

## **CABIN FEVER – ONBOARD FEEDBACK EXCERPTS**

**Base: MSP**

**Aircraft: MD88//90**

Comments: I was on a reconfigured MD90 yesterday and I am very concerned about safety issues. First, the tailcone FA went to arm her door and there was no latch to hold down the headrest. They forgot to install it and it had been flying around for 2 weeks this way. We took a delay while they installed one they took off another airplane at the airport. Second, the seal that we are supposed to check if it's punctured was mis-installed too. Third, there is no water fire extinguisher in MC. What about trash can and computer fires? Last, what's up with solar-like powered path lighting that may or may not work depending on if it's been charged enough by the cabin lights? What about night flights? What guarantee do we have that it will work?

**Base: DTW**

**Aircraft: DC9**

Comments: We boarded the aircraft in Atlanta and we were running late from our inbound flight. When we got on the aircraft it was unbelievably hot. A mechanic happen to show up to the aircraft and said the plane had come in 3 hours prior to our arrival and that he had ordered it to be hooked up to ground air. It never was. The aircraft had sat in the heat for 3 hours with no ground air and no APU running. The Captain informed me that the cabin temperature was approximately 100 degrees and he was on the radio trying to get someone to hook up the air. The agent started boarding without talking to us and it was too late to stop the process. So they continued to board in the intense heat. The Captain started the APU right away but the aircraft was already so hot it was not able to keep up. The captain had to keep calling ops for ground air and no one would show up. After the 4th call to ops for air hook up, he started threatening to remove the passengers from the aircraft as they were getting sick and some starting to throw up from the heat.

The passengers were extremely upset and were yelling at us saying that Delta was treating them inhumane and like farm animals. After running ice to the passengers that were sick and trying to pass out water, I finally decided to call an Atlanta Inflight supervisor. They said they would make some phone calls as well [to see if we could get air]. After 20 minutes of making phone calls, some ramp agents finally showed up to hook us up to air. Too little too late, as it was time to close the door and push back at this point. SO we had them hook up the hose and cool us for a few minutes to take the cabin temp down, and then they pulled the hose and we pushed back. My AFA thermometer was registering 95 degrees the entire taxi out until take off when it finally

cooled down. I can't imagine why they would leave an aircraft without air for 3 hours in record heat and then board passengers into that environment. It seemed completely unhealthy. I spent about 10 minutes during the flight trying to deal with passenger complaints after we took off. They were upset that Delta would treat them so poorly and subject them to such an environment. Passenger clothing was saturated in sweat. Of course, once we got to altitude the aircraft cooled off rather quickly.

**Base: MSP**

**Aircraft: MD88//90**

Comments: There is so much wrong with the M9K design, I barely know where to start. Number one is no trash space. Number two is the FC coat closet. Number three is the lack of supplies. I just don't have words for the lack of thought in planning this galley and service. It's appalling. I can be more specific if you'd like, but it'd be a small novel.

**Base: MSP**

**Aircraft: A320/319**

Comments: We arrived at our aircraft for 1415 departure. When we three FAs walked onboard, it was stifling hot so we went back into the gate area to wait for the pilots to arrive. They finally arrived about 15 minutes later. We were told the APU was inoperative so they called to have the air cart hooked up. This took about 10 minutes. At that time the cabin temperature was 90 degrees. I told the CSA that we just couldn't board the passengers because it was just too hot. The Captain also advised her to hold off boarding. At about 1350 three UMs were boarded. I told the escorts that we were holding off boarding because of the heat. They said there was no one else to watch the UMs in the boarding area so they left them with us. I guess children can be boarded an intolerably hot aircraft because they won't complain.

I checked at 1400 with the flight deck and the temperature had RISEN to 92 degrees. Clearly, the air cart was doing nothing to cool the aircraft. I decided to have the CSA board the flight, thinking that we only had 15 minutes to go before departure and we wouldn't have to endure the heat for too much longer. So the flight commenced boarding at 1400. About 1415 the CSA tells me we're going to wait for some late connections.

