CELEBRATING 55 YEARS OF SERVICE
BY THE CAPE MAY-LEWES FERRY.
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TO OUR COMMUNITIES

As you see on the cover, the opposite page, and throughout this annual report, we have changed our "brand" to reflect our evolving role in the Delaware Valley communities that we serve.

As part of this change, we have also created a new mission statement for our organization. This change came about through the activism of our employees, your neighbors, who believed that our former logo or brand didn't adequately reflect how the organization has evolved over the years to better serve our many communities.

The new mission statement, which you can read below, is the result of hours of discussion among employees with the help of a professional branding organization, to develop a phrase that would succinctly capture not only the facts, but the feeling, of why we come to work each day at the Authority.

While we originally focused on distilling the mission and a tagline, it quickly became clear that a new logo that visually represented our new direction was needed too.

We believe the new logo, mission statement, and tagline are modern, to the point, and represent the bold way we intend to approach our future as an organization and as good neighbors.

For the past three years, as we've listened to people talk about the DRBA, they express fond memories of vacations, appreciation for our services, and delight in sharing their journeys with us. They continually remind us why we do what we do. We not only physically connect people and places, but also connect with them emotionally.

The bonds that we create with our communities, our customers, and among our co-workers are unlike any other. Thank you for sharing this journey.

Thomas J. Cook, Executive Director

NEW DRBA MISSION STATEMENT:

CONNECTING PEOPLE AND PLACES IN THE HEART OF THE NORTHEAST CORRIDOR
MESSAGE FROM THE COMMISSION

It is with great pleasure that we present the 2019 edition of the Delaware River and Bay Authority’s annual report. It has been an exciting year. Our activities encompassed breaking previous passenger and toll traffic records at both the Cape May - Lewes Ferry and the Delaware Memorial Bridge; achieving increased funding that allows us to continue to maintain our facilities into the future; welcoming new employees and commissioners who are dedicated to the ongoing improvement of the Authority; and continuing to share our facilities with local organizations whose missions are also focused on serving our shared community.

In addition, we proudly celebrated the 55th anniversary of the Cape May-Lewes Ferry. The ferry service invited its passengers—more than 45 million to date—to join us in participating in 55 reasons to celebrate this landmark achievement.

Both the leaders of the Authority and employees in all of its branches have worked together this year to develop a new organizational mission statement, a memorable tagline, and a new logo that speak to their dedication to this organization and how it delivers its services to our communities, inside and outside of this agency.

We are proud that our agency once again earned high ratings from independent bond rating agencies whose comments included, “The management team, in our opinion, has considerable expertise and experience, with a long history of operating the Authority’s major lines of business with consistent results of outperforming budgets and forecasts.”

On behalf of the entire commission, our leadership, and our employees, we welcome you to this review of our year and promise that we will continue to strive to outperform expectations throughout our organization.

Samuel E. Latham, Chairman
James N. Hogan, Vice Chairman
"WE WILL STRIVE TO CONTINUE TO OUTPERFORM EXPECTATIONS THROUGHOUT OUR ORGANIZATION."
2019 COMMISSIONERS

DELAWARE

CHAIRMAN

SAMUEL LATHEM
Bear, Delaware

COMMISSIONER

CRYSTAL CAREY
Dover, Delaware

COMMISSIONER

HENRY DECKER
Dover, Delaware

COMMISSIONER

VERONICA FAUST
Lewes, Delaware

COMMISSIONER

JAMES FORD III
Lewes, Delaware

COMMISSIONER

MICHAEL RATCHFORD
New Castle, Delaware
NEW JERSEY

VICE CHAIRMAN

JAMES HOGAN
Franklinville, New Jersey

COMMISSIONER

JAMES BENNETT
Sea Isle City, New Jersey

COMMISSIONER

SHEILA McCANN
Upper Deerfield, New Jersey

COMMISSIONER

EARL RANSOME
Pedricktown, New Jersey

COMMISSIONER

CEIL SMITH
Salem, New Jersey

COMMISSIONER

SHIRLEY WILSON
Seaville, New Jersey
DRBA'S ADMINISTRATION

The people who choose to serve our community by working with the Delaware River and Bay Authority make a positive difference in everything we do as an organization.

