



# On The Move

A monthly publication produced especially for employees and friends of Mesaba Aviation, Inc.

March 1991 Issue  
Volume 4, No. 2

## Two Employees Achieve Personal Recognition

### Mesaba Employee named "Queen of the Snows"

Lisa Lang, Maintenance Secretary at Mesaba, will be doing double duty this year after recently being named the 1991 Saint Paul Winter Carnival "Queen of the Snows." Lisa was crowned at the annual Royal Coronation held on January 24.

Lisa, who has been employed with Mesaba since April of 1990, said the experience of being named Queen was "fantastic." For 10 days after the Coronation, the Royal Family



made over 175 visits to nursing homes, schools and Carnival events. Lisa said the visits to the nursing homes were the most rewarding. "We brought so much joy and so many smiles to people who only get visited once a year," she said. During the next year, Lisa, King Boreas Rx LV and other members of the Royal Family will make over 400 appearances.

The Royal Family even made a special stop at Mesaba's corporate headquarters on

January 31 to introduce the Queen and to "knight" certain employees. President Rob Swenson, Vice President of Maintenance Kip Clow and Secretaries Andrea Peura and Eve Moldenhauer were all "royally knighted" by the Queen. The Saint Paul Winter Carnival is the largest city festival of its kind in the U.S.

As if being the Queen wasn't enough, Lisa is also representing the city of Eagan, Minnesota this year as Ms. Eagan.

Lisa is a native of Hastings, Minnesota and graduated from the Hastings High School in 1989. She attended the McConnell Travel School, completing her course work in 1990.

### Handball Champion Reigns in World Tournament

Hope Engele, who goes by the name "Anna," started playing handball at age 15 and she was a natural for the sport. Six months after starting the sport, she went on win the Junior Nationals.

Early this year in February, eight years later, she went on to become the World Champion in the game when she won both the individual and doubles tournaments at the Woman's World USHA Handball Championships held in Phoenix, Arizona. She won four matches in both the individual and double matches to claim the "World's Best" titles.

"I played very well and am happy that I won," said Anna, who arrived back in Minneapolis on February 9 from the tournament. Co-workers at the Minneapolis Station Operation threw a "welcome back" party for her on Monday, February 10. Anna has been working for Mesaba as a Customer Service Agent for over 1 1/2 years.

It has been a busy year for Anna. Last June, she won the U.S. Women's title and she has been training since then for the World Championship. She is a native of St. Paul and learned to play handball at the Midway YMCA. She currently also coaches a junior handball team at the YMCA.

Handball keeps her busy, but she said she stays occupied doing other things as well. "My 5 year old daughter keeps me running pretty good when I am not playing handball," she said.



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## Executive Letter

### Detroit Hangar - A Project Nearing Completion

Our new hangar in Detroit is approaching completion after nearly eight months of construction and two years of planning. It has been a project which has taken a considerable amount of planning and work, but will be well worth it when it is operational for the airline.

This is the second hangar that I have been involved with in planning and building, the first being the company's Minneapolis corporate offices and maintenance facility which was completed in 1988. While the Detroit facility is somewhat smaller than the Minneapolis facility - 45,000 square feet large vs. 86,000 square feet - the two hangars are alike in many respects.



For instance, we used many of the same subcontractors for both buildings. The pre-cast cement walls used in building the Minneapolis hangar were also used in Detroit. FABCOM, the manufacturer of the walls, actually pre-cast the 8' wide by 13" thick by 48' long walls in the Twin Cities and trucked each unit individually to Detroit for use in constructing the outside walls of the hangar. Likewise, we contracted with the same roof and hangar door companies for the Detroit project that we did in Minneapolis because of the success we've had with those items in the Twin Cities.

The height of each hangar is similar in both buildings being approximately 40 feet high. And the cement floor of both hangars is approximately 15" thick, strong enough to support not only F27's and M111's, but also a 727. The Detroit hangar will have a commissary, a ground services shop and a large shipping and receiving area in addition to the standard aircraft maintenance shops found in the Twin Cities.

One of the major differences between the Detroit and Minneapolis hangar is that the Detroit facility is designed so that it can be doubled in size if the company's needs in Detroit ever call for additional space. The building is situated on a parcel of 9.1 acres and is designed so that a near double image of the 45,000 square foot facility could be built next to the existing one.

