



Your editorial “Mass. Insecurity,” dated Jan. 24, 2010, overlooks critical workplace issues at the Transportation Security Administration (TSA). Unless and until these issues are addressed, TSA will continue to fall far short of its goal of becoming a world-class counter-terrorism agency.

TSA has a high attrition rate, low morale and high on-the-job injury rates. It also has low pay, insufficient training and staffing and inconsistency in workplace policies and inadequate whistleblower protections.

Giving employees a voice in their workplace through collective bargaining rights—which the vast majority of law enforcement professionals have—is key to solving these ongoing problems.

It is disappointing that politics convinced a qualified nominee to withdraw his candidacy and has left this agency unable to reach its full potential in securing the safety of the traveling public. Only by having a permanent administrator in place can TSA begin to address these and other issues that continue to adversely impact employee morale and agency performance.

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