

On The Move

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

April, 1993 Issue
Volume 6, No. 3



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DOOR-TO-DOOR SERVICE IN DTW

By Steve Hanifl

With the addition of the Dash 8 aircraft to our fleet during this past year our customers began enjoying a new level of service. The resulting growth also caused another significant change in how we service our customers at DTW. On December 1, 1992 we started a shuttle bus operation for most metro flight arrivals and departures. With this new service the DTW station can park up to 29 aircraft on two separate aircraft parking ramps. The Dash 8 and F27's park at the "G" concourse and the metros are parked on a remote ramp located just north of the DTW International Terminal. The remote ramp is referred to as the "J" ramp or Juliet ramp.

Our customers check in at gate G1 on the G concourse and take a three minute ride to their aircraft in a modern, climate controlled, nineteen seat shuttle bus. Inbound connecting customers are picked up at the aircraft door and dropped off at the G concourse.

The extra space provided by the remote ramp and the reduction in passenger traffic on the ramp has been very beneficial to our operation. All employees seem to agree that it is a substantial improvement.

Starting up a remote ramp operation with shuttle bus service requires a tremendous amount of effort and coordination. Equipment, facilities and a contracted shuttle bus service was provided by NWA, and Mesaba employees from all departments worked together to get things organized.

A special thanks goes to the metro flight crewmembers, customer service personnel, aircraft mechanics and the NWA employees that contributed to the successful startup of this service. Due to their efforts and cooperation our DTW hub continues to grow while awaiting the completion of the permanent facilities.

DANCES WITH NATURE

By D. Eising

During a July 1992 heat wave, when some of us were more concerned with the quantity of ice remaining in beverage coolers, our Company's operations leaders were concerned with the quantities of ice or snow remaining on departing aircraft.

While Mother Nature's heat wave made planning a winter program to comply with proposed de-icing/anti-icing regulations a challenge, her plan for the winter ahead would test the new program and regulations against all of Mesaba's objectives.

Deicing/anti-icing is a process to remove/protect against the accumulation of snow, ice or frost on aircraft surfaces, normally using a heated glycol/water solution.

Deice . . . continued on page 2

NORTHWEST NEWS

The Following information has been compiled from Northwest's Employee Newswire and the Minneapolis Star Tribune.

- 2/09 - Yesterday NWA issued a release claiming the title of Perennial On-time Leader as a result of its 1992 winning on-time performance record. Eighty six point one percent of its domestic flight arrived on-time compared to an industry average of 82.3%. NWA was number 1 in 1991 and 1990.
- 2/23 - Northwest co-chairman Al Checchi and Gary Wilson confirmed that current negotiations with labor are critical to the companies future. Checchi said in an interview with the Star-Tribune that we do not intend to go into bankruptcy and we are near the completion of discussions with labor that will put this company in great shape as far as access to the capital markets.
- 2/24 - Northwest will expand service between Detroit and Tokyo this spring. Ten weekly roundtrip flights will be offered effective May 1. Previously, seven roundtrip flights were offered.
- 2/25 - Northwest President and C.E.O. John Dasburg, in testimony before the U.S. Subcommittee on Aviation, proposed a fundamental change in the way airlines pay ticket taxes that will bring immediate financial relief to the airline industry at little or no cost to the governments tax revenue.
- 3/03 - Northwest announced last week that it will lay off 123 pilots effective April 1. They could not predict the duration of the layoffs given the industries current economic uncertainty. The layoffs are a result of the companies reduction in flying certain unprofitable routes and various operational efficiencies.
- 3/17 - Northwest and KLM announced the details of their 1993 code-share agreement which includes 32 NWA destinations in North America and 33 KLM destinations in Europe, the Middle East and Africa. Some of the code sharing cities include Cincinnati, Cleveland, Columbus and Dayton.
- 3/17 - All public areas at the Minneapolis/St. Paul International Airport will become smoke-free zones as of April 19.

Deice ... from page 1

SAFETY

Snow accumulation may give snowmobiler's spirits a lift but on aircraft surfaces it reduces "lift". Airflow over the specially designed aircraft wings creates "lift" which enables airplanes to fly. Accumulations of snow and ice disrupts the airflow, impairing the ability to fly.

The Federal Aviation Administration (FAA) issued new regulations for deicing/anti-icing procedures to enhance safety margins as a result of some jet aircraft accidents that were related to snow and ice accumulation. The new regulations require all Air Carriers to submit a plan for FAA approval. The regulation required procedures and training for Pilots and Agents performing deicing.

