

Flight Times



NASIP '97 - Our Commitment to Safety

Even though the scheduled NASIP (National Aviation Safety Inspection Program) inspection planned to start on August 11, 1997, has been postponed, the airline continues to ready itself as if it will still be visited by up to 14 Federal Aviation Authority inspectors to conduct a complete NASIP inspection. Mesaba Airlines has never gone through a complete NASIP inspection, but it has received several modified inspections over the years. The FAA has become more visible and is implementing more NASIP inspections in the wake of the ValuJet crash two years ago. The inspection process will take approximately three weeks to complete and will cover many areas, including aircraft, pilot, training and maintenance records. Also, the inspection team will review the airline's entire manual system and audit our compliance with Federal

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Detroit - Getting Better by Design

Mesaba Airlines has experienced record growth over the past two years. This increase in business has not come without growing pains. Historically, the Detroit hub has been Mesaba's largest and busiest operation. Because of this, the Detroit hub was plagued with several operational problems, poor on-time performance and chronic understaffing.

All of that has changed, and the Detroit hub now operates as a model of efficiency. The entire Detroit hub team has done a wonderful job turning its operation into an efficient regional airline hub. Lee Hayes, manager of DTW hub operations for Mesaba Airlines, joined the company in April 1997 and set out to find ways to improve the operation. Initially, simple improvements in scheduling, manpower planning and communication with employees were made. One of the most visible changes at the Detroit station, besides the improved staffing levels, was the change to a "pushback" procedure for all our aircraft. This procedure, developed by Darren Zehner of Detroit flight operations in conjunction with customer service, incorporates the use of mini-tugs to move the aircraft from designated parking positions and eliminates the

need for aircraft to exit their parking positions under their own power. This allows for the airline to operate more efficiently and more safely.

One of the biggest benefits from the new pushback operation is the improvement in on-time departures. Since the operational change, on-time departures at the Detroit hub have increased 15 to 20 percentage points. The new procedure required spending a considerable amount of money. However, the benefits of the program have proven that this investment was a wise one.

The operational and internal changes that have been made at the Detroit hub have changed perceptions of employees and passengers alike. The total number of complaints for Detroit is down, and employee morale in Detroit seems to be improving. The saying, "As the hub goes, so does the outstation," certainly holds true for the Eastern region. Historically, when the Detroit hub was challenged operationally, the outstations would face upset passengers with lost or delayed baggage as well as hear a myriad of complaints. Now, with the improved Detroit operation, outstation employees are not burdened with as many of these issues. This has helped

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Mesaba Brews Up New In-Flight Service

Mesaba Airlines is about to dispel the myth that you can't get a good cup of coffee on a regional airline. Beginning in September, Mesaba Airlines will serve freshly brewed Caravali coffee on all of its turboprop flights.

In the fall of 1996, Mesaba began the process of investigating ways to improve the quality of the limited in-flight food product that the airline offers. The goal was to create a seamless travel experience with our partner, Northwest Airlines. Based on the limitations of the galleys in the turboprop fleet, the most important in-flight product and the one that needed the most improvement was addressed. Warren Wilkinson, Director of Marketing and Corporate Communications, traveled to Seattle, Washington, to explore the possibilities of Mesaba serving Caravali coffee on its flights. After several meetings and an audit of the capabilities of the

galleys in the Saab 340A and BPlus as well as the deHavilland Dash-8, Mesaba and Caravali personnel devised a plan that would allow Mesaba to offer a fresh cup of coffee to all passengers.

Warren Wilkinson and Sandy Sturm, the airline's Director of Purchasing and Contracts, worked with Caravali's sales-and-marketing team to develop an affordable coffee program. It calls for the lease/purchase of coffee-brewing equipment in nearly every Mesaba outstation as well as large volume coffee-brewing equipment for the MSP and DTW hubs. Additionally, high quality stainless steel air pots as well as Caravali coffee cups will be placed on all turboprop aircraft to ensure a proper presentation of the Caravali product. The catering supervisors in MSP and DTW were consulted to ensure that the program would be operationally feasible. In

mid August, brewing equipment will begin arriving at most Mesaba stations, which will allow for a September program start. Caravali personnel will be training Mesaba employees in how to operate the shuttle brewers in the hub. The outstation brewing equipment consists of pour over brewers made by Bunn. These systems are simple, efficient and easy to use. Coffee will be shipped to outstations from the hubs. Initial shipments will include filters as well as two-ounce frac packs of regular and decaffeinated Caravali coffee that make one pot of coffee each. Service guidelines for flight attendants as well as outstation personnel will be formulated and distributed prior to the program start date in September. The development and implementation of this program will allow the airline to offer a more seamless in-flight service experience.

