

High School Interns Explore PA Maintenance Careers

Last week, the inaugural cohort of the Port Authority's Summer Explorer High School Maintenance Internship Program capped off their summer of learning about the Port Authority and a career in the trades with a very special graduation ceremony at 4WTC.



22 high school students, representing 13 schools in New York and New Jersey, celebrated their completion of the 6-week summer program on Thursday, August 15, alongside their family and the PA staff who made the program possible.

Program participants had the unique opportunity to take a sneak peek at the careers in trades and crafts that are essential to keeping our region moving as they shadowed maintenance mentors across agency facilities, engaged in hands-on training, and participated in exciting facility tours.

The program's inaugural year was a great success, giving local high school students an inspiring opportunity to learn about careers in the trades while also furthering the agency's commitment to expanding the diversity of our workforce, engaging with the

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Month of Service Registration Now Open



2023 volunteers at the Bruce Reynolds Garden in Manhattan

Agency Staff Go the Extra Mile for Daughter of Former PATH Employee

When the daughter of a former employee reached out earlier this year asking about getting a copy of a poster featuring her late father, which she had heard was displayed somewhere within Journal Square, the PA family came together to fulfill her request.

The journey started when Social Media's **Mimi Eng** received the woman's request. Marketing's **Patrick Carolan** and **Lauren Boquiren** then sprang into action, coordinating a months-long effort to ensure the woman received a copy of the poster, with PA staff going above and beyond at each step.

The first challenge was finding the poster. PATH's **Phil Silvestro** and **Jim Garrison** helped Patrick and Lauren to track down the poster at Journal Square. However, the poster was in bad shape.

The Print Shop's **Coleen Piovesan** and **Trayce Spencer** scanned the old poster and sent the scan to PA Studio's **Lynn Masterson** and **Leesa Foerster**, who came to the rescue by retouching the scan to look good as new. Coleen and Trayce then printed and mounted the restored poster. The family member was delighted to receive the framed and restored copy of the poster in the mail earlier this month.

The dedication of the many PA staff who went above and beyond to find and restore the poster truly exemplifies the tight-knit PA family's commitment to



The restored poster

This year, as we mark the 23rd anniversary of 9/11, we invite all agency staff and retirees to come together to give back to the community in honor of the friends and colleagues we lost in the attacks on the World Trade Center on February 26, 1993, and September 11, 2001, through the [Remembrance Through Renewal \(RTR\) Month of Service](#) events.

These volunteer events are an opportunity to give back to the region while meeting colleagues from across the agency. We've incorporated feedback from previous Month of Service events and partnered with more organizations across the region to give the PA community a variety of volunteer opportunities. For more details and to register for events, please use the link on page 3, which lists all volunteer events with dates, times, and locations.

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PA Bowling League Returns!

It's that time of year again!

The Port Authority Doubles Bowling League is getting ready for its 2024-25 season. League bowling will begin on Tuesday, September 10, at 6 p.m. at Hudson Lanes in Jersey City. Please contact **Kathleen O'Connor** at (201) 216-6636 for more information, including how to participate.

We look forward to seeing you there!



Last year's champions Larry Hicks and Hassan Walker

Agency Staff Goes the Extra Mile for Daughter of Former PATH Employee

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supporting each other while keeping the region moving. A big thanks to all the staff involved for their hard work and dedication!

RETIREMENT

Aviation's **Cheryl Harris** is ready to fly into her next chapter, as she retires after 37 years of service at the agency. Congratulate Cheryl on her retirement on



Cheryl Harris

Thursday, September 19, at 11 a.m. at LaGuardia Airport Hangar 7 South. \$40 p.p. RSVP by September 5 to **Peter Koubiadis, Nilda Rivera, or Bria Tolson**. [See the flyer](#) for more information.

PA Airports Lauded for Customer Experience, Diversity Initiatives

This year, the Port Authority's airports have received industry acclaim as Aviation continues to transform our region's airports into world-class transportation hubs.

The Port Authority works hard to provide our customers a best-in-class experience. That work has not gone unnoticed, as JFK, EWR and LGA have received **Airport Customer Experience Accreditation** from Airports Council International (ACI). This accreditation, a renewal of the Level 2 Accreditation previously received by PA airports in 2020, validates that our airports take clear and demonstrable steps to prioritize customer experience management practices related to airport culture, governance, operational improvements, measurement, strategy, and customer understanding. The Port Authority has received digital certificates and congratulatory letters for each airport. The agency will also be recognized for these accreditations at ACI World's Customer Experience Summit in Atlanta on September 25.

But customer experience isn't the only area where PA airports shine. This year, the Port Authority has received two awards honoring Aviation's extensive DEI initiatives.

