

CABIN FEVER – ONBOARD FEEDBACK EXCERPTS

July 6 – July 13, 2010

Base: MSP

Aircraft: B757

This aircraft was actually blowing HOT air upon our boarding and upon passenger boarding this morning. Nearly every flight I've worked since June 1st has had a broken APU, only one pack working for airflow, or involved an air start for the engines while we sit sweltering and waiting. This is getting crazy. Today on my return from DTW to MSP, it had felt like I worked a 10-hour day due to my sweating and the excessive heat. Ice is always melted into a giant rock sitting in a pool of water. The water bottles we give people are just little plastic bottles of very warm water. Ick.

Base: HNL

Aircraft: B757

We were assigned a bus gate (28A). We arrived at the aircraft and climbed the stairs only to find the stifling conditions onboard. We actually briefed outside the aircraft on the air stairs. When have you ever seen it cooler outside the aircraft in July? When the pilots arrived they told me the inside temp was 99 degrees. They immediately turned on the APU and the cabin cooled relatively quickly but not before we were completely soupy and sappy and irritated. So much for a professional first impression.

Base: DTW

Aircraft: B757

I was unaware that the consistently heated up aircraft during boarding was a new cost-saving initiative. This is wholly unacceptable.

Corporate [preaches] a good game about their dedication to the customer as well as employees, however, it's nothing more than rhetoric, as [we are all] finding out.

We are to hand run drinks and meals, yet, there are no second trays onboard the aircraft. From MCO to DTW, all the ice had melted onboard. ALL the ice. Catering is a nightmare and the list goes on and on...We are not even being given the MINIMAL tools to perform our job. How is this the 'year' or 'summer of the customer'? HOW? You literally feel your frustration level rising incrementally, every hour you're on duty. Amazing !!! Year of customer? Yeah, right...

Base: MSP

Aircraft: DC9

Heat! I wonder if the office buildings are hot to conserve expenses. This has become a true problem. Something needs to be done!

Base: MSP

Aircraft: B757

Delta 757U had a broken APU. Cabin temp was extreme! We sat at the gate with a full passenger load for over one hour. I and another FA felt sick. It was unsafe cabin temperature. We had a rolling mechanical delay. Agents should have had the passengers deplane. Passing out cups of water and saying I am sorry doesn't help. This is abuse!!!

Base: DTW

Aircraft: DC9

Every time we land in BNA it is extremely hot and humid, yet the pilots shut things down, as per Delta directive. It was over 100 degrees in the cabin when we boarded, though the turn time is only 35 minutes. What's wrong with this scenario? Oh, I don't know. THIRTY FIVE minute turn time coupled with three digit temperature in the cabin, I guess.

Base: MSP

Aircraft: 747-400

No APU. Passengers boarded and sat in the heat forever. Not sure if the APU was really broken or just saving the company money. No air on runway either. Must have been 90 degrees plus. Full aircraft, 36 minutes of ground time too. HELP!!!!!!

Base: MEM

Aircraft: A320/319

When we got on the aircraft it was as hot as outside. (High 90's) The passenger at 7F became ill because of the heat. The Captain tried to have the A/C fixed and we took a delay to wait for a part coming in from DTW. But all of a sudden they said it was fixed and we left. I had to go sit in the back galley because I thought I was going to faint or be ill. It was one of the longest most miserable days of my career. 11:30 of nothing but sweating and listening to our Diamond Medallions [complaining] about the heat.

Base: DTW

Aircraft: DC9

Lengthy delay due to air start failure. VERY hot in Nashville! We were on the ground too long with door closed, and it felt suffocating. My husband is also an employee, and recently experienced similar situation. He mentioned to FA on the rear jumpseat was a new hire and afraid to call cockpit, saying it was sterile cockpit. This HAS to be addressed when you are a working crew member. Passengers depend on us. Not safe when oxygen is being depleted from cabin!

Base: MEM

Aircraft: A320/319

APU didn't work, got worse in ATL. Captain told us it was 86 when we boarded 1st passenger, took several calls from flight attendants to do anything, and then the agent closes the door. It was hotter. Had to tell captain that passengers were getting faint and sick feeling. Everyone was fanning and complaining about it. This went on for awhile, awful. The flight attendant shirts were wet and we were sweating, our faces had no makeup left, and [we] felt sickly. We were so embarrassed that Delta would do this [when we're] supposed to be "all about the customer." All we could do was give them all ice water as we walked thru aisle, still waiting. This can't go on. On my last trip there were also APU problems. There were many older people on the aircraft and we, as flight attendants can only do so much as we were also feeling weak. We can't afford to get sick as we have to work.

Base: DTW

Aircraft: A320/319

Once again we were forced to board a flight that had no APU power. Then temperature in DTW was at least 85+ and were going to DCA where there are heat advisory's out. It seems like every flight these days has an APU problem.

