



The Delaware River and Bay Authority

NEWS RELEASE

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For Immediate Release

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DRBA Commission Selects New Chief Human Resource Officer *Charlotte Crowell of Wilmington, DE Joins the Authority's Leadership Team*

(New Castle, DE) Today, Delaware River and Bay Authority (DRBA) officials announced that Charlotte L. Crowell of Wilmington, Delaware, was named the bi-state agency's new Chief Human Resource Officer. Ms. Crowell assumed her duties on March 15, 2010. On February 16, 2010, the Commissioners unanimously approved the recommendation to hire Ms. Crowell and the disclosure follows the ten (10) business day veto period for the Governors of New Jersey and Delaware regarding Commission resolutions and contract awards.

Charlotte Crowell has more than twenty-five years of private and public sector experience in human resource program development and implementation as well as work process improvements. "I appreciate and value the Commissioners' faith in my ability to handle the responsibilities of Chief Human Resource Officer for the Authority," Crowell said. "Because the DRBA is a public agency that functions like a business, it's a great opportunity to use the myriad of skills and HR knowledge that I've gained throughout my career."

Prior to joining the DRBA, Ms. Crowell served as the Chief Human Resources Officer for New Castle County for four years. In this capacity, Ms. Crowell directed and managed the human resources program for New Castle County's workforce, which numbered more than 2000 full and part-time employees – including seven labor unions. Working with approximately 20 staff members, she was instrumental in defining and implementing the county's organizational strategies in workforce development, recruitment and staffing, diversity, labor and management relations, salary and benefits administration, and risk management.

"Working in both the private and public sectors, Charlotte has gained a tremendous amount of knowledge and experience in human resource management," remarked James T. Johnson, Jr., Executive Director. "We are fortunate to have someone of her caliber and stature and I know her significant record of accomplishments will continue at the DRBA. She's a great addition to the team and I look forward to working with her."

In 1979, Ms. Crowell began her career at Hercules Incorporated, a global provider of chemicals and chemical products, where she gained domestic and international Human Resources experience. She quickly rose through ranks serving as the Corporate-wide EEO/

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Affirmative Action Manager, the Corporate Headquarters Human Resources Manager, and the Global Human Resources Manager of the Resins Division (a \$450 million division conducting businesses in the US, Canada, Europe, Asia Pacific, and Latin America). In 2004 after twenty-five years of service, Charlotte concluded her tenure with Hercules in the area of organizational development by serving as the Human Resources Manager for Work Process Improvement (Six Sigma Project) contributing to \$150 million in cost savings and then as a Sarbanes-Oxley Project Management Team Member for the Hercules Corporate Offices.

Ms. Crowell earned a Bachelor of Science degree in Business Administration from Goldey-Beacom College. She also has earned numerous certifications, including Zenger Miller Certified Facilitator; Mahler's Executive Leadership Development Program; Work Process Redesign (Six Sigma) Project Leader Certification; and National Public Employer Labor Relations Association's Certified Labor Relations Professional. She resides in Wilmington, Delaware.

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The Delaware River & Bay Authority is a bi-state governmental agency created by Compact in 1962. It owns and operates the Delaware Memorial Bridge, the Cape May- Lewes Ferry, the Three Forts Ferry Crossing and the Business Centre in Salem, NJ. The Delaware River & Bay Authority 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.