



Friday, March 13, 2020 3:51 PM

Subject: Message from the Commissioner - Coronavirus Pandemic - #2

Dear Colleagues,

First, I want to thank you all once again for your patience and understanding as the COVID-19 pandemic continues. It's OK to be concerned and worried, and to be wondering what the real impact will be on you and your family. As we try to maintain business operations, I have instructed our Bureau Chiefs and their chains of command to try to be as flexible and understanding as possible.

So, let me begin there – regarding flexible hours and telecommuting. Please see the first attachment for guidelines on that. The second attachment contains instructions on accessing Office 365, a tool which will allow you to access files through your OneDrive. In terms of Continuity of Operations – COOP – we are reviewing the list of Level 1 employees with a focus upon ensuring a safe transportation system and maintaining critical business functions. We are also reviewing which job functions can be performed remotely or on a revised schedule.

For staff and other routine meetings, we are strongly encouraging call-ins and teleconferencing.

The third attachment contains several FAQs that have come in from employees.

Regarding our public transportation operations – buses and trains – service level reductions are under consideration. Tens of thousands of people rely on our bus and train service every day and we need to strike a balance between common-sense levels of service and accommodating those who still need to get to work, appointments, school (if their school is still open) and day-to-day needs like getting groceries and prescriptions.

As always, I thank you for your hard work and dedication to our agency and the public we serve. We will get through this.

Sincerely,

Joe Giulietti

Commissioner