The FAA granted Mesaba initial approval of the program and has been monitoring its implementation throughout the winter. All FAA offices will be submitting written reports, to FAA Headquarters in Washington, D.C., on the programs they have monitored. The FAA will then evaluate the need for any program modifications for next season.

While waiting for the FAA report on Air Carrier deicing programs, Mesaba also has plans to study the application of different deicing fluid types for use on the fleet. If compatible with our aircraft, some new fluid types may offer extended protection from snow and ice accumulation.

RELIABILITY

Appearing entombed in urethane, airplanes coated with a quarter inch of ice means painful delays and cancellations. Mother Nature's worst will shut down all airport operations.

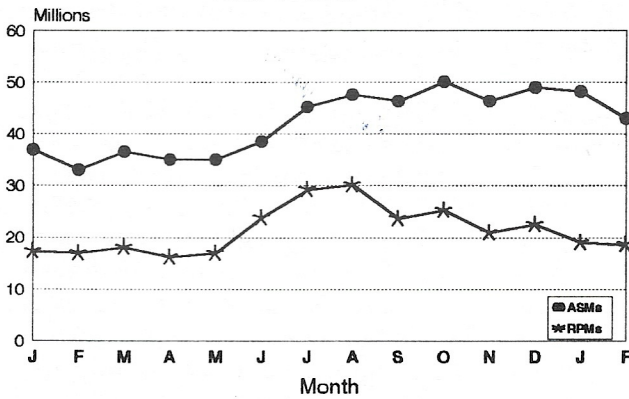
In moderate deicing conditions, reliability is a complex interplay of many variables. Including Air Traffic Control, other airlines, our systems, equipment, judgement calls by trained employees and of course the particular precipitation. A significant new element affecting reliability this season was the development of the Holdover Time Chart.

"Holdover time" is the estimated time the application of deicing/anti-icing fluid will prevent the adherence of frost, ice or snow on

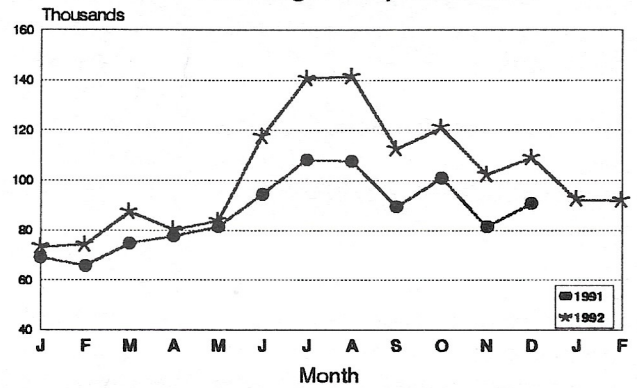
Deice ... Continued on page 4

SYSTEM PERFORMANCE

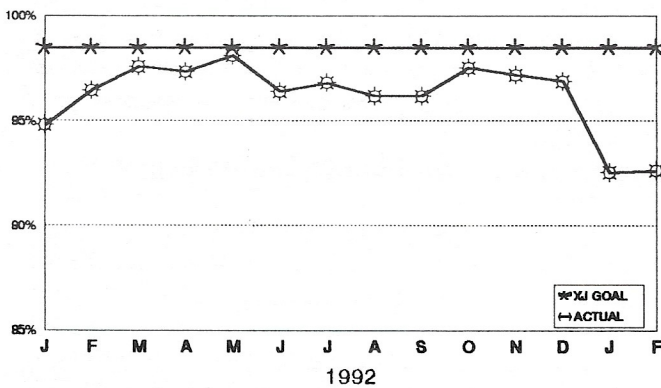
ASM / RPM



Passenger Enplanements

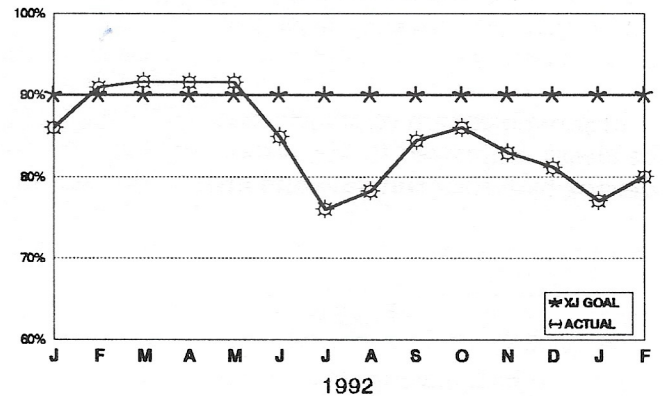


Completion



Excludes Weather & ATC. Goal is 98.5%.

