

Now Arriving: PATH's New Tap-and-Go Fare System

PATH riders accustomed to paying fares with SmartLink and MetroCards now have an exciting new option at the Journal Square and 33rd Street stations – TAPP, for Total Access PATH Payment, which was introduced on December 5 as a pilot program at five turnstiles at the two stations.

TAPP is an open-loop, contactless payment system that enables customers to use credit/debit cards or the digital wallets on their own mobile devices at PATH turnstiles. Once the pilot is completed, PATH will begin to export the new technology in phases across the system, a process expected to take 12-18 months.

During the phase-in and for a substantial period afterward, equipment supporting SmartLink and MetroCard will remain operational as customers become familiar with the new system. New TAPP turnstiles will be installed gradually throughout the system.

The campaign to bring a new fare system to customers is the result of long hours of testing and tinkering, review, and revision, under the direction of Chief Technology Officer **Rob Galvin** and PATH Program Director **Greg Wong**. The TAPP team worked virtually around the clock over the past several months to pave the way to easier payments for PATH riders.

As PATH Director/General Manager **Clarelle DeGraffe** noted, "The TAPP pilot is the first step in an exciting transformation of our fare payment system, one that will provide

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The TAPP team on Day 1 of the rollout

EBRGs Mark Successful Year of Advancing DEI

Workforce Diversity, Equity & Inclusion together with leadership from the agency's Employee Business Resource Groups (EBRGs) recently marked another successful year of advancing diversity, equity, and inclusion in the agency and the region. On Tuesday, November 28, Executive Director **Rick Cotton** and Chief Diversity, Equity, & Inclusion Officer **Jose Febrillet** recognized more than 40 EBRG leaders for their work during the year.

The agency's 10 EBRGs hosted more than 100 events this year with more than 5,000 total employee attendees and participants. If you are interested in learning more or joining one or more of the EBRGs, [please visit the EBRG Hub](#).



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PAPD Collects Toys and Supplies to Support Youth

The Port Authority Police Department in collaboration with the Resource Management and Planning (RMP) team within the Office of the Chief Security Officer recently joined together for a great cause as we approach the holiday season. In recognition of [Hailey's Day of Kindness](#), friends and family of the PAPD and RMP collected toys, clothes, and other essential supplies and items to support the PAPD's Youth Services Unit, which provides critical services for at-risk youth.



EWR Helps Autism Community Take Flight

Earlier this month at Newark Liberty International Airport's Terminal A, individuals with intellectual and developmental disabilities (IDD) and their families had the chance to experience an air travel simulation to help prepare them for a real world flight.

On December 2, the 'Wings for All' [event was coordinated](#) by the Arc of Essex County and the Arc of New Jersey to provide 159 individuals with autism and their families with an opportunity to learn and familiarize themselves with the air travel experience.

Air travel can be intimidating for those with IDD, so a simulated security screening, movement through the terminal, and the boarding process of an aircraft can help to ease the process for attendees as well as prepare TSA staff to better assist IDD passengers in the future.

More photos and videos from the event are on the [PA's Flickr page](#).



PATH's New Tap-and-Go Fare System

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faster, more accessible, and more convenient service for all of our riders.”

The project has been a model of Port Authority teamwork. PATH's Passenger Services and Customer Experience, Structures & Facilities, and Networking and Communications groups, as well as teams from the Port Authority's Technology Department, Revenue Accounting Division, Treasury, and Marketing, have assisted in making the much-anticipated transition to TAPP.

TAPP's rollout comes as PATH is slowly building back the daily and weekend ridership numbers that were significantly reduced during the pandemic.

STAFF NEWS

The agency recently announced several important leadership changes. [Visit the PA News website](#) for more on these new appointments.



Annie Persaud has been named *Director, Office of the Chief Operating Officer*. In this role, Annie will be supporting the Chief

Operating Officer (COO) in leading and overseeing the operations of all five lines of business — Aviation, Port, PATH, Tunnels, Bridges & Terminals, and the World Trade Center as well as the Operations Services Department. In her most recent role, Annie served as the Senior Advisor for Strategic & Business Performance in the Office of the COO.



Morgan Keane has been named *Program Director, CX Strategy and Execution in the Office of the COO*. In this role, Morgan will

be responsible for driving forward the agency's customer experience strategy and collaborating with key stakeholders to achieve measurable improvements

for the millions of travelers who use our transportation facilities. Most recently as PATH Chief of Staff, she designed and guided major initiatives to improve operational reliability and enhance customer experience.