During boarding a ramp guy comes up and tells the flight deck that there are two dogs in bin #4 down below. I asked the Captain to make sure that these dogs would be all right. He seemed completely unconcerned and told me, "Just let them do their job." A few minutes later I saw a ramp guy in the jetway and I asked him to please check on the dogs. The Captain found this quite amusing. Again, he said, "Just let them do their job,"

As we continued to wait for our connecting passengers our passengers, of course, were complaining and we extremely uncomfortable. One of my flight attendants became ill. She was leaning against a bulkhead, kneeling down with her head in her hand with heart palpitations, dizziness and nausea. I advised her to get off the trip but of course, she chose not to. Another passenger was not feeling well and I gave her cold towels to put on the back of her neck. Another passenger with her cat went back into the gate area because she was concerned for her cat.

I finally called Inflight and demanded to talk to "any human being" who was available. I talked to a manager and explained the whole situation, adding that I didn't want to hear one breath of a mention about a crew delay. We finally departed, after being in the stifling heat for 52 minutes.

The next day I received a phone call about a crew delay.

**Base: MSP**

**Aircraft: B757**

Comments: The aircraft was so hot, I had sweat pouring down my back, and my uniform/dress was soaked. The pilots weren't onboard, and we pleaded with the agent to get air on the aircraft before boarding. We let the agents know that to board the aircraft was in humane to passengers, but they boarded anyway. It was soooo hot and humid, I wouldn't be surprised if someone got very sick from the heat.

**Base: DTW**

**Aircraft: B747-400**

Comments: Upon boarding the aircraft, it was so hot inside (with APU inop) passenger boarding had to be delayed because we feared they would be sick from the heat. Two carts were attached only after the captain requested, but they did little to cool the cabin. After over an hour of delay, the boarding started but the cabin was still unbearably hot and stuffy. I was getting dizzy during the boarding in the UD. I don't understand how anyone thought it was okay to board the full 747-400 without any air conditioning on such a hot day.

**Base: DTW**

**Aircraft: A320/319**

Comments: Was on a five day trip and there was no air conditioning for boarding. I got extremely overheated. Began to feel light headed and sick. After pushback the air came on. Then it was extremely cold. I experienced this three times a day for five days straight. I now have an upper respiratory infection with bronchitis. I have been off for a

week and still not over the symptoms. I am under a doctor's care. I really don't want to get sick again. Please. Can we get the company to do something about the lack of air in the cabin?

**Base: DTW**

**Aircraft: B747-400**

Comments: We boarded the plane after briefing. The plane had been sitting in DTW since 8 am. The aircraft temperature was 31c when we boarded...NO attempt to cool down the plane was made UNTIL the Captain REFUSED the boarding process unless an air conditioning unit was connected. The plane was delayed over an hour until the temp cooled down a few degrees. By the time all 400 passengers had boarded, the temp was back up to and over 31C !! We even had to sit on the tarmac about 20 minutes in that heat after the door closed waiting for the rest of baggage to be loaded!!! All of us F/A's experienced such uncomfortable sweating and fatigue and some started developing migraines and nausea and dizziness due to the heat! I, myself do not suffer from migraines but I did have the worst headache I've ever experienced, plus dizziness and painful pressure behind my eyes. And when we boarded the aircraft back to DTW from NRT today, the temp was 32C!! This is totally unacceptable, harmful to F/A's safety and health NOT to mention the passengers—especially babies and elderly travelers.

**Base: SEA**

**Aircraft: B767**

Comments: Pre-boarding temperature in Seattle was 95 degrees. We walked on to a boiling hot aircraft. No pilots on board. What puzzles me most is that we have always been hooked up to ground A/C in Seattle in past summers, but not this time. I did not think we should have boarded the aircraft. It did not cool down until we left the gate. Passengers complained, but despite my trying to get something done, nothing changed.

