

January, 1992 Issue
Volume 5, No. 1

HERE WE GROW AGAIN !!!

Purchase will substantially increase Mesaba's fleet size

Northwest Airlines announced that it would acquire 20 new De Havilland Dash 8 turboprops for Mesaba to operate out of our Detroit hub.

The acquisition of these airplanes will allow Mesaba to substantially increase its fleet from 36 aircraft, expand into new markets from the Detroit hub, and increase service to numerous existing Detroit markets. Deliveries of the 37-seat Dash 8's will begin in April of '92 and be completed by May of '93.

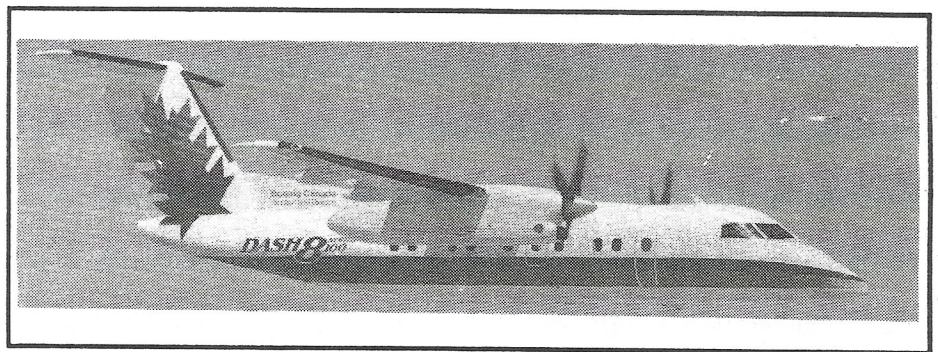
The De Havilland Dash 8 turboprops have a 350-mile range (which is about a 90 minute flight), they are slightly smaller and more efficient than the Fokker F-27s - which fly about 53% full.

The 37-seat De Havilland Dash 8 series 100 aircraft has an Auxiliary Power Unit and airstair door. The cabin is full of design features such as individual touch-sensitive lights, attendant call button and air-flow controls. The overhead bins provide 1.5 cubic feet for stowage space per passenger and it is the only tur-

boprop in its class capable of a 6 degree approach on runways as short as 800 metres. The Pratt & Whitney Canada PW 120A/121 engines were designed specifically for the demanding conditions of high-frequency, regional airline operations.

The operation of this aircraft is expected to enhance service to our passengers through exceptional comfort and reliability -

Since expanding into the Detroit market three years ago, Mesaba has experienced steady growth. In our most recent system-wide traffic report, Mesaba's December passenger level was 23 percent greater than a year ago. For the fiscal year ending March 31, Mesaba earned \$4.4 million on revenues of \$90.2 million. Earnings were up 86 percent over the previous year, and revenue was up 28 percent. For



not to mention the increase in personnel. Rob Swenson, President and CEO, says "We will all need to contribute with our special talents over the next six months to successfully launch such an ambitious program. In addition to hiring new personnel, there will be personal growth opportunities for many of our company employees".

the first six months of the current fiscal year, net income rose 18 percent to \$3.8 million and revenue was up 13 percent to \$51.1 million

This is an exciting time to be at Mesaba and partake in this program that will launch us into the future - "Together, I know that we can successfully meet this challenge!" RDS.

EMPLOYEE BENEFIT INFORMATION

ATTENTION EMPLOYEES WORKING OUTSIDE OF MINNESOTA THAT HAVE HEALTH INSURANCE

In order to better serve you, effective immediately Blue Cross/Blue Shield of Minnesota has switched to Single-Site claims service (this is only for employees not working in MN).

Please note that:

1. All claims should be sent to Blue Cross/Blue Shield Minnesota for processing.
2. All questions regarding a claim or your benefits should be directed to BCBSM at 1-800-382-2000 X 5230 or 612-456-5230.

If you have not received your new health identification card yet, you should be receiving it soon. Please begin using this card to make sure your claims are filed correctly.

We are confident that this transition will resolve the problems some of you experienced in the past with other Blue Cross/Blue Shield Offices.

