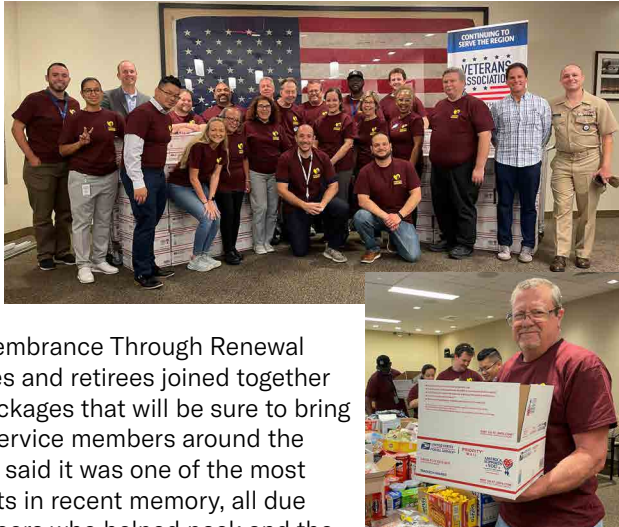


## PAVA Care Packages to Bring Sense of Home to Deployed Troops

This year's Port Authority Veterans Association (PAVA) care package supply drive was one of the most successful ever, with a near-record 96 boxes assembled and sent to 11 deployed service members, several of whom are family or friends of current PA employees.



On Wednesday, September 20, as part of the annual Remembrance Through Renewal Month of Service, 21 employees and retirees joined together at 4 WTC to assemble care packages that will be sure to bring a piece of home to deployed service members around the world. PAVA's Executive Board said it was one of the most successful care package events in recent memory, all due to the generosity of the volunteers who helped pack and the hundreds of employees all across the PA and PATH who donated items.

This year was the sixth annual PAVA care package drive. Supplies and donations were gathered throughout July, August, and September at offices and facilities throughout the Port District. To learn more about how you can get involved with PAVA, contact [PAVA@panynj.gov](mailto:PAVA@panynj.gov).

## PAPD Bi-State Coalition Proudly Marches in the African American Day Parade

On September 17, the Port Authority Police Bi-State Coalition together with the Office of Diversity, Equity & Inclusion's Workforce Diversity Team participated in the 54th annual African American Day Parade in Harlem. The inspiring event showcased the rich history, culture, and achievements of the African American community.

The Bi-State Coalition was honored to stand alongside such talented individuals and organizations in a colorful celebration of unity and diversity. The coalition shared that the motivational energy and camaraderie in the streets of Harlem were truly electrifying.

To learn more about the Bi-State Coalition and its upcoming events,



Officer Raykena Brown, community leader Alicia Barksdale, Chief Security Officer Gregory Ehre, Mayor Eric Adams, Deputy Superintendent of Police Michael Brown, Officer Pria Duhaney, and Officer Rebecca Ford

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## Watch: On the Road to Net Zero

Earlier this week, the Office of Sustainability joined together with agency leadership and partners from across the region to mark the release of the PA's [Net Zero Roadmap](#), which outlines how we'll reach our ambitious net zero emissions goal by 2050.

Agency leadership, including Executive Director **Rick Cotton** and Office of Sustainability Director **Christopher Diamond**, hosted partners, stakeholders, and employees on Tuesday, September 26, at 7 WTC, reaffirming the



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## Annual St. Francis Prep 5K Honors Those Lost on 9/11

On Sunday, October 22, St. Francis Prep in Fresh Meadows will hold its annual 5K Fun Run and Walk and Family Day in honor of alumni first responders, including those who lost their lives in the attacks on September 11, 2001. In remembrance of the 22nd anniversary of the attacks, a special tribute will be held honoring the 18 members of the St. Francis Prep alumni community who perished on that day. [Click here](#) for more information on this year's event.



From last year's event: Margaret Taylor-Finucane, Assistant Director of Aviation Security and Jack Niedermeyer, Director of the Security Technology and Programs Department.

## PAPD Bi-State Coalition Proudly Marches

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contact PAPD Lt. **Andre Phillips** at [aphillips@panynj.gov](mailto:aphillips@panynj.gov).

The agency firmly believes in engaging with our community, creating meaningful relationships in the region, and pursuing equality. Community engagement between our workforce, police force, and the region we serve remains an important pillar to the success of our agency. You can learn more about the work of the [Workplace Equity Council](#) and contribute valuable DEI insights for consideration with the [DEI Anonymous Feedback Form](#).



Officers Kasheema Besley and Christian Simpson

## JFK's TWA Hotel Hosts Industry Conference

More than a dozen PA executives and staff participated in the New York Aviation Management Association's (NYAMA) annual fall conference, which was hosted by the agency and held at the TWA Hotel at John F. Kennedy International Airport.

Nearly 200 attendees were on hand at the three-day conference, held from September 11 to 13. The PAPD Honor Guard opened the program by presenting the colors, followed by Aviation Business Manager **Eva Boyce-Leonard** performing the national anthem. Former NYAMA president and PA Aviation Director **Charles R. Everett, Jr.** provided opening remarks.

