

## **A Message from the Chairman and Executive Director**

We have made it through another a week as team. While much of the news about the global COVID-19 pandemic has been hard to hear, there are several things we, at the Port Authority, can feel good about this Friday.

### **Keeping the Supply Chain Strong**

The vital goods – food, medicine, health-care supplies, fuel – that ensure that this region continues to function are arriving at our ports, our airports and in trucks using our crossings. Our facilities are a key part of the supply chain, and it remains strong in part strong because our operations continue and because our employees are on the job.

### **PATH Modified Service**

At the start of this week, we implemented modified PATH service with two core priorities in mind: 1) to provide reliable service for essential workers amid the significant reduction in overall ridership; and 2) to enable adequate social distancing for these riders, many of whom are on the front lines in fighting this crisis. As we reach the end of the week, we are proud to report that we have delivered on both. Teams have analyzed every single train on the schedule and will continue to do as we strive to meet these important goals

### **Creating Efficiencies by Tailoring Footprints to Reduced Volume**

At the same time we are keeping our facilities – including PATH – up and running, we also are looking at how to do so in smarter, more efficient ways that reflect current demand and, very importantly, continue to reduce the risks to our front-line workers.

For example on PATH, we are closing entrances and turnstiles that are not needed at the moment. The same approach has been applied at our airports and bus facilities – restrooms and other areas of facilities that are not being used because of low volumes have been closed. By reducing these footprints, we reduce the burden on maintenance and cleaning crews, making our facilities safer, easier to clean, and easier to keep secure. And by making it easier for both employees and the public to maintain proper social distancing, we can ensure that our operations remain reliable for those that need them most as we move essential workers across the region to their jobs.

### **Adjusting How and Where We Work – with Measurable Results**

We mentioned the “the new normal” in our message earlier this week. But as new as all of this is – the extensive changes that have been required as we’ve adapted to the emergency orders and continued to refine our plans to maximize employee safety – we are functioning at an incredibly high level. Our facilities and departments across the agency are finding their respective grooves. Staggered work hours, encouraging “A” and “B” teams, and expanding remote work to Port Authority employees to the maximum extent possible – these measures have been embraced with sheer professionalism and poise.

This is producing very important results. We are seeing relatively low numbers of positive tests – and while those numbers could never be too small, we are encouraged that they reflect the approach we’ve taken. And an even more reassuring achievement is the fact that this week we saw more employees return from self-quarantine than go into it due to potential exposure. All told, more than 200 employees returned to work healthy. This is partially due to our proactive changes in scheduling, and we must stay focused and vigilant in continuing to drive down new positive cases and enable others to return.

As workers return, the stress on our entire team is lessened. Now, more than ever, we need all hands on deck.

Social distancing works.

Staggered work hours and creative shift arrangements work.

Working remotely is effective.

We are seeing the results.

## Employees Rising to the Occasion



We thank everyone in the agency who is making sacrifices. On Fridays, we give a shout-out to an employee who displays the ingenuity, focus or grit that defines the Port Authority. Today we salute **Norberto Franqui**, better known as “Frankie.”

Frankie started at the Port Authority on June 14, 1984, as a Toll Collector. He now works as a Bus Terminal Agent (BTA).

As we stated earlier, the agency is reducing the footprint inside terminals. BTAs are closing portions of the Midtown Bus Terminal and making wayfinding signage that is helping direct passengers as the layout in the terminal temporarily changes. This week, bus carriers, including NJ Transit, have reduced their schedules; others have cancelled service. Frankie and other BTAs were very busy, but that did not deter Frankie from helping a vital Bus Terminal tenant in need.

He saw the blood bank located in the south wing of the terminal needed immediate assistance in helping people waiting to donate blood adhere to social distancing. Frankie jumped into action, found traffic cones and then set them up in front of the blood bank so donors could wait spaced apart.

There is regional shortage of blood donations. There can be little as precious in the supply chain as blood. We thank Frankie for doing what Port Authority employees do – they see a problem; they find a solution.

The weeks ahead will continue to challenge us. We will rise to the challenge, as always, together.

Kevin J. O’Toole  
Chairman

Rick Cotton  
Executive Director

## COVID-19 Important Numbers

Absence Reporting	844-OMS-CALL 800-451-SICK (PAPD ONLY)	To report any absences because of illness. <b>If your absence is related to COVID-19, you must call the COVID-19 Information Hotline for specific guidance and to receive direction.</b>
COVID-19 Information Hotline	844-334-4850	This Hotline is staffed 24/7 with dedicated HR professionals to provide guidance to employees dealing with COVID-19 or answer general questions. Employees may also connect with staff from Agency Safety, Technology, Property Management, and Warehouse Services.
Office of Emergency Management Watch Desk	201-216-2737	For facilities seeking support with COVID-19 supplies.
Operations Services	212-435-2440	For immediate disinfection of any relevant areas.
PA HelpDesk	212-435-7469	For technical phone/computer support, contact the Help Desk at <a href="mailto:pahelpdesk@panynj.gov">pahelpdesk@panynj.gov</a> for fastest support.