Delaware River and Bay Authority

The Delaware River and Bay Authority was created in 1962 by compact between the States of Delaware and New Jersey and approved by the Congress of the United States of America.

The bi-state Authority operates the Delaware Memorial Twin Bridges, the Cape May-Lewes Ferry system, the Delaware City-Salem Ferry, and five general aviation facilities — two in New Jersey and three in Delaware.

The following is a report from the Authority to the Governors and Legislatures of the two States on fulfilling its mission and on its financial condition in 2013.
ON BEHALF OF THE ENTIRE COMMISSION, we are pleased to present the 2013 Annual Report of the Delaware River and Bay Authority. Pursuant to Article 20 (Reports and Audits) of the Delaware-New Jersey Compact establishing the Delaware River and Bay Authority, the following is a detailed report from the Authority to the Governors and Legislators of the two states on fulfilling its mission and on its financial condition in 2013.

The Authority continues to fulfill its original mandate and discovers new ways to expand its services, to better serve the public and the people of both states. At the same time, we continue to invest wisely in maintaining our facilities for the safety and convenience of all who use them.

The staff and employees of the Authority had an outstanding year as they worked with our partners throughout the region to establish new horizons for the organization. We welcomed a daily commercial air service to the Wilmington-Philadelphia Regional Airport in New Castle, DE, in July, which serves customers throughout the tri-state region. In fact, it has been so successful that even more destinations have been added to those originally scheduled by Frontier Airlines.

We are also proud of the outstanding work performed by our employees on our ferry vessels, both the Cape May-Lewes Ferry system as well as the newly re-designated and renamed Delaware City-Salem Ferry, which was previously known as the Three Forts Ferry.

In addition, we welcomed new managers and new employees to the DRBA family and look forward to their contributions to the overall success of the organization. Our employees continue to give back to their communities through the Community Involvement Committee, the CIC, and other employee outreach efforts. Several of our employees who are military veterans created a new committee, the Authority Veterans Committee, that will help promote veteran issues within the Authority as none of us should ever forget what our country owes to our service men and women.

As a result of the efforts of all of us associated with the Authority, we are pleased to report on another successful year of operations by the Authority in 2013.

Sincerely,
Chairman Jim Hogan, New Jersey
Vice Chairman Bill Lowe, Delaware
NEW DESTINATIONS, NEW PARTNERS, NEW SERVICES. The year 2013 was packed with new activities that changed the way the DRBA airports operate as well as how the public perceives them. In addition, new partners brought new economic activity at several of the DRBA airports.

Frontier Airlines began its friendly, low-cost commercial air service to the region on July 1, offering five new nonstop routes from Wilmington-Philadelphia Regional Airport in New Castle to Chicago-Midway, Denver, Houston, Orlando, and Tampa. Just before its inaugural service began, the airline added a sixth destination, flying nonstop to Ft. Myers, Florida, in addition to its other destinations.

Frontier is currently the only airline providing scheduled service from Delaware. ILG, the call letters for Wilmington-Philadelphia Regional Airport in New Castle, is just 38 miles from downtown Philadelphia, 45 minutes from Dover, and a short drive over the Delaware Memorial Bridge from South Jersey, making it a convenient gateway to the entire region.

"Bringing this new business to our state is a welcomed economic opportunity to provide new travel options for Delawareans," Gov. Jack Markell, pictured at left, noted. Frontier said that customers who fly Frontier from New Castle will skip congested and expensive alternative hubs in the region and enjoy quick, convenient, low-fare travel to great destinations.

All Frontier service from New Castle Airport uses 168-seat Airbus 320 aircraft, which offer...
customer amenities such as six rows of luxury stretch seating and the airline’s select seating project to insure that the customer has an enjoyable, hassle-free experience.

In preparation of Frontier’s debut at ILG, maintenance crews, engineering, electronics and airport operations staff worked extremely hard to prepare for the July 1 takeoff, including upgrading the terminal, installing security equipment, landscaping around the terminal, upgrading parking areas, rehabbing the old ATC lot with LED lighting, constructing new sidewalks, placing new signage, and constructing facilities for TSA screening areas.

