

TB&T Recognizes Customer Service Excellence

Tunnels, Bridges & Terminals (TB&T) recently honored several employees who exemplified customer service excellence over the past year, recognizing their efforts in going above and beyond, with its fourth annual Excellence in Customer Service Awards.

This year's recipients were named on October 2, with TB&T Deputy Director **Dennis Stabile** presenting the awards to the honorees. For more information on the award recipients, visit the [PA News website](#).

Holland Tunnel:

Danny Santiago, Tunnel and Bridge Agent (not pictured) - Danny was recognized for assistance provided to an emotionally disturbed person who attempted to gain access to the HT North Tube Post 19 entrance portal. Danny was nominated by **Sam Orlan**, Operations Manager at the Holland Tunnel.

Lincoln Tunnel:

Marcus Farrar, Tunnel & Bridge Agent, **Jesse Ortiz**, Tunnel & Bridge Agent (not pictured), **Karol Sokolski**, Tunnel & Bridge Agent, **Johnny Cristostomo**, Desk Tunnel &



Karol Sokolski, Arturo Destefano, Marcus Farrar, John Crisostomo, Dennis Stabile



Dennis Stabile, Aurelio Reyes, Lisa Hajjaj, Tyrone Williams

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HRD's O&M Development Program Continues to Foster Operational Excellence

The Human Resources Department is thrilled to announce the completion of another Junior Field Operations & Maintenance Supervisor Development Program, which took place from October 21 to October 25. This program was organized by the Talent Strategies and Engagement team and supported the growth of field staff who play an essential role in delivering agency services, supervising teams, and overseeing contractors.

During the training week, 30 FM and FS employees participated in sessions led by agency subject matter experts and external learning and development facilitators.

The sessions covered leadership principles, motivation, labor relations, business ethics, diversity, equity, and inclusion, talent acquisition, safety management, and techniques for effective communication. It also included a team problem-solving case study, where participants



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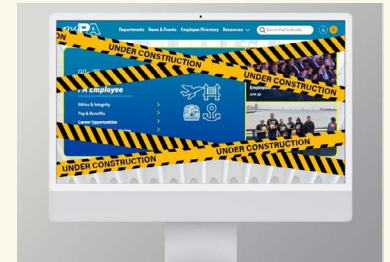
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Coming Soon: MyPA, the New Employee Portal

It's almost here – the **all-new MyPA** employee portal will be launching next week, replacing eNet and providing easier, more seamless access to the information you need.



Over the past several months, colleagues representing every department across the agency have been working behind the scenes to ensure that all the most important information and resources you use will be on MyPA – and easier to access than ever before! These employees, collectively known as the *Content Champions*, will continue to work hand-in-hand with the Project Team going forward to ensure that MyPA delivers a world-class content experience for years to come.

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Coming Soon: MyPA, the New Employee Portal

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Key features of MyPA include:

- An at-a-glance dashboard with personalized pay information, benefits, and a paid time off tracker
- The latest news and events from around the agency
- Job opportunities, development programs and training
- Improved search and contact directories, and much more

All in a mobile-friendly site you can log-in to anywhere, at any time – including on PA devices, your personal computer or mobile phone, and at facility kiosks.

Stay tuned for more details, including info sessions and webinars in which you can learn more about MyPA.

IN MEMORIAM

His friends and colleagues at the Port Authority and PATH were saddened to learn that **Joseph T. Black**, a dedicated employee of over 5 years, passed away on November 10, 2024.



Joseph T. Black

Joseph joined the agency on August 9, 2019, as a Trackman in the PATH Track Division, a position he held until the time of his passing. Prior to joining PATH, Joseph served in the United States Army from 2014 to 2017 and was honorably discharged after serving in Korea.

Joseph will be remembered for his artistic skills and ability to make people laugh, as well as his love of music and unwavering dedication to his family.

Joseph is survived by his wife Allison and daughter Riley Mae.

To learn more about Joseph, you can read his [full obituary here](#). Joseph's family has also set up a [GoFundMe](#) in support of his daughter Riley Mae.

We ask that you please keep the memory of Joseph in your thoughts and keep his family, friends, and colleagues in your hearts during this difficult time.

GOCOR GM Honored for 'Outstanding' Contributions

Government and Community Relations (GOCOR) General Manager **Ophelia Rivas** was recently recognized as an *Outstanding Practitioner* for her exemplary contributions to public service in the region.

Earlier this month, during the Northeast Conference on Public Administration (NECoPA)'s annual event at Pace University, Ophelia was honored for her critical contributions as GOCOR GM, in which she develops and maintains strategic relationships with elected officials, community groups, business improvement districts, and industry stakeholders.

The annual NECoPA is the northeast regional conference of the American Society for Public Administration (ASPA). This year's theme, *Building a Flexible Public Service through Innovation and Collaboration*, recognizes the advancements in digital technology as well as the intersectoral and interdisciplinary collaborations in addressing public service problems.