On Time Performance



Excludes Weather & ATC. Goal is 90%.

MESABA MAINTENANCE DEPARTMENT HONORED

On March 25th the Minnesota Department of Transportation's office of Aeronautics presented Mesaba with an award for "Outstanding Aviation Safety Maintenance." The award had been transported to all of Mesaba's maintenance bases before it was displayed at the General Offices in Minneapolis.

Accepting the award was Director of Maintenance, Dan Kelly who would like to congratulate the entire Maintenance Department for a job well done.

Pictured from left to right are: Kathleen Thomson (FAA Manager - Flight Standards Dist. Office), Dan Kelly, and Duane Hackbow (MN DOT - Division Aeronautics).



aircraft surfaces, depending on outside air temperatures. If a deiced aircraft does not take-off before expiration of the holdover time, it may need to return to the gate to be deiced again.

The chart was developed by the Society of Automotive Engineers and was included in the FAA regulations.

Under certain conditions the holdover time is zero minutes, a no-go situation. While the concept of such a chart is useful in offering some guidance, this author believes it needs refinements. The chart should include varying intensities of precipitation allowing more holdover time in light precipitations.

Improvements in reliability may be ahead. Improved fluids, remote deicing pads near runways and improved ground traffic flow will be areas under study.

PROFITABILITY

On one bad deicing day, an unidentified flight attendant exclaimed "there is an ocean of glycol on the ramp, it is ankle deep."

Days of freezing rain and caution in gaining experience with new regulations resulted in a flood of glycol usage. The average seasonal purchase is approximately 35,000 gallons. Compared with 72,095 gallons purchased thru January 31, 1993. At \$3.50 per gallon, deicing fluid thru January was \$252,000. These numbers do not include deicing fluid usage at complementary stations, staffed by Northwest.

In addition to providing equipment for new stations, it was necessary to modify or purchase equipment for stations with Dash-8 service, due to the height of the T-tail. The cost to acquire equipment this season was approximately \$360,000.

At this writing the final numbers are not in, but the season's tab for fluid and equipment will approach \$1 million.

PEOPLE

Mother Nature's mood and intensity can change swiftly, It is often an exercise in frustration for people trying to out-guess her next move.

Frustration for the:

- Dispatcher whose aircraft rotation plan is suddenly reduced to six departures per hour by Air Traffic Control.

- Captain who bet the taxiway line would move fast enough, but return to the gate to be deiced again.
- Agent that deiced that captain's airplane only to see it return to be deiced again.
- Passenger who wished they had gone back to the office hours ago and got something done.

Considering the short time frame from proposed regulation to the November 1st implementation, the planning, writing, and training for the program went very well.

Most Pilots have said, "Considering the new regulations, it has gone better than expected." Some agents say, "Once you get accustomed to the height, it really is a nice view from the top of a Dash-8 deicing tower."

As Mother Nature begins moving in spring rhythms, the deicing rigs will be allowed to cool and during the next July heatwave there will be the planning of a few new steps.

WHAT DEICING MEANS TO ME

By Pam Van Gilder, ATY

Deicing means: Being able to get a flight out when Mother nature says "No Way."

Not having stranded passengers at the counter with the nearest restaurant and lounge a mere 5 miles away.

Deicing maintenance means constant knowledge of gas and glycol supplies, temperature and mixture monitoring and doing all this with safety in mind.

There is the time when you get a little drenched and you only have six more hours of your shift at the counter. The lingering sweet smell and taste of glycol reminds you weather conditions are right to do it all over again.

After this constant vigil seems to go on forever, low and behold, Mother Nature comes through and gives us Summer.

EMPLOYEE INFORMATION

**Congratulations and Welcome to the following
new Employees at Mesaba.**

February, 1993 ...

