

On The Move

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

June, 1992 Issue
Volume 5, No. 3



Mesaba

DE PLANE . . . DE PLANE . . . HAS ARRIVED!

“Welcome to Mesaba Airlines.”

After a few delays, on Friday, April 17th, Maintenance was finally able to take technical acceptance of Mesaba's first of four used Dash 8's. The aircraft, along with some of the many individuals involved in getting it from Calgary to Minneapolis, arrived in Minneapolis about 11:30pm Friday evening. After it cleared customs from the MSP International Terminal, the aircraft was taxied to the hanger where it went through a week long process of FAA conformity checks, as well as other Maintenance checks.

Before the Dash 8 was ready for any revenue flights, the aircraft had to go through “Proving Runs.” Maintenance

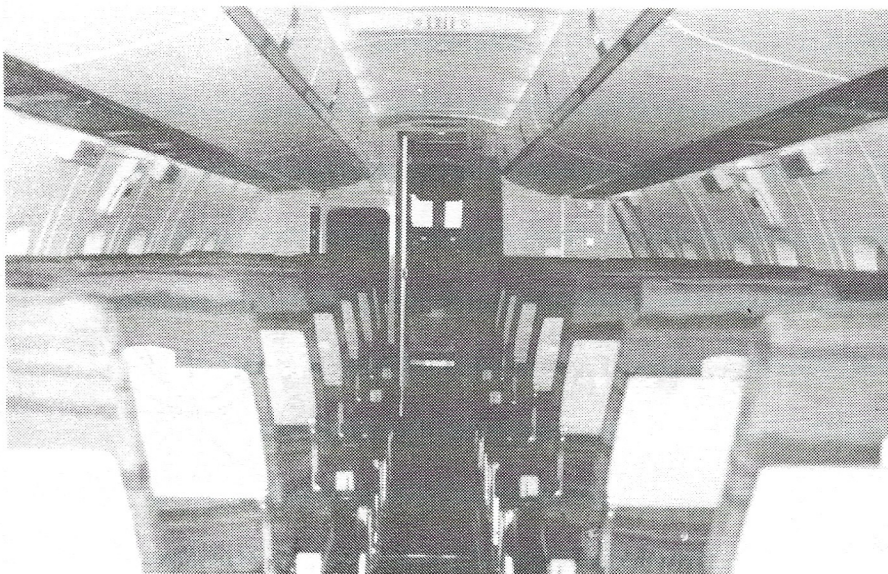


Records had to record all the aircraft parts for inspection purposes and Plan-

ning needed to complete job cards so the mechanics would know what jobs need to be completed on the aircraft.

Mesaba now has four Dash 8s on line and a fifth is on the way. Currently the Dash 8s are on line servicing such cities as DTW, CAK, ERI, FWA, FNT, and more as well as being utilized for training applicable Mesaba personnel.

A lot of people have been involved in adding our newest addition to Mesaba, and for all of your exhausting hours, we sincerely thank you.



EMPLOYEE BENEFIT INFORMATION

Pass Bureau Information

Please note the following reminders when traveling as a non-revenue passenger:

1. List with reservations not sooner than 72 hours, nor less than 4 hours prior to departure. For international flights list at least 72 hours prior to the scheduled flight departure. Except in an emergency, do not call between 9AM-5PM local time Monday thru Friday. Be sure to identify yourself as a pass or reduced rate passenger. Do not use Reservations to assist you in planning your trip or to review various flight options. If your travel plans change at the last minute be sure to cancel or change your listing.

2. Check in for your flight at the airport ticket counter at least 30 minutes, but not more than 4 hours before departure. When there are passengers waiting, stand in line to present your pass and I.D. to the agent. When standing by the gate, please wait away from the podium until your name is called.

3. Courtesy is important...allow our confirmed passengers priority in service at all passenger service counters. Confirmed passengers must always be treated as special guests. Allow them to board first since they are making your trip possible. Please cooperate if asked to change seats.

Dress Code

Male: Ties are preferred but suit or sport coat* and slack combination with turtleneck type sweaters or with neat open-collar casual/dress shirts are acceptable.

Female: Dress, suit, skirt or slacks with coordinated blouse, sweater, or jacket.

Not Acceptable Attire: Any denim garment, sweatsuits, sweatshirts, muumuus, aloha shirts, tank tops, t-shirts, collarless shirts (males), short shirts (any part of midriff bare), any type of jeans, athletic type shoes, shoes without socks.

