

Mesaba Airlines

2002 AIRPORT ROAD
GRAND RAPIDS, MN 55744

218/326-6657

April 10, 1984

TO: ALL FELLOW EMPLOYEES

FROM: ROBERT D. SWENSON
PRESIDENT AND CHIEF EXECUTIVE OFFICER

EASTER GREETINGS!

Our first F27 has been delivered in our colors and our program to begin service early this Summer with these aircraft is right on track. Airplane number two should be in Minneapolis by mid-May and all of our initial training should be completed by the end of May. We are planning to begin F27 service during the month of June. Together, with our Beech 99 fleet, we will be able to carry a great amount of traffic this summer and we are very fortunate to have such growth potential.

To successfully continue our growth, it is up to each and every one of us to ensure that we do the finest job possible for all of our customers; for it is the customer who pays the wages around here, our Company only handles the money. Remember that when problems such as flight delays, weather delays, ticketing or bag problems occur, use such opportunities to show our passengers just what an excellent, personalized job we do. Our customers and passengers good opinions are freely given in response to good value and good services received.

As we continue with our Company's progress, we must remain flexible to help out one another in our job functions, as well as, adapt to new changes in structure and in some cases, location. We are presently hard at work to find adequate support space in Minneapolis and believe that we may find some of this space within the next few weeks. Along with a few other personnel, I anticipate moving to Minneapolis sometime during the next six months. Although we will be transitioning a few of our support personnel to Minneapolis, the level of employment in Grand Rapids should stay the same and grow in the future as Accounting, Maintenance, Reservations and Travel will remain in Grand Rapids.

For your information, Deb Swenson will no longer be handling the Uniform and Pass Bureau as those functions have transferred to Dee Punton, Staff Assistant-Marketing. Deb has resigned from the Uniform and Pass Bureau due to our planned move and expected arrival this Fall. Dee was recently promoted to her new position and is now based in Minneapolis at Hangar #3, Burlington Northern. Please phone her at 612-726-5700, (ext. 288), or send messages to the Minneapolis Station to her attention for your uniform and pass needs.

On Thursday, April 17th, our first F27 is scheduled to be in Minneapolis at Burlington Northern after 3:00 P.M. through about 9:00 A.M. Friday. During the early morning, our photographer will be taking pictures of the aircraft and sometime during late Friday morning we have scheduled the aircraft to land in Grand Rapids for our people to view there. We will be taking inflight service shots on Friday morning at either Minneapolis or Grand Rapids, so anyone's help in posing as passengers will be greatly appreciated for our new slideshow.

With regards to market developments, the following updates are in order:

1. Southwestern Minnesota - The competitive bids are all in and we are awaiting Civil Aeronautics Board action.
2. Fort Dodge and Mason City, Ia. - American Central and Great Lakes have recently submitted proposals to serve these cities North-South, so we are in the process now of filing another proposal to bump American Central out of the Mason City-Chicago segment and retain our existing structure. This case could take several more months to finalize.
3. Clinton and Ottumwa, Ia. - We have finalized our bid for service from these cities at a rate lower than American Central's and have the city support of Clinton. We would serve these cities between Des Moines and Chicago, if selected. This startup could occur within five months.
4. We are analyzing additional markets at this time and will release specific information should these markets become a "go" project.

Congratulations to the following employees for joining Mesaba during the past few months and thank you for selecting our Company to work with. Please welcome the following full-time employees!

Thomas Dodge	First Officer	MSP	3/7/84
Jeremy Fyle	First Officer	GPZ	3/19/84
Thomas Gliadon	First Officer	MSP	3/21/84
Daniel Twait	First Officer	GPZ	3/21/84
Richard Vonzel	First Officer	GPZ	3/21/84
David Smith	First Officer	GPZ	3/21/84
Debbie Huff	PSA	FOD	3/26/84
Peter Johnson	First Officer	GPZ	4/2/84
Christine Johnson	PSA	GPZ	4/2/84
Kathleen Melford	Director/In-Flight Services	MSP	4/4/84

Although we did not set a new passenger boarding record in March, we did set a new second best high of 6,682. Within the next month or two, we should be able to break January's record level, let's do it. By the way, congratulations to everyone involved with our Mason City service, we beat American Central's boarding figures there during the month of March.

We've got alot of hard work ahead of us during the next three months and we need everyone's cooperation, hard work and patience to continue offering excellent service on our existing routes as we transition into our F27 program.

The challenge is ours, let's go!

Best regards,



Robert D. Swenson
President & Chief Executive Officer