

From: **Grey, Daniel** (NWA-AFA MEC Vice-President)
Date: Thu, Aug 5, 2010 at 12:12 PM
Subject: Re: Aircraft Temperatures
To: Gary Thompson, Sandy Gordon

It has now been over a month since we addressed the issue of heat onboard the aircraft this summer, and the related "Project APU."

I write to you both as representative of the pre-merger Northwest Flight Attendants, and as a concerned colleague of all Delta cabin crew. I have to suppose the lack of response is because of my position with AFA, since it appears that your full attention is currently directed to a "vote no" campaign rather than the real issues that are affecting passengers and flight attendants.

Flight attendants and passengers continue to experience unbearable temperatures onboard our aircraft. Obviously we are experiencing a very hot summer, but the overheated cabins are also a direct result of the continued APU initiative and the lack of ground air conditioning. We are now receiving reports almost daily that APU power is simply inoperative and on MEL lists.

The below memo to ACS agents acknowledges the difficulty in working in the extreme heat and offers an amended uniform policy for the summer. Of course, flight attendants (and ACS) have short sleeved options for warm months, but flight attendants' confined work space quickly creates a greenhouse effect and dangerous conditions that are impossible to mitigate by moving into a properly air conditioned airport.

Again I implore you to immediately address overheated aircraft. As you said in your letter to flight attendants yesterday, " . . .*all departments at Delta are dedicated to finding solutions to the issues that have led to these summer operational challenges and to continuing to find ways to improve the customer experience and your work life.*" AFA also remains willing to work with you on those solutions and improved customer/employee experiences.

Thank You,

Daniel