*Ski jackets, all-weather jackets, flight/bomber jackets, sweater jackets, etc. are not acceptable "sport coats."

Don't Miss The Boat on Rising Interest Rates!

The security of locking into a guaranteed return is one of the best things about a Certificate of Deposit. But if rates go up after you've invested, a traditional CD can leave you stranded with low dividends.

Not so with TCU's "Trade Up Your CD" program! You can invest now, and if interest rates go up, trade your existing CD to a CD of greater return without penalty. The minimum term is 12 months and terms of the new CD must be greater than the remaining term of the existing CD. This applies to IRA CDs as well.

There is no limit to the number of times you can trade up!

Don't miss out on higher interest earnings. Call TCU's Service Center at 636-9852 or 1-800-331-8244 to make arrangements by phone.

Dental Enrollment

Those employees who have worked full-time for a continuous 9 month period effective July 1, 1992, are eligible to enroll for Dental Insurance.

The enrollment date is July 1st and eligible employees can pick up an enrollment form in personnel or have it comated.

Enrollment forms should be completed and returned to Personnel by June 26th, 1992.

Currently premiums are \$1.79/month and \$5.41/month for Single- and Family-Coverage respectively.

ABOVE AND BEYOND

Mesaba Customers Took Time To Tell You That:

A Ticket Agent named Shelly at the Marquette Airport in MI went out of her way to aid and assist us during a problem connection round trip between Detroit and Marquette on January 15th.

Her efforts got us home via MSP that night and enabled us to meet our January 16th agenda and trip to Atlanta.

This business needs more "Shellys" to recognize a customer with a problem and to do something about it.

Sincerely,
Ed Osterman

Seldom do I get to fly where Northwest can take me. Never do I have the caring service from other airlines that Northwest offers.

Recently I travelled to and from ABR and I was especially appreciative of the travelink Mesaba Airlines. On January 21, Flight 3211, the Flight Attendant was most attentive. I often have difficulty sitting comfortably and she made sure all was well with me. I noted her very personal attention and assistance to other

elderly people. Her greeting and ready smile made each passenger feel special.

When I returned on February 1, flight 3204, the Flight Attendant had to deal with several passengers who had extremely close connections to make. I wouldn't have believed it possible to deplane Mesaba and be aboard another NWA plane across the MSP Airport in less than 10 minutes but she accomplished it for me. (Even my baggage got transferred in time!) Hats off to her efficiency.

Also, that morning Mesaba had to skip a landing due to fog. On the way to MSP, that stop was made and passengers picked up. To backtrack takes time. And — it shows more caring concern on the part of NWA via Mesaba.

Congratulations on employing people at every post who truly care for people.

Sincerely,
Mary Boummer

I'm bothered by a statement and attitude that occurred when I and my daughter used your airline. This occurred on the evening we were to leave for Las Vegas.

I had asked my travel agent to arrange for a cart or chair to meet our plane in the Twin Cities because I have difficulty walking long distances or standing for any length of time. I asked the gentlemen behind the ticket counter if that had been arranged. He stated to me, "If you can walk from the car to here there is no reason I couldn't do so in the Cities as they had walkways there and I should be able to do that."

I just stood there. I couldn't believe what I had heard. Oh, I have witnesses to that.

I've been letting this go and it's just been eating at me. I resent his attitude and the manner in which he spoke to me. He does not or will ever live in my body. How dare he be so judgmental. I thought there were laws against discriminating of that sort.

If he got up on the wrong side of the bed that day it was not my fault and I refuse to take the blame for that.

Joyce Kruger

They took the time to tell you . . .

Follow Your Bliss

Sitting on the couch early Sunday evening I was watching MTV. There were white words on a black background. I was looking right at them, but I only read the last few phrases.

These words could be saying something cool, funny, or important but they're not. They're just sitting there like you.

I got up and wondered what I should do, picked up the keys to my 1980 Pontiac Phoenix and walked out the door. Never mind the fact that my brakes are shot and the wheels need alignment, I'm going for a drive. Without a thought I end up on Highway 1806, a road I've driven countless times, always to be taken back by the scenery. I drive past the Oahe Dam and catch my first glimpse of the majestic Missouri River. It seems different somehow. There is steam rising and the water looks cold and gray. There are patches of ice floating and I realize it is still winter.