MONEY TALK

United States Savings Bonds have long been a preferred method for Americans to save and invest. They combine the safety of being a direct obligation of the United States with the flexibility of market-based rates and they can be purchased and redeemed without fees or commission.

TCU and USFCU make purchasing Savings Bonds easy through the convenience and reliability of payroll deduction. Bonds purchased and held for five (5) years earn a guaranteed rate of 6.00%.

For more information on Savings Bonds, call a Telephone Service Representative at the Credit Union servicing your division. US Federal Credit Union 313-942-4711 and Twin Cited Co-op Credit Union 612-636-9854.

DO YOU FEEL LEFT OUT?

Mesaba has been adding new cities to its route system over the past year—this is no surprise to you.

We say “Welcome!” to the new cities and the many people that have joined Mesaba with these additions.

This expansion has created an unique problem. Our system-wide route map we use for *Mesaba on the Move* logo is out of date. We have heard from some of our new cities about

being left out of the system map.

Good news! We are currently working on developing a new electronic logo that will have our new cities included. By creating this map as a computer image, we can easily add new cities to it as Mesaba expands its route system.

All of you “lost cities” will be found on the new map, giving you the significance you deserve.

Look for the new map in the next issue of *Mesaba on the Move*. Happy reading!

**Suggestions, comments
or ideas for the
Newsletter?**

**Call Molly Bergren
MSP/GO-EXT 123**

EMPLOYEE ACTIVITIES

No Chance of a "Silent Night" at these parties

Mesaba's Christmas parties in both MSP and DTW were once again a success. Employee from all around the system were on hand to enjoy an evening of socializing with co-workers and friends. This year, the event was held at the Airport Hilton in MSP and at the Royce Hotel in DTW. In MSP employees had the chance to show their talents and sing along with the Kerok machine, in DTW employees danced the night away to their favorite songs - all in all a good time was had by all.

Winners of the ticket drawings are as follows:

Northwest worldwide; Mark Sullivan
Northwest domestic; Dan Tinaglia
Northwest domestic; Buck Rogers
America West; Gary Burkholz
Air Wisconsin; Vicky Young
Comair/Delta Connection; Laura Maaske
Skyway Airlines/Midwest Express; Harold Sellie
Air Manitoba-Confirmed; John Tobin
Mark Air/AS Commuter; Paul Montgomery
Continental Airlines; Michelle Mmiller
Big Sky Airlines; Thomas Schneider
ERA Aviation; Charles Voeghtly
West Air/UA Express; Snadra Moberg
SAS/Copenhagen-Denmark; Lisa Jorissen
ASA/Delta; Mark Weinreich;
CC Air; Lisa Schuster
NE Express/NW AirlinK; Brad Osborn
Trans World Express; John Richey
Chautauqua/US Air; Ken Snyder
Bemidji Airlines; David Meckstroth
Bemidji Airlines; John Babcock

Finnair/Helsinki; Rodney Vigstol
Alpine Air; Debra Vossen
States West Airline; Jay More
Mesa Airlines; Marily Ramos
Skywest/Delta; Ralph Walker
Time Air; Jeffrey Snider
Time Air; Thomas Geerlins
Cayman Airways; Kerrie Waivio
Express/NW AirlinK; Daniel Currie
Hawaii Airlines; Vickie Partington
Jetstream Int'l/US Air; Daniel Kubic
Horizon/AS Airlines; John Benson
Reeve Aleutain Airways; Elizabeth Costa
Air Nevada; Adrienne Spiroff
American British Airways; Gregory Lager
American Trans Air; Shañnon Sayban
Lonestar Airlines; Stephen Lee
Northwest Airlines; Joseph Watros
Delta Airlines; William Daudt
Delta Airlines; David Moser
Aloha Airlines; Jeff Olson
Scenic Airlines; Susan Ulbert
Lacsa/SJU/Costa Rica; David Rocke
Northwest Worldwide; Mike Nelson
Northwest-domestic; Daniel Taylor
Northwest-domestic; Fred Manno
Southwest; Mark Autrum
Metro Airlines/AA Eagle; Nancy Rasmussen
Comair/Delta Connection; Kip Clow
Skyway Airlines/Midwestexpress Conn.;
Charles Worum
Air Manitoba-Confirmed; Barbara Guderjohn
Markair/AS Commuter; Jay Substad
Continental Airlines-domestic; Craig Daniel
Chautauqua/US Air; Brad Ochs
Big Sky; Troy Pittman
Crown Airways/US Air; Brad Lambert
West Air/ United Express; Pam Vangilder
Panorama Airlines; Patti Sandel
Air Nova; Tim Strand
CC Air/US Air Express; David Bidmar
Mexicana Airlines; Mark Wahlstrand