In addition, the Authority launched Twitter and Facebook sites for the airport to make travel to and from the airport easier and more convenient.

AIRPORT HISTORIC DISTRICT CREATED
A new Airport Historic District was welcomed by representatives of the DRBA, Cape May County, Lower Township and the Naval Air Station Wildwood (NASW) in a December celebration.

Included in the new Historic District are Hangar 1, a cavernous structure used as a training facility for dive-bombers and fighters during WWII and now an aviation museum as envisioned by Dr. Joseph Salvatore; Hangar 2, home to Penn Turbo, a firm that repurposes aircraft; the Terminal Building, which was the control tower/operations center; and a defined “buffer zone” that preserves space without interfering with airport operations or the business portion of the airport.

A speaker at the event, Cape May County Freeholder Will Morey, reminded the audience at the ribbon-cutting how important the Historic District is to economic development of the airport and surrounding communities.

The Authority’s Executive Director, Scott Green, remarked that the Authority maintained an open relationship with all stakeholders in order to reach this mutually beneficial conclusion. The Authority entered into an agreement to operate the airport in 1999.

NEW FIXED BASE OPERATOR
FlightLevel Cape May LLC, an independent Fixed Base Operator, began operations at the Cape May Airport in May, replacing the temporary cost-sharing and cooperative efforts by the Authority and Cape May County to ensure fuel service at the airport. The lease agreement with FlightLevel provides for aviation-related services at the airport, including fueling, hangaring, tie-down and parking, aircraft maintenance, and other aviation-related support functions. FlightLevel is leasing about 19,000 square feet of space in Building 110, located at 375 Forrestal Road. The initial term of the lease is five years. “An FBO is the first and last impression that people who fly into an airport have about the community,” Executive Director Green said. “We are confident that FlightLevel will dazzle our customers and encourage them to visit this area more often.”

BREWERY SETS UP AT MILLVILLE AIRPORT
Glasstown Brewing Company, a start-up micro-brewery, has leased a 2,800-square-foot building at the Millville Airport where it plans to give visitor tours as well as offer a retail outlet and a tasting room for its products. Founded by a city resident, Paul Simmons, the Glasstown Brewery pays homage through its name to Millville’s past as a glass-making center. The brewery plans initial production of 200 gallons of beer per week. Glasstown is the second micro-brewery to lease space at one of the DRBA’s airport facilities.
NEW BRIDGE LIGHTS INSTALLED The beacon lights that have shone from the top of the towers of the Delaware Memorial Bridge for many years have been replaced with new LED lights which are not only more efficient, but also require minimal maintenance. Maintenance staff installed the new lights in July.

NEW BRIDGE NUMBERS SHOW INCREASE Despite an early and harsh winter, the Delaware Memorial Bridge’s 2013 traffic numbers managed to come out above the previous year’s, both in commercial and non-commercial categories. As important as the gross numbers of trucks and cars, total revenue also increased slightly over that of 2013. The Bridge saw more than 14 million vehicles cross in the non-commercial category of traffic. Similarly more than 2 million commercial vehicles paid tolls at the New Castle toll facility during 2013.

NEW E-ZPASS ACCOUNTS The E-ZPass Customer Service Center at the Bridge was a busy place during 2013. More than 2000 new accounts were opened in the walk-in center with more than 4000 transponders issued. Almost 30,000 customers were helped by EZPass customer service representatives during the year. The percentage of vehicles using E-ZPass to pay for tolls at the DMB continues to increase, with 67.7 percent of the vehicles paying through E-ZPass accounts.

NEW PAINT FOR THE BRIDGE A contract for $6,900,200 was awarded in February to Allied Painting of Cherry Hill, New Jersey, to clean and repaint (spot preparation and 100% overcoat) the center and side suspended spans of the Delaware Memorial Bridge, Delaware-bound Structure.
New leadership in several divisions brought new ideas, new energy and new faces to the Authority.