Last week, the agency was selected for the Northeast Chapter, American Association of Airport Executives (NEC/AAAE) [Airport Partner Diversity, Equity, and Inclusion Award](#). This award recognizes airports and organizations that have demonstrated a commitment to the advancement of diversity, equity, and inclusion at their airport, organization and/or in the aviation community. The purpose of this award is to promote diversity, equity, and inclusion integration into aviation organizations and the aviation community. The Port Authority accepted the award at the 2024

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From left: Darren S. Large, NEC President; Kellyann Valentine, Manager, Airport Maintenance, LGA Airport; Stephen D. Williams, NEC Secretary; during last week's NEC/AAAE conference

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communities we serve, and supporting the development of the future generation of maintenance professionals who will keep the region moving for years to come.



Director of GOCOR-NY Named

Effective immediately, **Chris Lee** has been named Director, Government & Community Relations-New York (GOCOR-NY).

Chris had served GOCOR-NY as Senior External Relations Client Manager since 2013 when he joined the agency. In his new role, Chris will provide political and community guidance to executive leadership, line departments, and facility leadership. Chris will also work closely with **Hersh Parekh**, Deputy Chief of Intergovernmental Affairs, to strengthen relationships with elected officials and governmental partners at the local, state, and federal level, along with community leaders and other stakeholders ensuring regular engagement, open lines of communication, and opportunities for partnership.

Prior to joining the agency Chris held roles within various elected officials' offices both in New York and in New Jersey. Chris is a graduate of Rutgers University where he studied Political Science and Economics. In addition, Chris holds a Master's in Public Administration and Policy from NYU's Robert F. Wagner Graduate School of Public Service.



Oh Snap! PATH Hits New Milestone with TAPP

PATH's journey to full implementation of a new, state-of-the-art fare payment system took a giant leap forward this month with the passage of the 10-million mark in the number of transactions facilitated by TAPP, or Total Access PATH Payment.

PA Marketing collaborated with PATH's customer experience and TAPP teams to celebrate the occasion with a special event at the PATH Journal Square station on August 13. Riders entering and leaving the JSQ fare zone during the afternoon rush could spin the TAPP 'wheel of fortune' and win prizes such as PATH mugs, cups, clips, tote bags, and pens. Hundreds of smiling customers queued to take their chances with the wheel and walk away with PATH swag.

Surpassing 10 million unique entries is the latest milestone following the initial deployment of TAPP turnstiles as a pilot program in December 2023 at the 33rd Street and Journal Square stations. TAPP is now available at all 13 New York and New Jersey stations, with more than 50 percent of all fare gates equipped with TAPP readers to speed access to service and ease customers' commutes.

TAPP allows passengers to pay fares at select turnstiles with the tap of a contactless debit/credit card, smartphone, or wearable device, instead of the PATH-issued SmartLink cards or pay-per-ride MetroCards that have been in use since 2008.

More than 50 percent of all PATH gate transactions are now TAPP-generated on weekday travel, and the number is consistently more than 60-percent TAPP on each weekend day. To date, the highest percentage of TAPP usage is occurring at Christopher Street, with more than 59 percent of all fares in July, and 33rd Street, with 57 percent.

"Ten million served is a big achievement for PATH and reflects how quickly and readily our riders have responded to TAPP," said PATH Director/General Manager **Clarelle DeGraffe**, who noted that PATH continues to search for meaningful ways to enhance the customer experience, whether it's a new fare payment system, building more modern facilities, or improving infrastructure.



CALENDAR

PAHS: Mental Health Awareness Day.

Tuesday, August 27 from 11 a.m. to 1 p.m. Join the Port Authority Hispanic Society (PAHS) for its virtual Mental Health Awareness Day featuring Dr. Elenora Odes from CCA, our Employee Assistance Provider. PAHS members will receive an invitation. Non-members can RSVP to PAHS@panynj.gov.

Month of Service Registration Now Open

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RTR Month of Service 2024 Volunteer Registration

Visit the [RTR SharePoint site](#) for more event information and FAQs. Please contact **Sean Chew**, **Ben Hunter**, **Margaret Kijinski**, or **Margarita Potapova** with any questions.

PA Airports Lauded for Customer Experience, Diversity Initiatives

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NEC/AAAE Annual Conference in Portsmouth, New Hampshire.

Additionally, earlier this year, the Port Authority was selected for the 2024 Airports Council International-North America Large Hub Inclusion Champions Award. This award recognizes eligible airports and industry associates that demonstrate commitment in three categories: Business Inclusion, Workforce Inclusion and Outreach. The award was accepted by Aviation Department Director **Charles R. Everett, Jr.** at a Gala Awards Dinner in Miami in June.

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](#).

