

2012 Annual Report

DELAWARE DEPARTMENT OF TRANSPORTATION



Excellence in Transportation



Excellence in Transportation. It's our mission.

As much as some might think that DeIDOT is roads, bridges, and equipment, it's the 2,800 DeIDOT employees behind the scenes who help make it all possible.



Together, we are undertaking many new initiatives to improve services, travelers' experiences, and the lives of our customers—such as our new Performance Management program that is transforming us into a more responsive, transparent organization. A new approach to budgeting that pays down debt, while weighing the state's many transportation needs against available resources. A DMV that puts customer service first through innovations such as the new "My DMV" personalized online account. And, a "greener" DART that operates on cleaner low-sulfur fuel, and is using 30 hybrid-electric buses.

We are working as a team to deliver on our new mission of excellence in transportation. And it's just a start of many more good things to come as we journey this road together.

On The Cover

Completed in 2012, the \$150 million Charles W. Cullen Bridge over the Indian River Inlet is 2,600 feet long and supported by 249-foot pylon towers. It is built to withstand the forces of wind, water, and storms for 100 years.

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Our Vision

Every trip. Every mode. Every dollar. Everyone.

Every trip—

We strive to make every trip taken in Delaware safe, reliable, and convenient for people and commerce.

Every mode—

We provide safe choices for travelers in Delaware to access roads, rails, buses, airways, waterways, bike trails, and walking paths.

Every dollar—

We seek the best value for every dollar spent for the benefit of all.

Everyone—

We engage our customers and employees with respect and courtesy as we deliver our services.



Our Goals

- Minimize the number of fatalities and injuries on our system.
- Build and maintain a nationally recognized system benefiting travelers and commerce.
- Provide every traveler with access and choices to our transportation system.
- Provide every customer with the best service possible.
- Minimize the environmental impact of the state's transportation system.
- Achieve financial sustainability through accuracy, transparency, and accountability.
- Develop and maintain a place where talented, motivated employees love to work and can be national leaders in transportation.



A Message from DelDOT Secretary Shailen Bhatt



Shailen P. Bhatt
Secretary
Delaware Department
of Transportation

Welcome to the Delaware Department of Transportation's Annual Report—your source for information about DelDOT's many projects and services!

This year, we emphasize our agency's new mission statement: "Excellence in Transportation. Every trip. Every mode. Every dollar. Everyone."

What does this mean for you? It means you can be assured that whether you live in Delaware or are just visiting, DelDOT is committed to providing safe and convenient choices to meet your transportation needs.

Our vision is for DelDOT to be an agency that has the public's trust and is a careful steward of taxpayer dollars while also being recognized as a world-class transportation organization. A large part of our success is dependent upon making the right investments in the transportation system at the right time to meet our customers' needs. We work together as TEAM DelDOT, with a focus on being Transparent, Efficient, and Accountable with Measurable performance. We are implementing a Performance Management program, which is an ongoing process of establishing, measuring, and analyzing performance results in order to make policy decisions, allocate resources, and make operational decisions which drive better performance.

The Delaware Department of Transportation is unique in that we are responsible for nearly 90 percent of the roadways statewide. Most other state DOTs share a greater portion of their responsibilities with local jurisdictions. Our department oversees roadway safety and maintenance, traffic control, mass transit, snow removal, bridge maintenance, DMV services, toll operations, and a host of other responsibilities. Most importantly, we are committed to being accountable to our Delaware taxpayers. Our transportation projects are documented publicly on our website at www.deldot.gov.

Our "DelDOT Dashboard" gauges Conditions, Customer Satisfaction, Performance, and Safety. Conditions measures how well we are maintaining and improving our highway system. Customer Satisfaction is a survey of community members to see how happy they are with the services provided by DelDOT. Performance features a "Roadway Reliability Index" that reflects the average travel time on major roadways in Delaware during the past month. Safety documents roadway fatalities and contributing factors to each fatality. All of these Dashboard elements provide an important framework for improving service and performance.

We also provide regular public workshops to update you on specific roadway projects around Delaware. In addition, this DelDOT Annual Report provides an overview of our agency, with information about how our nine divisions are helping to serve the public.