Aeromexico Launches New Service at EWR

Newark Liberty International Airport's General Manager **Aidan O'Donnell** (third from left) and Deputy General Manager **Lana Van Marter** (second from left) joined officials from Aeromexico on October 28 to celebrate the airline's new daily service to Mexico City.

Terminal B staff led by Manager **Stephen Lanieri** helped the airline arrange a festive ribbon-cutting ceremony complete with refreshments and snacks for passengers on the inaugural flight. With the new service, Aeromexico becomes EWR's 29th airline. The launch was the result of a year-long effort by Port Authority Aviation Department staff and further enhances connectivity between Newark and Mexico City.



Photo by Stephen Lanieri.

HRD's O&M Development Program Continues to Foster Operational Excellence

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worked collaboratively to analyze a real-life scenario, develop solutions, and present them to senior department managers. Excerpts from the daily participant survey included comments that "Today was phenomenal. I am sure many of us didn't know so many resources are available," "Great subject matter, great instructors," and "Very good information today. I definitely learned more than I expected."

HR commends the dedication and hard work of all program participants, as well as the exceptional guidance and support provided by trainers and senior department managers. The next and final cohort for this year will meet from November 18 to 22, with additional sessions taking place next year. The team is confident that the skills acquired during this program will contribute to operational excellence and achieving agency objectives. The organization looks forward to witnessing the positive influence of its Junior Field Operations and Maintenance Supervisors as they apply what they have learned in their daily responsibilities.

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Bridge Agent, **Arturo DeStefano**, Senior Tunnel & Bridge Agent. These employees were recognized for their work in assisting a patron in labor. The group was nominated by **Michele Carozza**, Operations Manager at the Lincoln Tunnel.

Midtown Bus Terminal:

Aurelio Reyes, Bus Terminal Agent - Aurelio was nominated for assisting a customer experiencing distress having lost a mobile phone during the height of rush hour. Aurelio was nominated by General Operations Supervisor **Julie Evans**.

Lisa Hajjaj, Operations Group Supervisor - Lisa assisted a customer voicing anger and frustration to an Information Agent over a ticketing issue. Lisa was nominated by General Operations Supervisor **Jannell Jackson**.

Paul Turner, Information Agent (*not pictured*) - Paul assisted an elderly woman who had missed their connecting bus while traveling from out of state to visit family and was overwhelmed being in an unfamiliar location. Paul was nominated by General Operations Supervisor **Amy Rivera**.

Tyrone Williams, Bus Terminal Agent - Tyrone was nominated for assisting an elderly customer in a wheelchair struggling to navigate the terminal. Tyrone was nominated by General Operations Supervisor **Mahumba Muamba**.

Wade Parker, Red Cap (*not pictured*) - Wade was nominated for assisting an elderly couple struggling with their luggage. Wade was nominated by General Operations Supervisor **Jose Martinez**.

NBE and EBRGs Come Together for Breast Cancer Fundraiser

The Network of Black Employees (NBE) together with all of the agency's Employee Business Resource Groups (EBRGs) recently wrapped up another successful month of giving, coming together to raise \$1,581 for breast cancer research.

October is Breast Cancer Awareness Month, so the agency's EBRGs teamed up to raise money for the American Cancer Society (ACS) to support vital research and services for cancer patients.

Thanks to the great work of the EBRGs and everyone who donated, NBE and the EBRGs raised critical funding and ranked 19 out of 378 teams as part of the local Making Strides of Newark campaign. Thanks to all who participated!

The Audit Department looks forward to doing it again next year!

STAFF NEWS

Annesa Lau Named Interim Chief Health and Safety Officer

Annesa Lau has been named Interim Chief Health and Safety Officer.

Annesa will serve in this role following the departure of **Brian Lapp** who held the position of Chief Health and Safety Officer since 2022. Brian led the successful creation of the Office of the Chief Health and Safety Officer.

Annesa will be responsible for overseeing the Office of Health and Safety, charged with fostering a culture of safety throughout the agency by driving consistent and timely decision-making on all safety matters. In this role, Annesa will provide leadership and direct staff in developing policy concerning Agency Safety Management, Employee Health and Safety, and Investigations and Compliance through close partnership with each line of business.

Annesa, a 17-year veteran of the agency, most recently served as Workforce Transformation & Digital Innovation Director in the Office of the COO. Annesa



Annesa Lau

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CALENDAR

NBE: Fireside Chat

Tuesday, November 19 at noon. Join NBE for a Fireside Chat with Dr. Sharon Malone, a New York Times Best Selling Author of *Grown Woman Talk* and Chief Medical Advisor of Alloy Women's Health. The focus will be on overall women's health with an emphasis on perimenopause and menopause. [Register here](#) to attend the event. [View the flyer.](#)

PA PRIDE: Transgender Day of Remembrance Vigil

Wednesday, November 20 from 1 to 2 p.m. at 4 WTC, 23 Floor Conference Room, Marketing. November is Transgender Awareness Month and PA PRIDE will host its first-ever Transgender Day of Remembrance Vigil. On the same day it will also host a public facing vigil in Liberty Park from 3 to 4 p.m. Please consider participating, because visibility matters. Reach out to **Brett Crilley** with any questions.

