

## PA Interns Get Behind the Scenes Look at OEM Operations

The Port Authority Technical Center (PATC) in Jersey City is well equipped to keep the region moving — and safe — by staying prepared through a variety of training and monitoring practices.

As our summer interns get settled in to their roles, a group from the Brand and Marketing departments recently visited PATC, getting an inside glimpse of one of the agency's most critical facilities.



From left: Carlos Rene Castro Lozano, Devan Pandya, Harry Smith, Angelica Niedermeyer, Gabriel Carames, Roshane Bennett, Michele Abbott, and Stella Pandya.

Led by Office of Emergency Management (OEM) Communications Supervisor **Gabriel Carames**, the group learned all about how the operations at PATC are crucial to the safety and security of the bistate region — and the country.

OEM continually monitors video surveillance of PA properties as well as locations across the country through more than 4,000 cameras. Here, the agency's Emergency Operations Center (EOC) desk maintains access to the federal Department of Homeland Security's National Operation Center Visual Situation Room, which allows the agency to stay informed on any potential incidents occurring anywhere nationwide. This room also monitors updates on flights delays and cancellations from the Federal Aviation Association.

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## Donate to PAVA's Supply Drive for the Troops

The 2023 Remembrance Through Renewal (RTR) program kicked off last month, with the Pillars Award nomination period ongoing (see sidebar). Coming up soon is the yearly Month of Service — stay tuned for more details on volunteer registration in a later broadcast.

As we commemorate the July 4 holiday this week, did you know that there's one event you can get involved in [right now](#)?

The [Port Authority Veterans Association \(PAVA\)](#) is hosting a military care package supply drive to share a bit of support, comfort, and joy with our troops overseas. Donation boxes are [located throughout various PA/PATH facilities](#) right now (similar to the one in the photo — go take a look!) and will be available through September 20. [Check out the flyer](#) for the full list of locations.



### QUICK LINKS

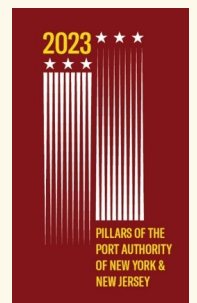
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## Pillars Award Nominations Due July 14

The nomination period for the eighth annual [Pillars of the Port Authority Awards](#) has been extended through Friday, July 14.



The Awards honor the spirit, skill, and strength of the colleagues we lost on September 11, 2001 and February 26, 1993, by recognizing current employees who embody inspiring qualities in the following categories:

- Commitment to Public Service
- Industry Expertise
- Strength and Resilience
- Diversity and Inclusion
- Ethics and Integrity
- Civic and Community Engagement

To submit a nomination and for more information on eligibility, submission guidelines, and upcoming information sessions, please visit the [Pillars Nomination webpage](#).

**All nominations must be submitted by 5 p.m. on Friday, July 14.**

## PA Interns Look at OEM Operations

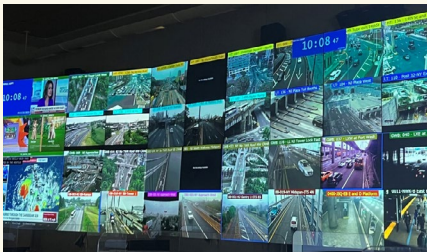
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“It’s a way for us to keep an eye on everything that’s going on,” Gabriel said. “This room, which is active 24/7, 365, works as a unified operations center between three different departments: Port Authority Police Department (PAPD), Traffic Management, and the EOC.” Gabriel is one of the five original members of EOC, having been with the center since 2017.

In addition to traffic and crime, weather poses a huge threat to the agency as well, and with hurricane season approaching, the PA relies on its hurricane advisory system and tide predictions from the National Oceanic and Atmospheric Administration and the Stevens Institute of Technology.

“We have to figure out what to do before it is coming,” said **Harry Smith**, Regional Planner of Logistics and Mobile Assets from the Damage Assessment Team, who operates OEM vehicles. “We have to be flexible.”