Precision Air; Pam Pulling
Scenic Airlines; Judy Boeddeker
Bemidji Airlines; Lynn Huppert
Bemidji Airlines; Mary Hanson
Finnair/Helsinki; Judy Alvarez
Air Ontario; Matthew McAdams
Continental Express; Mike Hillyer
Reeve Aleutian Airways; Howard Nelson
Air Nevada; Shaun Giese
Skywest/Delta Connection; Theresa Keough
Time Air/ Canadian Partner; Michael Little
Time Air/Canadian Partner; Pat McDowell
Cayman Airways; Angela Peckham
Express I/NW AirlinK; David Wilkerson
Jetstream Int'l/USAIR; Jeff Renney
Alaska Airlines; Kenneth Osgood
American Trans Air; Alan Jacobson
British Airways; Dean Zimmer
Lone Star Airlines; Michael McCabe
Henson Aviation; Jodi Dressel
Air North Canada; Dominic Hall
Mesaba Airlines; Kevin Sommers
British Airways; Daniel Meitrodt
Continental; Mark Langer

The winners of Mesaba Buddy Passes are:
Jay Reed, Richard Anderson, Kay Mumby,
Regan Dirky, Claudia Hamand, Tamara
Mraz, Robert Wright, Kristin Koehnen, Diana
Vergara, Lori Allison, Marlin Schafer, Craig
Thielen, Dennis Rues, Leonard Smith, Kath-
leen Turner-Lamontagne, Ruth Freeman,
Ron Jenson, Jeffrey Braun, Steven Reisdorf,
Joseph Restifo, and Lisa Lang.

The sport bottle winners are: Edith Czerniak
Bryan Hoyum, Arlen Randgaard, Theresa
Read, Sherri Chatterson, David Palkowski,
Cecilia Howly, and Eugene Petzel.

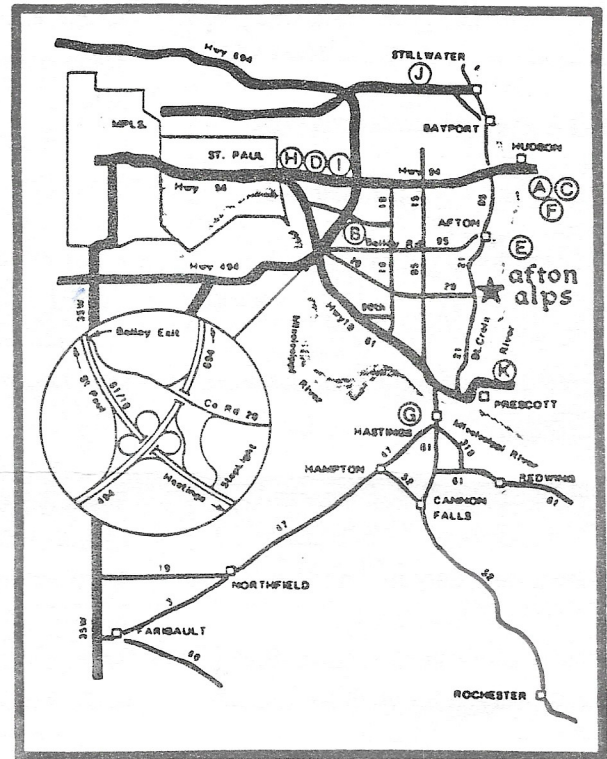
Congratulations to all and we
look forward to seeing everyone
at the 1992 functions.

