

Holiday Weather Upsets Operations

Mother Nature did her thing again this year during Mesaba's Holiday rush travel period. Starting December 20th, a bitterly cold weather system blew into the Midwest creating blowing snow and bitterly cold weather conditions. From December 21-24, Mesaba's operation team did all it could to deal with closed airports, equipment that wouldn't operate due to cold weather and delayed passengers anxious to get home for the Holidays.

On December 21, near blizzard conditions in Minneapolis and surrounding states caused Mesaba to operate only 61 per-

cent of its systemwide scheduled flights. On-time performance fell to 30 percent. The company held operational meetings all day in an attempt to forecast weather conditions and make decisions regarding flight departures.

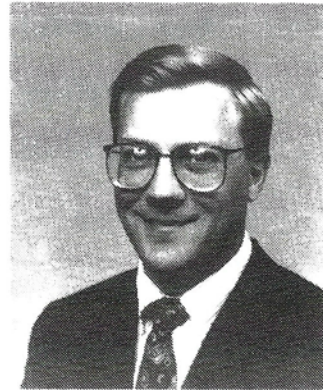
Many passengers were accommodated to their final des-

tinuation by bus companies where highway travel was advisable. Others were reaccommodated on later or next day flights. Some chose to rent their own vehicles. The main weather problems began to subside on December 23. (Additional photographs on page 4).

Photos: (Upper right) Buses were used to transport some passengers due to closed airports. (Lower left) Shovels were used to keep trails open to flights that were operating. (Lower right) Warm snow suits were a popular clothing item to keep out the cold weather.



January, 1991



With the United States at war in the Middle East, the issue of security at airports and other public and high profile areas in the United States will continue to command a high level of scrutiny and attention in our industry.

Our Company is continuing to work very closely with the Federal Aviation Administration, Airports, Northwest Airlines and other national security agencies to ensure that our own security procedures remain very tight in all areas of our operation.

While details of our own security program are confidential, except for those who have a need to know, all of our employees are reminded to have their identification badges showing at all times while on company and airport properties and to question anyone that does not. Report any suspicious activities immediately to Dennis Ofstedahl, Director of Stations, who is currently coordinating Mesaba's security program.

Mesaba has four employees that are involved in the U.S. efforts in the Middle East through the National Guard; Scott Lepper, Steve Torssell, Martin Lewandowski, and Kent Muschinske. Anyone wishing to write to any of these gentlemen may contact Charlean Sabo in Customer Relations to obtain their address. Our thoughts are with them and their families and we hope that they may be back with our company in the shortest time possible.

We are continuing to make steady progress on our Detroit hangar project. The contractors have completed the roof on the structure and are working on the internal office spaces. The four large hangar doors are planned to be installed in the next few weeks.

Best wishes to you for a safe, warm and successful month.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Swenson".

Robert Swenson
President and Chairman

Company News

December Airline Traffic

During the month of December, Mesaba reported that it flew 15.2 million revenue passenger miles, a 12.5 percent increase over 14.1 million revenue passenger miles during the same month one year ago. The airline said it carried 73,679 passengers in December, an increase of 10.7 percent over 66,548 passengers carried last December. The airline's load factor during the month was 47.9 percent, compared to 50.0 percent last year.

Additional Service to Flint, MI

Effective January 31, 1991, Mesaba will add a sixth round-trip flight between Flint, Michigan and Detroit Metropolitan Airport. The new service will be with 19 passenger Metro III aircraft.

North and South Dakota Service Changes

In January, Mesaba officially discontinued service to five cities in North and South Dakota as part of a transition out of Essential Air Service markets. On January 7, Mesaba was replaced in Devils Lake and Jamestown, North Dakota by Great Lakes Airlines. On January 21, Mesaba was replaced in Brookings, Huron and Mitchell, South Dakota by GP Express Airlines. Mesaba had provided service to all of those cities since the early 1980's under the Essential Air Service Program, a subsidized air service program administered by the Department of Transportation. Mesaba elected to discontinue service to the cities in 1990 due to uncertainty about the program's long term funding. The airline will continue to provide ser-

vice to Fargo and Grand Forks, North Dakota and Pierre, Aberdeen, Watertown and Sioux Falls, South Dakota.