The center prioritizes business continuity and communication throughout its mitigation, preparedness, resumption, response, and recovery plans of action. PATC’s operations rely on close collaboration from all levels of the agency and across departments. Although it’s not a facility used by the traveling public, PATC is critical to the agency and the region, as it prepares for and protects against all types of threats, working in tandem with partner agencies around the nation.



## WTC Memorial Scholarship Applications Due July 15

In the memory of the Port Authority employees who passed in the September 11, 2001 and February 26, 1993 attacks, the WTC Memorial Golf Club Committee is awarding annual scholarships of \$15,500 for 4-year undergraduate degrees and \$8,000 for 2-year associate degrees in honor of those we lost.

To be eligible, applicants must be a child of an active or retired Port Authority employee; a graduating senior with a desire to further their education, and must be accepted into an accredited 2- or 4-year college, university, or vocational school.

Be sure to [check out the scholarship website](#) for additional details on eligibility and requirements, including information on how to apply.

**The application deadline is July 15.**



## Jennifer Long Brings Military Leadership and Experience to the Port Authority

*Originally published in [Now Arriving](#) by Ruchi Patel, Media Relations staff*

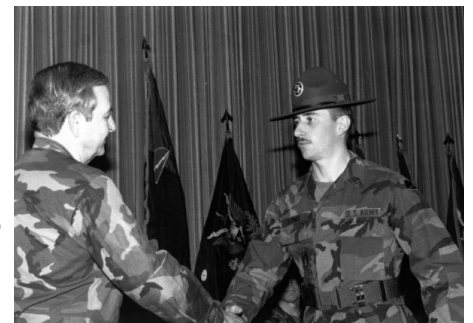
When **Jennifer Long** joined the Port Authority in 2022 as new Deputy Director of Operations Services, it was a “full-circle moment” for the 30-year U.S. military veteran who, after 9/11, had been assigned to secure the Holland Tunnel alongside PAPD officers for a year. Long was Edward then, in the midst of a 30-year military career.

After serving as a Sergeant Major, Long brought her leadership skills from the military and her personal experience of her own transition to support a 2018 New Jersey gender law. She says 9/11 is what led her to take charge.

“Sept. 11 changed my life drastically and made me want to dedicate my life to service,” Long said. “I came to the Port Authority as a soldier and left as an employee.”

As a member of the Port Authority family, she is an advocate for diversity and authenticity: “We should like people for who they are, not what they are. Just be you. Your authentic self. That’s it.”

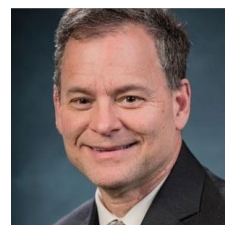
Keep reading on [Now Arriving](#).



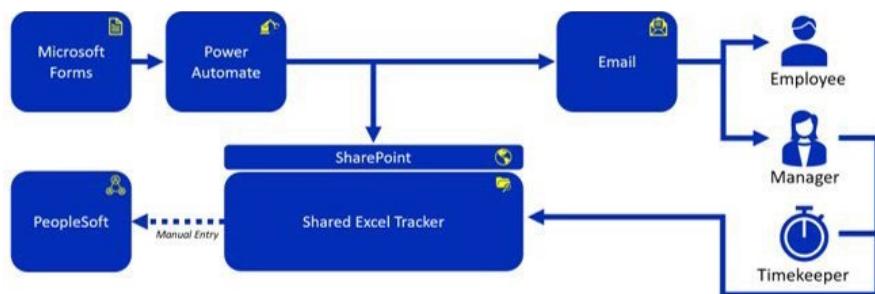
## RETIREMENT

### Andrew Giordano

PATH’s **Andrew Giordano** is retiring after 21 years with the agency. His last day will be Friday, July 21. Please join us in congratulating him on more than two decades of dedicated service, and in wishing him well in the future.



# Learn How OCI Leverages Automation for Process Improvements



Flowchart highlighting the Procurement Daily Check-in Workflow

In early June, the Office of Continuous Improvement (OCI) launched a new platform, the [Process Automation Community of Practice \(CoP\)](#), which facilitates collaboration through process automation. By sharing internal and external tools, members aim to leverage these insights to achieve measurable business goals.