AUTHORITY RECOGNIZED FOR ENVIRONMENTAL SUSTAINABILITY

The DRBA was recently honored with the Northeast Recycling Council's (NERC) Environmental Sustainability Leadership Award. One of three winners, the DRBA was recognized for its particularly high level of environmental achievement that supports NERC's mission. The Authority was recognized for partnering with Waste Management to provide recycling containers to each employee and rolling out new and enhanced recycling practices across all facilities; expanding environmentally preferable purchasing practices; and hosting three World Environmental Days in Delaware and New Jersey.

HELLO, GOOD-BYE, THANK YOU

Veronica O. Faust of Lewes, Delaware, joined the DRBA Commission at the July 2019 meeting. Appointed by Gov. John Carney, Commissioner Faust is an attorney with the law firm of Morris James LLP in Rehoboth Beach. Commissioner Faust’s practice focuses largely on real estate and land use law, business law, and commercial litigation. She graduated from Mary Washington College and earned her Juris Doctor from Catholic University of America.

Commissioner Faust replaced long-time Commissioner William Lowe III, who resigned in June 2019. Mr. Lowe had served on the board since 2003, including many years as Chairman or Vice Chairman. Bill Lowe served our organization with distinction, enthusiasm and dedication. We thank him for his service.

IN MEMORIAM

REV. EDWARD W. DORN

Former DRBA Commissioner Rev. Edward W. Dorn passed away November 15, 2019. Rev. Dorn had served as a DRBA Commissioner for more than thirteen years, participating in his first meeting on April 15, 2003. Following service in the U.S. Army, Rev. Dorn was hired by SEPTA in Philadelphia where he began his career as a trolley operator and retired as a District Superintendent in 1988. He began his pastoral duties with the Second Baptist Church of Pedricktown, N.J. in 1977 and served there for more than 36 years.

WILLIAM J. MILLER JR.

William J. Miller Jr., the first Executive Director of the DRBA, passed away January 22, 2019 at the age of 101. A native of Delaware, Mr. Miller was selected as the first Executive Director of the newly formed DRBA. He supervised the design, construction and operation of the twin span of the DMB.
Other board news.

**SWORN IN**—Chairman Lathem was joined by Delaware Representative Franklin Cooke at far left; his wife, Jean; Congresswoman Lisa Blunt Rochester; and Governor John Carney as he took the oath of office as the Authority’s new Chairman of the Board of Commissioners.

**WONDER WOMAN**—DRBA Commissioner Shirley (Becki) Wilson was named a 2019 Woman of Wonder by the Atlantic Cape Community College Foundation and Cape May County Women’s Commission in November 2019.

Commissioner Wilson’s career in social work spans many years and her list of volunteerism is long. She has served on the Commission since 2012.

**HONORED**—Commissioner Ceil Smith was honored for her contributions to the Salem County community at the Salem County Vocational-Technical School’s leadership recognition event at Salem Community College in February 2019.

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**COMMISSION APPROVES NEW DMB TOLL RATES**

**FERRY FARES ALSO MODIFIED**

The Commission approved a revised version of the Delaware Memorial Bridge toll schedule at its February meeting, with new toll rates taking effect in May 2019. The new rates are expected to generate about $32 million in additional annual revenue. The new resources will be used to fund the Authority’s five year $399 million Capital Improvement Program. The Twin Span connects two of the most heavily trafficked highway corridors in the Northeast and is the Authority’s critical tolling asset. The Bridge generates 75% of all agency operating revenue and 100% of net revenues. The last general toll increase took place in 2011. The new ferry rate schedule, which was effective on April 1, 2019, is designed to improve farebox recovery and offer additional discounts to encourage frequent customers, recognize first responders, and decrease the cost of travel for families.