**NEW POLICE LEADER** In the Police Department, Richard Arroyo was named the new DRBA Police Administrator, taking over his duties on July 1. Police Administrator is the highest ranking officer in the agency’s police department. Col. Arroyo took over the responsibility for the management and administration of the Authority’s Police Department, which consists of 58 sworn officers and support personnel.

“Mr Arroyo is a distinguished law enforcement professional who will bring passion, versatility and energy to the job every day,” said Executive Director Green. Mr. Arroyo had been the Director of the State Park Police for the New Jersey Department of Environmental Protection since 2008. Prior to that, he was a New Jersey State Police officer for more than 25 years, rising through the ranks to become Deputy Superintendent in charge of Homeland Security. He is a veteran of the US Navy who earned a BA and a MS degree in Administration from Fairleigh Dickinson University. A licensed aircraft pilot, Mr. Arroyo is also a commercial, instrument-rated helicopter pilot.

**NEW MAINTENANCE HEAD** Joseph Gibbons was hired as the Authority’s new Director of Maintenance in May. In this role, he is responsible for planning, reviewing and directing all Authority infrastructure maintenance activities. With more than 100 employees, the Maintenance Department supports critical transportation infrastructure, including roadways, bridges, buildings, airports, and marine facilities. A registered professional engineer, Mr. Gibbons holds a BS in Civil Engineering from Penn State.

**HEAD ENGINEER NAMED** Shoukry Elnahal was named Director of Engineering in April. Previously, he had served as the Director of the Accelerated Bridge Program at the Massachusetts Department of Transportation after a 30 year career with the Federal Highway Administration. A licensed engineer for almost 40 years, Mr. Elnahal began his professional career at the Virginia Department of Transportation in 1970.

**WOMEN PILOTS** In the 1990s, Linda Douglas was the first female pilot at the Cape May-Lewes Ferry. In 2013, that number significantly increased when Pilot Sharon Urban was joined by Pilot Melissa Velli, shown at left, and Pilot Meghan Dillard in the Ferry service. All three women bring incredible energy and fresh new perspective to their positions.

**TWO NEW CAPTAINS** Two veteran marine employees, Stan Hansen and Peter Dudley, were promoted to the rank of Captain in 2013. Prior to joining the Ferry, Hansen worked in commercial fishing for 14 years. Dudley, who has more than 40 years of maritime experience, is a Vietnam War veteran.

“At the Ferry, our captains lead the entire organization by example,” said Executive Director Green.
NEW DESTINATIONS, PARTNERS, SERVICES. New, new, new! The Cape May-Lewes Ferry's year was highlighted by a series of new events, new services, and new projects that kept the organization in the news!

Early in the year, the Ferry unveiled its four-month long project of updating and enhancing three of its vessels with modernized seating. The project, carried out with customers' wishes in mind and passenger comfort as a goal, transformed the customer experience on the MV Cape Henlopen, the MV New Jersey and the MV Delaware. Old seating, furniture and carpeting were removed and new carpeting and other flooring were installed prior to the new seating being put in place.

The renovations took about three weeks for each vessel and were done by Ferry employees at the Cape May Terminal.

In June at a ceremony at the Lewes Terminal, the MV Cape Henlopen was rechristened in celebration of the refurbishment effort. In addition to the interior enhancements, the Henlopen received a fresh coat of paint and new stack logos that celebrate the Ferry’s upcoming 50th Anniversary.

Delaware Gov. Markell joined Lewes Mayor Jim Ford, members of the Lewes Chamber of Commerce and the Ferry employees who had worked on the project at the Lewes Terminal to congratulate the workers for the renovations of the vessel, to signal the start of the summer season as well as to let the public know about the improvements and the upcoming anniversary celebrations.
THREE FORTS FERRY TRANSFORMED  Not to be outdone by the Cape May-Lewes Ferry system, the Three Forts Ferry was transformed into a new, bi-state tourist attraction in 2013, becoming the Delaware City-Salem Ferry (DCSF).