David Bridgeman Groomer DTW
John Kezele CSA CMX
John Gudavich CSA MQT
Peggy Torrini FA MSP
Mitzi Straub FA DTW
Susan Higginbotham FA DTW
Charles Carey CSA DTW
Sara Bergsma FA DTW
Lisa Whitlow FA DTW
Melissa Masterson CSA DTW
Anthony Curtis CSA DTW
Christina Furrer CSA DTW
Jeanne Gingrich CSA DTW
Wendy Price FA DTW

March, 1993 ...

Benny Hardman Pilot DTW
Steven Erickson Pilot DTW
Scott Teske Pilot DTW
Kevin Carlson Pilot DTW
Cecil Ford Pilot DTW
Pat Handley Pilot DTW
Timothy Herman Pilot DTW
Joseph Larson Pilot DTW
Greg Gruman Pilot DTW
Eric Hall Pilot DTW
Mark Herman Pilot DTW
David Winjum Pilot DTW
Brian Bischel Pilot DTW
Brad Caplan Pilot DTW
Patrick Murray Pilot DTW
Mark Hatfield Flt. Instructor GPZ
Bill Templin Acct. MSP

And April, 1993 ...

George Paulson CSA MSP
Diana Koenigsfeld CSA MSP
Gordon Fawcett CSA MSP
Patrick Boros CSA MSP
Jay Leach CSA BMI
Keith Cummings CSA CRW
Stephanie Bowman CSA DTW
Steve Cook CSA DTW
Kenneth Hale GSE DTW

CONGRATULATIONS

TO THE FOLLOWING EMPLOYEES

Birth Announcements

- Charles Allen and his wife on the birth of their daughter Christine.
- Grant Barber and his wife on the birth of their son Stephen.
- Scott Carew and his wife on the birth of their daughter Nicole.
- Troy Collins and his wife on the birth of their daughter Alexis.
- Patrick Ellena and his wife on the birth of their daughter Savannah.
- Ronald Gross and his wife on the birth of their daughter Megan.
- Michael Hillyer and his wife on the birth of their daughter Amanda.
- Chris Nichols and his wife on the birth of their son Timothy.
- Michael Noess and his wife on the birth of their son Logan.
- Douglas Pacholke and his wife on the birth of their son Douglas.
- Rett Young and his wife on the birth of their son Stephen.
- James Deladurantey and his wife on the birth of their daughter Katelyn.

- Tom Healy and his wife on the birth of their daughter Emily Ann.
- Joe and Stephanie Restifo on the birth of their daughter Kristina.
- Jeff Schubargo and his wife on the birth of their daughter Nicole.

Engagement Announcement

- Alan Mercer and Jackie Warner on their marriage engagement.

Marriage Announcements

- Gary Birkholz on his marriage to Doreen.
- Tom Smith on his marriage to Aimee.
- James Richie on his marriage to Shelley.
- Shelley Paddock on her marriage to James.

NON-REVENUE TRAVEL

Recently, many employees travelling through MSP/Gate 15 have been boarding Mesaba flights directly from the customer service or flight crew lounges. This practice causes the "passenger counts" to be wrong. MSP/Gate 15 requests that all non-revenue travellers check-in at the gate area, obtain a boarding pass and adhere to the same boarding procedures as revenue passengers.

HUMAN RESOURCES

THE DRUG FREE WORKPLACE; your rights and responsibilities

Drugs have always been bad for business, and since Congress passed the Drug-Free Workplace Act Mesaba must maintain a drug-free workplace or risk loss of major contracts which could also mean loss of jobs.

Drugs alter everything we do. How? By making you feel able to handle tasks that you cannot, or by making you careless and likely to forget important safety steps. They also throw off your sense of time, space and distance—making the operations that all of us do harmful or dangerous.

Specific Drugs - Specific Dangers

MARIJUANA

- Slows your physical reflexes
- Cuts mental power
- Throws off space and distance judgment. (The effect can go on for 4-6 hours after smoking just one "joint.")
- **Personal dangers:** damage to lung, reproductive, and brain functions.

COCAINE

- Causes a temporary feeling of almost superhuman power, impairing judgment and decision-making ability.
- Emotional problems, mood swings, lack of dependability.
- Workplace crime. Cocaine is ex-

pensive, and typically addicts steal to cover the cost.

- **Personal dangers:** damage to the respiratory and immune systems, malnutrition, seizures, and loss of brain functions.

HEROIN

- Causing total disinterest in workplace safety.
- High cost of addiction leads to workplace crime.
- Dirty needles, other paraphernalia spread deadly disease.
- **Personal dangers:** damage to personal productivity and relationships to overdose-caused coma and death. Heroin is ALWAYS addictive, even in small amounts.

