

PA Redevelopment Projects Bring Together Hundreds of Local, Diverse Firms

The agency's redevelopment of transportation infrastructure across the region continues, with two upcoming projects at Newark Liberty International Airport and at the Port of New York and New Jersey drawing interest from hundreds of local businesses.

The Port Department, Office of Diversity, Equity, & Inclusion (ODEI), GOCOR, and the Procurement Department recently hosted a speed networking event for contractors interested in working on the Port Wharf Rehabilitation Program.

"The Maritime Community

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Representatives from more than 50 firms attended the Port Wharf Rehab Program networking event.



The EWR AirTrain Replacement Program event drew more than 300 attendees from local firms.

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LGA Named Best Airport in its Class

LaGuardia Airport has soared from worst in class to best in class, according to airline passengers surveyed by a leading airport rating agency. The top marks, [which were released](#) on March 11, came from passengers who reviewed the airport for overall satisfaction for the highly regarded Airport Service Quality (ASQ) survey in 2023, which was the first full year that all new passenger facilities at LaGuardia were completed and in use.

More than 4,200 passengers participated in the survey at LaGuardia, which was conducted near the airport's gates throughout 2023. ASQ surveys asked passengers to rate all aspects of the passenger journey



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Watch: TAPP Comes to WTC PATH

The PA has expanded the Total Access PATH Payment (TAPP) system to the five terminal stations in the PATH system, allowing passengers to pay their fares at select turnstiles with the tap of a contactless debit/credit card, smartphone, or wearable device. The rollout of TAPP continued this week with the installation of 12 TAPP turnstiles at the World Trade Center, the system's busiest station.

TAPP is now available at select turnstiles at several PATH stations, including WTC, 33rd Street, Newark-Penn Station, Journal Square, Hoboken, and Harrison. These six stations are the system's busiest, accounting for 67 percent of total ridership in 2023. The TAPP rollout will move to the system's remaining stations in New Jersey and New York over the coming months.

PATH has recorded more than one million TAPPs since the system's launch in December, indicating a quick and seamless adoption by riders. On an average weekday, nearly 20,000 TAPPs are recorded among passengers entering the PATH system.

Photos and video from this week's unveiling are available on the [PA Flickr page](#) and the [PA YouTube channel](#), respectively.



Executive Director Rick Cotton and PATH Director and GM Clarelle DeGraffe testing out TAPP at the WTC.

MCP Intern Champions Fight Against Pediatric Cancer

Christopher Ferro (back row, center), an architectural intern with World Trade Center Infrastructure and Project Development within Major Capital Projects, recently helped lead a successful fundraising effort to benefit pediatric cancer patients. As part of a 7-member student team at Penn State University, Christopher's team — Atlas — was the top fundraiser in the Special Interest category this year, gathering more than \$227,000 in donations as part of the 2024 PSU THON fundraising initiative.

THON is the largest student-run philanthropy program in the world, holding an annual 46-hour dance marathon. Altogether, it has raised more than \$16.9 million this year to benefit Four Diamonds Children's Hospital in its efforts to conquer childhood cancer.

Photo and article provided to PA News courtesy of PSU alumni **Carla Bonacci**, Assistant Director of WTC Construction and **Zach McCue**, Director of Intergovernmental Affairs.



Christopher Ferro (back row, center) with his team

LGA Named Best Airport in its Class

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from end to end. They included responses and ratings of the key customer areas of concern, such as airport cleanliness, airport condition, staff courtesy, quality of concessions, security, and other amenities.

Video of the announcement is on the [PA YouTube channel](#).

EWR Terminal A Receives Prestigious Five-Star Rating

Newark Liberty International Airport's new Terminal A this week was given a prestigious five-star rating by Skytrax, the preeminent aviation industry ratings firm. The rating was awarded following a detailed audit of the terminal's facilities, operations, and provision of customer service.



The coveted rating confirms Terminal A's outstanding world-class quality. Completed in 2023, Terminal A now [joins LaGuardia Airport's Terminal B](#) as the only two airport terminals in North America to be awarded the highest rating by Skytrax.

The Skytrax ratings are considered a global benchmark of airport excellence, based on a detailed audit and an assessment of an airport's product and front-line service standards. The five-star terminal rating recognizes airport terminals that provide exceptional standards of facilities and staff service to customers across all front-line areas of the airport environment.

IN MEMORIAM

Sandra Lake-Sims

Her friends at the Port Authority were saddened to learn of the passing of **Sandra Lake-Sims**, whose almost 7 years with the agency included work in two important areas on the customer service front lines.



Sandra joined the Port Authority on May 19, 2017, as a Toll Collector in the Tunnels, Bridges & Terminals Department (TB&T). She worked as a Toll Collector at the Lincoln Tunnel. As the agency moved to all-electronic tolling at its crossings, Sandra moved from customer service to safety and security by accepting a reassignment to the Holland Tunnel in July 2022 as a Security Guard, before transferring to a similar role within the Security Operations Department (SOD) in August 2022.