Representatives from across the agency participated in a range of discussions and conversations. Chief Operating Officer (COO) **Jim Heitmann** hosted a discussion about the redevelopment of our three major airports, moderated by Aviation Strategic Communications Manager **Pasquale DiFulco**. An aviation workforce panel was moderated by former NYAMA president and HR Director **Christina Callahan**, and included HR General Manager **Cristina Kiley**, HR Program Director **Chris Wolff**, and Office of Business Diversity and Civil Rights Assistant Director **Maurice Robinson**. A panel on aviation electrification was moderated by COO Office Assistant Director **Sanchita Banerjee-Jimenez** and featured Sustainability Office Director **Christopher Diamond**, LGA Physical Plant and Redevelopment Manager **John Muenzen**, Innovation Program Director **Seth Wainer**, and COO Office Program Director **Dennis Pietrocola**. Aviation Executive Advisor **Maya Kadirgamar** and Senior Business Manager **Sawmya Abraham** anchored NYAMA's Fall Conference Committee, which was chaired by **Christina Callahan** and included LGA Deputy GM **Kevin O'Driscoll** and **Pasquale DiFulco**.

The Port Authority is a founding member of NYAMA, which has promoted the growth and development of airports across New York state for nearly half a century. JFK Redevelopment Chief of Staff **Madeline Arango** and Aviation Manager of Policy and Business Performance **Carrem Gay** are members of NYAMA's Board of Directors.



On stage, from left: Christina Callahan, Cristina Kiley, Maxine Lubner of Vaughn College, Theresia Schatz of ADK Consulting, Icema Gibbs of JetBlue, Maurice Robinson, and Chris Wolff

## PAPD Lt. Recognized for Commitment to Public Service

PAPD Bi-State Coalition member Lieutenant **Atiba Joseph-Cumberbatch** was recently honored with the Grand Council of Guardians Organizational Award for his service and commitment to the people of the communities that we serve.

The award was presented on September 22, during the Grand Council of Guardians' annual awards and scholarship dinner and dance. The Bi-State Coalition thanks the council and congratulates all of the event's award recipients.



Lt. Atiba Joseph-Cumberbatch (left) and the other honorees of the event.



## TB&T Program Director Shares Love of STEM with Tanzanian Students

**Caroline Weiss**, Program Director of Capital Programs in Tunnels, Bridges & Terminals, returned last month from what she describes as “the most rewarding vacation” she has ever taken.

Caroline, a longtime engineer who has taught at Columbia University and the University of Washington, spent over a week teaching STEM subjects (science, technology, engineering, and math) to a group of 12 “eager to learn” girls at a private boarding school in Tanzania.

“This was a great opportunity because I really love to teach, and I have always wanted to go to Africa,” Caroline told *PA News*. “It was awesome.”

The non-profit organization [Nurturing Minds](#) and the Secondary Education for Girls' Advancement School were founded in 2007 by American Polly Dolan and Tanzanian Blastus Mwizarubi. Caroline explained that Rukia Marijani Mchumo from Nurturing Minds started the annual 10-day STEM program to teach first form students, or freshmen.

In Tanzania, where only elementary school is required, the school provides an opportunity for marginalized Tanzanian girls to escape poverty and receive a quality education, and to empower girls with skills and credentials needed to thrive in Tanzanian society.

After hearing what Caroline did for a living, her friend Betsy Crawford, who is on the board of Nurturing Minds asked her, “Would you go and do this? We are always looking for people.”

During her time at the solar operated school, Caroline shared her agency knowledge of bridges with the 13- to 18-year-old girls through a popsicle stick bridge project. Her days consisted of helping the girls work through problem solving labs like an area and volume lesson, and were always accompanied by an abundance of dancing, and singing.

“The girls were wonderful,” said Caroline. “They learned a tremendous amount and were enthusiastic and just grateful to have the opportunity to be at the school and to grow and develop friendships.”

Caroline emphasized the overwhelming feeling of sisterhood in a collaborative environment where competition was unnatural, and learning was the real prize at the end of the day.

Now, back in the U.S., Caroline reminisces on her journey. She hopes to get the funds together for next year's trip.

“I would love to go back,” said Caroline. “I miss my girls. It was so fun.”



## Improving the Customer Experience at SWF

The Aviation Department's Customer Experience Unit (CXU) recently toured New York Stewart International Airport, getting a behind-the-scenes, inside look at the Orange County airport's daily operations.

SWF General Manager **Omar Astacio**, Manager of Airport Operations & Security **Arlene Rivero**, and Principal Business Manager **Stephanie Dennis** hosted Aviation Department employees on a thorough facility tour on Tuesday, September 19, which included a review of SWF's history, a walkthrough of the terminal, including the new Federal Inspection Station, and a close-up tour of the airfield.

The CXU gained valuable insight from the visit, which will help them to continue improving upon the customer experience journey for travelers at SWF.

The team toured SWF while the United Nations General Assembly was in session, with many countries' aircrafts parked at SWF after dropping off their representatives. Over 23 nations had their diplomatic aircrafts safely stored at SWF, where they would wait until the return trips for the foreign representatives.



