



Community CONNECTION

WINTER 2007

A PUBLICATION OF THE DELAWARE RIVER & BAY AUTHORITY

E-ZPass Customer Service Center celebrates 5th year

It was just over five years ago that the Delaware River and Bay Authority introduced electronic toll collection to the Delaware Memorial Bridge.

Thanks to the vision, determination and talent of the Authority's MIS, Electronics, Toll, Finance and Engineering Teams, DRBA's E-ZPass has been a real success story, both for the Authority and for the customers it serves.

Since the Customer Service Center opened its doors in 2001, the DRBA E-ZPass customer base has grown to more than 37,000 active accounts. The base continues to grow at about 10 percent each year.

Over the past five years, the Customer Service Center and its employees have earned the praise of their customers. Each year, DRBA Customer Service Representatives speak with more than 50,000 customers by telephone and more than 25,000 customers who walk in to the center at the Bridge Plaza in New Castle.

A customer satisfaction survey conducted last year with walk-in customers indicated more than 94 percent of those customers were extremely or very satisfied with the service they receive.

One customer noted that the DRBA E-ZPass customer service is the "best thing since . . . apple pie."

Chamber of Commerce to lease building at New Castle Airport



Incubating — The New Castle County Chamber of Commerce will rent this building at New Castle Airport to use for its own office as well as incubator units for start-up businesses.

The New Castle County Chamber of Commerce will lease the 27,500-square-foot-DEMA building at New Castle Airport to use as an office building and also as incubator units for start-up businesses.

The Chamber plans to use about 8,000 square feet for its own operations and approximately 18,500 square feet for incubator units and shared space.

tor units and shared space.

The Chamber is hoping to spur new, small business development in New Castle County by providing space at reasonable rents depending on the potential tenant's business plan.

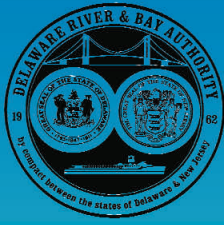
Both the Authority and the Chamber will benefit from the incubator rents.

Leadership Institute is partnership effort

The Delaware River and Bay Authority has a long tradition of working with outside organizations to provide financial and other kinds of support to residents of the region.

Now, the DRBA is working in partnership with Salem Community College and Atlantic Cape Community College to provide leadership training for its own employees.

The Leadership Development Program is designed to provide new and seasoned supervisors with the skills required to improve employee performance and increase employee satisfaction. The training also equips supervisors with the tools and practical skills to successfully manage personnel. About 100 employees attended the program in 2006.



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**DELAWARE RIVER
& BAY AUTHORITY**

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Community Connection is a publication of the Delaware River and Bay Authority. For further information, please contact the DRBA at PO Box 71, New Castle, DE 19720, or call 302.571.6300, fax 302.571.6367, visit our website at www.drba.net, or email us at contactus@drba.net.

Meet the DRBA Commissioners

James N. Hogan of Franklinville, NJ, currently serves as Vice Chairman of the DRBA Board.



Vice Chairman Hogan brings a wealth of administrative experience to this position.

He has been the Gloucester County Clerk since 1998 and previously had been in law enforcement, having served as Gloucester County Sheriff, Franklin Township Police Chief, Captain in the Camden Division of Rutgers University's security force, and police officer for the Borough of Runnemede.

Mr. Hogan is a graduate of Rutgers University, the New Jersey Certified Public Manager Program, the FBI National Academy, and the New Jersey State Police Academy.

Susan Atkinson DeLanzo of Cape May Court House brings experience as an entrepreneur to her position as a member of the DRBA Board of Commissioners.



Ms. DeLanzo is currently the General Manager of Atkinson's Restaurant and Tavern in Cape May Court House. A graduate of Glassboro State College (now Rowan University) with a degree in elementary education, Ms. DeLanzo has been an elementary school teacher and the owner-operator of Kid's Cottage Pre-School.

She is a member of the Middle Township Committee and is active in many civic organizations.

DRBA helps Preservation Salem



Preserving Salem County heritage — (l-r) Commissioner Ed Dorn; Jean Jack, President of Preservation Salem; Preservation Director Craig Maue; and Commissioner Ceil Smith.

Preservation Salem, Inc., (PSI) is a non-profit organization whose mission is the preservation of the architectural heritage of Salem County.