Sandra is survived by her siblings, Kevin and Melvina Lake, and her daughter Char-Nae. Both the TB&T and SOD teams mourn the loss of their colleague and friend Sandra, and ask that the entire Port Authority family join them in remembering her.

Yusimil Un

Her friends and colleagues at the Port Authority were saddened to hear of the passing of **Yusimil Un**, a 20-year agency veteran who will be remembered for being the "go-to" person at Newark Liberty International Airport, always delivering service with a smile and taking on the work that didn't have a home.

Yusimil joined the agency on December 15, 2003, as a Secretary for the Engineering Department's Architecture Design team. She went on to serve in administrative roles in the Tunnels, Bridges & Terminals Department — first in the Director's Office in June 2007 and then the Lincoln Tunnel General Manager's Office in February 2009 — before taking on her role at EWR in March 2015 as an Administrator in the Physical Plant and Redevelopment Division of New Jersey Airports.

Despite all the focus she put into her work, including ensuring that the annual Airport Day was a success, Yusimil always had time to engage in conversations with coworkers about how proud she was of her son Julian, and all his accomplishments.

We ask that you please keep Yusimil and her family, friends, and colleagues in your thoughts and hearts during this difficult time.



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Engagement Center stands as a testament to our ongoing commitment to supporting small businesses, ensuring that opportunities continue to flourish within our vibrant community,” said **Jason Grove**, Senior Policy Analyst, GOCOR – New Jersey.

More than 50 firms attended the March 7 event, which featured prime contractors engaging with potential subcontractors, including minority- and women-owned business enterprises (MWBs) and service-disabled veteran-owned businesses (SDVOBs).

The event drew rave reviews from attendees, with one participant remarking: “I made some great connections that I have to follow up on. Thank you for the opportunity to start building a relationship with the primes.”

“As we celebrate the success of this event, we recognize that our host communities like Newark serve as a beacon for fostering economic empowerment,” said **Lauren Balliet**, Project Manager in the Port Department.

Following on the heels of the successful Port networking event, Aviation Redevelopment, ODEI, and Procurement hosted more than 300 representatives from local firms and businesses for the upcoming EWR AirTrain Replacement Program. Taking place at the Newark Airport Hilton on March 14, agency representatives and prime contractors outlined this highly anticipated project and provided an overview of the scopes of work.

A range of firms, including MWBEs, SDVOBs, and local business enterprises (LBEs) connected together with prime contractors in an effort to maximize diverse participation on all phases of the EWR AirTrain Replacement Program.



Nominate a Colleague for Administrative Excellence

Administrative Professionals Day, observed on April 24, is a time to celebrate and highlight the contributions of the agency's Administrative Assistants, Secretaries, Business Managers, and all administrative staff who are vital to daily operations.

In recognition of our agency's administrative staff, the nomination period for the fourth annual Administrative Professional Excellence Awards is now open.

The Awards recognize individuals who excel in their commitment to their duties and colleagues, the agency's mission, and our customers by embodying these qualities:

- **Professionalism**
- **Customer Experience**
- **Making a Difference**
- **Going Above and Beyond**
- **Agency Expertise**

We encourage all employees to consider nominating an administrative professional who displays one or more of the five qualities above. You don't need to have a direct working relationship with your nominee but should be able to speak to their qualifications and character.

Please submit your nominations with the following form by Friday, March 29:

[Nomination Form](#). For instructions and tips on submitting a nomination, please refer to this [video tutorial](#). For any questions, contact adminaward@panynj.gov.

Then on Wednesday, April 24, we will come together in person alongside the Administrative Professionals Networking Group (APNG) to celebrate, inspire, and elevate these important members of our agency, including the recipients of this year's Awards. The celebratory breakfast will be held beginning at 9 a.m. at The Bankers Club, located at 120 Broadway, New York, just a few minutes from 4 WTC. This year's theme is *RISING STARS: The Year of Administrative Brilliance — How Admins Shape Success*. To attend, [please RSVP](#) by April 5, and for any questions, contact pa_apng@panynj.gov.



The recipients of last year's Excellence Awards

CALENDAR

NBE: 3Cs With a Chief – Elizabeth M. (Libby) McCarthy

Wednesday, March 27, noon to 1 p.m.

The Network of Black Employees will host a Women's History Month discussion with the theme, Women Who Advocate for Diversity, Equity, and Inclusion. **Elizabeth (Libby) McCarthy**, Chief Financial Officer, will highlight her journey to becoming CFO in a moderated Q&A session. All NBE members will receive a calendar invitation. For non-members to RSVP, email NBE@panynj.gov.

APNG: Administrative Professionals Day

Wednesday, April 24, from 9 to 11 a.m. The Bankers Club, 120 Broadway, New York. The Administrative Professionals Networking Group will celebrate Administrative Professionals Day, a time to acknowledge the invaluable contributions of our agency's administrative staff. [Please RSVP by April 5](#). The event will also be livestreamed. [See the flyer](#) for more information. Please email pa_apng@panynj.gov with any questions.