On behalf of all of us at DelDOT, thank you for reading our 2012 Annual Report.

Sincerely,

A blue ink handwritten signature of Shailen P. Bhatt, consisting of stylized, overlapping loops.

Shailen P. Bhatt
Secretary, Delaware Department of Transportation



Secretary Bhatt's message to DelDOT employees about performance management.

Delaware Transit Corporation

MISSION

To design and provide the highest-quality public transportation services that satisfy the needs of the customers and communities we serve. From buses that provide crucial transportation to our cities, to paratransit vehicles that serve people with disabilities, we work to ensure that public transportation is accessible, convenient, and affordable.

KEY SERVICES

DTC operates DART First State, which provides fixed route bus, paratransit, and commuter rail services. We are continually increasing statewide bus and train ridership thanks to more environmentally-responsible vehicles, increased efficiencies, and improved on-time performance.

Helping to ensure better performance is an improved Automated Vehicle Locator (AVL) System, which pinpoints the exact location of DART vehicles. DTC will soon have the ability to transmit bus location information to riders in real time on their mobile devices. DTC also manages the RideShare Delaware program promoting car and vanpooling, which helps reduce traffic congestion and improve air quality.

Ridership up



“WOW! The (DART) partnership tool with Google Transit is amazing! We encourage our clients to use the bus service as much as they can.”

MORGAN B.
GEORGETOWN, DE



6.9%

KEY ACCOMPLISHMENTS

In Fiscal Year 2012, DTC purchased four Silverliner V commuter rail cars using an American Recovery and Reinvestment Act (ARRA) grant that is expanding and improving regional rail services in New Castle County. We also put a \$4.55 million Federal Transit Administration (FTA) State of Good Repair grant to work improving maintenance and passenger facilities in Delaware.

We're welcoming more new DART riders onboard, too. Fixed route bus ridership is up 6.9 percent over Fiscal Year 2011 to 10.6 million passenger trips, while Resort Transit service climbed to 380,476

passenger trips. And all of our buses are "going green" — DART's entire fleet uses low-sulfur fuel and includes 30 hybrid-electric buses. Solar panels have also been installed at three DTC facilities. And safety at seven more DTC facilities has been improved thanks to the installation of new camera systems courtesy of federal funding from Homeland Security.

We're also bringing more independence to Delaware's elderly and people with disabilities via New Freedom Transportation Services, which focus primarily on days and times when DART paratransit is not available. A portion of this funding was provided by the Federal Transit Administration.

Division of Motor Vehicles

MISSION

To promote safety on the highways and cleaner air quality. Division of Motor Vehicles (DMV) is a major contributor of revenue to the Transportation Trust Fund. In the delivery of its services, the DMV embraces high standards of professional courtesy, efficiency, and timely service.

MyDMV

KEY SERVICES

DMV has four offices located in Wilmington, New Castle, Dover, and Georgetown. We also operate three toll facilities located in Newark at I-95, in Dover, and at Biddles Corner for State Route 1.

The DMV issues driver licenses and identification cards. Before doing so, we ensure those individuals seeking Delaware credentials are representing their identity accurately, have demonstrated their State residency, are in the country legally, and meet all the requirements for obtaining legal driving privileges.

The DMV issues all motor vehicle titles and registrations, and conducts inspections for proper emissions and motor vehicle safety testing. We also oversee the collection of motor fuel taxes as well as audits of all accounts from vendors. And our scientific testing program ensures that retail gas stations comply with all quality control laws for gasoline.

“Georgetown DMV: Great system! Fast and pleasant. Moved from New Jersey to Delaware. This should be the model for other DMVs across the country!”

PAUL
OCEAN VIEW, DE

In addition, the DMV administers and conducts the Motorcycle Education program, and coordinates the Public Carrier registration program for taxi, bus, and limousine services. The DMV also manages and collects fees from the use of Delaware toll roads while maintaining the electronic E-ZPass toll collection program and oversight of the operation of the Interstate 95 Welcome Center.

All fees, tolls, and other collected monies resulting from DMV services are collectively deposited into the DelDOT Transportation Trust Fund used for operation and maintenance of the State's transportation system.