**THE BRIDGE GENERATES 75 PERCENT OF AGENCY OPERATING REVENUE**
CAPE MAY-LEWES FERRY CELEBRATES 55 YEARS OF SERVICE

In 2019, the Cape May-Lewes Ferry invited passengers to help celebrate the 55th anniversary of the ferry service by participating in the "55 Reasons to Ride," campaign which highlighted the most popular and unique reasons to ditch the road for the scenic 17-mile trip across the Delaware Bay on a ferry.

Dubbed "The Best Boat Ride in America," and named among the "Top 7 Scenic Ferry Rides in the U.S.," the Ferry offers travelers (more than 45 million so far) a way to enjoy their journey as they make their way between Cape May and the Delaware beaches. The Ferry offers something for virtually every type of travel enthusiast. Pinterest’s "Reasons to Ride" helped capture the fun of the campaign with a board listing the most popular reasons, ranging from viewing exotic animals to Instagram-worthy views.

Strong numbers in both vehicles and passengers gave the ferry service its second best year of the past decade. The food and retail operation experienced its first profitable year since 2002.

The Ferry was established in 1964 and currently operates three motorized vessels that ply the waters of the Bay each day.

One of our three ferries pulls away from the Cape May Terminal into a glorious sunset.
4 OF 55 REASONS TO TAKE THE CAPE MAY-LEWES FERRY

1. **DOLPHIN SIGHTINGS**
While the captain and crew of the Cape May-Lewes Ferries will point out the playful dolphins on your journey across the bay, it’s fun for families to spot the aquatic mammals on their own.

2. **SUNSETS OVER THE DELAWARE BAY**
Breath-taking. Magnificent. Absolutely beautiful. Find your own phrase to describe the sky and setting sun as you head toward Delaware and the Lewes Terminal onboard one of our ferries.

3. **RELAXING ON THE OUTSIDE DECK CHAIRS**
Relaxing on our comfortable deck chairs, sleeping, dreaming, talking, enjoying. Instead of fighting traffic, you’ve given yourself a 90-minute mini-vacation. Ahhh. Life can be so good.

4. **BIRDWATCHING PARADISE**
The Delaware Bayshore has incredible biodiversity, including a spectacular array of birds and wildlife. Some of the country’s best birding locations can be found right here.
The safety of our passengers and crew members is the primary goal of the ferry service. In addition, when we can, we participate in community events as part of our good neighbor policy.

More than 2,000 athletes boarded the MV Delaware for the 7th annual Escape the Cape Triathlon and Open Water Classic in June. The event ranks among the Top 5 Most Scenic races in the USA and attracted competitors from around the world who were looking to jump off the ferry to start an endurance race.

Beginning on May 1, 2019, Freedom Boat Club members began to enjoy easy access to the Delaware Bay and the Atlantic Ocean from the Club’s newest Delaware location, the docks of the finger pier at the Lewes Ferry Terminal. The boat club used the docks through the end of September. The terminal’s central location, free parking, excellent dockside restaurant, clean restrooms, and gift shop offer everything the club boaters need for a great experience on and off the water.

A new marine evacuation system has been installed aboard all three vessels in the Cape May-Lewes fleet.

The new system is designed to make the evacuation process both faster and more efficient. The CMLF service was the first in the United States to provide its vessels with this type of equipment.

Confined space training sessions were held on two separate occasions by the Ferry. A basic refresher class, the training also included techniques for using new SKED confined space rescue systems for removing victims from the vessels plus instructions on setting up tripod operations as shown in the photo at bottom left.