EMPLOYEE ACTIVITIES

MESABA SKI NIGHT FOR EMPLOYEES

- Wednesday, Feb. 12
5:00pm - 10:00pm
- Afton Alps Ski Area—Afton, Minnesota
- All Employees Are Invited: Bring a spouse, family member or a friend!
- Cost: Lift ticket - \$10.00,
Ski Rental - \$10.00,
Snowboard Rental - \$14.00,
Lesson - \$3.00.
Pay as you enter the Ski Area.
- Bring Your ID: To qualify for discount prices.
- Food: Mesaba is providing Dinner and Refreshment. Dinner will be served from 6:30P - 8:00P.
- Location: Our group will be located in the Oakwood Room which is adjacent to the main chalet. Look for signs.
- RSVP By February 7: Call Eric Hanson or Charlean Sabo in Marketing and PR at X356 or X353. Make sure that you specify how many persons will be attending, if you need rental equipment or if you plan to take a lesson.
- Lessons: Lessons will start promptly at 6:30P and 8:00P at the Ski School and will last 1 hour. All persons planning to take a lesson should be at the Ski School one half hour early.

- Directions: (from Airport)
Take I-494 East to Highway 61 North
Go 1 mile North on 61 to Carver Ave.
Take right on Carver and then take sharp right on County Road 20 (frontage road)
Follow County 20 approx. 11 1/2 miles to Afton Alps—Enter lower gate.



OOOOOOOPS!!!!

We would like to list the name corrections from last months Mesaba on the Move. The correct names are as follows:

Greg Meyer

Dennis Grisim

Larry Strozyk

Please accept our apologies.

The folks in CRW want you to know that they are open, alive and running. Please note that James Parks, James Deladurantey, Ronald Emerson, Michael Gerwig, Cecilia Howley, Ralph Walker, Mark Thompson, Debra O'Neill, and Trena Childers would love to have you visit their city and would be happy to tell you about all the great things to do in Charleston.

EMPLOYEE INFORMATION

Welcome Aboard and Good luck to the following employees who were hired in December, 1991

Dwayne Fulton	CSA FNT
Kimberly Brinch	CSA FNT
Drew Gauwitz	CSA BJI
Leah Considine	CSA PIR
Brett Haywood	CSA DTW
Timothy Bethke	CSA DTW
Arleigh Adkins	CSA DTW
Cynthia Redding	CSA DTW
Bruce Wilson	CSA DTW

PROMOTIONS

Anna Pelton	FT Flight Attendant DTW
Neal Odelia	FT Flight Attendant DTW
Chelsey Antczak	FT Flight Attendant DTW
Bethann Rahn	FT Flight Attendant DTW
Renee Lang	FT Flight Attendant MSP
Leigh Spencer	FT Flight Attendant MSP
David Neyens	FT CSA YXU
Carolyn Carney	FT CSA DTW
Allen Moltmaker	FT CSA DTW
Thomas Champagne	FT CSA DTW
Mark Loken	Stores Manager DTW
Clyde Kitto	Customer Service Manager GPZ
Terry Detjen	Asst. Dir. Maint./Chief Inspect. GPZ

January, 1992

Julie Maki	CSA MQT
Matt Hayes	Pilot
Michele Linglaub	Acct. MSP
Duncan McPhee	Pilot
James Croft	CSA PLN
Shane Thompson	Pilot
Deborah O'Neill	CSA CRW
Larry Glaser	Pilot
Eric Beaudet	CSA DTW
Tom Smith	Pilot
John Turpen	CSA DTW
Jim Moberg	Pilot
Paula Stanich	FA DTW
Todd Olson	Pilot
Julie Vivoda	FA DTW
Mark Lucke	Pilot

Patricia Noren	FA MSP
Don Lampton	Pilot
Susan Olshavsky	FA DTW
Robert Powers	Pilot
Elona Grams	CSA DTW
James Burke	Pilot
Jimmie Easterling	CSA CMX
James Petosa	Pilot
Scott Peck	CSA MKG
Don Adams	Pilot
Cindy Corcoran	Acct. MSP
James Angelici	Pilot
Brad Lambert	Pilot
Mike Doyle	Pilot
Karim Berrada	Pilot
Jim Harrod	Pilot

CONGRATULATIONS TO THE FOLLOWING MESABA EMPLOYEES!