Detroit — Getting Better by Design

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improve how associates perceive the DTW hub and their airline, which translates into happier employees, in turn allowing us to offer a better customer service product.

While these changes were a long time in the making, Mesaba is not resting. Management is constantly evaluating ways to improve the operation and listening to employee input in order to achieve our shared vision of setting the standard for all regional airlines. Everybody has played a part in making Detroit Better by Design, but most importantly, the Detroit associates should be proud of rising to the challenge and making the Detroit hub a model regional-airline facility.



Look What We Can Do Together!

Once again it is time for Mesaba Airlines associates to work together to benefit United Way. In 1996, the employees of our airline donated over \$22,000 to local United Way campaigns. In addition, the company matched dollar-for-dollar the contributions of its associate group, which brought the total contribution of Mesaba Airlines to over \$44,000. Beginning in mid September, the airline will start a month of caring in an effort to raise even more money than in 1996.

To achieve its mission, United Way has developed an exciting approach called Community Works. Community Works brings business, government, schools, health-care services and social services together as partners in efforts such as Success by 6, Health Initiative, Home Stability and the Redesign. This helps to streamline services so that people get help more quickly and more efficiently. Community Works includes input and help from people from all walks of life. This builds a strong community base. Community Works funds 134 health-and-human-services agencies that help people now, prevent problems from developing later in their lives, and help build self-sufficiency.

United Way helps families work to overcome the challenges of violence, drugs, job loss, divorce and death to become stable and healthy.

United Way helps children and teens grow up safe and reach their full potential through early-childhood developmental activities, education and health care.

United Way helps older people remain independent, active members of our community by maintaining physical, social and economic well-being.

United Way works to prevent hunger and homelessness, and helps

people become independent, contributing members of our community.

United Way works to end discrimination and to ensure that all people can participate in community life and interact without racism, hatred or prejudice.

Cancer, heart disease, diabetes, arthritis and AIDS — United Way helps people prevent and recover from diseases, injury, abuse and violence through services and education.

Your dollars help where help is needed most. In 1997, your contribution will support quality health-and-human-service programs at 134 partner agencies that help people in Anoka, Carver, Dakota, Scott and Hennepin counties as well as your local counties wherever you may live. Your gift directly affects services. Over 90 cents of every dollar goes directly to services that help people. United Way's fund-raising and administrative costs are lower than those of other major charities because of the work of nearly 250 community volunteers. They rigorously evaluate partner agencies and distribute funds where the need is the greatest. United Way is a charity that you can trust.

Some associates may ask why they are being solicited at work. Mesaba Airlines is joining with United Way to support the communities that we serve. We want to make it easy for our associates to show their concern for their communities. Payroll deduction is the easiest way for most people to give and make a difference in their communities, but some associates may not wish to support all of the agencies that United Way funds. Most people like the idea of giving once to support a wide range of services and programs that have been researched by community volunteers. ***Mesaba Airlines will use a designation card that will allow associates to personalize their gifts by selecting specific agencies or causes, as well as to steer their donations to their local counties.***

Other associates might question why they should give because they don't think that they benefit from the United Way. Everyone benefits from a healthy community and a higher quality of life. United Way funds a broad range of programs and services that create a healthy community. No one is immune



United Way

to today's problems. Perhaps your friends, family, co-workers or neighbors have used a United Way funded agency.

Linking Your Gift To Those In Need

Your gift of \$1 dollar a week (\$52 a year) to United Way will...

- Help pay for one teacher to provide aquatic exercises for 50 people with arthritis to help ease pain and maintain mobility.
- Help a disadvantaged family for one month learn how to avoid abuse and become involved in making their relationships and community stronger.
- Help buy breakfast for three children, ensuring a hot and nutritious meal.
- Help purchase art supplies for one preschool child, to help him or her grow both creatively and educationally.
- Provide an activity such as roller skating, a museum visit, or movie for one child each Saturday for six months through Big Brothers and Big Sisters, a United Way funded agency.

Strengthening Families

Your gift of \$2 a week provides counseling for a troubled teen and his or her parents, improving family communication, helping the teen make responsible decisions and preventing future behavioral problems.

Your gift of \$5 a week supports a child in day care and provides parenting education, helping a low-income family be self-sufficient, stable and strong, thereby reducing the need for government support.