KEY ACCOMPLISHMENTS

The DMV serves nearly 825,000 vehicles and over 650,000 drivers. Each year, we conduct approximately 1.5 million transactions and nearly 63 million toll transactions. We also field some 600,000 telephone calls and collect over \$420 million in revenues. We recently added 13,460 new E-ZPass accounts and issued 25,482 new transponders.

We continue to drive improvement in customer service, too. As testament, DMV achieved an average 91 percent “Excellent” approval rating in 2012. Additionally, we won two American Association of Motor Vehicle Administrators awards for customer service excellence for our Next of Kin Registry and the Veteran ID card programs.

DMV’s newly redesigned website is now even easier to access and among the state’s most visited sites, averaging 3.1 million monthly hits. And we continue to expand online service offerings. We also implemented “MyDMV” — a personalized online DMV account that allows customers to conduct confidential business online, sign up for our Next of Kin Registry, purchase their driving record, and more.

We’ve simplified our registration expiration dates, too. No longer assigned on the 15th and last day of the month, registrations now expire based upon the date the title work was completed. The benefit? The elimination of high-demand days, both mid-month and end-of-month, for a faster moving process.

Technology also drives customer convenience. Our automated driver license testing system now features state-of-the-art touch-screen computers for knowledge tests and portable touch-screen tablets for road tests. Further, customers can now conduct their own transactions by using our highly secure, self-service kiosks, which allow them to renew, change an address, or obtain duplicate driver licenses or ID cards. Yet amid all these advances, safety has not taken a back seat. 2012 saw the launch of the No Phone Zone and TXTING KILLS campaigns, which encourage teen drivers not to use their phone or text while driving. Just a few ways we’re moving forward to serve Delaware drivers better.

Finance

MISSION

To fulfill the mission of the Department, in particular, *Every dollar: Seeking the best value for every dollar spent for the benefit of all.* To that end, DeIDOT invests millions annually to build better roadways and repair our streets. Finance oversees all financial operations for DeIDOT.

KEY SERVICES

With watchful eyes and the sharpest pencils, we help to identify, acquire, and manage the State's money, including state and federal revenues and borrowing, to support DeIDOT in accomplishing its goals and objectives. As prudent stewards of taxpayer dollars, we continue to maintain the Department's excellent revenue bond rating at AA+ and Aa2 from Standard & Poor's and Moody's bond rating agencies.

Finance works closely with state legislators to coordinate, develop, and recommend annual capital and operational budgets in coordination with all other state agencies. Governor Jack Markell and the General Assembly's Joint Bond Bill Committee then review and approve all borrowing for the State.

\$2.8 M

Finance also manages, processes, and delivers payments for expenditures related to daily operations and capital projects. For example, we work with the First State Financial accounting system to review revenues and expenditures. We partner with project managers to ensure that projects are funded and vendors are paid. And we interact with federal agencies, such as the Federal Highway Administration (FHWA) and Federal Transit Administration (FTA), on both revenue and expenditures, in compliance with federal regulations.

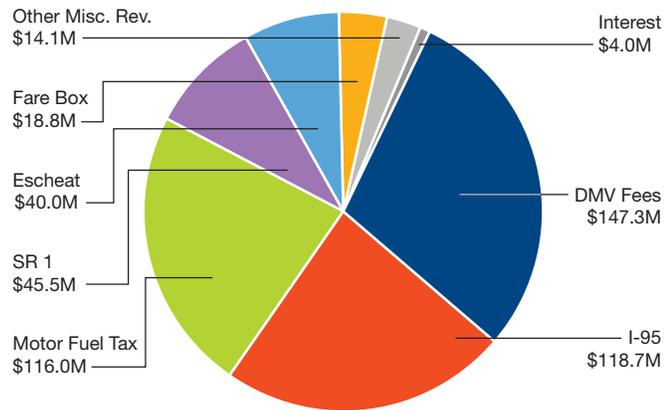


“One of the reasons I love my job is that it never gets boring. We handle millions of dollars and it’s important that we account for every dollar.”