Still driving west, the hills snatch the river from sight. The sun is beginning to set and the sky is a deep pink with a few wispy clouds. I long to see the river now, but all I can see are the endless hills. As I rise in elevation, fog is lingering all around me. I feel surrounded, isolated, and everything is dead calm. I am still driving but it feels as if I'm standing still. I don't even realize the silence as I relentlessly rewind the B52s' *Follow Your Bliss*.

Suddenly, the river snaps me out of this trance, and I am dumb-founded by its beauty. It looks so powerful, almost brutal, but at the same time it is peaceful and serene. I feel alone right now, yet deeply fulfilled. Completely in awe of the complex beauty of South Dakota. I drive for miles without a thought in my mind, just absorbing the landscape. I have out driven the sight of the Missouri now but I keep driving through the hills desperately hoping that I won't be disappointed.

There are miles upon miles of plummeting hills and my stomach is in knots as I reach the tops. It feels as if I will drive right off the road and into the sky. I am finally at the summit of these mountain-like hills and while following the curving highway I hear myself shriek. There they are, three thousand head of buffalo roaming in tiny patches all over the acres of the Houck Ranch. I see a group of them near the road. Quickly I pull over into the nearest approach. My feet are sinking into the cold mud and grass, but I move on slowly trying not to scare them away.

By the time I get to where they were standing, most of them have gone down the hill and out of sight. I stop walking every ten feet or so and just look at them. All are gone now except three. I continue walking and discover one walking towards me. We are now about 25 feet from each other and we both

freeze. I stare deep into it's huge eyes and start to cry. It turns away to follow the rest of the herd. I am running back to my car to head for home.

I have to hurry now if I am going to see the river again before it's too dark. A wave of emotion goes through me and I am laughing out loud. Behind me the sun is almost gone now and in the distance there are flashes of lightning. With the river on my left I feel revitalized. I look down at the odometer and realize this Sunday drive has turned into a 70 mile journey. I am nearing the end now and I can smell rain. I see lights of Pierre ahead and I am relieved. I know that soon I will be home, safe and sound, sitting on the couch again staring at the television screen . . .

Evonne Anderson is a Customer Service Agent in Minneapolis.

If you have something you would like to share with your fellow employees please send it to **Mesaba on the Move; XJ GO**

EMPLOYEE INFORMATION

Welcome Aboard and Good Luck to the following employees who were hired in **March, 1992**

John Mahoney CSA MSP
Brett Holtz CSA MSP
Karla Waldenstrom CSA MSP
Scott Hanson CSA MSP
Jeff Christman Pilot DTW
Brian Leines Pilot DTW
Christen Skadberg Pilot DTW
Ronn Thomas Pilot DTW
Mike Miller Pilot DTW
Mark Vosmek Pilot DTW
Sterrett Smith Pilot DTW
James Madsen Pilot DTW
Scott Abair Pilot DTW
David Pitts Pilot DTW
Mark Logelin Pilot DTW
Grant LeClaire Pilot DTW
Nils Johansson CSA DTW
Carolyn Jameson CSM YHM
Keith Brown CSA DTW
Linda McElmurry . Personnel Clerk MSP

. . . April, 1992

Laura Paige CSA MLI
Sheila Van Dam CSA YXU
Patricia Armstrong CSA YXU

APRIL, Continued . . .

Stuart Halkett CSA YHM
Ernest Haarris CSA YHM
Brian Elstone CSA YHM
Lori Nethercut CSA YHM
Troy Collins CSA YHM
Duane Myers CSA TOL
John Mantague Pilot DTW
Jeff Wierenga Pilot DTW
Larry Pucci Pilot DTW
Charles Kern Pilot DTW
George Gorial Pilot DTW
Mike Jurayj Pilot DTW
Chris Lowe Pilot DTW
Tadd Davis Pilot DTW
Pat Blankenship Pilot DTW
Marc Pozdol Pilot DTW
Larry Lybarger Pilot DTW
Dale Campbell Pilot DTW
Michael Breuer . . GSE Mechanic DTW
Brian Marks Stock Clerk
Scott Rud CSA BJI
Martin Uhazy CSA DTW
Susan Sauf CSA YHM
Carol Walker CSA MKG
Karry Kolb CSA DTW
Mary Gutho CSA CWA

Congratulations To The Following Mesaba Employees

Brad Anderson on his marriage to Ann Marie
Scott Nelson on his marriage to Janet
Kenneth Osgood on his marriage to Ann
Karen Skarolid (Katterhagen) on her marriage to Troy
Brad Osborn and his wife on the birth of their son Nicholas
Erick Burhow and his wife on the birth of their son Cameron
Theresa Read and her husband on the birth of their son Andrew
Mike Mager and his wife on the birth of their daughter Emily
Ann Schiller and Ralph on the birth of their daughter Ashley
Robert Moser and his wife on the birth of their daughter Katlyn
James Page and his wife on the birth of their son Rylan

A Special Congratulations to

PLN Manager Allison August who matched all 6 Michigan Lottery numbers will reap the benefits of her luck in equal proportions over the next 20 years. . . . Way to go Allison!