Cathleen Mahoney, P.E., has been named *Assistant Director, Capital Programs and Facility Operations in the Office of the COO*.

In this role, Cathleen will be responsible for supporting the Chief Operating Officer in advancing Line Department Capital and Operating programs. In her most recent role, Cathleen served as Chief of Project Delivery for the Engineering Department where she worked with various agency stakeholders to ensure State of Good Repair projects were properly positioned for effective delivery in the agency's Capital Plan.



Annesa Lau has been named *Workforce Transformation & Digital Innovation Director in the Office of the COO*. In this role,

Annesa will drive the agency's upcoming initiatives on enhancing workforce skills, abilities, and technologies in alignment

with strategic business needs. Annesa joins the Office of the COO from her current role as Director, Operations Services, a diverse department delivering mission-support services, modern equipment, and employee training for the agency.

Aviation



Aaron Sherburne has been named *Deputy Director Aviation Planning and Development*. In this role as Deputy Director, Aaron will

oversee the department's Capital Planning, Asset Management, Project Management, Aviation Planning, Environmental Sustainability and Forecasting functions. Most recently, he held the position of Director of the World Trade Center Department, where he oversaw the operations and management of the World Trade Center complex.

Operations Services Department

Hanson Lee has been named to the position of *Director, Operations Services*. As Director of Operations Services, Hanson will lead a diverse team providing an array of key services

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in support of the PA's business needs. Prior to this promotion, Hanson served in the Tunnels, Bridges and Terminals

Department as a Deputy Director over facility operations, finance and forecasting and business solutions.

PATH Corporation



Sanchita Banerjee-Jimenez has been named *Deputy Director, Operations and Customer Experience*

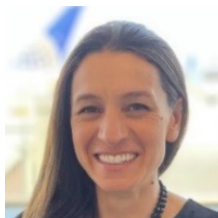
Delivery at PATH. In this role, Sanchita will focus on operational excellence and strategy, customer experience and delivering a reliable rail transportation service. In her most recent role as Assistant Director, Operations and Maintenance in the Office of the COO, Sanchita led several cross-functional teams to develop best-in-class standards and management practices for all facility operations, maintenance, resiliency, emergency management, and readiness functions.

World Trade Center Department

Jolene Yeats has been named *Director, World Trade Center.* In this

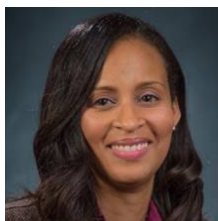


role, Jolene will provide leadership over the day-to-day operations and management of the \$15 billion World Trade Center complex. She currently holds the title of Assistant Director in the World Trade Center Department where she runs the Division of Planning, Communications, and Customer Experience.



Lisa Dewey-Mattia has been named *Deputy Director, World Trade Center.* In this role, Lisa will be supporting the director in managing the

WTC campus including the execution of a comprehensive business plan, developing and maintaining partnerships with public and private entities, executing organizational sustainability and innovation priorities; and providing a world-class customer experience. Lisa had served as Director, Office of Continuous Improvement (OCI) for the last six years.



Tobi Mettle is joining the *Office of Diversity, Equity, and Inclusion (ODEI) as the Deputy Chief Diversity, Equity, & Inclusion Officer.*

In this role, Tobi will be responsible for overseeing the department's efforts to advance the Agency's DEI agenda. Most recently, Tobi served as Director of Resource Management and Planning in the Office of the Chief Security Officer (OCSO).



Jessica Gummerman has been named the new *Deputy Board Secretary.* Together with Board Secretary **James McCoy**,

Jessica will serve as a trusted intermediary between the Board of Commissioners and staff. Since joining the agency in 2015, she rose quickly through the ranks and has been the Manager, Airport Maintenance at LaGuardia Airport since 2022.



James Gibson has been named the new *Health and Safety Director.* In this role, James, together with Chief Health

and Safety Officer **Brian Lapp**, will lead efforts to foster a culture of occupational health and safety throughout the agency to ensure the safety of our customers, employees, contractors, and communities we serve. Prior to joining the Port Authority, James held various leadership roles within the health and safety field.

Help Support Those in Need This Holiday Season

As you shop for gifts and make plans for holiday gatherings, we encourage you to think about those in need in our local communities. If you're able to give charitably this year, here is a great opportunity to join your colleagues in giving back: As is PA tradition, the agency has partnered with [New Jersey Employees Charitable Campaign](#) (NJECC) and [New York State Employees Federated Appeal](#) (NYSEFA). Choose a charity or nonprofit that you're passionate about and donate through either of the following secure links:

- [Donate to the New York State Employees Federated Appeal](#)
- [Donate to the New Jersey Employees Charitable Campaign](#)

Together we can transform lives and make this region a better place to live — no amount is too little to help.