In September, the Authority selected Grain Craft Bar + Kitchen, for the Lewes Ferry Terminal food operation, to redevelop, reposition, and operate the restaurant and other facilities located at the Lewes Ferry Terminal. Grain is expected to invest $1 million in the new facility which will be rebranded as Grain On The Rocks.
DRBA’S AIRPORTS

The DRBA’s five general aviation airports, two in New Jersey and three in Delaware, provide vital air facilities for our region.

Cape May County Airport welcomed a new multi-building project on its grounds in May 2019 when Cape May County and its economic partners broke ground for a $6.2 million complex that will include three buildings that will serve as an innovation hub for tech businesses. DRBA’s Executive Director Tom Cook noted that the County and the Authority have forged a strong partnership to promote economic advancement at the airport, including plans for investment of more than $11 million in the DRBA’s Airport capital plan, which complements the county’s efforts.

Designated as Operation Blue Skywalker, an emergency exercise was held at the Wilmington-New Castle Airport (ILG) on April 13. The exercise provided a valuable opportunity for airport personnel, first responders, and law enforcement professionals to collectively test rescue procedures, communication, and coordination. Participants later assessed the procedures and interactions of responding personnel. Senior Airport Manager Benjamin Clendaniel noted, “We hope the situation never arises that we have to apply what we learn and practice during these exercises.”

DRILL AT ILG IN APRIL

A dozen groups worked with the aviation professionals at ILG, testing procedures and responses in a disaster drill.

CONNECTIONS THAT MOVE YOU
From hosting activities of regional neighbors to breaking traffic volume records in 2019, the Delaware Memorial Bridge is an iconic structure that connects the almost 10 million people living and working in Delaware and New Jersey.

MILESTONES
The Twin Spans registered a milestone year for traffic volume in 2019. For the twelve months ended December 31, 2019, the Bridge handled 18,288,314 vehicles through the southbound toll plaza, eclipsing the previous record of 17,813,664 set in 2016. The 2019 traffic totals also represented a healthy 2.9% year-over-year increase.

FEDERAL GRANT RECEIVED
Another milestone was reached when the DRBA received a $22.25 million Department of Transportation grant for improvements to the spans. U.S. Senator Tom Carper and U.S. Representative Lisa Blunt Rochester visited the Twin Spans in April to examine where new ship collision prevention improvements will be made. The two elected officials, joined by Senator Chris Coons, had earlier announced the USDOT grant for improvements to the Spans. The grant will be used to install 80-foot diameter sheet pile cells at the bases of the bridges to better protect the structural integrity of the bridges in the event of a ship collision.

RUN TO ACCEPTANCE
It was only the third time it has happened, but on Oct. 6, 2019 the DRBA closed three of its northbound lanes on the DMB to allow a 5K run to take place across the bridge. There were more than 300 participants in the event which benefits the Special Olympics, Delaware, a nonprofit organization that provides sports training and competitive opportunities for more than 4,200 children and adults with a variety of disabilities.

VIP TOUR OF DMB
DRBA’s Executive Director Cook hosted a tour of the DMB for several people associated with the Authority. This photograph from the Delaware bridge tower shows from left: DRBA Chief Operations Officer Vince Meconi; Mark Brainard, President of Delaware Technical and Community College; Delaware State Representative Ed Osienksi; Director Brian Wilton, and Counsel Craig Ambrose of the New Jersey Governor’s Authorities Unit.
MILESTONES REACHED IN 2019

1. BEST SINGLE MONTH IN HISTORY
   August 2019 with 1,856,190 surpassing the previous all-time record month of August 2003 (1,818,185).