Friday The 13th . . . Lucky Day For Some

On Friday, March 13th a very positive and lucky incident occurred which I think should be brought to everyone's attention.

On their way to MQT (flight 3127) a DTW F27 crew, which consisted of Captain Chris Shoemaker, First Officer Matt Hayes, and Flight Attendant

Bethann Rahn, were involved in a rescue! A small aircraft had crashed and a Coast Guard helicopter was coming in to evacuate the people. Because of their low altitude, the helicopter could not communicate with Sawyer Approach Control. Captain Shoemaker circled the area for approximately 40 minutes, relaying communications between the Coast Guard and Sawyer Approach Control. This

enabled the Coast Guard to evacuate the crash site in an efficient and timely fashion.

Captain Shoemaker kept his passengers informed of the situation the whole time and everyone on board was very supportive.

The Flight Department is very proud that one of their flight crews took the initiative to help and become involved in such a positive incident.

The Bed and Breakfast Experience

Many of us take trips as readily as most of the world drives across town, and stay at hotels at reduced rates. A wonderful alternative exists: Bed and Breakfasts (B&Bs). In major metropolitan areas, several B&Bs are often within a short drive. In some rural areas, a B&B may be the only accommodation available. There are many varieties of B&Bs, and one may be a part of your next holiday dream.

If you and your spouse are planning a romantic getaway, a B&B may be just right for you. If anonymity is what you want, steer clear of a B&B. Most offer only 3 to 6 rooms and sometimes a shared bathroom, making that anonymity difficult. But B&B rooms are often spacious and luxuriously furnished with antiques, making for a unique experience.

A number of B&Bs include a gourmet breakfast in the cost of the room. It is a wonderful time to meet the other guests and perhaps start a new friendship. The owner or manager may join the guests for conversation or tips on interesting things to do.

I recently went to Duluth with my

wife for my birthday. Where we stayed, three of the four rooms were suites. Our bedroom had a queen-sized bed, dresser and ceiling fan. Our bathroom included a two-person clawfoot bathtub, marble shower, and stained glass windows. Also in the suite was a sun porch. It had a daybed, ceiling fan, fireplace and a small table if we opted to stay in our room for breakfast. Its exterior walls were nearly all windows



which overlooked Lake Superior. We received all three rooms for less than \$100 per night.

All of this sounds great, but where do you find B&Bs? Let me suggest a number of possible sources. First, try AAA travel books. Second, try Sunset magazine for travel in the Southwest. The city's chamber of commerce may also have information for you—especially if it is a smaller town. Also, many

books about B&Bs from around the country are available at your local library. One series in particular that I found to be helpful (it is where I found the Duluth B&B) is called Room at the Inn. It lists B&Bs by location in the state, describes the rooms, rates, and any special services a particular B&B may offer.

In conclusion, I would urge you to consider a B&B if you are looking for personal service and good value for your money. If you are tired of the dull and drab hotel room, look at a room with lots of character in a B&B. Rooms are readily available, but it would be a good idea to reserve well in advance, especially if the area you are going to is in the peak of its tourist season. Generally B&Bs do not offer reduced rates because of airline connections. However, if your travels will be during the week instead of the weekend, ask the proprietor if he or she offers mid-week price reductions.

As an alternative to hotels, give a B&B a try for a pampered retreat.

Terry Schultz, a CSA in MSP, has been with Mesaba for nearly three years. Terry is also responsible for the layout and design of Mesaba on the Move. You may direct comments to him about improvements and ideas for the newsletter via COMAT at MSPXJ Gate 15.



Dash 8 Training In MSP

Jim Jansen, (behind the stairs) MSP Station Manager, gives some hands-on training on Mesaba's first Dash 8.

With him are Troy Pittman, Cory Peterson, Evonne Anderson, Tammy Severson, Sandy Manning, Monty Myler, and Joe Wiatros.

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

**Call Molly Bergren
MSP/GO**

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