



# CONNECTION

FALL 2008

## New law targets toll cheaters



DOVER, DE —If you're a habitual toll cheater on the Delaware Memorial Bridge, beware.

A new law in Delaware empowers the DRBA police as well as the state police to impound your vehicle until you've repaid not only the tolls you've skipped but also the fines and administrative fees incurred.

In the past, even the most serious toll offenders were most likely only to receive traffic citations for toll evasion although some were arrested for criminal theft of services. Now, however, toll cheats who have unpaid tolls, fees and penalties exceeding \$1,000 may have their vehicles impounded.

The DRBA and the Delaware Department of Transportation are working together to identify the most serious offenders who use I-95, SR-1 and the Delaware Memorial Bridge. The information is then provided to the Delaware State Police as well as the DRBA Police who are also working jointly to reduce toll evasion by enforcing the new statute.

This new law is not aimed at the casual offender who receives a single violation notice. This law is targeted to those who flagrantly disregard their obligation to pay highway and bridge tolls.

DRBA Executive Director James. T. Johnson, Jr., notes that "it is unfair to law-abiding motorists to allow a small group of frequent violators to escape their obligation of paying."

A spokesman for the Delaware State Police notes that once a vehicle is impounded, other toll facilities along I-95 may be notified for cross checking in those jurisdictions. The best advice for habitual violators is to come forward and pay your obligation.

## Cape May Airport takes flight as new hangar and restaurant open

*Public-private partnership provides help for project*



LOWER TOWNSHIP, NJ — Local officials and business leaders joined tenants and DRBA representatives to celebrate the completion of a new hangar complex and the re-opening of the Flight Deck Diner at the Cape May Airport in August.

Located at the western end of the airport grounds, the new 10,000-square-

The hangar boasts many unique features, including capability for aircraft pass through without having to turn around; full insulation and skylights to allow for natural light; and access to current aviation information and weather reports through each hangar compartment being wired for cable, telephone and internet.

The "new" restaurant, the Flight Deck



foot, state-of-the-art complex was jointly developed by William Kindle of Cape Auto Sales, Inc.; Robert Smeltzer, Sr. of Smeltzer & Sons, Inc.; Ronlad Gelzunas, D. O. of North Wildwood Medical Associates; and Joseph Gilmartin of Century 21 Real Estate, Cape May.

At the opening ceremonies, Mr. Smeltzer said that "We would like to thank the Authority for partnering with us to make this project a reality. . . we see tremendous potential here for business and recreational use."

The DRBA contributed \$175,000 in infrastructure improvements, including electrical and gas lines, communications, and water and sewer connections.

Diner, has also opened for business. Operated by Brian Marker, the facility opens daily for breakfast and lunch and on Fridays and Saturdays for dinner. The 1,400-square-foot diner, which is located at 505 Terminal Drive near the NASW Museum at the airport, seats about 50.

Since 2002, the Authority has funded more than \$8 million in capital infrastructure improvements at the Cape May Airport. Those improvements include security and perimeter fencing, snow removal and operations facility, runway and taxiway lighting upgrades, taxiway designs, drainage improvements and obstruction removal study and design.



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*The Cape May-Lewes Ferry at its Cape May Terminal hosted the Garden State Wine Growers Association's Cape May Wine Festival over the second weekend in October. More than 20 wineries took part in the festival which is in its second year here. Members of the public who attended the festival enjoyed the warm fall weather as they sampled award-winning wines from New Jersey, listened to live music, browsed through crafter booths and displays, strolled the waterfront and boardwalk and visited The Kids Zone.*

## DRBA police earn re-accreditation



NEW CASTLE, DE — On December 6, the Commission on Accreditation for Law Enforcement Agencies, Inc., (CALEA) unanimously approved the DRBA Police Department's application for reaccreditation.

The DRBA police department was found to be 100 percent compliant with CALEA standards for the third consecutive inspection cycle.

The CALEA review is a voluntary process that carries with it the highly prized reward of recognition of professional excellence in law enforcement. An applicant agency has to comply with 459 standards in policy and pro-

cedures, management, operations and support services.

The CALEA assessment team, which was headed by Chief Carel Duplessis of the Oakland Housing Authority Police Department, was comprised of law enforcement practitioners from out-of-state agencies similar to the DRBA.

The CALEA team members review written materials, conduct interviews, visit offices and other venues where compliance with CALEA standards can be viewed.

Senior Cpl. Kristen Todd spearheaded the DRBA Police Department's re-accreditation effort. The DRBA has been an accredited agency since 1996.