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Spectrum Banquet Honors Award Winners and 10 Year Employees

President's Award Winners

Mike Chase
Keith Hardison
Jai Jaye Johnson
Michele Zeafra
Darren Zehner

Spectrum Award Winners

1st Quarter

Administration

Charles Howe
Laura Schreier
Andrea Peura
Karna Haglund

Customer Service (East Region)

Mike Gerwig (MKG)
Larry Weisenstein (DTW)
Dan Fenton (ELM)

Customer Service (West Region)

Brad Osborn (MSP)
Jill Christenson (BJI)
Tim Brang (MSP)
Dan Krieger (STC)

Maintenance (East Region)

Nicole Hoyt (DTW)
Jason Banh (DTW)
Dean Avedisian (DTW)

Maintenance (West Region)

Darryl Anderson (MSP)
Rodney Samuels (CWA)

Flight Operations (East Region)

Lonnie Crabtree (DTW)
John Riffle (DTW)
Laurie Demare (DTW)
Ron Losasso (DTW)
Toni Shelhamer (DTW)

Flight Operations (West Region)

Rick Glewwe (MSP)
Lori Ecker (MSP)
Steve Levin (MSP)
Paul Montgomery (Dispatch)

2nd Quarter

Administration

Andre Merling
Nora Peterson
Leslie Seipel
Evie Moldenhauer

Customer Service (East Region)

Kelly Farrington (DTW)
Cherie Armatis (DTW)
Jim Parks (TOL)
Cindy Perala (DTW)
April Arnold (ELM)
Stacie Roth (YNG)

Customer Service (West Region)

Ron Tutor (ESC)
John Kezele (CMX)
David Fix (MSP)
Lawrence "Buck" Rogers (MSP)

Maintenance (East Region)

Willis Blades Jr. (DTW)
Andy Irvine (DTW)
Benjamin Collins (DTW)

Maintenance (West Region)

Brad Baker
Rod Vigstol
Gino Lenzi

Flight Operations (East Region)

Joe Restifo (DTW)
Wendy Barndt (DTW)
Dale Proctor (DTW)
Sal Livorsi (DTW)
Tim Young (DTW)
Terri Shelhamer (DTW)

Flight Operations (West Region)

Will Waldow
Lynn Pink
Steven Lavick
Darcy Slagle

On the evening of Saturday, July 12, over 400 people, including 94 associates who have worked at least 10 years for Mesaba, attended the first annual Spectrum Awards banquet at the Marriott City Center in downtown Minneapolis. The evening began with a cocktail reception, which was followed by a lavish dinner and an awards program. The 400 attendees were treated to great entertainment by Synergy, a 16-piece rock band.

The evening was made possible in part by the sponsorship of 24 of our most important business partners: AIR, Saab Aircraft of America, Bombardier Regional Aircraft, Allied Signal Aerospace, Corporate Lodging Consultants, Collins Avionics & Communications, FFV Aerotech, Flight Safety International, GE Aircraft Engines, Pratt & Whitney of Canada, Arthur Andersen, Aviall Inc., Briggs & Morgan, Valentine McCormick Ligibel, David R. Bournemann & Associates, Cable & Wireless Inc., Dunlop Aviation, Hamilton Standard, Norwest Banks,

Piedmont Aviation Services, Mark C. Pope & Associates, RPA Airline Automation Services, and Signature Flight Support.

The Spectrum Award was designed to identify and reward Mesaba Airlines' best and brightest. They are associates who manifest our guiding principles and in many ways can be considered visionaries of Mesaba's growth and potential. The 60 Spectrum Award winners from the first two quarters of 1997 are representative of the growing and diverse operation of our airline. Winners came from our hubs and smaller outstations as well as from headquarters. There are also associates who represent Mesaba's interests at some of the repair stations that the airline employs.

President's Award Winners

The Spectrum Awards banquet included a special presentation to five people whose actions set them apart from the other Spectrum winners. Mesaba's President, Bryan K. Bedford,

personally selected five associates who have far exceeded his and the airline's expectations. These people embody everything that is great about Mesaba and serve as excellent role models for other Mesaba associates.

The Spectrum Award program is in place year-round, and all Mesaba associates have the opportunity to nominate fellow associates to be recognized for exceptional effort and quality of work. The next quarter closes on September 30, and the company will name the third quarter winners by mid October. When you see fellow Mesaba associates go beyond the call of duty or continually do their jobs well with a sense of pride, take the time to recognize these people with Spectrum Award nominations. This program allows Mesaba associates the opportunity to recognize their fellow associates and to put into action one of our guiding principles: Support, respect and inspire one another.

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Aviation Regulations (FARs) as well as compliance with our own manuals. A portion of the inspection team will spend time flying on Mesaba, visiting stations, "jump seating" in the cockpit and completing cabin inspections. The FAA team also will inspect our drug and alcohol program as part of the complete NASIP inspection.

