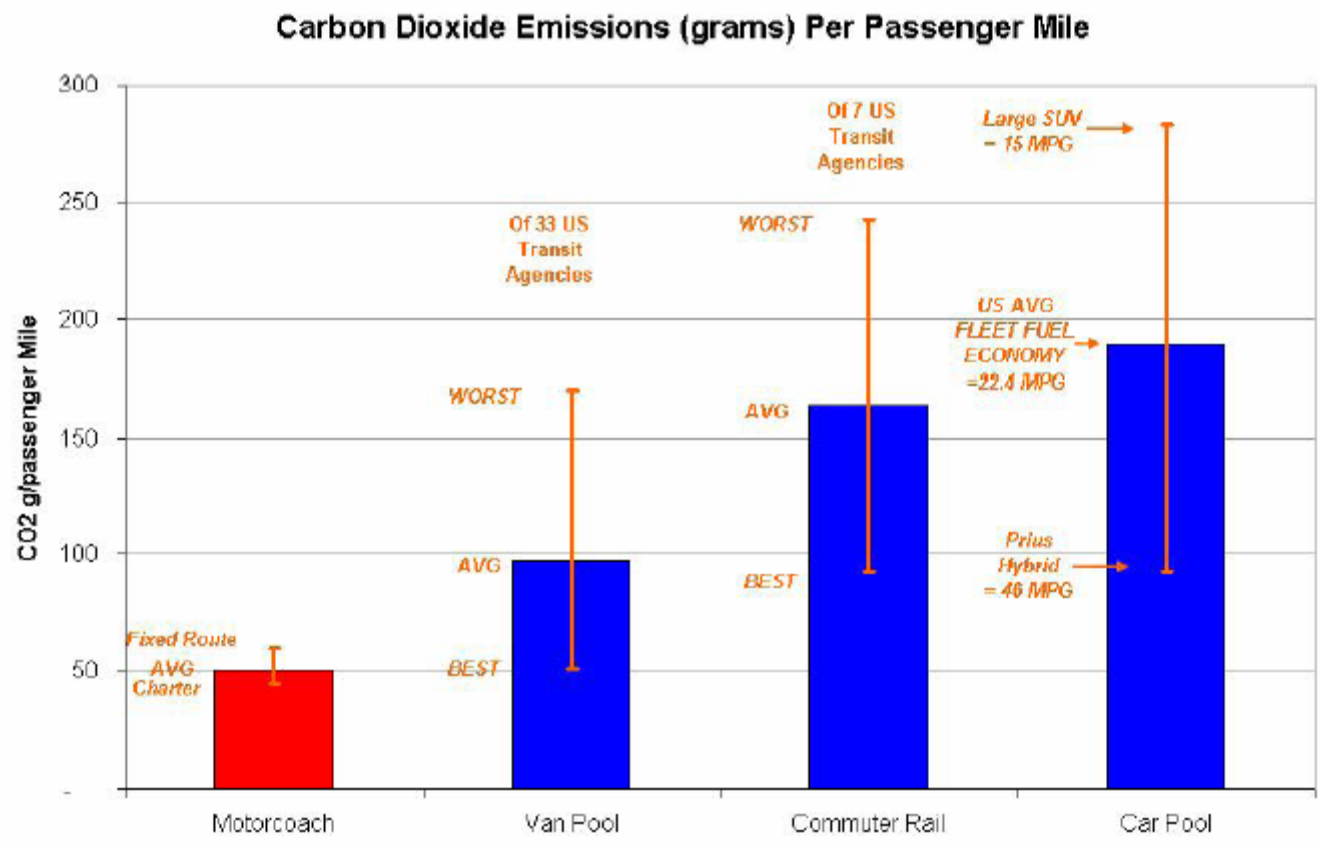
Range of Energy Use (btu) per Passenger-Mile, Selected Modes



NOTE: Btu/passenger-mile for Commuter Rail does not account for efficiency of electricity production

Range of CO2 Emissions (g) per Passenger-Mile, Selected Modes