



July 23, 2010

Richard Anderson
Chief Executive Officer
Delta Air Lines, Inc
PO Box 20706
Atlanta, GA 30320-6001

Re: Overheated Passenger Cabins

Dear Richard:

This week's announcement of second quarter profits was refreshing news during this hot and busy summer. However, delayed flights, crew shortages, misconnects and rescheduling have all become commonplace, and are becoming more apparent to our customers each day. There is one essential area that could be addressed overnight with invaluable results for passengers and crew: Overheated passenger cabins.

Delta's May 11, 2010 memo to operation leaders, "Efficiency Initiative: Project APU Smart Use," emphasizes efficient use of Auxiliary Power Units to minimize fuel consumption. While AFA was not included in this collaborative effort, we hope that flight attendants' input on the impact of scaled-back APU usage was given serious consideration. Without functioning APUs, or an external air cart, warm cabin air becomes stagnant and temperatures quickly rise to dangerous levels. On the line, we are experiencing a systemic rash of consistently and dangerously overheated cabins during customer boarding and often well into flight. A reasonable alternative to APUs would be routine use of external air carts on the ground; but reports show they are not generally being used.

We have received a tremendous volume of shocking feedback from crew and passengers alike, all desperate for cooler air. Flights are routinely boarded with initial cabin temperatures in the 90s and above, only to elevate as body heat, in an already stifling cabin, adds to the mix. With unprecedented frequency, crewmembers report being drenched in sweat during boarding and become faint and nauseous while attempting to tend to similarly afflicted over-heated customers. Catering woes from last month's service harmonization frequently leave them without enough bottled water or ice to serve and apologies to passengers simply do not cut it. Add a flight delay and you have ill flight attendants, sick *and* angry passengers, and bad letters to boot. Yet, the APUs remain turned off, while air carts sit disconnected. This dangerous practice reflects poorly on Delta and is not the image we wish to project.

Company policy seems to leave APU usage at the Captain's discretion. However, tighter scheduling often prevents our pilots from being available at boarding time. Even when present, some refuse to start the APU, perhaps concerned about repercussions. Evidence suggests short-staffed ACS personnel may be too harried with their own duties to properly address cabin

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environment issues. So, it is the flight attendants who bear the brunt of the temperature problems, with no specific and effective plan to follow. Communication here is the key to correction, but it must be more than a two-department memo. While flight attendants recognize the need to conserve fuel and cut costs, the penny-wise cost disciplines of cutting cabin air cannot override the greater need to live up to the product Delta promotes.

My previous communications to IFS on this topic have gone without response as the situation continued to worsen. We respectfully insist upon immediate corrective action for the health, safety and comfort of passengers and crew. Effective systems and contingency plans must be implemented to prevent over-heated cabins. AFA remains open to meeting with the appropriate leaders on your team so that together we can protect Delta's reputation now and secure our success in the future.

Sincerely,



Daniel Grey
NWA MEC Vice President
Association of Flight Attendants-CWA

Cc: Janette Rook, NWA MEC President
Joanne Smith, DAL Senior Vice President Inflight Services

DG/KJC