Another difference in the Detroit hangar's Phase I design is less office space than the corporate offices in Minneapolis. However, the office space that is available will be used for maintenance offices as well as five separate training rooms. Those rooms will be used by all of the operating areas of the company for training new employees and holding re-current training for current employees.

When the Detroit hangar is completed, it will allow our maintenance team in Detroit to work under one roof and in a hangar which is located in a convenient area of the airport. Long-term, in fact, our hangar could be located right next to our operations because it is adjacent from the proposed Northwest Midfield Terminal at Detroit.

Building a hangar of this size is not an every day occurrence. In fact, Mesaba's hangar is the first major airline hangar to be built at Detroit Metropolitan Airport in over twenty years (although some small hangars have been built including one the Detroit Pistons are building close to our new hangar).

It has been an exciting project to work on and it will be very satisfying to see us eventually begin utilizing this facility this spring.

A handwritten signature in cursive script that reads "Larry".

Larry McCabe,  
Vice President Government  
and Community Affairs

## Company News

### AirTran's Quarterly Results

Mesaba's parent company, AirTran Corporation, reported earnings of \$1,391,000 or 35 cents per share for the quarter ended December 31, 1990. Those figures compared to earnings of \$341,000 or 8 cents per share for the same quarter last year.

Earnings for the nine months ended December 31, 1990 were \$4,576,000 or \$1.16 per share compared to net income of \$2,668,000 or 65 cents for the same period one year ago.

Company President Rob Swenson said, "The quarter's results reflect strong traffic demand and increased passenger yield which helped to minimize the impact of higher fuel costs during the quarter."

See related graph on this page.

### January Traffic Stays Steady

Mesaba flew 14.2 million revenue passenger miles in January, a 4.0 percent increase over 13.7 million revenue passenger miles during the same

#### Consolidated Statements of Operations (unaudited)

	Three Months Ended December 31,	
	1990	1989
<b>Operating Revenues:</b>		
Passenger	\$23,291,000	\$17,884,000
Public service	250,000	218,000
General aviation, freight and charter	285,000	303,000
Total operating revenues	23,826,000	18,405,000
Operating Expenses	21,506,000	17,739,000
Operating Income	2,320,000	666,000
Nonoperating Expenses	2,000	97,000
Income Before Income Taxes	2,318,000	569,000
Provision for Income Taxes	927,000	228,000
Net Income	\$ 1,391,000	\$ 341,000
<b>Net Income per Share:</b>		
Primary	\$ 0.35	\$ 0.08
Fully diluted	\$ 0.35	\$ 0.08
<b>Average Shares Outstanding:</b>		
Primary	4,072,000	4,202,000
Fully diluted	4,072,000	4,236,000

month last year (a revenue passenger mile equals one passenger flown one mile). The airline carried 69,175 passengers during January, an increase of 8.1 percent over 63,996 passengers carried one year ago during the same period. Since capacity increased faster than traffic, Mesaba's load factor dropped 2.2 points from last year to 44.8 percent.

### Mesaba Files for Canadian Route Authority

The Company filed an application with the U.S. and Canadian Governments for route authority to

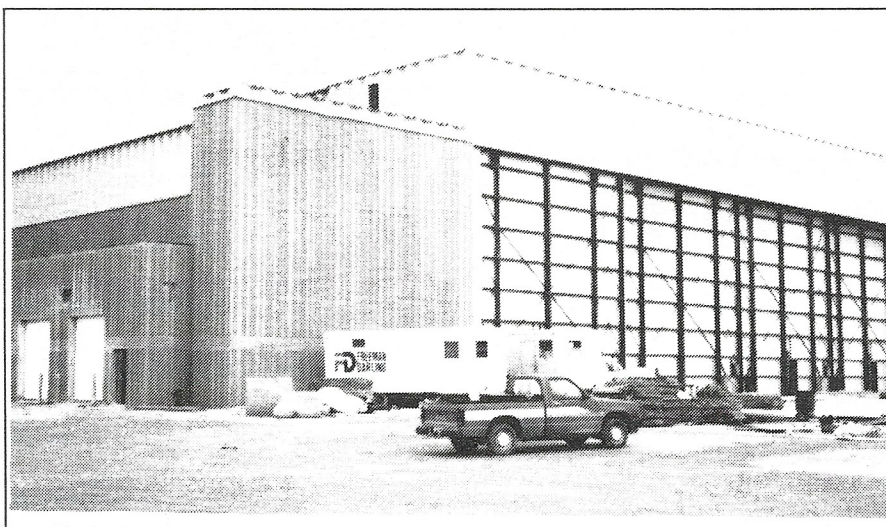
provide scheduled airline service from Detroit to both London and Hamilton, Ontario. In its application to the National Transportation Agency of Canada and the U.S. Department of Transportation, Mesaba filed for approval to provide daily non-stop service between Detroit and each of the Canadian points. Phil Swenson, Vice President of Marketing and Planning for Mesaba, said the approval process could take several months at which time, start dates, schedules and fares would be finalized. Mesaba hopes to begin service as early as this summer to one or both markets. The company was recently granted an amendment to its Canadian Operating Certificate which allows for the operation of scheduled service into and out of Canada.