2. ALL TIME RECORD TRAFFIC FOR 8 MONTHS
   April, June, July, August, September, October, November, December.

3. FIRST TIME OCTOBER AND NOVEMBER TOPPED 1.5 MILLION

4. MOST 60,000+ DAYS — 56 DAYS; MOST 65,000+ DAYS — 31;
   MOST 70,000+ VEHICLE DAYS IN ONE YEAR — 6

5. HIGHEST TRAFFIC VOLUME FOR A 3-DAY WEEKEND PERIOD
   Set on August 16-18, 2019 with 211,885 vehicles.

6. BEST EVER GOOD FRIDAY TRAFFIC VOLUME
   Record of 73,198 vehicles set on April 19, 2019

HUMIDIFICATION AWARD

The American Council of Engineering Companies of Delaware presented two of its annual engineering awards to DRBA projects in 2019. The projects included the I-295 Traffic Study which helped minimize the impact of construction activity on the public and the DMB Dehumidification of Main Cables which was an innovative and complex project.

VICE PRESIDENT BIDEN VISITS

Former Vice President Joe Biden joined with U.S. Senator Chris Coons, Congresswoman Lisa Blunt Rochester, Governor John Carney, and other officials to honor fallen service members at the annual Memorial Day service held at the Authority’s Veterans Memorial Park in New Castle.

WORLD ENVIRONMENT DAY

In recognition of World Environment Day, the DRBA hosted separate environmental awareness events at its New Castle, Lewes and Cape May facilities, including one at the DMB in which employees recycled about 3,000 pounds of electronics and donated 750 pounds of clothing.

CONNECTING PEOPLE AND PLACES IN THE HEART OF THE NORTHEAST CORRIDOR
In 2019, the DRBA completed the I-295 Southbound Reconstruction Project. The $35.9 million infrastructure investment improves capacity, efficiency and safety.

**INTERSTATE PROJECT** The three-year reconstruction project, which began in February 2016, was completed in July 2019. The final phase of the work covered both DRBA and Delaware Department of Transportation portions of I-295 southbound. For ease of administration, the DRBA handled the full length of highway work with DelDOT reimbursing the Authority $6.5 million in costs related to its section of the highway reconstruction.

Built in the 1960s, the original I-295 road and ramps were rehabilitated and modernized to comply with current federal and state highway standards. With the completion of this fourth and final phase of construction work, the DRBA has invested more than $90 million to improve the region’s infrastructure. The Authority owns and maintains 7 miles of the interstate highway.

**A DIFFERENT TALL SHIP** On Tuesday, March 26, 2019 the ZHEN HUA 25, a heavy lift vessel transporting two ship-to-shore cranes bound for the Port of Philadelphia, traveled beneath the spans of the Delaware Memorial Bridge. Because of height limitations, both northbound and southbound spans were temporarily closed to all traffic for about 20 minutes. The ship passed underneath, clearing the span by a mere 4+ feet. Less than a week later, the massive ship, with one remaining crane on board, headed south on the river for North Carolina. This time the clearance was almost 6 feet. The DRBA Engineering, Maintenance, Police, ITS, and Communications departments working together made this event possible.
DRBA POLICE

To protect and serve. The members of the DRBA police department embrace that concept as their mission as they serve the Delaware River and Bay community each and every day of the year.

The DRBA police department is a nationally accredited police agency. Its recruits, like those in the photo at right, train with the Delaware State Police in order to meet the rigorous standards demanded for those who wear the DRBA police uniform.

As part of the department’s mission, DRBA police officers implemented a new children’s oath/deputy badge card program in 2019. Interested “deputies” recite a pledge and receive junior officer badges. Since the program began, several thousand badges and oath cards have been completed at DRBA facilities, mainly at the Ferry.

The Lewes Troop has a new squad room in the Lewes administration building. Lewes maintenance staff upgraded the old dispatch center and turned it into a modern, more efficient working environment for the Lewes police force.

NEW OFFICERS

The Authority conducted an employee survey two years ago, which was distributed to all employees for feedback on various aspects of the work environment. Based on the results, Executive Director Cook held Authority-wide focus groups on a number of topics, including Goals and Values.

Each focus group chose several priority items from each topic for management to consider. An employee steering committee was formed and meets monthly to monitor progress and provide feedback on how the items are being addressed.