The Three Forts Ferry had operated between Delaware City, Fort Delaware and Fort Mott in New Jersey since 1997. But the pier at Fort Mott was severely damaged during Super Storm Sandy and because of the uncertainty of repair schedules, the ferry service needed to be relocated to another New Jersey port. Luckily, the damages to the Delaware side docks were less extensive and were repaired relatively quickly.

With a new port of call in the offing, the Three Forts needed a new name. Thus was born the Delaware City-Salem Ferry which provides access to the Delaware City and Salem gateways to recreational opportunities that include exploring military history at Fort Delaware, to great bike trails and some of the best birding and hunting in the world. The new Ferry system offers passage five days a week during the season.

The DCSF began public service in May, operating on some weekend days. Beginning in June, the Ferry operated five days a week, Wednesday through Sunday, plus holidays, through September.

The 2013 schedule included two dockings at Barber's Basin with parking available for ferry passengers. Biking is permitted at Delaware City and in Salem City, but not at Pea Patch Island.
NEW EVENT PROVES WILDLY SUCCESSFUL

An exciting new activity and an innovative use of a Cape May-Lewes Ferry vessel took place in June off the beach on the Delaware Bay near the Cape May Ferry Terminal.

One thousand athletes made triathlon history on the East Coast as they tested their strength and resilience by participating in the inaugural Escape the Cape Triathlon and Aquabike race events, all centered at the Cape May Ferry Terminal.

The athletes started the event by leaping or diving from the MV Twin Capes into the Delaware Bay and swimming ashore. The event emphasized that the Ferry is not only a fun, relaxing way to travel across the bay, but that it can also be a perfect venue for mega-events like concerts and triathlons!

The event consisted of three separate races taking place simultaneously. More than 2,000 spectators lined the beach and streets of Lower Township, NJ, cheering the athletes on as they raced to cross the finish line on the Terminal’s boardwalk.

The event was so successful and fun that a repeat is scheduled for 2014.
NEW BOARDING BRIDGES INSTALLED  New passenger boarding bridges at both the Cape May and the Lewes terminals have replaced four old bridges that connected the terminals' elevated glass walkways to the docked ferry vessels. The bridges, both old and new, allow walk on passengers to load and unload quickly and safely.

The new passenger bridges consist of white stainless steel trusses with glass side panels and a blue standing seam roof which matches the existing terminal roof.

For about one month during construction, foot passengers' access to Ferry vessels was only by the vehicle bridges. Every effort was made to minimize inconvenience for customers.

The cost of the infrastructure improvement project was approximately $4.25 million. With the completion of this project, the DRBA has invested more than $10 million in the Cape May and Lewes areas during the past two years in completing three major construction projects. Those projects include the Sandman Blvd. rehabilitation project; interior vessel renovations, and the new passenger boarding bridges.

NEW MILESTONE REACHED  On July 12, 2013, nearly 50 years after the first vessel set sail, the Ferry service registered its 14 millionth vehicle. George and Patricia Ungemah of Millsboro, DE, purchased a ticket for the 11:15 a.m. departure bound for Cape May. The surprised winners received with a gift package of 6-vehicle tickets valid for future travel aboard the Ferry. Originally from Holmdel, NJ, the Ungemahs use the ferry at least once a month to visit with family in New Jersey.

NEWS FROM THE FERRY  In a first for the Ferry, Channel 6 News broadcast a live weather report and news-cast aboard the MV Twin Capes while it crossed the Bay in August. The Ferry was prominently featured in more than 17 minutes of the newscast. The broadcast segments went off without a hitch. Doing a live broadcast across the bay was made possible by cameras that fed off a carrier's Wi-Fi network, something that very rarely goes so smoothly.

