

CABIN FEVER – ONBOARD FEEDBACK EXCERPTS through August 10, 2010

Base: SEA

Aircraft: B757

Comments: Refused to serve sandwiches or salads because the aircraft had been catered while we were stuck in MCO due to storms in ATL. Food had been sitting on aircraft four hours, with NO air conditioning. Ice cream had long since melted, along with ice etc. Pilots not concerned. Ground wasn't either. To top it off, there had been a former leakage of lav fluids in aft lavs. The whole plane reeked of waste but there again, no one cared. You could smell it as you entered the jet bridge.

Base: DTW

Aircraft: A320/319

Comments: Each time we show up for the first flight out in the morning there is no air cart hooked up to the a/c and this morning my thermometer on my alarm clock said it was 90 degrees. Of course "It's time to board!" What is wrong with this airline!?

Base: DTW

Aircraft: A320/319

Comments: One air conditioning pack broken. One pack very hot. FO told me 10 minutes before departure it was 98 up front and 97 in the back. Air coming out was 99 degrees. I wrote these numbers down from the FO was not an estimate. It remained very hot until 30 minutes after takeoff. I personally felt listless and had double vision. My scalp was soaked wet from sweating. Pax's so upset.

Base: DTW

Aircraft: DC9

Comments: Aircraft very hot female passenger not feeling well so [she] and her family went back into airport. Pilots said temperature was showing 102. Lead wrote a report.

Base: LAX

Aircraft: A320/319

Comments: Despite requests to the FD to cool the cabin during boarding, no improvement was detected. I had sweat dripping off my face as I struggled to wrestle over-sized baggage into overhead bins. Someone either needs to pay for the cleaning of my sweat-stained silk ties or hit the "chill" button for passenger and crew comfort. Is this the image "our Delta" wants to project to our HVC's?

Base: MSP

Aircraft: A330

Comments: The plane was hot when we boarded. Checking the equipment, checking our galley's and helping UM's and wheelchair customers, etc., calling the cockpit and begging them to bring on more cool air. Every flight attendant's make-up was sliding off their faces, shirts wet and sticking to them, hair wet from perspiration. It's unbearable. We are supposed to look good. We are so stressed and hot. This is insane!!! Not to mention embarrassing to appear such a mess!!

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

Base: MEM

Aircraft: DC9

Comments: July 11th Aircraft was stifling HOT upon arrival and cockpit crew had been sitting on the plane for 1 1/2 hours without turning the APU on. I had sweat dripping from under my chin and my makeup was a mess. Within 1 minute of being on the plane my white shirt was wet and sticking to my body like a wet T-shirt. All flight attendants were feeling ill and plane was boarded full of passengers on a hot aircraft. Pilots' response was they are saving the company money. Please explain how hot does it have to be before we can receive air or the use of oxygen bottles if we are feeling faint?

Base: MEM

Aircraft: A320/319

Comments: During summer months, the pilots just need to be allowed to have ground ops have the air conditioning hooked up to the aircraft like they used to. Delta spends money where they shouldn't and skimps where they shouldn't. We can't have our passengers passing out before we even take off. Delta thinks they have the corner on the market of customer service. 99 degree cabins is not good customer service.

Base: MSP

Aircraft: A320/319

Comments: CVG-LAX. Pilots said APU wasn't working-it was UNGODLY hot on the plane. What happened to the air carts? This is unacceptable-and this is the first time I have written this up after experiencing many similar situations.

Base: MSP

Aircraft: B757

Comments: MSP/SEA turn. Aircraft had only one pack operating. HOT during boarding and HOT throughout flight. Cabin was either sweltering in the back or front, depending on how flight deck tweaked the system. XXXX XXXX and I almost passed out.

Base: NYC

Aircraft: B767

Comments: I have been working this flight for 2 months, and each time I board, it's a hot, DIRTY BROKEN airplane. Also, there were 20, count 'em, 20 open maintenance write ups. One passenger whose first seat had masking tape around the PVM he tried to use, said, "this is a dying airline." I agree, unless they learn to fix these things, and provide a clean cabin. Did I mention that this same passenger picked trash out of his seat?

Base: DTW

Aircraft: B777

Comments: On boarding, hot air was coming out of the gasper valves. We used the touch screen to try to adjust it but it just got hotter and hotter. Only happened in the back of the

AC. Not sure why, but it was miserable. [We cannot] work in unsafe conditions. Heat in the summer makes the AC unsafe, especially for elderly and those in less than perfect health.

Base: MSP

Aircraft: B757

Comments: [After a lengthy delay] passengers started boarding at 1650. Within minutes of the first passenger arriving on board--the air conditioning was shut off! Passengers continued to board and the aircraft became hotter and hotter. I tried reaching the CSA by phone from the jet bridge but no one answered. By 1710--conditions on the plane were intolerable and passengers and crew were starting to become ill from the heat. Passengers complained loudly and we tried to explain that there was no cockpit crew on board. A CSA came to the aircraft door and I told him we needed air conditioning immediately. He said to "Tell the pilots." I told him that we had NO PILOTS.

Several passengers became dizzy and were nauseous. According to the CSA, someone had made the decision to pull the air cart off the aircraft because "they" had decided that the APU could handle the air conditioning. Without pilots--we had no APU turned on. The total lack of communication is appalling. Putting passengers and crew on an aircraft and turning off the air conditioning in 90 degree heat is inhumane. This was a very dangerous situation--high heat, no air conditioning, and a full 757-8000.

Base: LAX

Aircraft: DC9

Comments: Extreme heat on this turn both in and out of MSP to MKE to MSP. Pilots kept their door closed even on the ground. Even with a bit of a delay, no air was provided. Passengers were red faced, fanning themselves and asking for air. Pilots said they had the air on, but didn't open their door and [none of us] felt air. We were sweaty, hot and very uncomfortable. Air felt stagnant and very, very hot.

Base: MSP

Aircraft: B757

Comments: Late inbound aircraft. 90-plus degrees in Atlanta. Agent insists on boarding aircraft although there are no pilots and no air conditioning on the ground. We are told by the agent that we do not wait for pilots to board the aircraft. The plane is sweltering. Complaints by passengers. Waited onboard for approximately an hour with no explanation from agent.

Base: DTW

Aircraft: DC9

Comments: I was working a DC9 chasing pattern. I stayed with the same aircraft for a day and a half at average of 90 degrees before I got really sick

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. Lck.

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 sippy 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