



# The Delaware River and Bay Authority

# PRESS RELEASE

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## CAPE MAY – LEWES FERRY EARNS 2018 TRIPADVISOR CERTIFICATE OF EXCELLENCE

*Seventh Consecutive Year Recognized for Superior Customer Service and Satisfaction*

**CAPE MAY, NJ** – Today, Cape May-Lewes Ferry officials announced that the bi-state service has earned [TripAdvisor](#)® Certificate of Excellence for the seventh consecutive year! The certificate celebrates and recognizes businesses worldwide who have earned great traveller reviews on TripAdvisor during the past twelve months. Certificate of Excellence recipients include attractions, restaurants and accommodations located all over the world that have continually delivered a quality customer experience.

“The Ferry is proud and flattered to again be recognized by TripAdvisor for service excellence by TripAdvisor,” said Ferry Marketing Manager, Mike Porch. “Everyone at the Ferry works hard to deliver our customers a first class experience and it’s always good to know what we’re doing right. We really appreciate our customers’ stamp of approval.”

Whether in marine, food and retail, maintenance or customer service, Ferry team members in every department are focused on the customers’ needs. The goal is to exceed the customers’ expectations every day. Porch noted that because the award is based on guests’ reviews, it’s the ultimate seal of approval and a testament to the caliber of service that guests receive from the Cape May – Lewes Ferry team.

The Certificate of Excellence accounts for the quality and quantity of reviews submitted by travelers on TripAdvisor over a 12-month period. To qualify, a business must maintain an overall TripAdvisor bubble rating of at least four out of five, have a minimum number of reviews and must have been listed on TripAdvisor for at least 12 months.

“With the Certificate of Excellence, TripAdvisor honors hospitality businesses that have consistently received strong praise and ratings from travelers,” said Heather Leisman, Vice President of Industry Marketing, TripAdvisor. “This recognition helps travelers identify and book business that regularly delivers great service. TripAdvisor is proud to play this integral role in helping travelers feel more confident in their booking decisions.”

The **Cape May – Lewes Ferry** is owned and operated by the Delaware River and Bay Authority, a bi-state governmental agency created by Compact in 1962. The ferry is open year-round and has carried more than 45 million passengers since its inception on July 1, 1964. In 2017, the ferry service, which connects Victorian Cape May, New Jersey, and historic Lewes, Delaware, transported approximately 275,000 vehicles and nearly 1 million passengers. For schedule, rates and other program information, please visit the ferry's website at [www.CMLF.com](http://www.CMLF.com), or call toll free, 800-643-3779. Like us on Facebook or follow us on Twitter @CMLFerry.