TRADING POST

Did you know that you can use the [Trading Post](#) to request an item you're looking for? Work with your fellow PA employees to get any supplies you may need. Get started [here](#).



GOT NEWS FOR NEXT TIME?

Do you have news from your team, department or employee group to share in the next PA News? Send it to panews@panynj.gov by December 29 to be included in the January 5 issue.



CALENDAR

[PAWC: Hiloreen Woods-Hyatt Award Call for Nominations](#)

Nomination deadline: December 31. The Port Authority Women's Council (PAWC) is calling for nominations for the 2024 **Hiloreen Woods-Hyatt Award** for the Most Valuable EBRG Member. This award is given annually in celebration and memory of Hiloreen, who passed away at the beginning of 2020 and is celebrated for her largely impactful 35 years of service at the agency. Contact PAWOMEN@panynj.gov for more information on criteria and the nomination form.

[PAWC-WIT: Advanced Excel Workshop](#)

January 10, 1:30 to 3 p.m. Ready to excel in Excel? The Port Authority Women's Council Women in Technology Chapter and TEC Training will host a virtual [Advanced Excel workshop](#). In preparation for the workshop, [once you register](#), you will receive the workshop agenda and a link to pre-work by December 27. These resources will familiarize you with essential concepts before the workshop kicks off. If you have any specific topics you'd like covered during the event, you can submit them in advance. If you have any questions or need further assistance, feel free to reach out to WIT@PANYNJ.gov.

[Wanted: Future City Volunteers](#)

Saturday, January 13 (NJ) and Saturday, January 20 (NYC). Future City is a national program that challenges middle school students to learn engineering principles the fun way. Help power the next generation of engineers as a volunteer, mentor, judge, for at-home work and on competition day. Also needed are volunteers to assist in the successful operation of the day's events: for the entire day, or just a portion if that is your availability. There are separate New Jersey and New York City events. [View the flyer here](#). For more information, contact **Scott Lubarsky** at slubarsky@panynj.gov.

Traffic Safety Improvement Program Garners National Acclaim

The Port Authority recently received the [2023 National Roadway Safety Award](#) for the use of crash data to prioritize vehicular safety and quick response to short-term trends, as part of its Traffic Safety Improvement Program.

The program, which was fronted by PA engineers **Kevin Walkes, David Rettig**, and Shailen Bhatt of the Federal Highway Administration (FHWA), analyzes daily police crash reports, construction projects, roadway camera video, incident logs, and traffic volumes to identify conditions, allowing the agency's traffic safety professionals to quickly develop and implement effective mitigation.

This recognition highlights the PA's commitment to ensuring the agency's tunnels, bridges, roadway networks, and facilities such as airports and seaport are safe and that the agency values continuous improvement and efficiency.

Learn more about the [Traffic Safety Improvement Program](#).



From left: Kevin Walkes, Shailen Bhatt, and David Rettig

Jersey City Students Send PATH on a Joyful Journey in 34th Annual Poster Contest

Originally published in [Now Arriving](#), written by Scott Ladd.

Six months ago, Marisol Araya Ramirez was attending school in her native Chile. A move with her family to Jersey City in June found her in a new school — Middle School 7 — and facing many of the challenges associated with relocating to a new country and adopting a new language.

For the gifted eighth grader, however, one talent quickly stood out — an exceptional artistic ability that produced the grand prize-winning entry in this year's PATH Holiday Poster Contest. At a ceremony on December 7 at PATH Journal Square headquarters, she was selected for the top prize from 358 poster submissions by Jersey City students, kindergarten through eighth grade. Her poster featured a PATH train traveling through a forested winter wonderland alongside a locomotive, its steam forming a heart in the air while offering the season's greetings.

Keep reading on [Now Arriving](#).



Marisol and her grand prize poster

JFK Airport Helps Deliver Holiday Cheer to Children with Special Needs

Just in time for the holidays, John F. Kennedy International Airport recently hosted *Operation Santa Claus*, bringing gifts, holiday cheer, and a special visit from Santa Claus to more than 3,500 children with special needs from across the region. On December 13, Santa Claus touched down via plane to distribute gifts to local youth with help from more than 2,000 volunteers. Children were entertained with festive music, food, and games. This holiday event was hosted by Community Mayors in partnership with the PAPD, Delta Air Lines, and Shleppers Moving and Storage.