Wanted: Future City Volunteers

Saturday, January 11 (NJ) and Saturday, January 18 (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.

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 November 25 to be included in the December 6 issue.

EXCEL Program Develops Leadership Excellence

October marked a significant milestone in the agency's commitment to professional development and dedication to being an employer of choice that nurtures growth and leadership at all levels. Recently, 34 senior leaders from across departments were recognized for their successful completion of the EXCEL Leadership Development Program, an intensive leadership journey designed to strengthen key leadership competencies, foster collaborative skills, and drive strategic vision.



Bottom row, from the left: Kenneth Tripaldi, Angel Rios, Jose Febrillet, Douglas Jones, Caroline Weiss, Suzette Bather-Taylor, Audrey Dagnachew, Jia Dee Li, Erika Choi, Morgan Keane. Middle row from the left: Kevin Georges, Robin Bramwell-Stewart, Nicole Crifo, Jolene Yeats, Beth Siegel, Jacqueline Grossgold, Stella Cicchetti, Kevin O'Driscoll, Terriann Moore-Abrams. Top row from the left: Duncan Kisia, Dennis Pietrocicola, Li Pei Wang, Juan Kingsley, Lawrence Wilson.

The leaders came together to celebrate their seven-month journey with a graduation ceremony where they were joined by their colleagues, managers, and senior executives. This event featured keynote messages from executive leaders who shared their insights and congratulated the graduates. **Christina Callahan**, Chief, Human Capital, emphasized our commitment to developing talent, stating, "our commitment goes beyond training and workshops. It's about creating a culture of continuous learning."

She also reiterated the importance of preparing capable leaders for the future, saying "we want to make sure we have capable leaders ready to step into key roles and offer pathways for career advancement."

Several graduates also openly shared stories from their learning journey, describing how the program expanded their leadership vision and bolstered their confidence to face complex challenges. **Audrey Dagnachew**, a Program Director in the Aviation Department, prepared a presentation of her biggest takeaways, sharing with the audience "my beliefs, my values, and my experiences have determined who I am as a leader and as an individual. However, it doesn't dictate who I will become in the future. This program allowed me to move the needle in my leadership style and my journey. Leadership at the Port Authority is a team sport, everyone in this room has a different style, everyone brings something very unique, and I think that is a winning combination. Our growth as leaders depends on what we put into it and I'm so thankful to have been on this journey with you."

The participant's accomplishments in the program underscore our shared commitment to growth, innovation, and excellence. Please join us in congratulating our latest graduates!

Congratulations to the Graduates:

Amanda Kwan, Amy Zwas, Angel Rios, Audrey Dagnachew, Beth Siegel, Caroline Weiss, Dennis Pietrocicola, Douglas Jones, Duncan Kisia, Edelana Van Marter, Erika Choi, Jacqueline Grossgold, Jessica Mills, Jia Dee Li, Jolene Yeats, Jorge Chavez, Jose Febrillet, Juan Kingsley, Kenneth Tripaldi, Kevin Georges, Kevin O'Driscoll, Lawrence Wilson, Li Pei Wang, Morgan Keane, Nicholas Simeonidis, Nicole Crifo, Paulo Alves, Rebecca Riehl, Robin Bramwell-Stewart, Sanchita Banerjee-Jimenez, Stella Cicchetti, Susan Warner Dooley, Suzette Bather-Taylor, and Terriann Moore-Abrams.

PAPD Bi-State Coalition Honors Supporters and Community Members

The PAPD Bi-State Coalition recently joined together to honor and celebrate successes and look ahead at what's to come.

On October 25, the Coalition hosted members, family, supporters, and the community at Kean University for an inspiring evening at its annual fundraiser and awards gala. Among those honored were Deputy Superintendent of Police **Michael Brown**, retired Superintendent of Police **Henry DeGeneste**, and **Anthony Miller** of the Office of Diversity, Equity, & Inclusion. Surrounded by remarkable guests, trailblazing honorees, and heartfelt awards, it was a truly transcendent night. Thanks to the efforts of members and attendees, the coalition raised critical funding for programs and scholarships, empowering the next generation of leaders to chase their dreams and build a brighter future.



Anthony Miller, Program Manager, Office of Diversity, Equity & Inclusion; and Lt. Wilfred Quashie.

Annese Lau Named Interim Chief Health and Safety Officer

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has also served as Director, Operations Services and the General Manager of Budget Performance and Analysis in the Management and Budget Department (MBD). She holds a Bachelor's and Master's in Engineering and Master's in Business Administration all from Stevens Institute of Technology.