



September 3, 2026

Good afternoon Members,

With Labor Day upon us, we want to provide an important reminder that our Single Agent Boarding Mobilization is entering its final phase.

We are asking all agents to continue submitting data regarding their experiences with Single Agent Boarding through September 10, 2026.

As Presidents of CWA Locals representing Passenger Service members, one of the ongoing concerns consistently brought to our attention is Single Agent Boarding. Our members have expressed that Single Agent Boarding increases workload, stress, and pressure on agents who are expected to manage multiple responsibilities during the boarding process.

We also believe these staffing practices can create operational and safety concerns and negatively impact the overall customer experience. When one agent is expected to manage an entire boarding process without adequate support, it can affect efficiency, customer interactions, and potentially contribute to declining Net Promoter Scores (NPS).

If we are going to advocate effectively for meaningful change with our employer, we need the data to support what our members are experiencing.

Please continue submitting all Single Agent Boarding data through September 10. Once the mobilization period closes, we will compile and analyze the information submitted by our members and present our findings to the company, along with proposed changes and solutions.

While Single Agent Boarding may not currently constitute a contractual violation, that does not mean we should ignore the impact it is having on our members and the operation. We believe these concerns deserve to be addressed, and documented data will strengthen our ability to advocate for change.

Your participation matters. Every submission helps us build the record. Every documented experience strengthens our collective voice. We cannot effectively address this issue without your participation and assistance. Thank you to every member who has already submitted information and to those who will continue participating through September 10.

When we stand together, speak together, and act together, our collective voice is stronger.

In Solidarity,

Deb Johnson
President
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Exec. Vice President
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