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Congress of the United States  
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OVERSIGHT AND INVESTIGATIONS

July 31, 2020

Zulema Robinson  
Director of ITS Projects  
Metropolitan Transportation Authority  
2 Broadway  
New York, NY 10004

Dear Ms. Robinson

I write to urge you that, as you consider the renewal of the MTA, MTA Bridges and Tunnels, and NYS Thruway Authority's E-ZPass customer service contract (Category A of solicitation #PSC-15-2982X), you ensure that it includes provisions to retain the nearly 300 current E-ZPass call center customer service professionals current workforce in good-paying jobs with equitable benefits on Staten Island.

For well over a decade, these call center professionals, now employed by Conduent, have staffed the E-ZPass call center on Staten Island. The current E-ZPass customer service center has provided nearly 300 jobs with family-supporting wages and benefits for over a decade. Most of these workers live on Staten Island and are workers of color, and their jobs provide Staten Island families with the economic stability and opportunity upon which their communities rely. The loss of these jobs would be a massive setback for our community.

The importance of these good-paying jobs and associated benefits are more critical now than ever. As New York continues to deal with the enduring challenges of coronavirus, we will need to ensure that these jobs and benefits do not disappear when working families need them the most. Nor can our borough easily sustain the loss associated with the sudden and en masse displacement of these jobs from our community.

I therefore request that there be contractual guarantees that the contract awardee will retain the current workforce in Staten Island and that these jobs will stay good, family-supporting jobs. Similar provisions were included in the R-211 train contract authorized by the MTA, which resulted in Kawasaki creating 450 US-based manufacturing jobs. Retention provisions are also required by statute in New York City building services contracts, reflecting that worker retention is a best practice in service contracting. This request for a halt until workforce retention and good job guarantees are in place is all the more imperative given the pandemic and record unemployment, which has hit Black and Hispanic workers particularly hard.

I thank you for considering this issue seriously and look forward to working with you for the benefit of Staten Island and all of New York in the future.

Sincerely,



Max Rose  
Member of Congress