CRYSTAL H.
ACCOUNTING SPECIALIST, DELDOT

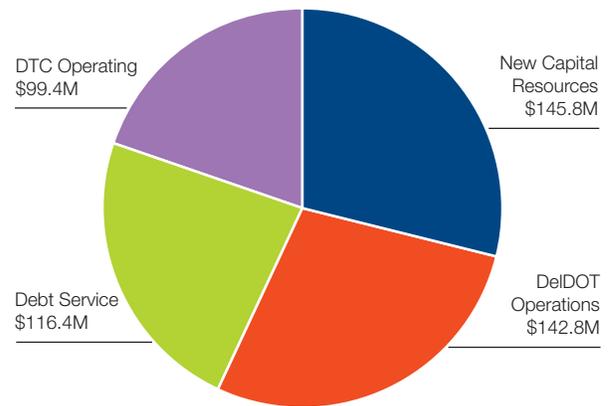
REVENUES — Fiscal Year 2012

Much of DelDOT's revenue comes from DMV fees.



DEBT SERVICE — Fiscal Year 2012

DelDOT has dramatically cut "debt service," the principal and interest owed on the state's borrowing for capital projects.



KEY ACCOMPLISHMENTS

During Fiscal Year 2012, Finance processed more than 266,000 transactions, including purchase orders, payment vouchers, and revenue receipts. Finance also managed over \$964 million in operating funds, including federal funding, private contributions to projects, and state revenue.

Finance has also sharply cut the department's debt, thereby reducing the interest that state taxpayers owe to creditors. In Fiscal Year 2012, \$250,695,000 in bonds were refunded, saving the Transportation Trust Fund \$27.1 million (present value) over the next five years. We ended the Fiscal Year with positive cash balances, with operating expenditures staying within 99.6 percent of budget (.4 percent, you're next).

Finance is further responsible for managing the Transportation Trust Fund (TTF), which pays for all capital transportation projects and operating expenses of DelDOT. We've reduced our debt service (principal and interest payment to investors) by slashing total TTF outstanding debt by \$121.6 million from \$1,209.3 million to \$1,087.7 million.

And in spite of a sluggish economy, motor vehicle sales continue to be strong, helping to increase Motor Vehicle Document Fee Revenues by \$2.8 million, a 4.1 percent gain over Fiscal Year 2011. This comes after a strong performance last year, when revenues increased by \$9.9 million (+17.0 percent) over Fiscal Year 2010.

Human Resources

MISSION

To provide high-quality customer service; to recruit and hire a diverse and highly qualified workforce through various outreach efforts; to develop and retain employees through continuous communication and training that provides career enhancement and advancement; and to ensure equity and fairness in all employment practices.



Harmony Impartiality

KEY SERVICES

Our people are paving the way to a more efficient and responsive Delaware Department of Transportation. We continue to seek the brightest and best—recently expanding our efforts through outreach programs to schools and colleges, advertising, job fairs, and establishing partnerships.

Once on board, new employees are given many opportunities to grow professionally. Our training program provides a foundation for both career enhancement and advancement within Delaware state government.

What's more, we work closely with collective bargaining agents to continually improve employee working conditions. In our workplaces, we promote harmony, impartial treatment of all individuals, and respect for diversity.

Another important part of our responsibility includes the accurate administering of benefits for DeIDOT employees, including health insurance, leave, Short-Term Disability, and workers' compensation. Human Resources also makes certain that DeIDOT complies with all federal/state employment practices and laws, including the State Merit Rules.

“I lost my wallet Thursday, August 9, on Coastal Highway. DelDOT employee Paul Bradley found it, drove it back to me Friday night, and refused a reward, saying, ‘We’re all in this together.’ His courtesy and compassion reflect the best of the Delaware Department of Transportation.”

MAGGIE M.
OCEAN VIEW, DE



KEY ACCOMPLISHMENTS

Human Resources continues to recruit entry-level civil engineers to keep pace with current and projected vacancies. In Fiscal Year 2012, we attended four engineering career job fairs at universities and with professional societies. We also participated in 26 outreach events with schools (elementary, middle, and high), Career Days/Job Fairs, Veterans

Operation Success, Congressional Sponsored Job Fairs, Delaware Guidance Counselor Workshop, and the Hispanic Expo. Last year, we coordinated the efforts of DelDOT employees to mentor 24 minority and female middle and high school students participating in FIRST (First Inspiration and Recognition of Science and Technology). We also provide funding for the Diversity Summit sponsored by the Governor's Council on Equal Employment Opportunity.