# Cape May-Lewes Ferry launches new reservation/departure control system

*Switch to new technology goes smoothly*



CAPE MAY, NJ — Nerves aside, the switch from an old reservation system to the new technology platform, CarRes, could not have gone more smoothly.

On June 4 at 6:30 a.m., the final stage of the Ferry's migration to CarRes occurred as the first vehicle was checked in for the 7:30 a.m. departure from the Cape May Terminal.

To that first driver, the only noticeable difference from the previous system would have been a barcode printed on his boarding card. That barcode was later read by the handheld WiFi scanners being used by the DRBA police to notify the system that the driver and vehicle had boarded the vessel.

But to the planners and implementers of the system, it was an exciting change in how reservations will operate for the

foreseeable future.

The migration to the new system was rigorously planned and implemented over three phases in order to minimize impacts on passengers and staff.

The process started with the call center, then focused on the online booking site, and finally culminated with port operations. "We have taken this opportunity to . . . implement some significant improvements that will be of great benefit to our customers," said Gerry DiNicola-Owens, chief information officer at the DRBA.

Some of the improvements introduced through the new system include management of multi-trip tickets; gift voucher issuance and redemption; enhanced schedule, availability and booking routines through the website and a complete upgrade to the departure control protocols, including automation of the boarding process.

## Same day sailor sale!



CAPE MAY, NJ — The CMLF urges customers to save on same day, return-trip fares. Beginning Nov. 1, the Ferry offers a \$10 same day return trip value

fare for standard sized vehicles and their drivers. This is a real bargain for customers who use this new fare save almost 60 percent, or \$24, over the standard fare rate.

## New website debuts



The Cape May-Lewes Ferry website has debuted, seamlessly intertwining tourism and transportation information in a fun, user-friendly manner.

The new website contains real-time vehicle space availability information, details on ferry programs and events, links to area tourism partner sites, and an online gift shop.

The new online reservation section of the website provides greater customer convenience and accessibility.

"A customer can now obtain real time information for any scheduled departure which helps our customers' decision-making process," said Heath Gehrke, director of ferry operations.

He noted that nearly 171,000 call-center and online reservations were completed in 2007. "Reservations are now free and discounts are available for booking online, so it's in the customer's best interest to reserve a place onboard the vessel."

The new system provides for enhanced booking routines through the website and collects customer reservation data, including email addresses, which can be used to send customers instant confirmations.

The home page provides easy access for making reservations, finding featured programs, information and events, and for browsing.

A graphic simulation of a ferry crossing the Delaware Bay, accompanied by a dolphin and sounds of waves, buoys and seagulls, draws customers into the ferry experience.

Customers can access schedules and fares, programs and events; points of interest, ferry info, shuttle bus, gift shop, and booking events.

The Points of Interest section directs customers to New Jersey and Delaware resort destinations and regional attractions. "It is natural to link up with things to do and places to see on both sides of the Bay," Gehrke concluded.



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## DRBA partners with community groups



DRBA Commissioners Neils Favre and Tom Cooper joined with Ferry Director of Operations Heath Gehrke to present a community contribution check to Rick Jones, owner of Cape May Par 3 and a Make-A-Wish Foundation supporter (second from left).



New Jersey State Senator Stephen M. Sweeney (at left) joined with DRBA Vice Chairman James Hogan to present Bernadette Blackstock of the People for People Foundation of Gloucester County (NJ) with a community contribution check in aid of the group's efforts to develop the "Hands Across the County" program.



In May, a DRBA community contribution of \$10,000 was made to the Cape May Make-A-Wish Foundation to help support the 5th Annual Make-A-Wish Weekend in Cape May County, which fulfilled the wishes of more than 20 children with life-threatening medical conditions.

In August a DRBA community contribution of \$5,000 was presented to the People for People Foundation of Gloucester County to aid the organization's efforts to develop the "Hands Across the County" program.

The program will serve as an information and network resource to assist providers and agencies to better serve the working poor of Gloucester County. Funds will be used to obtain computer software and hardware, deliver services, train volunteers and produce collateral materials.

## HO model donated to Authority



CAPE MAY, NJ — In September the DRBA accepted the donation of an HO Gauge model of the MV Twin Capes ferry vessel (shown above) to be displayed for the public's enjoyment at the Cape May Ferry Terminal.

Crafted by the late Donald Jeker of Lafayette, NJ, the detailed model is the result of more than 3,000 hours of work over a two-year period.

Following his death in late 2007, Mr. Jeker's family fulfilled the wishes of the master craftsman and donated the model to the Authority.