Inflight Service Contest Winner

Mesaba's inflight service department sponsored a contest in December which asked for the most creative Holiday Greeting Announcements to be used on Mesaba's flights during the Holiday Week in December. Doug Kruse, Minneapolis-based flight attendant won first place with the following entry:

"Many of you have noticed that our aircraft are painted bright Christmas red & others have red tails. This is a Mesaba Christmas tradition & started many years ago....

On the night before Christmas, and all thru the hangar, our Fokkers were quiet, and kept out of danger. The tires were hung by the chimney with care, hoping St. Nicholas would fill them with air...

When all of a sudden, there rose such a clatter, the hangar door opened to see what was the matter. There sat St. Nicholas all snowy & red, his reindeer were frozen and looked almost dead..

'Please loan me your aircraft; just for this one night, I have presents to deliver, by dawn's early

light.' So we said, "We'd love to," and opened the shed and one little elf said "let's paint em all red!"

The elfs started painting, at first it was fun. But, by the end of an hour, they'd finished just one. Santa said "watch," as he picked up a pail, "we'll finish them all if we just paint the tail!"



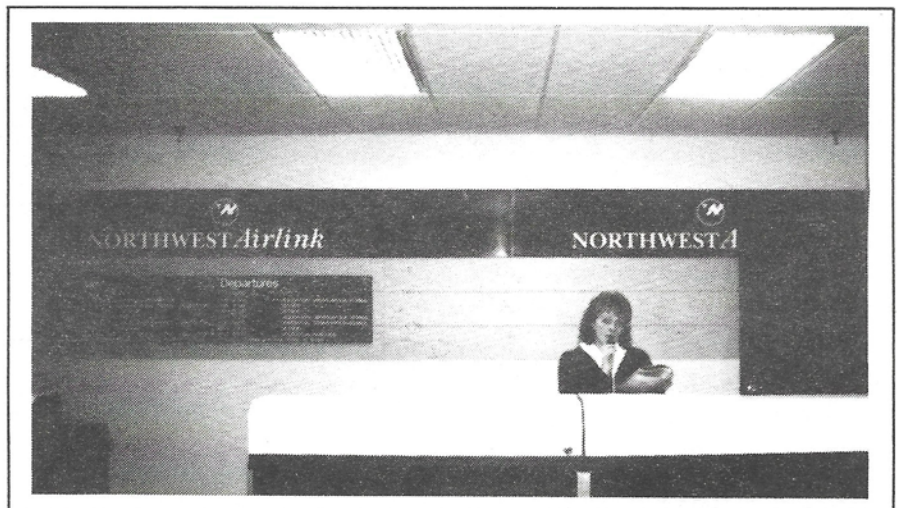
We'll finish they did, and off they all flew, delivering packages to me and to you. On Christmas our aircraft were back without fail & looked pretty spify with its new Christmas tail. So next time you see a red tail in the air, remember St. Nicholas is soon to be there.

On behalf of your flight crew & Mesaba Aviation, we would like to wish you all a very happy Christmas Season & Peace in the New Year.

Second and Third place winners in the contest were Amy Soper, Detroit Customer Service Agent and Rick Johnson, MSP Crew Scheduling.