Maintenance & Operations

MISSION

To provide consistently high-quality customer service while maintaining and operating a convenient, safe, efficient, cost-effective, and environmentally sensitive transportation system. And to strive for continuous improvement in every aspect of our work.

358



KEY SERVICES

The snowstorms of 2010 were historic. But DeIDOT Maintenance & Operations crews worked tirelessly 24/7 clearing ice, 18-inch snowfalls, and massive drifts from roadways statewide. Then in the aftermath of Hurricane Sandy in 2012, M&O employees responded with lightning speed to drain flooded streets and clear trees, branches, sand, and other storm debris from the streets.

Each day, we work to move you swiftly and safely along by repairing potholes, cleaning drainage systems, and sweeping roadways and shoulders. We also remove litter and fix and seal highway joints and cracks. We handle concrete and asphalt patching, bump removal, and road resurfacing. We take care of roadside vegetation, mowing, snow plowing, and landscaping. In addition, we oversee guard rail and bridge repairs, and maintain overhead highway lighting. M&O even handles permits for outdoor advertising and roadside control.



lane miles

KEY ACCOMPLISHMENTS

In Fiscal Year 2012, we resurfaced 358 lane miles under the Paving & Rehabilitation Program, and converted 42 lane miles from a tar and chip surface to asphalt. We conducted 11,117 maintenance inspections on storm sewer structures. We also checked 208 stormwater structures for best management practices for condition, functionality, and water pollutants. Attention to detail like this is another way we keep Delaware moving.

"I wanted to commend you. Our shoulders and all the others in the county look as if a lawn service did them!"

CHICK AND DIANE C.
CAMDEN, DE



Planning

“Delaware’s Safe Routes to School program pays us back in healthier children and lower health care costs. Thanks for everything you did to make your school day event such a success.”

THOMAS R. CARPER
U.S. SENATOR

MISSION

To provide comprehensive transportation planning services and subdivision and roadway entrance review and management in order to address the transportation needs of Delaware’s residents, businesses, and visitors. And to deliver our services with dedication to excellence, attention to detail, and uncompromising quality.

KEY SERVICES

The Division of Planning addresses Delaware’s collective transportation needs by creating and adopting statewide and community-based transportation plans. We team with local municipalities and Metropolitan Planning Organizations (MPOs) to identify and define transportation problems within Delaware. We also work with counterparts in adjoining states to solve transportation problems that are regional in nature.

We strive to provide customers with opportunities to use all transportation modes in a manner consistent with state policies and county and local comprehensive plans. We are also mindful of the wishes of affected communities within the limits of fiscal and environmental constraints. Planning also develops and maintains statewide initiatives, such as the Safe Routes to School and the Byways programs.

To ensure Delaware conforms with federal air quality standards, Planning works closely with the Department of Natural Resources and Environmental

Control (DNREC). Together we develop, monitor, and continually refine transportation strategies for maintaining the quality of the air we share.

Planning is involved, too, with local governments and other state agencies in making decisions about prospective changes in land use. This includes providing technical analysis and advice regarding proposed policies and standards, comprehensive plans, zoning and re-zoning, site plans, and entrance (driveway) permits.

Planning also supports DelDOT with comprehensive data services. These include the collection, quality control, analysis, and reporting or publication of traffic volumes, accident statistics, roadway information, and other transportation system and user characteristics. In addition, we partner with the Delaware State Police to implement federally mandated Commercial Vehicle Size and Weight Enforcement programs and commercial vehicle information systems. Finally, Planning conducts safety inspections of all public use airports in Delaware, and identifies and removes any obstructions to safe airfield operations.

Develop



KEY ACCOMPLISHMENTS

The Division of Planning implemented major process improvements within the Development Coordination Section to help with quality control and quality assurance—all while maintaining a high level of customer service.