### South Dakota Intrastate Airline Ceases Service

On February 23, the newly-created South Dakota intrastate airline ceased operations due to low passenger demand and high expenses. The decision to discontinue the service was made by Governor George Mickelson and the South Dakota Airline Authority, who said the service "could not afford to stand on its own." The airline service, which was scheduled to cost \$1.2 million in subsidies in its first year of operations, began last fall connecting the cities of Aberdeen, Pierre, Huron, Mitchell, Brookings, Sioux Falls, Spearfish

NEWS, continued, next page



Mesaba's new Detroit aircraft maintenance hangar is scheduled to be ready for use by April 1, 1991.

and Yankton. GP Express Airlines, a Grand Island, Nebraska-based airline, was the carrier which was awarded the state contract to provide the service. Despite the end of the intrastate service, GP continues to provide Essential Air Service between Brookings, Mitchell and Huron to Minneapolis/St. Paul, a route which Mesaba used to fly until mid-January, 1991.

## Ground Equipment Gets Painted

Minneapolis Ramp - get ready for the color RED! Starting in late February, Mesaba will be re-painting the majority of its ground equipment at Minneapolis/St. Paul in the new Airlink colors. The change is being made with the help of



*Mesaba's MSP ground support equipment will soon be sporting the new Northwest Airlink red and white paint scheme.*

Northwest who will be painting the equipment after Mesaba "primes" the equipment. Don Winnie, Manager of Ground Support who is coordinating the project, said the job will take about six weeks.

Eventually, he said, all of the company's equipment will be done in the new scheme. The new look features an all-red scheme with the word "Airlink" on the side.

## Fokker's Long-Lasting Friendship.

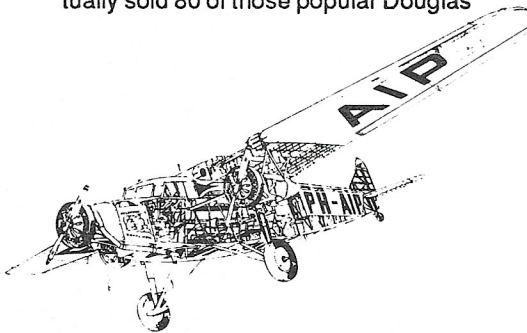
*- The following article appeared in the February Issue of Business and Commercial Aviation. It was submitted by Joe Wondra, Fokker Captain.*

It was 35 years ago in November that the Fokker F27 Friendship, the world's best-selling commercial turboprop, made its first flight. The high-wing, twin-engine transport is famous not only for expediting the civil aviation industry's transition from piston to turbine power, but also for helping to resurrect Holland's leading aircraft manufacturer from the ashes of World War II.

To fully appreciate how important the F27 was to Fokker's resurgence, one must understand how dramatically the fortunes of Anthony Fokker's company have swung over the years. Fokker, which had been an extremely successful maker of transport aircraft during the 1920's, entered a decline in the early 1930's after a fatal crash and the subsequent grounding of its

Trimotors made it clear that the era of wooden-wing commercial transports was coming to a close.

Seeking to capitalize on the popularity of the new all-metal airliners during the mid-1930's, Fokker acquired the European sales and production rights for the DC-2 and -3, and eventually sold 80 of those popular Douglas



transports. But even then, the perceptive Anthony Fokker could see that the rapid growth of commercial air travel would create a market for a successor to the DC-3, and shortly before World War II, he offered KLM the F24, a high-wing twin designed to replace the Dutch flag carrier's DC-2s and -3s.

Before the F24 could be put into production, however, Anthony Fokker died, and war erupted. By the end of

those hostilities, the Fokker factory lay in ruins and the company, unlike in previous lean times, could not turn to namesakes for inspiration.