Recycling Committee Formed

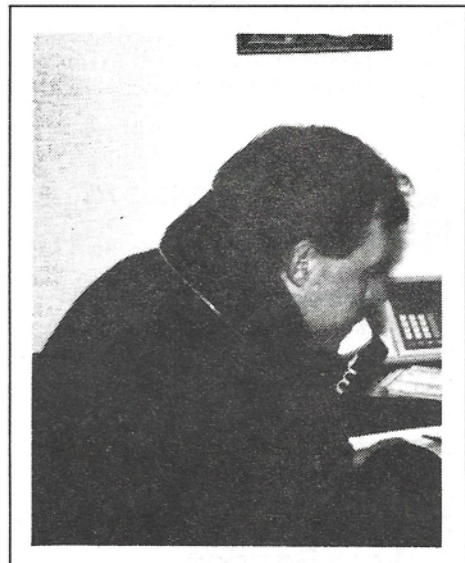
Mesaba has formed a re-cycling committee to begin addressing ways the company can reuse



Marquette, Michigan recently had the new Northwest Airlink signage installed at Mesaba's new ticket location. The airport was recently renovated.

Cold and snowy weather on December 21 grounds airplanes.

(Right) A fleet of Metro III's, covered with snow, waits for clearance to fly. (Below) A group of MSP customer service agents gather themselves before shoveling another path to the airplanes. (Below right) MSP Manager, Dan Sheehan, works the telephone - coordinating operations.



NEWS, Continued

goods and maybe at the same time, save money. Co-chairs of the committee are Larry McCabe (VP, Gov't Affairs) and Ann Romera (Dir, Inflight Services). Employees interested in serving on the committee or submitting ideas for recycling should contact Ann Romera at COMAT MSPGOXJ or x341. An initial meeting has been scheduled for Tuesday, February 5 at 11:00A in the Michigan training room in the General Offices.

FAA Aircraft Inspection Planned for February

A team of inspectors from the Federal Aviation Administration

(FAA) will visit Mesaba in early February to conduct an evaluation of the airline's fleet of Fokker aircraft under the auspicious of the FAA's "Aging Aircraft Fleet Program." The inspectors will be at the company's Minneapolis maintenance facility for nearly ten days collecting information. Mesaba's key maintenance personnel will be working with the FAA during the inspection.

What about the Employees?

With Mesaba discontinuing service to five Essential Air Service Cities, where did the thirteen employees go that were at the stations? All of the employees were offered positions and opportunities to transfer within the company. Here is where they went: (Devils Lake) - Eric Lynse, transferred to Customer Service Manager in Muskegon; Dave Hanson, transferred to Thief River Falls as full-time agent; Lana Boehmer -took a 90 day furlough. (Jamestown) -Bill Steinmetz, accepted position with Great Lakes Airlines in Jamestown; Darlene Ness, left company; Lori Greer, took a 90 day furlough; (Huron) - Jackie DuBois, 90 day furlough, Corey Wiegel, transferred to Mesaba Accounting, Laurie Streff, transferred to Mesaba Accounting. (Brookings) - Todd Tews, transferred to Toledo as full-time agent. Sherry Dahlin, transferred to Watertown as part-time agent. (Mitchell) -Clyde Kitto, transferred to Grand Rapids as full-time agent; Jeff Miller, 90 day furlough.

A Year In A Review

Here is a recap of events that unfolded for Mesaba in 1990:

January

- Wayne County in Detroit gives Mesaba official go ahead to construct maintenance facility at Detroit Metro. Officials from the Company discuss plans for the \$4.5 million dollar facility.

February

- AirTran, Mesaba's parent company, reports third quarter earnings (for quarter ended December 31, 1989) of \$341,000 or 8 cents per share.
- Airline carries 60,241 passengers on system for month.

March

- Northwest and its Airlink carriers, including Mesaba, unveil the first of the new Northwest Airlink paint schemes. Mesaba presents a Fokker F27 aircraft and ground equipment to employees and the media.



The new paint scheme incorporates gray, red and white.

- The company's annual ski outing is held at Buck Hill Ski Area. Again, no injuries report.

April

- Mesaba begins service to Indianapolis, Indiana. It's the first service Mesaba has had to that state.

- The Company moves its Minneapolis/St. Paul operations to the Green Concourse for the summer months. The move is a result of airport maintenance planned on one of the airports three main runways.

