

**Jim Walls**  
**Chief Operations Officer**

As Chief Operations Officer, Jim Walls is responsible for all day-to-day operations of the Delaware River and Bay Authority, including the Delaware Memorial Bridge, Cape May-Lewes Ferry, Three-Forts Ferry, and five regional airports. He has served as Chief Operations Officer since March 2003.

Jim had 30 years of experience in transportation operations prior to joining the DRBA. He held leadership roles at Amtrak with various tactical and strategic responsibilities, including management of Amtrak's nationwide train operations and locomotive fleet, and utilization of its northeast corridor rail car fleet. He also developed and managed the design and construction of Amtrak's 52,000 square-foot Consolidated National Operations Center in Wilmington, Delaware. Over the years, he has benchmarked customer service at Ritz-Carlton Hotels, Continental Airlines, and Sears, and prominent European rail transportation operations at Eurostar, French National Railroad, Virgin Trains, and Thalys. Jim has served as an invited speaker for the Industrial College of the Armed Forces, National Association of Corporate Real Estate Executives, American Institute of Architects, International Facility Managers Association, and Cabrini College.

Jim has taught leadership and organizational change courses at Cabrini College as an adjunct faculty member. He has also participated in the review of technical and scientific papers for the Transportation Research Board of the National Academy of Sciences. Jim graduated with a Bachelor of Arts degree in Organizational Management from Cabrini College and with a Master of Business Administration degree from West Chester University.