## Watch: On the Road to Net Zero

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agency's commitment to net zero, which includes our continued efforts for sustainability in our infrastructure, facilities, our energy supply, and much more.

Event participants included **Kate Lawrence-Shetty**, Net Zero Lead; **Bethann Rooney**, Director of the Port Department; **Kenneth Garcia**, Assistant Director, Major Capital Projects; **Jake Fry**, Planning Manager, WTC Department; **Kathryn Lamond**, Manager of Aviation Environmental Programs; and **Jenny Gillette**, Senior Design Manager, Engineering Department.

If you missed the event or would like to view it again, [a recording is available](#).

## 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](mailto:panews@panynj.gov) by October 6 to be included in the October 13 issue.



## IN MEMORIAM

### Jayson L. Ortiz

His friends at the Port Authority were saddened to learn that **Jayson L. Ortiz** passed away on September



27. Jayson was a dynamic individual whose camaraderie, laughter, and passion will be missed greatly by his colleagues and friends.

Jayson began his Port Authority journey as a contractor in 2013 before becoming a permanent employee in October 2015. His first position was Senior Business Development Representative in the Office of Diversity, Equity & Inclusion (ODEI), which was known as the Office of Business Diversity & Civil Rights. In February 2018, he became a Principal Business Development Representative in ODEI. Jayson played an integral role on ODEI's Certification team, helping to significantly reduce a backlog of applications.

Jayson was deeply devoted to his family. He is survived by his two children Avalina and Cameron, father David, sister Monica, grandmother Alejandrina, and his Aunt Janette.

## TB&T Leverages Data to Improve Customer Experience, Drive Revenue Recovery

The PA's bridges and tunnels have shifted to an [all-electronic tolling \(AET\) system](#), which uses overhead supports that can read an E-ZPass or take a photo of a license plate (as part of the Toll by Mail [TbM] process). While this change has helped with traffic congestion and the customer experience at PA bridge and tunnel crossings, it also makes it easier for customers to skip paying the tolls.



Outerbridge Crossing

The agency was estimated to be owed \$300 million in unpaid tolls and administrative fees for 2022. The Tolling Revenue Recovery Unit in the Tunnels, Bridges and Terminals (TB&T) Department is tasked with recovering as much of this amount as possible.

In recent months, the Tolling Revenue Recovery Unit has made great strides in utilizing data to better understand the agency's customers to increase the payment rate. This includes the creation of a real-time dashboard that the team shares with key stakeholders to 1) measure revenue recovery efforts against budget targets and 2) apply data-driven decision-making to better understand how to deploy the various tools at the unit's disposal.

In 2022, average monthly amounts recovered increased by 15%. The Revenue Recovery Unit also processed over 12,000 registration suspensions and registration renewal holds. Additionally, with in-field enforcement by the PAPD, almost half of violators paid their tolls in full to clear the suspension or hold.

The unit has also worked to better inform TbM customers of the benefits of E-ZPass, which resulted in thousands of new enrollments. The Tolling Revenue Recovery Unit plans to continue utilizing data to make continual improvements going forward.

## CALENDAR

### [Making Strides Against Breast Cancer Fundraiser and Walk](#)

Sunday, October 15, Mulberry Commons Park, Newark. In recognition of October's Breast Cancer Awareness Month, the Network of Black Employees (NBE) with the agency's Employee Business Resource Groups (EBRGs) have once again teamed up [to raise money for the American Cancer Society \(ACS\)](#). Fundraiser is open through October 31. The EBRGs welcome you to participate in the annual walk with friends and family on Sunday, October 15. [See the flyer to learn more](#) and for any questions, contact [NBE@panynj.gov](mailto:NBE@panynj.gov). You can also find your local walk on the [ACS Making Strides website](#).

### [APNG: Networking Mixer](#)

Wednesday, October 25, 1 to 3 p.m. Port Authority Technical Center (PATC), 3rd Floor. (Shuttle service from multiple locations will be available). Calling all admin professionals: Don't miss out on this chance to connect with other admins, agency leaders, and potential mentors at the Administrative Professionals Networking Group's (APNG) networking mixer. Space is limited. [RSVP on Eventbrite](#) by October 11. Contact [PA\\_APNG@panynj.gov](mailto:PA_APNG@panynj.gov) with questions. [See flyer here](#).

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

*\*NEW DATE\** Thursday, October 26 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 VFW Post 1302, 300 Belgrove Dr, Kearny, NJ. Explore the many facets of the Hispanic culture, including music, dance demonstration, and cuisines. PAHS members will receive an invitation. Non-members can register by emailing [PAHS@panynj.gov](mailto:PAHS@panynj.gov).

### [PA Bowling League](#)

Either on Mondays or Tuesdays, at 6 p.m., Hudson Lanes, 1 Garfield Ave., Jersey City. For the first time in nearly four years, the PA Bowling League returns each week. Play starts on the week of September 12 and will run over a 30-week season with four-person teams. Friends and family are welcome! For more information, contact **Kathleen O'Connor** at [kmoconnor@panynj.gov](mailto:kmoconnor@panynj.gov).