

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



March 25, 2020

To: Passenger Stage Corporations and Vessel Common Carriers authorized by the Public Utilities Commission to operate in California  
[VIA E-MAIL]

Subject: Business Continuity and COVID-19 (Novel Coronavirus) Response Plans

Please provide the California Public Utilities Commission (CPUC) with your company's policies for responding to and continuing operations through the current spread of COVID-19. This should include policies relating to providing safe working environments for your employees and business continuity plans for continuing all business and service delivery operations in the event of further community transmission. As an example, the Centers for Disease Control and Prevention ("CDC") has published Interim Guidance for Businesses and Employers. <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

As part of your business continuity plan, please indicate: (1) how your company responds when office employees are unable to work at their assigned job sites; (2) how your company responds when drivers or operators are unavailable to drive or operate at scheduled times or routes; and (3) whether your company has already activated your business continuity plan in response to COVID-19.

Please also provide any communications distributed to your employees or customers about potential impacts to operations and service that may occur as a result of your company's COVID-19 response.

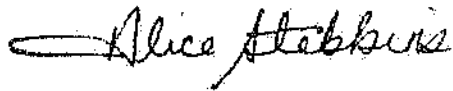
Additionally, please provide the following information, if applicable:

- Has your company implemented the CDC's interim guidance?
- How will you communicate to your customers about COVID-19 and your company's operations, including any services you intend to cancel for the immediate future?
- What will be your policy regarding cancellation fees or other penalties for customers who cancel bookings with you?

The purpose of this request is to ensure that utilities and companies regulated by the CPUC will continue to provide safe, reliable and reasonable service to customers during the pendency of the COVID-19 pandemic. Please note that this request does not supersede any other requests for information issued by the CPUC, including Safety Alerts, and that companies must continue to respond to all requests for information from the CPUC.

Please submit public and confidential versions of your response electronically to Douglas Ito, Director of the Consumer Protection and Enforcement Division, at [doug.ito@cpuc.ca.gov](mailto:doug.ito@cpuc.ca.gov) by Wednesday, April 1, 2020.

Sincerely,



Alice Stebbins  
Executive Director

CC: President Marybel Batjer, CPUC  
Commissioner Martha Guzman Aceves, CPUC  
Commissioner Liane Randolph, CPUC  
Commissioner Clifford Rechtschaffen, CPUC  
Commissioner Genevieve Shiroma, CPUC  
Maryam Ebke, Deputy Executive Director, CPUC  
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