



# The Delaware River and Bay Authority

## NEWS RELEASE

June 6, 2011  
For Immediate Release

Contact: James Salmon  
(302) 571-6409

### **DRBA to Merge its E-ZPass Operations with New Jersey E-ZPass** *Customer Gains Numerous Advantages; Agency Realizes Cost Efficiencies*

(*New Castle, DE*) Today, Delaware River and Bay Authority (DRBA) officials announced that the agency's E-ZPass operation will merge with New Jersey E-ZPass effective June 27, 2011. New Jersey Customer Service Center manages approximately 2 million accounts with approximately 4 million transponders. The DRBA, operator of the Delaware Memorial Bridge, has approximately 43,000 accounts and nearly 69,000 transponders. The agency is expected to realize approximately \$750,000 in annual cost savings by merging its operation with New Jersey E-ZPass.

"Mindful of our responsibilities to the public, we have constantly explored ways to be more cost effective with our resources, while at the same time, continuing to provide transportation services that meet or exceed our customers' expectations," said Executive Director James T. Johnson, Jr. "With that in mind, the decision to consolidate our E-ZPass operation with New Jersey was another step in that direction." Johnson also noted that the transition should be fairly straightforward given that the New Jersey E-ZPass provider is ACS State and Local Solutions, the same back office provider currently used by the DRBA.

Some of the advantages for DRBA E-ZPass account holders include:

- Reduced monthly account membership fee from the current rate of \$1.50 to \$1.00.
- No cost for transponders on private accounts. The DRBA currently charges \$21 for an interior transponder and \$33 for an exterior one.
- Access to all discount plans currently offered by New Jersey E-ZPass
- Additional walk-in centers to service accounts. New Jersey E-ZPass also offers E-ZPass-on-the-Go at numerous travel center locations on the New Jersey Turnpike, Garden State Parkway and Atlantic City Expressway.

For the customer, the transition will be seamless. DRBA E-ZPass transponders, customer replenishment methods and statement frequency will remain the same. Customers will be able to access their account by calling toll free, 888-288-6865 or via the web at [www.EZPassNJ.com](http://www.EZPassNJ.com). The week of June 6<sup>th</sup>, all DRBA E-ZPass customers will receive a mailing with their new account number, the new terms and conditions, and a Frequently Asked Questions fact sheet.

-more-

## **DRBA to Merge its E-ZPass Operations with New Jersey E-ZPass, page 2**

New Jersey E-ZPass member organizations include the New Jersey Turnpike Authority, South Jersey Transportation Authority, Delaware River Port Authority, and the Burlington County Bridge Commission.

The DRBA, a bi-state governmental agency created by Compact in 1962, owns and operates the Delaware Memorial Bridge, the Cape May- Lewes Ferry, the Three Forts Ferry Crossing and the Salem Business Centre in Carney's Point Twp., NJ. The DRBA also manages corporate and aviation properties through its economic development powers - two airports in New Jersey (Millville Airport and Cape May Airport) and three in Delaware (New Castle Airport, Civil Air Terminal and Delaware Airpark). All DRBA operating revenues are generated through the bridge, ferry and airport facilities.

###