**Base: MSP**

**Aircraft: MD88//90**

Comments: Yet again, an unscheduled aircraft downgrade from MD-90 to MD-88. If it's not cancelling, it's downgraded. This was the second day in a row that I experienced this, and the 3rd day in a row that this happened. Somehow, the station never gets downgrade information. Boarding commenced and we ended up with 20 people standing in the aisle with seats that don't exist. Yet again, it is I who took the initiative to call the pilots for their help in calling the gate and getting help. I made the PAs to stop boarding, moving people into the galley. I get people back out onto the jetway and up to the gate; I get the people with "real" seats to sit in their seats. As a result, we left only 15 minutes late. However, the two days prior, it was way worse. I am so tired of these

antiquated computer systems and the problems that ensue. Management can screw up big time with bad business decisions, yet when the flight attendants close the door 1 minute late due to oversized baggage stowage, we're called on the carpet. It gets so maddening to see an automated reaccommodation system that WORKED give way to an outdated system that causes all of us problems. I'm so tired of being late 90% of the time because of things like this. The systemic problem is the amount of cancellations and substitutions that cause this ridiculous lack of basic customer service---seating choice.

**Base: MSP**

**Aircraft: MD88//90**

Comments: EATS to PDX. This is difficult to pile on and load up all food and beverages on these small carts. It is difficult to set up the carts, as we had to continually move them out of the aisle so passengers could get by to use the restrooms. The carts are heavy and difficult to maneuver once loaded. The passengers in the last row got served one hour and 45 min after the service commenced. When I got up to disarm my galley door, I could not get to my phone because the passengers were up with all their bags. I had to yell to my co-worker aft that I was disarmed. We could not verify (cross-check) that both doors were done. This plane is not user friendly for the crew or passengers. The bins are so small that only 40 people can bring roller bags onboard. This plane would be best suited for shorter non-food flights.

**Base: NYC**

**Aircraft: A320/319**

Comments: Re: Aircraft was extremely hot when we arrived. There were no pilots on aircraft so I asked the CSA to call a mechanic to turn on the air. After approximately 15 minutes, there were still no mechanics or pilots, so I again asked CSA supervisor to call to have someone turn on air & indicated that the aircraft would be very hot for paxs (and crew!!) whenever they started boarding. Nobody ever came to turn on APU. We were extremely hot and pouring sweat when the pilots finally arrived during passenger boarding, and eventually turned on the air. It took quite a while to kick in since aircraft was now full with 150 people to make it even hotter. It's great to start your duty day with your blouse soaking wet, and dripping sweat from your brow in front of passengers, and having them be uncomfortable as well.

**Base: LAX**

**Aircraft: B757**

Comments: I've had to call the LFA to cool the cabin during boarding on each of my past three HNL trips out of LAX. I wish Delta would forget the hot dogs in inflight and the ice cream treats, etc., and provide our customers and onboard employees a

workable environment on the aircraft. I don't think sweat dripping from one's brow while hoisting over-sized passenger bags into overhead bins is a positive image in the eyes of the traveling public.

**Base: SFO**

**Aircraft: B757**

Comments: No APU. We taxied out only to pull off runway for 20+ minutes and were told via a PA by the flight deck that we were waiting for weight and balance numbers. (Come to find out after the flight, that it was a mechanical NOT weight and balance). Cabin temp in excess of 100 degrees. Passengers were complaining and starting to become nauseous and vomit. Inflight Incident report was filed.

**Base: SEA**

**Aircraft: B767**

Comments: It was so hot on the aircraft prior to and during boarding that it was easily 95 or 100 degrees in the back of the aircraft. We had sweat running down our faces and other parts of our bodies before they even started boarding. It did not cool off until nearly the end of the boarding process. The pilots were not on board until well into the boarding process, and we were told they would need to start the APU to cool it off. The agent would not hold off on boarding so not only the crew, but the customers were subjected to this dangerously hot situation. What a way to begin a 11:55 flight!

**Base: MSP**

**Aircraft: A330**

Comments: APU inop/bled out???? At one point it was 93 degrees in coach with almost full aircraft. Had to wait for push back, congestion behind us, left one hour late.