“Colleagues across the agency are automating processes and systems on big and small scales,” said **Lisa Dewey-Mattia**, Director, Office of Continuous Improvement (OCI). “There is great opportunity to learn from each other and scale solutions — a solution that is created for one department is often a use case that applies to others.”

During a launch event, OCI explained the concept to potential CoP members, followed by demonstrations from members of the agency’s process automation community.

**Michelle Mayer** presented on the development of the PA’s Standard Operating Procedure (SOP) Library and explained its goal to improve SOP quality, simplify the process for maintaining SOPs, and increase cross-departmental usage. **Peter Penafior** showcased the Procurement Department’s Daily Check-in process, which harnessed Power Automate, Excel, and MS Forms to automate a previously manual process.

“What I find refreshing about the CoP is that it will provide a bridge to request feedback, collaborate, showcase, and learn from the successes of colleagues,” said Peter, who is a Contract Specialist in the Procurement Department.

“CoP is not just a group of individuals coming together, it’s an amazing opportunity for staff members to expand their knowledge and transform the way they work,” said **Ted Kaplan**, Senior Management Analyst, OCI. “Process automation is becoming more and more prevalent in everyday life, and the primary focus of this group is to capture that momentum to fuel innovation across the agency. Together, we hope to harness the power of collective wisdom and subject matter expertise to grow and thrive in an increasingly autonomous world.”

If you are interested in joining the Process Automation CoP or want to learn more, please reach out to Ted Kaplan at [nkaplan@panynj.gov](mailto:nkaplan@panynj.gov). Together, let’s harness the power of process automation to drive innovative change across the agency!

# WTC Oculus Engine Room Named Best in New York

On June 13, the World Trade Center Oculus Transportation Hub was awarded the Best Engine Room award by the Real Estate Board of New York (REBNY).

“The REBNY judgment committee visited the WTC site in early May, and they viewed our Central Chiller Plant and other mechanical spaces. They were very impressed by the overall condition of the site, the level of organization, our methods of procedure, our technical knowledge, and that all team members were able to answer the judges’ questions proficiently. REBNY stated that the site was a well-run operation. It was a prestigious win for the CBRE and the Port Authority,” said **Alex Trotta**, General Manager of Site Wide Property Management, who noted that the CBRE team has been managing the site for the past two years.

REBNY’s Best Engine Room committee examined the overall condition of the Central Chiller Plant, Central Fan Plant, and Control Room, with a focus on mechanical, technological, and operational improvements. They also reviewed the preventive maintenance programs, organization of building system drawings, operating documentation, active operating permits, and licenses. The committee also reviewed the level of housekeeping throughout the plant as well as safety measures during operation and maintenance.

## CALENDAR

### PAHS: De Todo Un Poco (A little bit of everything)

*Thursday, July 13 from 5 to 8 p.m.* The Port Authority Hispanic Society (PAHS) will host a celebration of cultural diversity at “De Todo Un Poco,” a mixer and cultural exploration of flavors, rhythms, and traditions, at Xchange at Secaucus, 4000 Riverside Station Boulevard, Secaucus, NJ. Explore the many facets of the Hispanic culture, including music, dance demonstration, and cuisines. Early registration is \$25 before July 10; tickets are \$35 at the

door. PAHS members will receive an invitation. Non-members can register by emailing [PAHS@panynj.gov](mailto:PAHS@panynj.gov).

### APNG: The Hidden Matters Roundtable

*Wednesday, July 19 from 11 to 11:45 a.m.* The Administrative Professionals Networking Group (APNG) hosts its monthly roundtable on Receiving the Torch and Passing It, which focused on the need for growth and how to avoid stagnation in your career. Open to all. APNG members will receive an invitation. For non-members to register, please email [PA\\_APNG@panynj.gov](mailto:PA_APNG@panynj.gov).



Alex Trotta speaking during the award acceptance at REBNY’s 17th annual Commercial Management Leadership Breakfast