FIRST BOCCE FEST AT LEWES TERMINAL  Bocce rolled into the Lewes terminal on Saturday, September 28 when the Cape May-Lewes Ferry hosted its first ever Bocce Fest. Sponsored by Major League Bocce and Dogfish Head Brewery, this double elimination bocce tournament took place on the green of the Lewes Ferry Terminal. The tournament featured all-day bocce, live music, food, beer, and much more. Admission was free for spectators and the public was encouraged to attend. Part of the proceeds from the event were donated to local charities.
REMEMBERING Sixty years ago, the Delaware Memorial Bridge was dedicated to the men and women from New Jersey and Delaware who made the ultimate sacrifice for freedom during the Second World War and the Korean War. Our Veterans Memorial Park is one of only 54 nationally recognized Veterans Day ceremony sites in the country.

On Nov. 11 when the Authority and the Delaware Commission of Veterans Affairs honored the nation’s veterans with a ceremony at the Park near the DMB, a contingent of employees from Cape May was on hand for the first time to join with the New Castle area regulars.

The DRBA is proud to honor the veterans who work at the Authority every day. A new committee, the Authority Veterans Committee, has been established by employees who are veterans to promote and support veterans’ issues within the organization.

NEW CIC INITIATIVES The CIC focused on lending helping hands to Habitat for Humanity efforts in both New Jersey and Delaware this year. On June 14 three DRBA employees volunteered their time to help a disabled Salem, NJ resident better organize her home to allow for her physical needs and on August 29, DRBA employees worked on two homes in New Castle, DE. In April, DRBA employees volunteered at the Exceptional Care for Children facility to spruce up the facility’s grounds just before the memorial service for the families of those children who had died. Exceptional Care for Children, located in Newark, DE, provides a continuum of care in a home-like environment.

RESTORED THE FLOAT The Cape May-Lewes Ferry float was refurbished by a group of employees so it would better represent the organization in local events. The committee included Vinnie Manetti, Jeff Kinsler, Dave Carden, Bob Arnold, Ed Williams, Adam Dorrell, John Chollis, and Kevin Pettit.
PEACE OFFICERS’ MEMORIAL  Representatives of the DRBA Police Department attended the 32nd Annual Peace Officers’ Memorial Service at the United States Capital at which President Obama was the keynote speaker. Following the service, local officers visited the memorial wall in Judiciary Square and obtained rubbings of the entries for fallen DRBA officers, Ptl. Vincent Julia and Ptl. Harry Cloud. The officers also attended the 25th Annual Candlelight Vigil, sponsored by the National Law Enforcement Memorial.

K9 DEMONSTRATION  In July, members of the DRBA Police K9 unit conducted a demonstration for the Sussex Family YMCA of Rehoboth, DE, as part of the organization’s Community Heroes Week. The DRBA K9 Unit consists of four teams, who are available at times for demonstrations and public safety events as part of the Authority’s community outreach program.

CLICK-IT OR TICKET  For two weeks in May, the DRBA participated in the Delaware Office of Highway Safety’s “Click-It or Ticket” seat belt campaign.

POLICE DEPARTMENTAL AWARDS  On Dec. 20, 2013, the DRBA Police Employee Awards and Recognition Ceremony presented the Professional Service Award, Officer of the Year Award, and Lawfit Awards. Receiving both the Professional Service Award and Officer of the Year Award was Pfc. Neal Strauss. The Professional Service Award was given in recognition of his excellent performance that exceeded expectations. Pfc. Strauss, at center in the above photo, put in more time and effort on assignments than would be expected and demonstrated exceptional work in his involvement with an operationally significant incident. The incident took place in August when Authority police apprehended two suspects wanted in connection with bank and supermarket robberies in several southern states. An alert was issued for a silver Mitsubishi with Florida tags along with a description of the subjects. After DRBA police units spotted a vehicle matching the description among the more than 45,000 vehicles traveling that day over the Twin Spans into New Jersey, Pfc. Strauss followed the vehicle into Carneys Point where the suspects exited the car and entered a gas station. Pfc. Strauss followed them and placed the suspects under arrest. The suspects were held without bail pending extradition. The Lawfit Award was given to members who participate annually in the departmental Lawfit program and who receive an “outstanding” overall fitness report for two, four, or six consecutive years. Officers recognized were SSgt. E. Patrick Canning (2 years); Sgt. Sheila Exum (2 years); Sgt. David Winch (2 years); Pfc. Mary E. Rehill (2 years); and Pfc. Darren Diaz (6 years).
2013 EMPLOYEE RECOGNITION
AND SERVICE AWARDS