**Goals and Value Priorities**—This focus group’s priority was to review the DRBA’s mission statement for contemporary relevance and establish measurable objectives for each department. Many employees felt the Authority lacked a memorable mission statement, or didn’t know there was one, or didn’t relate to it, or believed the statement was not easy to recite, was too long, lacked emotional appeal or perhaps didn’t address the evolving agency.

**Accomplishments**—As a result, the Authority hired a firm to develop a proposed mission statement and tagline options, ideas and feedback related to proposed logos, and brand identity were considered by the employee steering committee. Together management and employees worked with the branding company and created a new logo, tagline, and mission statement to represent the Authority’s new direction. The new mission statement, logo, and tagline will help to break down intradepartment isolation, by bringing together operations and departments under one DRBA umbrella.

**INTERN CLASS 2019**
For the seventh consecutive summer, the Authority accepted nine students to take part in its ten week summer internship program. They were, standing, from left, Drew Fiorucci, Stockton University; Christian Conaty, Charlestown School of Law, Kellen Sweeney, James Madison University; and Phillip Harrison, Jr., Widener University, Delaware Law School. Front row, from left: Shannon Donnelly, Stockton University; Colleen Paris, Rutgers University; Jenna Greenlee, Rowan University; Reagan Winter, University of Delaware; and Megan Stapf, Temple University.
LOYEES

ARTMENTS OF THE AUTHORITY.

ACTING PEOPLE AND PLACES IN THE HEART OF THE

AUTHORITY WIDE TESTS

The Maintenance team conducted cutting-edge testing on the electrical high-voltage services at many DRBA facilities this year. Most of the infrastructure was decades old and would be costly to replace. The department developed a comprehensive series of tests to establish baseline reliability and happily found results better than anticipated.

VETERANS HOSPITAL DELIVERY

Due to the generosity and support of the Authority’s workforce, the Helping Hands Committee was able to deliver much needed supplies to the Community Living Center of the Veterans Administration Medical Center near Wilmington in October.

MOUSETRAP AWARD

The Maintenance Department competed in the 2019 Build a Better Mousetrap Competition, capturing second place with its innovative solution to cleaning and servicing the V-Box material salt spreader and associated gear working apparatus. Shown in the photo is Senior Maintenance Journeyman Dave Holland with the apparatus.

CONNECTIONS THAT MOVE YOU.
2019 RECOGNITION AND

More than 75 employees were nominated by fellow employees for these coveted awards, in categories including Volunteerism, Customer Service, Operational Excellence, Teamwork, and Leadership.

OUTSTANDING VOLUNTEER OF THE YEAR

O’S SUSAN WIGGINS (center left) receives the Outstanding Volunteer of the Year from CHRO Charlotte Crowell and Executive Director Cook for her volunteer work with the USCG Auxiliary, eTURN the Favor, Surfrider, and local festival events.

LEADERSHIP AWARD

Lewes Terminal Manager YELENA KRETOVA (above center) accepted her leadership award from Executive Director Cook and Commissioner Ratchford for her planning and managerial skills related to successfully hosting numerous public and private events at the Lewes Terminal.

CUSTOMER SERVICE AWARD

If you were to ask what exemplary customer service looks like, simply follow Bartender SUSAN GARDON around for a single shift. She makes it her everyday mission to serve everyone with a smile and to make sure all guests have a memorable experience. Sue sets the gold standard for what the Authority wants their customers to experience during their visits aboard the ferry and gives true meaning to the commitment of a great guest experience.

LIFESAVING AWARDS

For their collective actions to intervene and prevent suicide events at the DMB, the recipients are PLT. STANLEY KITE, PLT. RYAN STANEK, PLT. KYLE WARKER, and Sgt. PHILIP B. MILLER.