Thomas Hartley on his marriage to Kristine
 Bradley Homeyer on his marriage to Danelle
 Dennis Mulvilhill on his marriage to Danielle
 Terry Schultz on his marriage to Katherine
 Byron and Sammi Moe on the birth of their daughter

FIVE YEAR EMPLOYEES

The following persons have reached their five year anniversary with Mesaba:

December	
Mark Miller	MSP
January	
Patrick McDowell	MSP
Micheal Olson	MSP
Victoria Young	DTW
Ronn Parker	MSP

BEHAVIOR CHANGE

If you've ever made a New Year's resolution on January 1 and abandoned it on January 2, you understand how reluctant human beings are to change. Our habits are something we can count on and they give us a sense of certainty about life. Attempting to break a bad habit or acquire a new one, even if it's for the better, can make us feel uncomfortable and lead us back to the familiar. Let's see what we can do to help guarantee successful change.

TAKE ONE SMALL STEP

Thinking about the work involved in changing a habit can stop us before we start. Instead of picturing the project as overwhelming, remember that change happens with that first small step. It is with the accumulation of all those little steps that you'll reach your goal.

THE KEY TO CHANGE

Habits take some time to acquire and it takes some time to revise, eliminate or add new habits. The key to behavior change is to define exactly the behavior you want to change, set realistic goals to change it, take small steps toward those goals and reward yourself for every movement toward change.

BE SPECIFIC

The statement "I want to get some exercise" is a start toward defining the behavior change, but doesn't set forth exactly how you're going to accomplish it. On the other hand, "I will set aside 20 minutes on Monday, Wednesday and Friday mornings to take a walk" is a much more specific plan with a realistic goal. Later, if you want to increase the time you spend walking, you will have already taken the first small steps toward your goal by getting in the habit of taking a short walk three times a week. After

one week of meeting your commitment, you might want to reward yourself with something you enjoy, such as buying a book or going to a movie.

RECORD YOUR PROGRESS

Another way to make habit change fun is to keep a diary and record your accomplishments, or post a chart on a wall where you can see what you've done. That kind of positive feedback does wonders for motivation. Most of all, show enthusiasm for what you're doing and keep a sense of humor. Before you know it, you will have gained a positive habit and skills to take on new ones.

This message has been brought to you by T.E.A.M., your 24 hour FREE, CONFIDENTIAL counseling and referral service. 1-800-634-7710 or 612-642-0182

A New Twist? ? ?

On page 2 in this issue of *Mesaba on the Move* you noticed a small box asking for suggestions, comments, or ideas for the newsletter. We appreciate all of the pieces that have been submitted for publication in the past but how about if we give you a couple of suggestions for submitting articles in the future.

We would like to put a call out for a different kind of article. All of our employees lead lives outside of Mesaba. You take trips, visit local community events, try out the latest method of fly casting on a local lake with spectacular results,

many things are enjoyable and important to you. These types of events make could make for interesting reading. What are some attractions to see if we go to _____? Be sure to visit MQT in December because _____ resort has great skiing. The lakes around GPZ have great fishing for _____ if you use _____ lures.

You get the idea, *Mesaba on the Move* would like "human interest" stories detailing your experiences to print and make for some interesting reading that speaks to the other parts of your daily life. Here's to making a better EMPLOYEE newsletter.

**Mesaba
On The Move**

MAKIN' IT

BETTER

FOR YOU

ABOVE AND BEYOND

Mesaba Customers Took Time To Tell You:

October 26, 1991

On August 5th, my husband and I had a hurried departure from Traverse City to Detroit on our way to Anchorage. We live in Kasigluk, AK ten months of the year where my husband is a school site administrator. My husband was carrying many camera lenses and three cameras most of which was in a large specially built backpack. Security insisted on checking each lens which had to be carefully removed and replaced. This delay caused the plane to leave just a few minutes late which agitated my husband.

