

CABIN FEVER – ONBOARD FEEDBACK EXCERPTS

July 20, 2010

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.