Base: DTW

Aircraft: 747-400

Passengers were boarded despite 90 degree heat inside the plane especially from door 4 to door 5. What added to the worsening heat was the fact that the flight was delayed for hours up to a point where the crew was illegal to work the flight. When I asked the pilot if this was as good as it was going to get, he said that that was it. Why is the company doing this to the passengers (especially the children) and the crew? One crew member had to be iced behind her neck as she was suffering from dizziness and heat exhaustion (and she wasn't even in the back with us). Manager at briefing said that we should hydrate ourselves because of the heat. Is this a joke? When will the company learn that saving fuel isn't worth the cost of a lawsuit if a passenger/crew suffers from a heat stroke?!

Base: DTW

Aircraft: A320/319

Something MUST be done about the excessive heat during boarding and taxi. No one should have to endure such heat. I had to stand before the passengers during the safety demo with my face sopping wet and feeling dizzy and faint. PLEASE DO SOMETHING! It is cruel!

Base: DTW

Aircraft: A320/319

The aircraft once was very hot and humid....we asked them to cool it down but it was still hot....I felt as though I was going to pass out.....my face was red and passenger said that I did not look too good....

Base: DTW

Aircraft: B767

Airplane was super hot, pilots did not come in time. Mechanic turned air on. Took a long time until airplane cooled down. Back was especially hot.

Base: LAX

Aircraft: B757

I am thrilled to see that it is a wide spread "issue" in regards to the extremely UNACCEPTABLE heat factor when it comes to boarding and then continues on all throughout taxi. I have been miserable during the past two months with the lack of cool air being offered in main cabin while on the ground working like a dog navigating boarding. I have succumbed to the all but be it attractive motion of fanning myself in some desperate measure [to ward off this] misery that should not be bestowed upon us. Please pull out all the stops to rectify this heinous and abusive tactic.

Base: DTW

Aircraft: A320/319

LAS I actually saw the temperature reading in the deck - the main cabin was so hot. The instrument panel read 91 degrees. Asked to please do something about it and pilot indicated something was not working properly and it would cool off once we get going. The sweat was dripping down our backs. Passengers were complaining. No one should have to work in these type of conditions.

Base: DTW

Aircraft: A320/319

Arrived at aircraft and noticed it was a DC9 - agent said it had been downgraded. Asked her not to board until we know we have pilots. She said computer was down but believed they were on the ground. Plane had no power, water, could not use PA. She insisted on boarding. We kept saying no don't board but she sent them down and half way through process, she came down to say we had no pilots. Used megaphone to inform passengers they must deplane - - mind you the plane is also very hot. What kind of mickey mouse operation are they running? For a company that says they care about it employees, they have a funny way of showing it.

Base: DTW

Aircraft: A320/319

No pilots, all passengers on plane, no power, no water, no PA, no toilets, hotter than [heck], made announcements with megaphone, ridiculous. No one cares about passengers and it is getting worse.

Base: HNL

Aircraft: A330

A/C was towed into to gate from remote location. It was 95-96 degrees in the cabin. Naturally we were late to board and depart NRT w/out any discussion from agent during the wait.

Base: DTW

Aircraft: 747-400

Heat Exhaustion: I walked on board to an aircraft with NO & I mean No air conditioning. Once all the passengers were boarded it became obvious that there would be no air. A creeping delay of 4 hours and 45 minutes occurred [and] it was unbearable. I had to go to the gate as I felt myself getting sick. One flight attendant had to sit as she was getting faint. We put ice on her and shortly after we left the aircraft for good. The Capt. made several announcements and people were allowed to deplane but the elderly stayed on board. The Capt said that the APU was not put on in a timely manner to counter act the heat & the amount of passengers (close to full-747-400). I feel that the APU was never on to save fuel at the expense of our health.

Base: DTW

Aircraft: A330

Before we departed from Rome [there was] extreme heat onboard the aircraft. The temperature when the crew boarded was 94.6 degrees. The ground staff knew how hot it was, but nothing was done until the pilots turned on the APU. I was totally wet, with sweat running down my face and my tie full of sweat. Heat exhaustion was imminent. The captain told the ground staff to hold off on boarding due to the heat in the cabin but the ground staff was dead set on boarding, and they did. I apologized to each passenger as I took their meal orders as I was dripping sweat off my nose. I used 3 pieces of linen, after my handkerchief was soaked. This is no way to treat the crews. How in the world can we be happy and pleasant to our passengers when we are all dying of heat? Upon arrival to my hotel in Detroit I met 2 flight attendants who just arrived from a 6 day BOM trip and they encountered the same issue on each leg. I know Delta has instituted a new APU policy that the pilots are not to turn the APU on until 30 minutes prior to departure. We cannot continue like this.