Fortunately, Fokker's corporate officers had the foresight to deposit three million guilders in a Canadian bank before Holland was occupied by the Germans, and although it would have been presumptuous for Fokker to think it once again could build large commercial transports, company officials believed that a DC-3 replacement was within the firm's postwar capabilities.

Still, the Dutch aircraft industry needed government help to get back on its feet, and the National Institute for Aircraft Development commissioned Fokker in January 1951 to study the feasibility of producing a medium-size airliner for the European market. A market survey indicated that traffic on the Continent would double within 10 years and that as many as 1,000 28-seat aircraft would be needed to satisfy the demand for air travel. European airlines told Fokker that they wanted a aircraft with a useful load of between 5,500 and 6,600 pounds, a cruise speed of between 175 and 255 knots, and a range of 370 miles. Also, they said, the airplane's takeoff run had to

be under 4,000 feet, and the crew should consist of two pilots and a flight attendant.

Boeing and Canadair were eyeing this market too, and Fokker considered collaborating with them, as well as with Lockheed and Douglas. Fokker's talks with Canadair proved unsuccessful, and Lockheed and Douglas decided to concentrate on larger transports. But in September 1951, Boeing agreed to help sell a Fokker designed and built medium-size airliner. However, by 1952 the Seattle-based company withdrew from the project, reportedly because of its many commitments to military aircraft programs.

Nevertheless, Fokker wanted to proceed with the program and the Dutch government provided a loan of 25 million guilders for development and tooling of the aircraft. Using the ambitious slogan "Fokker Will Span the World Again," chief Designer H.C. van Meerten, Project Engineer J. Cornelis and the rest of the Fokker engineering staff enthusiastically began designing what would become known as the F27 Friendship. (The name "Friendship" was selected as the winning entry in an in-house-name-the-plane contest partly because of the popularity in America at that time of a song with the same name).

The F27 was an interesting combination of new and proven technology. Advanced fabrication techniques included metal-to-metal bonding in place of riveting to reduce airframe weight and fatigue, and the use of glass-fiber reinforced plastics in secondary structures such as the radome, nosewheel doors and wing fairings. On the other hand, the F27 also relied on established technology, such as the proven Rolls-Royce Dart powerplant.

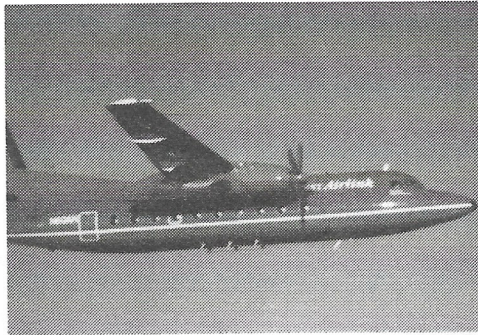
By late 1955 the first of two flying prototypes was ready to take to the air, but just one month before the F27's initial flight, Fokker Chief Test Pilot Gerben Sonderman was killed while demonstrating the Fokker S14 jet trainer for the U.S. Air Force. Thus the task of flying the F27 for the first time fell to Hugo Burgerhout, who in the gray, drizzling weather of November 25, 1955 piloted the new airplane on its inaugural flight.

Since the fortunes of Fokker's commercial business were riding on the flight, the event was not publicized in advance, and during the 34-minute mission, the F27 never strayed more than six miles from Amsterdam's Schiphol Airport. While virtually no problems were encountered during the

initial flight, Bergerhour later admitted he had been scared "not (for) myself, but that I would make some mistake that could have fatal consequences for the commercial success of the aircraft."

Interestingly, the first production model of the new Fokker-designed turboprop wasn't built by the Dutch company. Knowing the importance of having a presence in the U.S. market, Fokker in August 1952 licensed Fairchild to produce the twin turboprop for customers in North and South America. The first Fairchild-built F-27 flew on April 14, 1958, was FAA certificated on July 30, 1958 and promptly delivered to West Coast Airlines.

Despite the attractiveness of the



new 227-knot, 40-passenger airplane, Fairchild didn't have a particularly easy time certificating or selling the F-27 in America. Since the aircraft was the first postwar non-U.S. airliner approved in America, U.S. authorities insisted that all metric measurements be converted to English units, and for a time the CAA imposed hot-and-high restrictions on F-27 operations, which resulted in postponed orders and lost revenue.