OUTSTANDING VOLUNTEER OF THE YEAR
Kenneth Overton
Awarded in recognition of exceptional commitment to community service through volunteerism and participation in initiatives which significantly promote and increase the well-being of humanity

CUSTOMER SERVICE
Anilk Yetter, Food Service Specialist at the DMB
Awarded in recognition of Ms. Yetter’s exceptional commitment and competency in the performance of customer service

OPERATIONAL EXCELLENCE
Gerald Podgorski, Gregory Suchanoff, David Winch, and Mary Lou Jordan
Awarded to these individuals based on their high level of cooperation, collaboration, intuitive knowledge and skill in their departments

TEAMWORK: FRONTIER AIRLINES SERVICE TO NCA TEAM
Awarded in recognition of this group’s demonstrated and exceptional level of cooperation and collaboration for Frontier Airlines’ arrival at NCA

TEAMWORK: DMB AUTOMOTIVE SHOP
Robert Arnold, Sr., David Carden, John Chollis, Steven Hartel, John M. Kropilak, Kevin Pettit, Michael Romano, David Schwabb, James Watson, and Edward Williams
Awarded in recognition of this group’s demonstrated and exceptional level of cooperation and collaboration while participating as a team at the DMB Automotive Shop
LEADERSHIP AWARD
  David Hoppenjans
  Awarded for demonstrated leadership ability and accomplishments within the engineering department

FIVE-YEAR SERVICE AWARD
  Cynthia Bunitsky, Emiko Davis, Louis DiLeonardo, Adam Dorrell, David Haines, Sarah Hendrickson, Dana Herbert, Antoinette Hicks, Michele Huneycutt, Richard Linder, Richard Murphy, Mary Rehill, Michael Rosenberg, Christopher Schemm, Neal Strauss, and Gregory Suchanoff

TEN-YEAR SERVICE AWARD
  Christopher Field, Philip Hiller, Guerrino Mascelli, Melvin McCord, and James Walls

FIFTEEN-YEAR SERVICE AWARD
  Michele Cleary, John Cross, Richard DiVaccaro, Richard Gregory, Richard Todd

  Miller, Holly Ann Molnar, Robert Paluch, Dennis Scanlan, Christopher Schaal, Hugh Sweeney, and Dawn Williams

TWENTY-YEAR SERVICE AWARD

TWENTY-FIVE-YEAR SERVICE AWARD
  Kevin Bailey, Daniel Cluff, and Roy MacCulloch

THIRTY-YEAR SERVICE AWARD
  Jeffery Jannaman, Michael Kuchinski, and Dolores Thomas
NEW SOCIAL MEDIA  The Cape May-Lewes Ferry stepped into the 21st century with its new, redesigned website that provides customers the tools for booking summer fun. The site, www.cmlif.com, is more focused than ever before on customers’ needs, is adaptable to mobile technology, and features interactive social media functions. The site went live on June 6, 2013.

The Authority’s website, www.drba.net, provides information and links to its many divisional sites as well as providing real-time traffic data through webcam technology to its users as well as providing meeting information, construction updates and other valuable data.

The Wilmington-Philadelphia Regional Airport (ILG) website provides information on the airport, parking information, and gives connecting transportation contact numbers.

The Authority launched Twitter and Facebook sites for the airport to make travel to and from the “First State” even more convenient. The new social media pages can help inform travelers of flight updates, travel promotions, airport events, and more.

The Cape May-Lewes Ferry Facebook page has gained more than 10,000 “likes” as it provides travelers with departures updates, weather information, photos of the Bay and Ferry vessels, and much, much more.

The Delaware Memorial Bridge, Wilmington-Philadelphia Regional Airport, and Delaware Memorial Bridge stream webcam footage that provides real-time traffic updates for travelers.