The DRBA Commissioners presented

PSI with a check for \$5,000 that will help the non-profit reach its goals of preserving buildings that are of historical and architectural significance throughout the county.

DRBA employees share holiday goodwill

Thanksgiving giving



Giving — (l to r) Curt York, Ed Cole, Janet English of the Sharptown United Methodist Church, Bob Shetzler, Doug Clark and Joann Brigani.

As they've done for the last 10 years, DRBA employees organized and prepared Thanksgiving Care Packages for needy families in the DRBA region. This past Thanksgiving, the DRBA provided 100 families and one children's home with a full Thanksgiving meal and food for the week. The employees received assistance from local businesses, including Acme Market, Wiley Farms, WalMart, Safeway, Hy-Point Dairy, Super G, Pathmark and US Foods.

Hope for the Holidays

In December, DRBA employees launched "Hope for the Holidays," a campaign with the goal of making the holiday season brighter for needy families in the DRBA region.

The Authority-wide effort provided new coats, hats, gloves, clothing, shoes and toys to families in Salem and Cumberland counties in New Jersey and in New Castle and Kent counties in Delaware. The items were collected in specially designed boxes located in the DRBA facilities.

School districts in four communities provided lists of families and their specific needs. From those lists, which included 94 children, DRBA departments adopted families and provided the needed items, including a new coat, hat and gloves for each child. "We wanted to expand our traditional Thanksgiving campaign to include the Christmas holiday season," remarked Joan Ryan, a member of the Community Initiative Committee. "We wanted to make a real difference. After you see the smiling faces of the children and parents involved, you know why it truly is better to give than to receive."

US Navy Blue Angels to headline Millville Wheels & Wings Airshow 2007

Millville Airport — America's First Defense Airport — has been chosen by the US Navy Blue Angels Flight Demonstration Squadron as the site of its salute to the military on Memorial Day Weekend 2007.

As part of the 15th Annual Millville Wheels & Wings airshow, the Blue Angels will be the star act of the military airplanes and performers at Millville Airport on Saturday and Sunday, May 26 and 27.

"This is exciting news for Millville and all of South Jersey," announced Russell Davis, MAAFPM president and airshow director. "Because Millville has the unique history of being 'America's First Defense Airport,' and through the dedicated efforts of our airshow committee and many community-minded individuals, our 15th annual airshow has grown to achieve the highest status of military recognition in the country."



Flying high at Millville — (l to r) Major Nathan Miller, Congressman Frank LoBiondo, Millville Mayor James Quinn and Lt. Dan McShane took part in the news conference announcing that the Blue Angels Flight Demonstration Squadron will take part in the Millville Memorial Day Weekend Airshow.

The Blue Angels Flight Demonstration Squadron consists of six air combat F/A-18

Hornet fighter jets. The jets and their pilots are stationed in Pensacola, FL.



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Naval Air Station Wildwood Aviation Museum restores and displays historical aircraft

A DRBA tenant at Cape May Airport scavenges bits and pieces of America’s aviation past and puts them together again in order to help tell the aviation history of the country.

That tenant, The Naval Air Station Wildwood (NASW) Aviation Museum, can be found in Hangar #1 at the Cape May Airport. The Museum and the restoration of Hangar #1 were conceived to honor the 41 naval airmen who perished while training at the airport during World War II. A not-for-profit organization, the NASW has received operating support and project grants from the New Jersey Historical Commission and support from the DRBA through its Community Contribution program.

NASW Aviation Museum features many aviation-related exhibits. In addition to a number of aircraft, the Museum boasts a large collection of aviation artifacts, military memorabilia, aircraft engines and more housed in a 92,000-square-foot, all-



wooden hanger that is an exhibit in itself.

Unlike many museums, NASW allows visitors to get “up close and personal” with the aircraft on display and it also encourages picture-taking.

The Museum is open daily to the public. For more information, visit the Museum’s website at www.usnasw.org/ museum or call 609-886-8787.



Receiving and restoring — In the photo at top is a Vietnam-era Huey helicopter saved from the scrap heap by the timely intervention of NASW’s chairman, Dr. Joseph Salvatore. Using cannibalized parts from other donated aircraft, the NASW will restore the helicopter. The bottom photo shows another of the three aircraft donated in December. It is an 18-A Flymobil, donated to the Museum by Mike Avenoso of Middlesex County, NJ.