American competitors - Convair, Douglas and Martin - also were quick to note that the F-27, while built in the United States, was designed by a foreign firm. Nevertheless, Fairchild produced a total of 206 F-27's (including the popular F-25F corporate model) and stretched FH-227's through 1968.

Meanwhile, the first Fokker-built F27's were put into service in December 1958 by Aer Lingus, and by early 1959 Fokker had amassed a one year backlog. But a drop in sales, coupled with several order cancellations, put the program's future in jeopardy again. The Dutch government stepped in and ordered 12 aircraft, including a VIP version and nine Troopship variants with a large cargo door.

By the early 1960's there were plenty of F27 orders from air carriers, corporate operators and military services.

New models with more powerful engines, additional seats and stretched fuselages were manufactured for a variety of civil and paramilitary roles. STOL, flying boat and jet-powered versions were contemplated as well.

While the F27 program was progressing nicely by the late 1960's, every once in a while an unanticipated problem would occur. For example, F27 fuselages were built in France by Dassault and trucked to Holland for final assembly. However, the F27 fuselage, as loaded on trucks, exceeded the maximum allowable width permitted on French highways, so the trucks had to travel on local streets and back roads, often at night.

Twisting and turning through village streets was a challenging task mastered by Fokker driver Jan Stoete, who never had a serious problem until he transported his first MK 500 fuselage. Unfortunately, nobody bothered to tell him that the MK 500 fuselage was nearly five feet longer than the standard F27 fuselage. While passing through a gate he had always before cleared by a few inches, he dinged one end of the first MK 500 fuselage.

Through the years, however, the F27 has proved to be a rugged, durable workhorse. The airplane's extraordinary capabilities were perhaps best exemplified by an evacuation flight conducted in Australia on Christmas Day 1974. The town of Darwin had been hit by a hurricane and some residents needed to be airlifted quickly to safety. A runway in Darwin was cleared of just enough debris to allow an F27 to land. Within a few minutes, the aircraft was crammed with a record 80 passengers and took off for Brisbane. To save weight, armrests were removed and just enough fuel was boarded for the flight.

A total of 786 F27's (including American built variants) were constructed by the time production ended in 1986. Approximately 600 of these Fokker turboprops are flying today, serving in a variety of roles ranging from commercial transport to water bombing, maritime patrol and small-package delivery. Some people might argue that there never has been and never will be a success to the DC-3, but it is clear that Fokker certainly has a long-lasting Friendship.

# Employee News

## New Employees

The following employees were hired in January, 1991:

### Full-time

**Geno Lenzi**, Building Services, Minneapolis

### Part-time

**Vincent Rone**, Customer Service Agent, Detroit  
**Gerald Sutton**, Customer Service Agent, Detroit  
**Michael Ruby**, Customer Service Agent, Detroit  
**Debra White**, Customer Service Agent, Marquette  
**Cheryl Mohler**, Customer Service Agent, Toledo  
**Lynn Dahlke**, Customer Service Agent, Toledo  
**Lori Langkau**, Customer Service Agent, Marquette  
**Blaine Peters**, Customer Service Agent, Moline  
**Jean Emter**, Customer Service Agent, Thief River Falls  
**Mike Nelson**, Stock Clerk, Minneapolis

## Five Year Employees

The following persons reached their five year anniversaries with Mesaba in February.

**Dennis Strand**  
**Steven Fetzek**  
**Robert Oltman**  
**Michael Redman**  
**Gerald Eidenshink**

Special Note: Last month's newsletter failed to mention that **Gregory Roisland** reached his five year anniversary in December, 1991.

## Management News

### Two Directors Named

**Dan Sheehan** was promoted to Director of Personnel where he will be responsible for employee benefits, recruiting, policies and procedures, drug testing and pass bureau. He formerly served as Minneapolis Station Manager.

Dan began his career in the airline industry in 1973 when he began working as cargo handler for Viking International Airlines in LaCrosse, Wisconsin. He later became Minneapolis Sales Manager for Viking. In 1978 he went to work for Mississippi Valley Airlines where he eventually served as Director of Personnel and Administration. He later transferred to Air Wisconsin as Personnel Manager when MVA and Air Wisconsin merged. He began working for Mesaba in 1987.



**Dee Punton** was promoted to Director of Station Training, Quality Control and Support from her prior capacity as Director of Staffing. She will oversee administrative, training and service quality activities in the Customer Service department. In addition, Dee will continue to be responsible for communications.