**Base: DTW**

**Aircraft: MD88//90**

Comments: We got on the aircraft an hour prior to boarding. The pilots were already on board. I mentioned how hot it was--- but boarding hadn't begun so we had the option of getting off although there are still things you have to do prior to boarding. We elected to stay on hoping that when boarding began it would be cooled down. I even heard one of the pilots say "did someone turn the heat on?" Then boarding came. No coolness to be found. I had first class passengers wiping their foreheads literally sweating--- I commented that it was 80 degrees inside and one first class passenger piped up and said "more like ninety" I looked at my thermometer and it was indeed only 85 degrees which to some felt like 90. I know I had sweat running down my back and face. Any hotter and we probably would've had serious issues. I did fast form the problem but there is no clear way, that I could find at least, to address this issue on the fast form. If you know of a way it sure would be good to know---

**Base: MSP**

**Aircraft: A330**

Comments: Departure from DTW on August 11. The aircraft had no working air conditioning. APU was working but had a mechanical problem that had been noted for at least 10 days and was not fixed. No air carts on aircraft. PAX boarded and agents kept promising we were leaving momentarily. Aircraft became hotter and hotter as the pax boarded. Full ship. Pleas for air carts were ignored. Captain tried repeatedly to get carts. None were forthcoming.

At some point, the cabin temperature (according to panel at 1l) was between 93 and 95 degrees. I became quite nauseous and lightheaded and told the Purser that I had to go into the terminal. My face and skin were bright red and I was sweating profusely. I remained in the air conditioned jetway for about 15 minutes until I felt better. The passengers/crew sat on that aircraft for almost 55 minutes before departure with no relief.

Upon arrival in HNL at the hotel I discovered that my entire torso was covered by a heat rash. That lasted for about three hours after I got to my room. HELP--We are truly suffering on these hot aircraft and the supervisors' suggestion is that we run up and

down the aisle serving water to passengers. Sorry, I can't do that as I am too hot just standing still and trying to cool off by using the coolers in the galley.

**Base: MSP**

**Aircraft: A320/319**

Comments: We arrived at our aircraft for a 1415 departure. When we three FAs walked onboard it was stifling hot so we went back into the gate area to wait for the pilots to arrive. They finally arrived about 15 minutes later. We were told the APU was inoperative so they called to have the aircart hooked up. This took about 10 minutes. At that time the cabin temperature was 90 degrees. I told the CSA that we just couldn't board the pax because it was just too hot. The Captain also advised her to hold off boarding. About 1350 three UMs were boarded. I told the escorts that we were holding off boarding because of the heat. They said there was no one else to watch the UMs in the boarding area so they left them with us. I guess children can be boarded an intolerably hot aircraft because they won't complain. Nice, huh?

I check at 1400 with the flight deck and the temperature had ow RISEN to 92 degrees. Clearly, the aircart was doing nothing to cool the aircrafat. I decided to have the CSA board the flight, thinking that we only had 15 minutes to go before departure and we wouldn't have to endure the heat for too much longer. So the flight commenced boarding at 1400. About 1415 the CSA tells me we're going to wait for some late connections.

During boarding a ramp guy comes up and tells the flight deck that there are two dogs in bin #4 down below. I asked the Captain to make sure that these dogs would be all right. He seemed completely unconcerned and told me, "Just let them do their job." A few minutes later I saw a ramp guy in the jetway and I asked him to please check on the dogs. The Captain found these quite amusing. Again, he said, "Just let them do their job,"

As we continued to wait for our connecting passengers our passengers, of course, were complaining and we extremely uncomfortable. One of my flight attendants became ill. She was leaning against a bulkhead, kneeling down with her head in her hand with heart palpitations, dizziness and nausea. I advised her to get off the trip but of couse, she chose not to. Another passenger was not feeling well and I have her cold towels to put on the back of her neck. Another passenger with her cat went back into the gate area because she was concerned for her cat.

I finally called Inflight and demanded to talk to "any human being" who was available. I talked to a manager and told him what was going on. I told him this whole operation

was a mess and I couldn't believe an airline could be run in such a shoddy, unprofessional manner. I also told him that I didn't want to hear one breath of a mention about a crew delay. We finally departed at 1452, after being in the stifling heat for 52 minutes.

The next day I received a phone call about a crew delay.

**Base: SEA**

**Aircraft: B767**

Comments: Pre-boarding. Temperature in Seattle was 95 degrees. We walked on to a boiling hot aircraft. No pilots on board. What puzzles me most is that we have always been hooked up to ground air conditioning in Seattle in past summers, but not this time. I did not think we should have boarded the aircraft, but the purser deemed otherwise. It did not cool down until we left the gate. Passengers complained, but despite my trying to get something done, nothing changed.

**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. 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