Mesaba Airlines' Director of Safety and Compliance, Bill Reuster, is leading the team that will work with the NASIP inspection team during its visit. To ensure that Mesaba Airlines passes this inspection with flying colors, the airline has contracted the services of several consultants who have successfully guided many airlines through the NASIP inspection process. These people spent the last three weeks of July and the first week of August reviewing aircraft, pilot, training, and maintenance records to make sure that there are no inaccuracies that would

cause problems during the inspection process.

All Mesaba associates can play a role in the successful completion of this NASIP audit. The most important thing that you can do is do your job well and be focused on your area of responsibility. FAA inspectors will be visible throughout our system, so be alert and make sure that your ID is always visible. If you happen upon a person without proper identification in a secured area, challenge that person and make sure that he or she has the appropriate identification and badge.

Recently Mesaba Airlines successfully completed a Department of Defense safety audit and passed with high marks. This bodes well for Mesaba. However, we need to take the NASIP inspection very seriously to ensure that our commitment to safety remains strong.

Look What We Can Do Together!

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Nurturing Children and Youth

Your gift of \$2 a week buys a school breakfast for six children, providing a hot, nutritious meal and helping them increase their concentration in class.

Your gift of \$15 a week helps provide continuous prenatal care for a high-risk mother, teaching her parenting skills and increasing the odds of a healthy delivery.

A gift of \$30 a week helps four at-risk students attend an alternative school, improving their progress toward graduation and preparing them for responsible adult lives.

Supporting Older People

Your gift of \$10 a week provides home delivered meals to 172 older people, helping them remain healthy and live independently in their own homes.

Your gift of \$20 a week helps two older people with vision loss connect to community resources such as counseling, advocacy and referrals, helping them overcome their situation and build community support.

Increasing Self-Sufficiency

Your gift of \$10 a week helps a homeless person attain a GED, if necessary; learn independent living skills; secure long-term employment and become self-supporting.

Your gift of \$25 a week provides housing for two people with mental disabilities, teaching them the skills that they need to live independently.

Your gift of \$40 a week helps a student who hasn't succeeded in mainstream schools improve his or her academic skills, move toward high school graduation and gain meaningful employment.

Respecting Diversity and Ending Discrimination

Your gift of \$2 a week helps 20 boys and girls attend a camp where they learn conflict resolution and how to respect themselves, others and nature.

Your gift of \$12 a week provides activities for people to learn about one another's cultures and, in the long term, increase self-esteem, cultural awareness and sensitivity, and enhance mental health and well-being.

Promoting Health and Healing

Your gift of \$6 a week will help three uninsured or underinsured people with mental illness improve the quality of their lives through counseling and advocacy services.

Your gift of \$4 a week helps over 500 people with arthritis learn how to cope with their disease and make informed decisions about care through support groups and access to community health-care information.

Your gift of \$12 a week teaches preventive dental education to six children and their parents, and provides dental services on a sliding scale in nine school-based clinics.

This year, when a Mesaba volunteer asks you to give to United Way or when there is a Mesaba sponsored United Way function, your combined help and support will allow us to meet our goal of raising even more money than last year. Once again, the company will match your donation dollar-for-dollar, and you can direct your donation to your own community and to specific charities. Imagine what we can do together!

Avro RJ85 Joins Mesaba Fleet

Mesaba Airlines' newest addition to the fleet is very popular with customers and continues to exceed the airline's expectations of reliability and performance. In their first four months of deployment, RJ85s operated in markets such as Des Moines; Cincinnati; Rochester, Minnesota; La Crosse; Grand Forks; Cedar Rapids; Green Bay; Sioux Falls and Kalamazoo. This fall, the airline will add several new markets to its route structure, which will stretch our scope of operation significantly. Markets to receive RJ service include Aspen and Steamboat Springs, Colorado, and Regina, Saskatchewan. Many more

markets will follow as Northwest develops the RJ program even further. The addition of these markets adds another time zone to the Mesaba operation and stretches Mesaba's route structure to over 800 miles west of our Minneapolis/St. Paul hub.

The addition of RJ flying, coupled with the turboprop expansion at the MSP hub, will increase Mesaba's boardings significantly, and it will be just a matter of time before we board over 300,000 passengers a month — a far cry from the 130,000 that we were boarding nine months ago. Now that Mesaba operates a fleet of regional jets, it is considered a national carrier

by the Department of Transportation. This different classification affects only the type of DOT reports that the company has to file. However, it is a significant event for an airline that operated a fleet of 51 turboprop aircraft comprising 26 Metros and 25 Dash-8s only 16 months ago. Mesaba is truly becoming a giant in the regional-airline industry. And if we all focus on offering safe, reliable air travel, we can meet our goal of setting the standard for other regional airlines to follow.



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