YEARS OF SERVICE AWARD RECIPIENTS


Rickey Brown, Gregory Chambers


John Altiere, James Bell, John Chollis, Dan Godwin, Jeffrey Hoffman, Jeffrey Kinsler, Jason Kirchner, Dennis McClay, Richard Moudy, Thomas Nichols, Cary Ridley, Andrew Ritchie, John Sarro, Kenneth Sheeky, and Alexis Walther.

Robert Biliski, Douglas Clark, Laura Hanna, Thomas Jones, Joseph Napoleon, and Travis Worster.

Robert Vance
SERVICE AWARDS

OPERATIONAL EXCELLENCE AWARDS

FINANCE
Due to the professionalism and financial knowledge of the Finance Department, the independent auditors found no significant deficiencies, material weaknesses, or management letter comments with respect to the audit for the first time in our history. Above from left, Executive Director Cook presenting the awards: CHRIAS JULIANO, DAWN WILLIAMS, TODD MILLER, ANIK YETTER, GINGER GOULD, and JIM DUNNA. Not photographed: MONICA CREAMER, MICHELE CLEARY, CAMILE DIONN, WANDA MCCLEAREN, MICHELE HUNTERCUTT, KIM GATTUSO, and MARV BERT ROMANO.

CMLF ENGINEERING
When the MV Cape Henlopen experienced mechanical problems on June 1, the Chief Engineer notified the captain, the vessel returned to Cape May, and the passengers were off-loaded. Initial troubleshooting didn’t resolve the problem and discussions about tearing down the engine began. But on June 3, First Engineer MICHAEL SPARKS, along with assistant CREW PENNEBAKER, reported to the vessel. The two began their own diagnostic process, during which Mr. Sparks found a valve that wouldn’t move manually. With the simple replacement of this faulty valve, the problem was resolved, saving time, labor, and loss of service. For his work, First Engineer Sparks was recognized with this award.

FOOD SERVICE WAREHOUSE
JEFFREY BOLAND, a casual employee currently filling the role of Lewes Food and Retail Warehouse Supervisor, earned an Operational Excellence award for re-organizing the warehouse area to fit business needs, cleaning and reorganizing the warehouse files, doing the inventories for all of the managers to prepare for weekly ordering, and updating the order and inventory sheets.

TEAMWORK AWARDS

POLICE
Sgt. RICHARD MOODY, Plc. ROBERT INVERSO, Ptl. STANLEY KITE, Cpl. NEAL STRAUSS, Cpt. MELISSA VINNACOMBE, Plc. DANIEL GAVLICK, Plc. SPENCER WARREN, Sgt. ADAM THOMPSON, and dispatcher CRYSTAL HASSLER were awarded for their teamwork, perseverance, and communications that helped to avert a tragedy. On a cold December day they apprehended 12 individuals who had fled into a wooded, marshy area after a traffic stop, thus avoiding hypothermia for those who fled as well as the police personnel.

CUSTOMER SERVICE
Customer Service Supervisor CHRISTOPHER COX received this award for his incredible work ethic, innovative improvements for operations, and enthusiasm as Lewes Customer Service team leader.

MAINTENANCE
For his approach to his new duties as Senior Manager in Maintenance, DAVID CARDEN received an Operational Excellence award. At the time of his transition, Dave had some big shoes to fill as it was just a few weeks after the retirements of his predecessor and his predecessor’s second in command. Rather than just giving directions to his new team, he took the time to meet with his employees regularly, got to know his customers, asked questions to learn operations, and worked to improve working relationships.

2019 SAFETY AND ENVIRONMENTAL AWARDS

SAFETY ACHIEVEMENT AWARD
John Cross and Allen March

dRbSAFE RAFFLE WINNER
Dave Holland

ENVIRONMENTAL PARTNERSHIP
Joe Crecca, Chris Anderson, Kurt Hess, Mark Delano, and Dan Slater

SUSTAINABILITY
Shaun O’Brien and Jeff Robert

HAZMAT RESPONSE
DMF Maintenance Operations for March 2nd incident