- Mesaba announces that it has signed a letter of intent, through Northwest Aircraft, Inc., for up to forty Embraer-145 aircraft, a forty-five passenger jet aircraft to be delivered in 1994-95. Robert Swenson says the letter of intent is not binding, but rather, "allows us to continue analyzing both the economic and operational performance of the aircraft signing a definitive agreement."

- Two deer get in the way of a Mesaba aircraft landing at Brainerd Airport in Northern Minnesota. An engine and prop are damaged. The deer do not survive.

- Five year dinner held for long-time Mesaba employees.

May

- A special congratulations given to Mesaba employees for a day of "Zero" cancellations on the system during May 1, 1990.

- Companion (Buddy) Passes are officially offered to employees of the company. The program means that each employee is able to obtain four annual passes for a non-family member for travel on Mesaba. The cost is \$5.00 one way and employee or spouse must accompany companion traveller.

- AirTran reports annual fiscal earnings of \$2.4 million for the year ended March 30, 1990. The earnings were pleasing to Mesaba officials, despite adverse weather on traffic during the fourth quarter.

June

- Mesaba begins service to Columbus, Ohio with three daily flights to Milwaukee.

- Mesaba's summer picnics are held in Detroit and Minneapolis for employees.

- Soviet President Gorbachev landed at the Twin Cities Airport during that leader's visit to Minnesota. Flights were delayed at MSP for several hours due to security reasons.

- The Customer Service Check-in Counter in Detroit is officially changed to G12 to help make check-in procedures easier to find and operate.

- Detroit Pistons win NBA Championship.

July

- Mesaba breaks ground on new aircraft hangar in Detroit.

- Airtran reports 1st quarter earnings of \$440,000 for quarter ended June 30, 1990.

- Airline carries 77,868 passengers during month.

August

- Mesaba scales down service at Milwaukee and shifts capacity to Detroit. Columbus, Ohio to Detroit service is added. Service from Milwaukee to Wausau and Indianapolis, is dropped.

- United Way Campaign at Mesaba's MSP Offices is held. A total of \$9,123.00 is raised by Mesaba's employees.

- Iraq invades Kuwait. Jet fuel prices begin to increase. Airlines initially add \$8.00 surcharge to all domestic tickets. Later, fares are increased to offset increasing price of fuel.

- The company returns aircraft #60AN to SAAB due to scaled down September schedule. That leaves Mesaba with 14 Fokkers in the fleet.

September

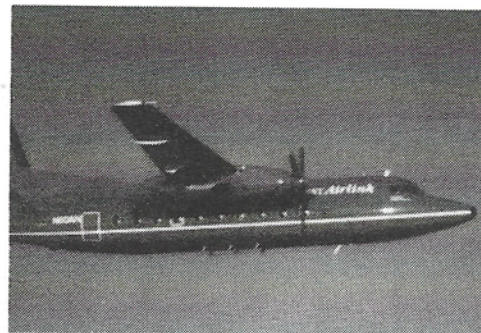
- Mesaba adds service to Kalazamoo, Michigan and Cincinnati, Ohio.

- 3rd Annual Employee Golf Outing held in Apple Valley, Minnesota.

- Pellston's operations begins handling its own ramp functions.

- The State of Michigan selects Mesaba as recipient of the annual Award of Excellence for Enhancement of Aviation in Michigan.

October



- Operation Shotgun is implemented in MSP Operations to handle the increased passenger volume to South Dakota for the opening of the hunting season. Nearly all flights are full with hunters and equipment.

- Fokker F27 #60AN returns to Mesaba with new paint scheme ready for Mesaba's recently announced increased November schedule.

- Houghton, Michigan gets its first major snow storm which drops 13 inches of snow. Houghton, located in the Upper Peninsula of Michigan, generally gets upwards of 300 inches of snow a year.

November

- Mesaba increases service at Detroit by adding service to Lansing, Kalazamoo, Michigan and Cincinnati and Columbus, Ohio.