We are also partners with DNREC in implementing Governor Markell's First State Trails and Pathways Initiative. Together, we are constructing a \$16 million network of pathways for bicyclists and hikers over the next three years. We also completed six Safe Routes to School projects, coordinated 17 bicycle

checkpoints serving over 600 customers, hosted the annual Bike Summit, and helped organize the first annual Bike to School Day. History drives us, too. This year, Planning published the Corridor Management Plan for the Harriet Tubman Underground Railroad Byway.

We think on our feet, as well. Our division completed the Statewide Sidewalk Asset Inventory and identified deficiencies in the system. And by working with local communities and civic groups, Planning completed 14 construction projects in 2012, through the Transportation Enhancements Program. More good works are in our plans for 2013.



Public Relations

MISSION

Provide excellence in public outreach that results in an open, meaningful, and informative dialogue between the agency, its employees, and the residents with the goal of achieving customer satisfaction among those who pay for and use the State's transportation system.

325 news

KEY SERVICES

Information and traffic should both flow smoothly. To that end, DelDOT Public Relations helps keep Delawareans aware of important transportation issues impacting us all. We work to keep reporters and editors updated through personal contact, media releases, social media, press conferences, and media events to spotlight issues and projects that affect the public. Community members can also stay up to date on transportation issues by attending the workshops and public hearings coordinated by Public Relations, or visiting our agency website: www.deldot.gov.

Public Relations also plays a key role in keeping members of the General Assembly informed. Our Legislative Liaison helps state legislators stay updated on DelDOT's programs and policies, while also keeping a finger on the pulse of legislation that impacts our state transportation system.





releases

KEY ACCOMPLISHMENTS

During 2012, the Public Relations team issued 325 news releases, answered 6,711 phone calls, responded to 2,520 e-mails, and managed 23 public workshops and 11 virtual workshops.

DeIDOT Public Relations also introduced the agency's new DeIDOT Secretary Shailen Bhatt to legislators, media, and the public via multiple public speaking engagements, media round tables, news conferences, and legislator briefings. Today, Secretary Bhatt stays active by speaking at many public forums throughout the First State.

Throughout the toughest weather emergencies, our PR team kept community members informed about their roadways. We worked around the clock providing the latest information during Hurricanes Irene and Sandy. And we stand ready to perform that same vital service in snowstorms or whenever there is a disruption to our transportation system.

"High winds blew a heavy road sign into my yard and atop a little tree I was trying to start. Ms. Louise Holt in your PR office reached the right people and within hours it was removed. She was so courteous. And effective!"

ROSIE B.
MILFORD, DE



Technology & Support Services

MISSION

To provide excellence in transportation by facilitating the timely and accurate support of all divisions in DeIDOT in the performance of daily operations.

Innovation

"Thank you so very much for such timely, professional, and polite processing of our DBE application. It's been a pleasure working with you."

ANURAG M.
PRESIDENT, ELA CONSULTING, INC.

KEY SERVICES

Innovation drives all that we do. We collaborate with other DeIDOT Divisions and remain aware of opportunities where technology can be used to help achieve DeIDOT's vision of excellence. Every technology we adopt, develop, or implement, from online services to geographical information systems, helps to meet the agency's objectives.

However, technical support is only part of what Technology & Support Services (T&SS) does. We also ensure departmental compliance with the Federal Highway Administration (FHWA) Civil Rights requirements and programs. Further, we oversee departmental competitive bidding and the professional service procurement process. We take responsibility for auditing professional service agreements, construction projects, and internal departmental processes. Finally, T&SS makes sure the department's needs are met in the areas of facilities management, central supply, courier service, and volume printing. We are teaming people and technologies as never before to maximize DeIDOT's responsiveness and operational efficiencies.





KEY ACCOMPLISHMENTS

In Fiscal Year 2012, our division implemented many technology improvements, including upgrading the Video Wall at the Transportation Management Center, updating DTC's bus scheduling system, and upgrading the communications link to DTC's Wilmington headquarters.

Technology & Support Services also improved customer service by adding new features to the DelDOT website. These include the Performance Dashboard (which provides measurement information for specific areas of DelDOT's performance), online driving record requests, DelDOT's real estate property purchases, virtual travel times on I-95, change of address for vehicle registration with the DMV, and snow removal reimbursement applications.

