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Subject: Pandemic Update - MWRA All
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To: MWRA All MWRAAll@mwra.net

Colleagues,

I recognize how hard so many of you are working to continue to deliver safe drinking water, to collect and treat wastewater, and to maintain our regulatory and business functions during an extraordinarily uncertain and stressful time. We are now running our facilities at minimum staffing levels and have quickly switched much of our workforce to telework - all intended to social distance and help curb the spread of coronavirus. At the same time, we are all worried about our parents, friends and neighbors who are elderly or have medical issues, our children whose schooling and routines have been disrupted, our own adjustment to social isolation, and a quickly changed work environment. I am humbled to your concern for one another, your commitment to the people we serve and your cooperative approach during this difficult time.

I thought it would be nice to share with you a short list of what we've been able to accomplish collectively during this time.

On the Operations side, our water and wastewater facilities remain fully staffed and operational, while ensuring the safety of our staff and following CDC and DPH guidelines:

Normal system operational monitoring continues via MWRA's Operation Control Centers.

Carroll and Brutsch treatment plant operations staff working using social distancing.

Deer Island is running normally.

All laboratories are operating normally.

Staff are using social/physical distancing practices to protect themselves and maintain our operational capability.

MWRA staff remain available to provide community assistance as needed.
Leak detection staff helped Wakefield on Saturday.

We developed secure and safe sample receiving stations to minimize contact between municipal samplers and MWRA staff at the Chelsea and

Southborough labs.

Successfully established protocols and means for accepting all documentation for industrial and 8m permits electronically including: applications, plans, and required reports.

Valve staff are reporting and collecting water quality samples from the water storage tanks.

- Maintenance, SCADA, lab, and other core staff are reporting on an A/B schedule with some direct reporting to alternate locations to improve social distancing

We have also been able to complete our requirements under America's Water Infrastructure Act of 2018 (AWIA), a federal law that provides for water infrastructure improvements throughout the country.

On the Administration side, even with the Navy Yard and Chelsea Facility essentially shut down, we continue to be able to handle all the processes we normally do:

- We have now migrated 448 employees to telework.
- Jobs are being posted and interviews scheduled by phone or video conference.
- An electronic approval process has been implemented for the approval and signature of both contracts and delegated staff summaries. A process has been implemented to continue the review and approval of PCOs and Change Orders.
- Selection committee meetings continue to be held, either by conference call or Webex meeting.
We have expanded the use of video conferencing to aid in collaboration and communication while teleworking.
- MIS staff created and continue to expand a Working From Home "Tips and Tricks" guide.
- MIS is providing remote support for other teleworkers and users on site.

And, finally, on the Finance and Legal side:

- The Payroll process continues uninterrupted. Payroll changes are being managed remotely observing the procedures to protect Personal Protected Information.
- Accounts Payable continues and bills are being paid.

- Mail is being processed by Treasury staff at the Navy Yard. One day, one employee goes into CNY to receive and process checks through a remote bank deposit scanner and another day a different employee goes in to print Payroll and AP checks and remittances for outgoing mail.
- Bank account transfers and inquiries as well as investments are being done remotely.
- Budget briefings for the Advisory Board are being scheduled through WebEx and will be conducted remotely.
- Law Division staff are all working remotely, reviewing new orders and acts, and figuring out what they mean to our staff.

I would be remiss if I didn't recognize and thank the hard work of both our non-union managers and MWRA's Labor Coalition. Their combined knowledge and creativity has been critically important to our efforts.

As you know, there are over 3 million people who depend on us for clean, safe drinking water and wastewater treatment. These are just some examples of the work we are getting done on their behalf during national crisis. I want to thank one and all for rising to the task. Please take care of yourselves, your families, and each other as we move into what may prove to be one of the worst months in the history of our great country. Stay safe and be well.

Fred Laskey