

**PLEASE NOTE:** This "printer copy" of our weekly eNews contains excerpts from the full email and online version, which include much more detail and links to related stories, videos and additional information. See [www.nwaafa.org](http://www.nwaafa.org) complete stories and more.

“*I bet those luxurious leather seats were just awesome to sit in during 100+ degree heat! Form over function, I guess..”* ~ **Former NW Platinum passenger on FlyerTalk, Delta SkyMiles online forum**

### CABIN FEVER V: **WALKING ON SUNSHINE**

It's been more than a month of summer's dog days since MEC Vice President Daniel Grey first asked Inflight for the APU scoop. (That's like seven months in dog years when fighting off Cabin Fever.) The company gives us hot dogs for a month of sundaes, but ask for air and the response rate gets cold. You may be as tired of this topic as we are in writing it, but it's not departing until cabins are cool. We have appealed on every reasonable level to Inflight Services, the VP of Operations, the Director of Safety, published overwhelming member feedback, and formalized our concerns in a letter to Delta's CEO, Richard Anderson. Our passengers are clearly as heated, as covered in the national news. If the air is out this time next week, next time *we're* turning up the heat, so stay tuned.



Help us triage this epidemic with your intake on this outbreak; we'll measure Delta's remedy as the mercury drops. Share your continued feedback, hot or cold, at [www.nwaafa.org](http://www.nwaafa.org). If you encounter extreme cabin heat in the meantime, remember:

→ ***If your pilots have not arrived, ACS staff cannot accommodate your request or you are minimum crew on a flight that has begun boarding, Flight Attendants may call the OCC directly. Coordinate with the Purser/Flight Leader to contact the OCC at (800) 233-4638, and identify yourself, your city, flight number and gate. Explain the urgency of the situation and your lack of other options to reduce dangerous cabin temperatures. Document***

***procedures you take to rectify the situation and indicate whether they are effective.***

→ ***If the aircraft gets so hot that you become ill, advise the Captain, contact the IFS Manager on Duty, and seek medical care. Fill out OJI paperwork, including the heat related illness diagnosis from the medical facility or the Doctor.***

### HARMONILIOUS

Harmony, we haven't forgotten thee. Hot topics of another nature took the front burner in recent eNews coverage, giving harmonization more time to get tuned. So, did it? We're all ears. We know the company heard you loud and clear, but let's keep the message moving while attentive ears are perked. In the aisle, it's clearly not smooth cruising yet, but this is what we want to know: Does a decrease in member feedback reports mean things are getting better? Or does it mean you're tired of reporting the same old catering mess, which still remains? (Or maybe, just too hot to bother?)



The company says all hands are on deck and task forces formed with Special Assignment Flight Attendants to tackle service malfunction 2010. You may feel as though you haven't written this many reports since history class, but don't pack up that pencil yet. Let's face this challenge in recovery mode. If melodious synchronicity is the inflight goal, we will not rest until your all call says catering is simply harmonious.

## **AFA Local Election News**

Engaged activists, involved members, union advocates: may we have your attention, please? Opportunity is knocking! Do you have what it takes to help shape our future as we become Delta AFA? Want to recommend a few good members with the right stuff to serve as your local council officers? Time is running very short for local election Nominations and/or Willingness to Serve submissions in four of our nine bases, LEC94 -DTW, LEC96-SEA, and LEC99-HNL. No position is more important than the other, as council officers (President, Vice-President, Secretary and Council Representatives, alike) work together as a team to advocate for our members, our locals and our profession. Most elected AFA representatives fly the line with our flight attendant colleagues, as well, to remain engaged and accessible. Take the ball and run with it; Monday morning quarterbacks need not apply.

## **VIEW FROM THE JUMPSEAT —“Because They Have a Contract, Silly”**

We have great respect for our colleagues in the cockpit. They work long days as professionals alongside us, charged with our customers’ safe transport from departure to destination. The company respects Delta pilots, too, as evidenced by increased perks and comfort bennies the ALPA contract affords their combined work group. For instance, pilot crew rest seats on pre-merger Northwest 757’s previously used for international flights are being retro-fitted to accommodate new and very specific contractual pilot crew rest parameters. Pre-merger Delta aircraft already meet these and even more detailed contractual accommodations *for pilots only*. This week’s View from the Jumpseat is a fun but to-the-point YouTube video, compliments of SFO-based Flight Attendant and Local 97 Secretary Neil Cabael. Sit back, relax, and check out the video from [www.nwaafa.org](http://www.nwaafa.org).

## **REDUCE, REUSE, RECYCLE!**

Using the “fast/quick draft” mode for your printer speeds up printing two to three times faster than “normal” mode. You’ll use significantly less toner while saving time and money. (Don’t worry, the print quality is just fine for quick review and, for example, printing and sharing your MEC eNews!)

## **401K TRANSITION ERRORS—CHECK YOURS TODAY**

In early July, we transitioned from ING to Fidelity for our new 401K plan. AFA has been tracking reports of errors that occurred during the transition. Take the time to double check 401K elections/vesting/loans/etc. with Fidelity at [www.netbenefits.com](http://www.netbenefits.com). If you have questions or there are errors, please contact the Delta Employee Service Center at [ESC.Delta@delta.com](mailto:ESC.Delta@delta.com) and the Delta Service Center at Fidelity at 1-800-554-0262.

## **MEC GRIEVANCE—SCHEDULING NOTIFICATION ISSUES**

On Wednesday, July 28<sup>th</sup>, NWA-AFA filed an MEC Grievance over the Company’s lack of notification for changes to our patterns and lines, in accordance with contractual requirements and long-standing past practice. Member reports indicate a significant increase in the company’s failure to notify flight attendants of changes to patterns, hotels and other schedule adjustments. In other cases, notification takes place hours, or even days later. Crew members are reporting to gates with no aircraft and checking in for flights cancelled hours before. Some don’t receive trip trade notification until just hours before departure. We understand and share your frustration at the scheduling debacles this summer. Please know we will continue to take every necessary step to remedy the situation.

**Be sure to check out your eNews online or in your email inbox for more, including the following “In the News” stories:**

- ***Passenger Lodges Airline Complaint on YouTube While Sweating on the Tarmac***
- ***Delta Passengers Trapped in Hot Plane for Hours, Inside Edition, July 28, 2010***
- ***Delta to “opportunistically” acquire used MD-90s, USATODAY.com, July 20, 2010.***