The flight attendant, Mary Kalski, was so pleasant and gracious in talking with my husband to reassure him that the plane was not really delayed and not to worry. She continued to be very gracious and supportive. The flight attendant was Mary Kalski on flight 3172, August 5, 1991, from Traverse City to Detroit. We both thought her kindness was way above the norm - although she insisted she was just doing her job. She certainly made our day.

And, not to forget the great people working your desk. Even though we were checking in so very close to departure time due to our drive (one hour on two lane roads with summer tourist traffic), these people made a super effort to check our dog and luggage efficiently and quickly and in a very friendly manner assuring us that "it is no problem".

We were most happy with the performance of these Mesaba employees.

Sincerely,

Angeline and Larry Ford

November 15, 1991

Dear Sir/Madam:

The purpose of this letter is to compliment the work of your Gate Attendant, Julie A. Peterson

On Tuesday, November 5, 1991, I was booked on your 7:55 a.m. flight from Minneapolis-St. Paul to Fargo, North Dakota. Due to the bad weather conditions, I was extremely late upon arriving to the airport. I grabbed my luggage and sprinted across the airport to my gate. I reached the gate, covered with perspiration from my run, only to be informed that my flight had left just minutes before.

Ms. Peterson was kind enough to hand me some tissue to wipe my face and assisted me with my luggage. She then examined her computer to assist me in re-booking a later flight. Due to the large and heavy amount of luggage I was taking, she assisted me in obtaining a cart to transport it from one end of the airport to the other. She even watched my luggage as I went to get a cart.

I am writing this letter to praise your selection of Ms. Peterson as an employee. Her courteous and kind nature made my unpleasant situation at least a little more bearable. I believe that Ms. Peterson is an asset to your Company and should be commended on her work.

Very truly yours,

Steven H. Gibbs, for Thrasher, Schwartz, Doyle & Pelish

December 2, 1991

Re: Mr. Paul Archer

Dear Sir:

I am sure that it is not unusual for your department to receive complaints with respect to Mesaba employees made by disgruntled air travelers. Perhaps far less frequently do you receive commendations with respect to employees who have gone out of their way to assist Mesaba customers. Unfortunately, exceptional service does not motivate people to take the time to write a letter

nearly as much as does poor service. The conduct of Mr. Archer, an employee of your Company assigned to Detroit Metropolitan Airport, was recently so exemplary that I thought it important that it be brought to your attention.

On November 30, 1991, our party which included three adults and six children, returned from Thanksgiving vacation in Florida. Because of the exceptionally large number of air travelers and poor weather which had closed a number of airports throughout the Great Lakes area we encountered a number of additional problems, the nature of which are not particularly important at this time. Suffice it to say that everyone in our party, but most notably the children, were tired, frustrated, and extremely irritable.

While we were in Detroit we were extremely lucky to come in contact with Mr. Archer whom I'm sure was also frustrated and irritable as a result of being on the receiving end of complaints by passengers who were "bumped" from overbooked flights, or whose flights were delayed or canceled due to weather conditions. Mr. Archer, however, could not have been more helpful to our group. He was at all times organized, efficient, helpful and friendly and I am convinced he was genuinely concerned with the various problems which our group had encountered. As a direct result of Mr. Archer's assistance, our problems were resolved in the best way possible given all of the circumstances.

Everyone in our party agrees that Mr. Archer is the type of employee who should be recognized as outstanding by your Company. He is the type of person, at least based upon what was demonstrated to us, who would be ideally suited for a supervisory position from which I am sure that his helpfulness and concern for your customers would filter down to other employees.

Very truly yours,

Garfield W. Hood, Circuit Judge

IN THIS ISSUE OF MESABA ON THE MOVE

✓ Mesaba Orders New Planes

✓ Blue Cross/Blue Shield Information

✓ Mesaba Ski Night

✓ . . . And More

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