- Company is notified by Department of Transportation (DOT) that other regional airlines have been selected to serve Essential Air Service markets in North and South Dakota. The transition for Mesaba to discontinue service is planned for January.

- Airline carries 74,573 passengers in November.

December

- Christmas Parties held in Detroit and Minneapolis for employees.

- Winter storms ground Mesaba flights during Holiday rush week. Temperatures of minus 30 below cause delays and cancellations.

- Mesaba carries a total of 931,050 passengers in calendar year 1990.

Employee News

New Employees

The following persons were hired as new employees during the month of December:

Full-time

Todd Hess, *Accounting, Minneapolis*

Part-time

Mike McClure, *Purchasing, Minneapolis*
Allen Melsby, *Customer Service Agent, Bemidji*
David Palkowski, *Customer Service Agent, Minneapolis*
Wayne Veness, *Customer Service Agent, Minneapolis*
Scott Anderson, *Customer Service Agent, Minneapolis*
Heidi Huna, *Customer Service Agent, Minneapolis*
David Judd, *Customer Service Agent, Minneapolis*
Brad Hemmila, *Customer Service Agent, Marquette*

Management News

Chris Van Den Heuvel was named Manager of the Mesaba Aviation Center in Grand Rapids, Minnesota. Chris was formerly Manager of Customer Service Training.

Five Year Employees

The following persons reached their five year anniversary with Mesaba in December, 1990 and January, 1991:

Scott Nelson
Valerie Schilz
Kevin Daly
Carl Millican
Kenneth Steltzne
Lawrence "Buck" Rogers
Michael Chase
David Steinke
Nancy Rasmussen

Mesaba Employees Support Desert Storm

Mesaba has four employees, who serve in the National Guard, that have recently been called upon to serve in the United State's "Desert Storm" efforts. Their names and addresses are listed below so that interested employees may send correspondances to them while they are away serving the Country.

PFC Scott Lepper
(CSA, MSP)
AG Battalion
Fort Discon, NJ
08640-5000

Steven Torsell
(Aircraft Mechanic, DTW)
474-54-5733
Operation Desert] Storm
927TAG/RMX
APO, NY 09603

Martin Lewandowski
(Customer Service Mgr., LNK)
507-92-8325
Operation Desert Storm
403rd MP,
POW Camp
APO, NY 09616

Kent Muschinske
(Aircraft Pilot, DTW)
1706 AREFW (P-OPS)
Atten: APO, NY 09893.

Ten Year Employee

Terry "Butch" Detjen reached his ten year anniversary with Mesaba in December. Terry is Supervisor of Maintenance at Mesaba's Aviation Center in Grand Rapids, Minnesota.

Mesaba Memos

Congratulations to **Dan Christenson** (Avionics) on December 13, 1990 birth of daughter, Stephanie Kay.

Congratulations to **Brian Olwin** (Maintenance) on December birth of son, Shawn Kevin.

Mesaba Sportswear



Description	Quantity (Sizes)	Price	Total
Golf Cap		\$ 6.50	
Sweatshirt (S-XL)		14.00	
T-Shirt (S-XL)		14.95	

Shipping & Handling Costs
(Continental United States)

order total	cost
less than \$20.00	\$4.00
\$20.00-49.50	5.00
\$50.00-99.50	7.00
\$100.00-124.50	8.00

Merchandise
Total

Shipping &
Handling

Total Due

*Add \$2.00 for each additional \$25.00 in merchandise.
*Call for cost on all non-domestic shipments.

Credit Card: VISA Mastercard

Card #: _____ Exp. date: _____

Signature: _____

Ship to		
Address		
City	State	Zip code
Contact	Telephone	

Mail or FAX this completed form to:

Mesaba Program
c/o TM MARKETING
P.O. BOX 3200
Minneapolis, MN 55403
FAX: 612-349-2870

- Make checks or money order payable to TM MARKETING
- Prices good through 6-30-91
- All orders shipped within 15 days

GOLF CAP. White poplin golf cap with adjustable sizing tab. Red and black embroidered logo.