Dee began her career with Mesaba in July of 1982 as Customer Service Agent in Grand Rapids, Minnesota. Since then, she has held a number of key positions in the company including Customer Service Manager, Reservations and Pass Bureau Manager, CRC Manager-responsible for fares and inventory control, Director of Charter Sales and Director of Staffing.

**Dennis Schroeder** was named Acting Customer Service Manager in Lincoln, Nebraska.

**Scott Johnson** was promoted to Reliability Analyst.

**Greg Gogin**, **Tracy Hodges** and **Tamara Wilkes** were all promoted to Supervisors of Customer Service in Detroit.

### Send Information:

If you have employee news to report, send it to Mesaba On The Move, Comat MSPGOXJ or Tele: MSPSKXJ. Share information with your fellow employees.



**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!

## 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**

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• Call for cost on all non-domestic shipments.

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

## Mesaba Memos

Andy Soety, (CSA, Erie) and his wife Julie announced the birth of baby boy named Justin on February 20.

## Thanks for Support

A special thanks to everyone at Mesaba for your support during the St. Paul Winter Carnival. I appreciate the well-wishes, the votes of confidence and most of all - the opportunity I've been able to experience.

Thank you very much

1991 Queen of the Snows  
Lisa Lang

P.S. Thanks Kip - for your patience!

## Buy or Sell?

Employees wishing to advertise personal items for sale on this page may send information to:

Mesaba On The Move:  
Comat: MSPGPXJ  
Tele: MSPSKXJ

Please include a description of item(s), your name, phone number, price and any other pertinent information.

Advertise your item to all Mesaba employees.

## Letters

February 5, 1991

As a very frequent traveler, I appreciate it very much when an airline employee goes out of his way to make the burden of travel easier. Recently, Jerry Switzer of DTW went out of his way to do just that, during a long layover in Detroit Metro.

Please consider this letter a significant compliment to Jerry. He represents your organization very well. You should hire more employees of the same attitude. His efforts build customer loyalty.

Please pass my thanks to Jerry.

M. Palmer  
Sun Microsystems.

January 22, 1991

On Friday, January 18, 1991, I was on flight #3334 from Minneapolis, MN to Houghton, MI to referee for a hockey game. I checked my suit bag at a curbside check and proceeded to the gate to board the plane.

After arriving in Houghton, I found out that my suit bag was not there. The Northwest personnel in Houghton said they would check and find out where the bag had gone to.

I informed them at that time that I needed this bag as soon as was possible because all of

my suits and items that I needed to referee the hockey game were in that bag.

They checked all over for me. They put into the computer to see if they could find it. Between the two people at Northwest, who were Sandy Jaehning and Gary Birkholtz, they found my bag was sent to Steamboat Springs, CO instead of Houghton, MI.

I am writing to inform you of the outstanding job your personnel did in locating my bag and getting it to me prior to the hockey game; it arrived on Saturday.

These two individuals, Sandy Jaehning and Gary Birkholtz, are a credit to Northwest (Mesaba). You should be proud of the quality and conscientious manner in which they performed their job.

I know from experience that large, well-known companies do not always hear positive comments. Again, thank you for your company's great service.

Sincerely,  
G.J. Shepard  
W. St. Paul

January 22, 1991

On January 14, I was on one of your flights from Wausau to Minneapolis where the service provided by your cabin attendant was so exceptional I want to comment on it.

The flight was number 3263 and the cabin attendant was Brenda Heikes. It was a Monday morning flight, but from Brenda's smile and personality you would have thought it was a Friday afternoon just before she was leaving for a month vacation in Hawaii.

Her service to the passengers was efficient and friendly. For example, as she went through the cabin picking up cups and glasses, I observed her checking with several people to see how their beverage was. With others, she made small talk, always with a warm smile.

In making announcements, she was courteous and helpful. I particularly noticed how informative she was in telling passengers what to expect when they arrived at gate 15 at Minneapolis Airport. For many first-time or elderly travelers, arriving at gate 15 can be confusing and intimidating.

Overall, I cannot recall being on any flight with any airline where an attendant has done a better job or seemed to enjoy her work more. She is a fine credit to your company. I hope that there is some manner in which you are able to recognize such people as Brenda for their fine efforts.

F. J. Frey  
Wausau Insurance Companies

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