

Watch: PA Family Remembers Fallen Friends

Honoring and acknowledging the legacy of Port Authority employees is part of the agency's fabric. We come together as family both in good times and challenging times. As we have done for more than three decades, the PA family came together to remember those colleagues we lost in the February 26, 1993, bombing of the World Trade Center, in a Memorial Mass at St. Peter's Roman Catholic Church, which honors their shared faith.



The PA family gathered at St. Peter's for its annual remembrance service

On the morning of Monday, February 26, friends and family of those lost in the 1993 World Trade Center bombing gathered together in remembrance. **Robert Kirkpatrick, Stephen Knapp, William Macko, and Monica Rodriguez Smith** and her unborn child — who, along with Windows on the World employee Wilfredo Mercado and visitor John DiGiovanni, lost their lives in the attack on the World Trade Center that also injured more than 1,000 others.

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PAPD Bi-State Coalition Shares Joy of Learning With Local Youth

Reading, leading, and succeeding together! On March 1, the Port Authority Police Bi-State Coalition look part in the Read Across America program, engaging with local students at P.S. 153



Officer Kobe Powell, Officer Javon Price, Officer Kyle Izzard, Detective Carl-Ann McBean, Lieutenant Atiba Joseph-Cumberbatch, Lieutenant Andre Phillips, Sergeant Stephen Greene, Officer Rebecca Ford, Sergeant Kyle King, and Officer Joyalevern McFarland



Officer Joyalevern McFarland

Helen Keller School in the Bronx. Together with educators, students, and community leaders, coalition members celebrated and shared the joy of reading and promoted the importance of literacy.

Members read to eager youths in grades kindergarten through fifth to inspire a love of books and learning. The Bi-State Coalition's latest initiative shows that "Together, we're building a brighter future, one book at a time!"

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Aviation Celebrates Excellence in Customer Service

Customer service excellence at our agency's airports was on center stage recently as the Aviation Department hosted the inaugural Customer Service Excellence Awards Ceremony.

On February 29, at 7 World Trade Center, Executive Director **Rick Cotton** joined Aviation Director **Charles R. Everett, Jr.** and the Aviation Department's Customer Experience team to honor terminal operators from across the agency's airport system for their world-class service and accomplishments in 2023.



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Round of Applause for Employees' Innovative Transit Solutions

The [Transit Tech Lab](#) (TTL) is an annual program that was established by the Partnership for NYC and the MTA, that works with several transit agencies, including the Port Authority, MTA, NJ Transit, and the NYC Department of Transportation. Its mission is to source, evaluate, and pilot new technologies, at no initial cost, introducing innovative solutions and early-stage companies to transit organizations to help solve some of our challenges.

Thank you to those who have participated in the PA's TTL in 2023 and who are under consideration for a PA Applause award for Innovation:

Earlylyne Alexander, Candace Brown, Frank Donadio (not pictured), **Paul Farber, Andrew Fuller** (not pictured), **Marco Gonzalez** (not pictured), **Cristina Kiley, Chantelle Mack, Emmanuel Ramos,** and **LaTisha Smith.**

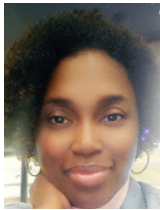
To read more about their experiences taking part in the PA's TTL, [see the PA News website.](#)

The PA's TTL invites employees to get involved with opportunities to be Project Managers or Subject Matter Experts in technology projects that will address Customer Experience, Resilience, and Curb Management. Stay tuned for more information on how you can participate.

If you have any questions, please contact the TTL team, **Terriann Moore-Abrams, Keith Armonaitis,** and **Licia Feitosa.**



Earlylyne Alexander



Candace Brown



Paul Farber



Cristina Kiley



Chantelle Mack



Emmanuel Ramos



LaTisha Smith



The TTL team: Terriann Moore-Abrams, Keith Armonaitis, and Licia Feitosa

Aviation Celebrates Excellence in Customer Service

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Aviation Customer Experience Officer **Jacqueline Grossgold** noted the department's continued commitment to work with our partners to create and deliver a world-class, 21st century airport experience that puts the customer at the center of everything we do.

Awards were presented across ten categories, recognizing exceptionalism, innovation, and excellence in customer service by our partners at JFK International, Newark Liberty International, and LaGuardia Airports. Congratulations to the awardees!

Most Improved Terminal: JFK Terminal 7

Excellence in Airport Staff Courtesies: LGA Terminal C & EWR Terminal A

Excellence in Facility Cleanliness: LGA Terminal C

Excellence in Customer Experience Innovation: JFK Terminal 4

Excellence in Accessibility: EWR Terminal A

Excellence in Shopping & Dining: JFK Terminal 4

Surprise & Delight Award: JFK Terminal 4

Top Terminal JFK: Terminal 8

Top Terminal EWR: Terminal A

2023 Top Airport Terminal Cup Award and Top Terminal LGA: Terminal B

Celebrating Administrative Excellence

April 24 marks Administrative Professionals Day, a time to acknowledge the invaluable contributions of our agency's administrative professionals. This year's event will be on Wednesday, April 24 from 9 to 11 a.m., at The Bankers Club, inside the Equitable Building at 120 Broadway in New York. [Please RSVP by April 5.](#) The event will also be livestreamed. A link will be shared closer to the date. [See the flyer](#) for more information and [email](#) with any questions.

