

**Virtual Public
Meeting:**

**2024 CMLF Fare
Proposal**

DRBA STAFF ON THE CALL TODAY

- Heath Gehrke, Director of Ferry Operations
- Jennifer Shivers, Asst. Director of Ferry Operations
- Terry Anstead, Customer Service Manager



THE DRBA IN BRIEF

- Delaware Memorial Bridge
- Cape May-Lewes Ferry
- New Castle Airport, Delaware Air Park, the Civil Air Terminal, Millville Airport, Cape May Airport
- Supported solely by tolls/fares/fees; no tax dollars
- Every \$1 invested in the CMLF returns about \$20 to the local economies!



CMLF FISCAL OUTLOOK

- Ferry generates ~\$14M in revenues to support ~\$25M in expense or ~60% farebox recovery
- In general, the rates updated every other year – in part to address rising costs
- Board-approved changes effective 1 APR

Goals of fare changes:

- **Improve farebox recovery**
- **Decrease costs for families over time**
- **Incentivize multiple trips**

CONNECTIONS THAT MOVE YOU

Summary of Increases

- Vehicles <25' +\$1 in season only
- \$2 increase for vehicles from 25' – 44' in season
- \$3 increase for vehicles 45' and over
- Discounted rates increase similarly
- +\$2 for shuttle fares

NOTE: No increase to “Return-trip” fares

- **Increases revenue to cover additional costs**
- **Begins to balance price per foot**

Other Increases

- Increased no-show fee from \$10 to \$26
- \$2 handling fee for “show and go” (non-reserved)
- Optional \$5 Priority Boarding Fee
 - Disincentivizes no-shows
 - Incentivizes prebooking
 - Allows guest to pay more to be boarded where they will board and disembark first

Decreases

- Child rate (6 – 13) decreases \$1 *in both directions* (currently \$4 one way and \$7 round trip)
- Loyalty Rewards Program allows members to earn points to redeem for future travel.
- In addition, Loyalty Rewards members receive a free passenger (or driver) trip for every 10th trip
- 30% decrease off published fares for vehicles traveling on commercial accounts
 - **Reduces cost of travel for families**
 - **Rewards members who join**
 - **Incentivizes commercial vehicle travel**

Loyalty Rewards Program

- Create an online account
- Book online
- When you travel, earn points
- Redeem points for travel: 50 points = \$1
 - I.e. \$29 fare requires 1,450 points. (Can be redeemed for partial fares.)
- Points expire after 24 consecutive months of no activity
- Other rules may apply



Thank you!

The Ferry only exists because of you, our guests. We thank you for your patronage!

- We are happy to try to answer your questions and to listen to your ideas.
- If you think of questions or ideas later, you can always send them to customerservice@drba.net
- The fare proposal and comments/questions/answers will be posted at www.CMLF.com/2024fareproposal