SWEATSHIRT. Fruit of the Loom 7.5 oz. white sweatshirt with red and black embroidered logo.

T-SHIRT. Hanes Beefy-T 100% cotton white t-shirt. 5-color route map and F27 aircraft on front and "Fly with us" artwork on back. A one-of-a-kind design!

MEMOS, Continued

Congratulations to **Matt Allard** (Maintenance) on December birth of daughter, Nicole Renee.

Congratulations to **Tony Nielson** (Pilot) on last July birth of daughter, Jessica Lynn.

Congratulations to **Lori Orf** (Customer Service) on December 5 birth of son, Ian Richard

Benefits Information

Under provisions in the Consolidated Omnibus Budget Reconciliation Act (COBRA), certain employees and their dependants continue to be covered by company benefits even after a change of employment or a specific event has occurred. When a "qualifying" event occurs, supervisors and managers must be certain to contact Personnel to have a "Personnel Status Change" (PSC) form generated so as to record that particular change in employments or event. Example of a qualifying event are:

- death of an employee
- termination or reduction of hours of a covered employee
- divorce or legal separation
- when a child goes to non-dependant status

If one of these events occurs, employees and supervisors should be aware that the change need to be communicated to Personnel in a prompt manner. If you have any questions about "qualifying" events as they pertain to COBRA, contact Personnel in MSP or DTW.

Mesaba Ski Night

Join your fellow employees at Afton Alps Ski Area in Afton, MN for a night of fun downhill skiing. Lift tickets - \$10.00, Rental - \$10.00, Lesson - \$3.00. **Wednesday, February 27th, 5:00-10:00P.M.** Mesaba will be providing dinner, refreshments and a warm place to visit in the Oakwood, an exclusive group area at Afton. Call Doug Fulton at MSPGO x351 for additional information.

Letters

Dear Mesaba:

I would like to take this opportunity to express my appreciation for the way in which a scheduling mistake was handled recently.

This past week we had two nurserymen from Finland visiting us who also wanted to visit some other businesses while in the United States. Before they had left for Finland, they had scheduled a flight that they thought was to go to Grand Rapids, Michigan. Inadvertently, their flight was booked to Grand Rapids, Minnesota and this was not discovered until they were on the plane headed to Grand Rapids, Minnesota. In the course of event, I talked with one of your people by phone and they said the best thing to do would be to have them flown back to the Twin Cities and for me to meet the two individuals and get their ticketing

straightened out with one of your ticketing agents at the Minneapolis/St. Paul Airport.

I did meet our two guest at Gate 15 at the airport on Tuesday afternoon and reviewed the ticketing error with your Gate 15 agent Deb Wyland. She, as well as the persons I talked to on the phone, handled this situation very professionally and sympathetically, and to our completed satisfaction. Ms. Myland, in particular, probably spent more than an hour getting their tickets changed so they could still fit in all of the places that they wanted to visit while they were here in the United States.

Again, I would like to thank your people for the way in which they handled this matter. I hope this is some small consolation for some of the negative publicity that you unfortunately have been receiving here of late.

Sincerely,

D. Selinger
Baily Nurseries, Inc.
St. Paul, MN

Dear Mesaba:

Traveling during the Holiday Season is tedious at best; but a recent flight with your airlines was delightful because of one of your flight attendants. Her name is Shelia Wall on Detroit #3002 to Kalazamoo on 12-27-90. Ms. Wall's personality, upbeat style and friendly service was a joy to everyone aboard that cold, snowy night. Shelia's warmth and her spirit of youth is definitely an asset to your airlines.

Sincerely,

L. Servis
Kalamazoo

Mesaba Aviation, Inc.
7501 26th Avenue South
Minneapolis, MN 55450
612/726-5151



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