



TRANSPORT WORKERS UNION

OF GREATER NEW YORK • AFL-CIO • LOCAL 100

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January 14, 2022

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RE: KRONOS Data Breach

Dear Mr. Lieber, Ms. Miller and Ms. Moore-Ward:

This letter is to express TWU Local 100's shock and anger at the most recent revelations relating to the KRONOS data breach, as relayed in a virtual meeting on January 13, 2022. The introduction of KRONOS machines was designed solely to record reporting and clear times. MTA representatives repeatedly assured Local 100 that no personal data would ever be transmitted to KRONOS – other than the employee's name and pass number. There was an entire arbitration hearing – which was the culmination of significant amounts of dialogue between the parties – at which these assurances were publicly repeated. Local 100 could not have been clearer and the MTA could not have been more definitive: no data other than what was necessary to record report and clear times would ever be in the hands of KRONOS. To find out at this time, years after the information was disclosed, that the MTA, *without ever notifying us*, sent personal employee information to KRONOS, including the employee's date of birth, date of hire, address, email, marital status and God knows what else, is an absolute betrayal and a violation of the KRONOS Award.

By this letter we demand that you suspend the use of the KRONOS equipment forthwith until measures are taken and in place to absolutely guarantee that nothing similar can ever transpire ever again. We demand that an investigation take place *immediately* to determine how this violation of the personal privacy of Local 100 members took place. We demand that concrete action be taken against the individual(s) who so blatantly and carelessly upended the lives of thousands of transit workers. We demand that the MTA take immediate action to retrieve the information sent to KRONOS. We demand that any transit worker whose information is divulged to any bad actor be

fully and completely compensated *by the MTA*, including without limitation lost time dealing with banks and credit card companies, etc., for any and all losses incurred as the result of the MTA's incompetent actions.

For the intervening time period, Local 100 members are highly suspect of the MTA's ability to protect members' highly confidential information. Accordingly, we believe that until such time as appropriate measures are taken, the MTA must suspend the KRONOS swiping program in its entirety.

In the absence of an immediate and affirmative reply from the MTA to the above conditions, consider this letter a GRIEVANCE that we demand be heard by the contract Arbitrator at the soonest available time.

Sincerely,



Anthony Utano
Transport Workers Union Local 100