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GENERAL COMMITTEE OF ADJUSTMENT 505
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December 17, 2021

Mr. Janno Lieber, Acting Chair and CEO
Metropolitan Transportation Authority
2 Broadway
New York, NY 10004-2207
Janno.Lieber@mtahq.org

Re: Kronos Ransomware Attack

Dear Chair Lieber:

I am writing about the tremendous concern our Organization is experiencing over the recent ransomware attack on the MTA's payroll and time and attendance system. While understanding this is a nationwide problem with no intent to hurt employees, we have received no factual assurance that our members personal, banking or employee information has not been breached, and we have not been made aware of the steps being taken to ensure they are protected.

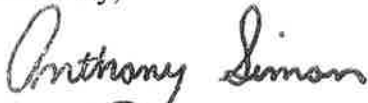
The inconvenience and anxiety our members are experiencing at the worst possible time of the year, while troublesome, is not the major concern. While the MTA is continuing a path to integrate time and attendance to payroll for all crafts, the MTA must assure its workforce that its personal data shared with the Agency is not at risk due to a potentially overburdened private payroll system. We have experienced countless challenges with Kronos at the MTA which the Office of the Inspector General enjoys sharing publically at length. Unions have shared information pertaining to the difficulty of implementing a time and attendance system that ties workers to hard locations and the effects it would have on the productivity we have achieved over the last decade. Never the less, we have worked toward ways to satisfy the alleged need and have supported the efforts to work through the countless challenges. Now, however, when our dedicated workforce who the majority of which live pay check to pay check have to sweat out if they will be paid timely for the time they work, or be concerned if their private information has been compromised, our union's priorities need to pivot.

I am requesting that the MTA reevaluate the need to integrate time and attendance to payroll utilizing outside entities. The MTA has a massive Business Service Center and Information

Technology Department that is more than capable of securing our employees own payroll information. MTA has dedicated millions in resources to this Kronos system, and the MTA OIG through its own reports has said the program is at risk and made reference to being transparent about abandoning phases of the initiative if necessary.

Perhaps it is time to recognize the extent this system will work for the Agency taking into account the complexity of many of our crafts. The MTA needs to establish which crafts are suitable to integrating time and attendance to payroll, and which crafts the challenges are far too great. Additionally, the MTA needs to make its employee's payroll and security its highest priority. While remaining cooperative to efficiencies within the agency, our Organization remains focused on our member's needs and the productivity necessary to continue the resurgence at the MTA in order for you and your staff to continue to share good news with our riders.

Yours truly,

A handwritten signature in cursive script that reads "Anthony Simon".

Anthony Simon
General Chairperson

cc: MTA Board Members
Agency Heads