We assisted with installation of highway speed lanes at the Newark Toll Plaza and front cameras for Biddles Toll Plaza. Working with DMV, we upgraded systems to comply with new Commercial Drivers License safety requirements and implemented daily vehicle registration renewal. The result? Better enforcement of safety laws, while also providing significant revenue for the state. T&SS also assisted with the implementation of the DelDOT app for Android and iPhone users.

Last year, we participated in numerous outreach events to help more minority-owned companies take advantage of our Disadvantaged Business Enterprise (DBE) program. T&SS also worked with Delaware State University to successfully conduct our Summer Transportation Institute to raise high school students' interest in possible transportation careers. T&SS also arranged for departmental training on Title VI, which ensures that no person—regardless of race, color, national origin, gender, age, and/or handicap/disability—is subjected to discrimination in any DelDOT position, program, or activity.

In order to be good stewards of taxpayer funds, T&SS audited over \$386 million in project costs and executed 93 competitively bid contracts and 63 consultant agreements, in addition to implementing energy conservation efforts such as solar panels for the DTC Dover Administration Building and energy-saving initiatives through the State Energy Utility for the DelDOT Administration Building.

Transportation Solutions

MISSION

To provide exceptional service by developing, constructing, and maintaining the State's infrastructure in an efficient manner, resulting in a first-class multimodal transportation network that enhances safety, mobility, and livability for the public. Transportation Solutions will continue to provide high-quality support services to other divisions in the department.

88% on-time

"I am writing to thank DeIDOT for repaving the shoulders along Rte. 5 in Sussex County. My husband and I now feel 100 percent safer riding our bikes. It is good to see our tax dollars used wisely."

PAMELA S.
HARBESON, DE

KEY SERVICES

Transportation Solutions coordinates all activities required to design, procure Right-of-Way and environmental Permits, and construct projects involving the state's infrastructure, including improvements to roads, bridges, traffic control devices, and other transportation facilities. Transportation Solutions also oversees materials inspections and construction administration activities as well as operates the 24/7 Transportation Management Center.





*Charles W. Cullen Bridge
over the Indian River Inlet*

KEY ACCOMPLISHMENTS

In Fiscal Year 2012, more than 76 percent of projects were advertised for construction on schedule, 88 percent of projects were completed on time, and 79.5 percent of projects were completed with less than ten percent cost overrun.

Transportation Solutions nurtured many projects from concept to reality, including completion of the I-95 Newark Toll Plaza High-Speed E-ZPass lanes, which relieved a major bottleneck along the heavily traveled Northeast Corridor. Many motorists wrote to thank the planners, administrators, and construction staff for making these improvements.

We also completed construction of the Indian River Inlet Bridge, the new bridge into Christiana Mall, the SR 54 Mainline Improvements Project, and the Market Street project in Wilmington. On the SR 54 project, Transportation Solutions worked with members of the business community to minimize impacts and avoid construction activities during the summer months along this corridor. As a result, DeIDOT completed this much-needed improvement ahead of schedule. Using American Recovery and Reinvestment Act funding, the Market Street

Project elevated the roadway out of the flood plain, improving the safety in the corridor.

Projects that began in Fiscal Year 2012 include construction of the I-95/SR 1 and I-95/U.S. 202 interchanges. These projects will eliminate two major areas of congestion along the I-95 corridor.

We conducted many bridge inspections to ensure the public stays safe. In addition to our normal bridge inspection schedule, special damage inspections on Delaware's eight operable/movable bridges and 23 fracture-critical bridges were completed within 36 hours of the earthquake that occurred on August 23, 2011. Transportation Solutions also performed damage inspections on more than 170 bridges and 37 dams within a four-day period after Hurricane Irene in 2011. In the aftermath of Hurricane Sandy in 2012, we also conducted damage inspections on more than 178 bridges and 38 dams.

Our ability to provide real-time traffic information on www.deldot.gov and via mobile devices is now also greatly enhanced. All of these accomplishments will help the public move more efficiently and safely in 2013.

Stay connected with the
Delaware Department of Transportation:

www.deldot.gov.

www.dartfirststate.com

www.dmv.de.gov



Delaware Department
of Transportation



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