Ahead of this year's celebration, the [Administrative Professionals Networking Group](#) (APNG) will honor

admin staff with custom appreciation cards to be displayed throughout agency facilities, in [PA News](#), and more.

Administrative professionals, here's how you can participate:

- [Send](#) a photo of yourself by March 20.
- High-resolution, JPEG format, color photos only. No selfies. Avoid using filters. Stand in front of a neutral background with plenty of natural light. Include your first and last name, department, and title in the email subject (no word attachments).

APNG also invites **all agency colleagues to take part by recording a short 'thank you' video message** for administrative staff, which

- will be featured during this year's Administrative Professionals Day event.
- [Send](#) a short video of yourself or your group expressing thanks and appreciation for our agency's administrative professionals by March 20.
 - Include your full name, title, and department. Recordings should be between 15-30 seconds and should be recorded in high definition (720p or higher). Stand in front of a neutral background with plenty of natural light.

Midtown Bus Terminal Poster Contest Spotlights Earth Day

Calling all kids in the bistate region: Want to show off your creative side while raising awareness for sustainability? The Port Authority is [now accepting submissions](#) for the annual Port Authority Bus Terminal Advisory Council (PABTAC) Poster Contest. The contest is open to all students in grades 1 through 12 who are New York or New Jersey residents. Submissions must be received by Monday, April 8.

Posters must be hand-drawn and illustrate this year's Earth Day theme, which is "**Planet Vs. Plastics.**" The submission should include the phrase and reflect this theme.

Winners will be announced on the Port Authority's social media accounts and the [poster contest website](#). Winning submissions will also be reproduced and displayed throughout the Midtown Bus Terminal, where they will be seen by hundreds of thousands of commuters.

Each winner will receive a trophy and a family gift card to Frames Bowling, located within the Midtown Bus Terminal.

For more information on the poster contest, including prize details, terms and conditions, and how to enter, visit the [2024 PABTAC poster contest website](#).



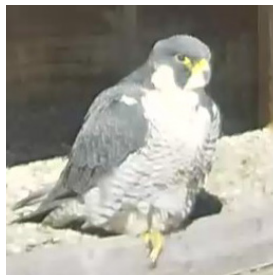
The colorful winning submissions from the 2022 poster contest.

Bayonne Bridge Falcon Cam Now Live!

For nearly four decades, the Port Authority has helped provide peregrine falcons with safe haven to hatch more than 200 chicks at the agency's facilities across the region. The area's abundance of high rises and other secured tall structures such as the agency's bridges attracts endangered falcons who have adapted to urban environments.

Just ahead of the bird nesting season and Earth Month, the agency has once again partnered with EarthCam to provide a public view into the domestic lives of falcons that will shelter at a Port Authority nesting tower on an isolated island near the Bayonne Bridge. Now live, wildlife enthusiasts can tune in to a solar-powered [livestream feed hosted on the Port Authority's website](#) to watch a falcon family grow.

This nest is located on an isolated island in straits of the Kill Van Kull. The nesting site allows the birds to raise their babies, called eyas, safely without stressful human interference while still using the nearby Bayonne Bridge to hunt.



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If you missed it or would like to view it again, the Mass [is available on the PA YouTube account](#). Please join us in remembering these cherished friends, and in sending peace and healing to their loved ones.

You can also check out the [Now Arriving blog](#) to learn more about our fallen friends and how the agency and city adapted to be safer and more secure following 1993.



Photos: Conrad Barcia

PAPD Pipes and Drums

CALENDAR

[PAWC International Women's Day: Inspire Inclusion](#)

Wednesday, March 13, from 8:45 to 11:30 a.m. 4WTC and Virtual. The Port Authority Women's Council (PAWC) will host its annual International Women's Day event, featuring remarks from PA leadership, the presentation of the **Hiloreen Woods-Hyatt** award, and a staff roundtable. All PAWC members will receive an invitation. Visit the [PAWC SharePoint page](#) to learn more and to register.

[PA-AAA: Lunar New Year Dinner](#)

March 14 from 6 to 9 p.m. at House of Joy, at 28 Pell St., New York. The [Port Authority Asian American Association](#) (PA-AAA) will celebrate the Lunar New Year and the Year of the Dragon in Manhattan's Chinatown, with a traditional Cantonese dinner banquet, games, and a lion dance symbolizing good fortune for the year. For more information and to register, [complete this form](#) by March 10.

[APNG: Conquering Interview Anxieties](#)

Wednesday, March 20, from noon to 1 p.m. Virtual. The Administrative Professionals Networking Group (APNG) hosts its monthly roundtable, *The Hidden Matters: Beyond the Vision*, with the topic: *Conquering Interview Anxieties*. The event will discuss tools to succeed in the interview process. APNG members and non-members register [here](#).

RETIREMENT

Celebrate the career of **Rochelle Joyner**, Senior Business Manager at the Lincoln Tunnel, in a retirement party on April 18 from 5 to 9 p.m. at Michael's Riverside, 528 Riverside Ave.,



Rochelle Joyner

Lyndhurst, NJ. \$55 p.p. includes dinner and gift. RSVP by March 29 to [Michael Carozza](#) or [Willie DeLeon](#). [See the flyer](#).