

CABIN FEVER – ONBOARD FEEDBACK EXCERPTS

Base: NYC

Aircraft: B757

Comments: We had just worked in from MSP on the first morning flight. Our pilots got off and we remained on the aircraft for the flight to MCO. The aircraft had heated up before boarding and became hotter during boarding. It was in the 90s by 10 am that day in NYC, as it has been for much of the summer. Our new pilots boarded 10 minutes prior to scheduled pushback. Even without a jacket or vest, I was drenched in sweat. My shirts are beginning to show underarm sweat stains now because I'm constantly profusely sweating during boarding. I heard constant comments during boarding from passengers about the heat. Our ice is ALWAYS melting by departure because of the summer heat and hot cabins. This had been a common occurrence all summer....on those flights that actually operate.

Base: DTW

Aircraft: A320/319

Comments: I've just come back on line and am so surprised at how things have changed for the worse. The worst part is cabin temps. It is so hot the MINUTE I walk on board and usually stays hot throughout the entire flight, no matter how many times we call the flight deck. We are being treated like farm animals (and sometimes smell like one). Thank you for any help you can give us concerning this important issue.

Base: MEM

Aircraft: A320/319

Comments: We boarded a very warm aircraft in MEM. The pilots arrived and were asked to cool the cabin down by the flight leader. We were told one of the air conditioning packs was inop. I started sweating from the time I got on the plane, throughout the flight (as it never did cool down), continuing until we finally changed aircraft after three segments. This is no way to work. The passengers expect to be in a comfortable environment. We are working not in shorts, tank tops and flip-flops, but in fabrics that do not breathe, along with panty hose. This seems to be a common occurrence to have only one pack working. This is unacceptable and will cease to be a cost saving measure when you lose your customers.

Base: s-CHI

Aircraft: DC9

Comments: Was hot when we got on and never cooled off before we started boarding. Pilots kept calling for air carts since the APU was inop. One family wanted to get off due to the heat. The gauge in the cockpit showed the aft cabin temp to be 102 degrees. The family ended up getting back on and the door was closed for dept. Hard to look professional and gracious with sweat running down your face !

Base: LAX

Aircraft: B757

Comments: This has actually happened on every trip, every aircraft I have worked this summer. It is so bloody hot on the aircraft that from the time of reporting to the aircraft, through deplaning, rivulets of sweat drip down from me. Sometimes down my face right into the beverage I am preparing for the customer. Not a pretty sight. Also had a passenger on a 737 recently who complained about the heat in the mid-cabin area. We had told the pilots twice. Then he came to the back of the aircraft and told us Delta was treating them like animals with the intolerable heat. Just wanted to add my 2 cents to this on-going problem as I get ready for a 4-day trip on the east coast, a virtual sweat bucket just waiting to happen.

Base: MSP

Aircraft: DC9

Comments: If we are all about saving money due to fuel costs how about cutting all the air conditioning "luxury" corporate-wide, all buildings owned and maintained by Delta airlines could join in the cost savings and experience the same effect that we are onboard!

Base: DTW

Aircraft: A320/319

Comments: Aircraft was hot on the ground. Stayed hot through boarding full airplane. Never cooled down more than a few degrees during the flight. It was like it could not catch up. I felt faint behind the cart. A young male passenger asked for a gray bag and was sick several times the remainder of the flight from the heat. The next morning a passenger who had been on board, got on again and brought up the problem. I had felt sick all night and really took the rest of the next day to completely recover. A sad and serious situation.

Base: DTW

Aircraft: B777

Comments: Another sizzling hot day at Delta Airlines. A little delay, no air conditioning, I felt soaked before even getting started. We had to divert in CLE due to weather in DTW and refuel. Still, no APU, we opened all doors and ordered bottled water for all passengers. This simply was not enough. Toward main cabin, past door 2 all the way to door 4, suffocating! If it's a 20 minute delay or 2 hour delay, this is not acceptable. I must have apologized a hundred times to passengers.

Base: DTW

Aircraft: DC9

Comments: A HOT AS YOU KNOW WHAT DC-9. A LADY IN THE VERY LAST ROW WITH HER RED FACED LETHARGIC INFANT LOOKING AT ME WITH PLEADING EYES. THIS HEAT IS DOWN RIGHT DANGEROUS.