HALLUCINOGENS

- Vastly distorting what's seen and heard so that dangerous situations are caused or overlooked.
- Sudden, bizarre changes in behavior that can include attacks on others.
- "Rebound" effects such as loss of concentration and memory or behavior problems even when the dose has worn off.
- **Note:** Frequent use can cause permanent loss of mental functions!

AMPHETAMINES

- Can make you rush around wildly and carelessly, pushing yourself beyond your physical capacity.

For more information please see the booklet "THE DRUG-FREE WORKPLACE" which is posted at all station locations as well as bulletin boards where mandated posting information is found.

Mesaba Aviation is dedicated to a drug-free work environment, and provides all employees and their family members confidential counseling and referrals through T.E.A.M. (Total Employee Assistance Management).

If you accept voluntary help from T.E.A.M., it is always confidential. Mesaba is not notified unless you specifically sign a statement authorizing T.E.A.M. to release information to the company.

Mesaba provides T.E.A.M.'s services to you at no cost to make sure there is no extra burden on you regarding payment for services. Because of the financial relief of T.E.A.M. you are free to seek their services for ANY concern you may have - from work stress or money management to depression or drug use.

T.E.A.M. is available 24 hours a day and can be reached at 1- 800-634-7710.

DETROIT EMPLOYEES HELP THE HOMELESS

During the month of February, approximately 90 Mesaba DTW CSA's, FA's, Pilots and Mechanics held a "pre spring rush" get together. Part of the entry fee for the DTW employees was a canned food donation.

A total of 175 pounds of food was donated to the "Society of St. Vincent de Paul" and went to feed the homeless.

This is a very commendable effort on the part of the DTW employees.

THEY TOOK TIME TO TELL US

Feb. 19, 1993

I want to thank you for making the short flight from MSP/St. Paul to LaCrosse a great experience! This flight was a real change from the others.

Nancy Bingham was a real delight to all of the passengers! This is a top notch young lady! She did as much or more for the passengers in the short flight as was done for the passengers in the 2 plus hour flight coming into MSP/St. Paul! The whole crew did a great job! I was a pilot in VN and appreciate a good flight and landing!

Thank you again for making flight 3242 from MSP - St. Paul to LaCrosse a real pleasant way to end a trip!

Ronald R. Kenyon CH (MAJ)
USAR

March, 1, 1993

This letter is in response to the assistance that was given to my 14 year old son at the airport on Tuesday evening, Feb. 16. The plane scheduled to bring Tony home to Brainerd was delayed due to mechanical problems. Agent Neil Bratland helped Tony telephone us and kept my husband and I updated. This was not only very reassuring to my son, but it was

also very comforting for me to know that Tony was not just wandering around the nearly empty airport. If the plane had not been able to depart, we were going to drive from Brainerd to the airport to pick Tony up. Agent Bratland assured us that he would arrange for Tony to wait in a safe area such as the Airport Police Station. Fortunately that action didn't need to occur.

These are minor details in the busy days and nights at the Minneapolis Airport....I'm sure. But, the treatment and concern that Neil Bratland extended to Tony is a "big deal" in a very positive way to all of us. Please accept our sincere thanks and appreciation.

Sincerely,
Marlee Larson (Tony's Mom!)

Jan. 13, 1993

My wife and I had been on the round the world trip on NWA - Air India by First Class. On the last leg of our trip we arrived in DTW on Jan. 6, 1993 to go to Charleston, WV. There was chaos in DTW with the weather playing havoc, resulting in several cancelled and delayed flights with the Northwest Airlinck.

There was lots of confusion, lost tempers, but the ground crew han-

dled the situation well. There was the crew at Charleston who also did their best in tracking our lost baggage, (from Hawaii) and delivering them within 24 hours. Jim Parks did a great job. We really appreciate Mesaba Airlines and their crew.

Sincerely,
John Thambi MD Anaesthesiologist

Jan. 22, 1993

I would especially like to complement Sandy Weber who works at the Mesaba ticket counter, Watertown, SD.

She was especially helpful to me as I was preparing to leave on Jan. 9th to return to Dallas.

An error had been made on my return itinerary. She checked to make sure my return reservations were corrected, she also made a special effort to see that the return fare was not changed.

I certainly appreciated her courtesy and professionalism, and my return trip was especially enjoyable because of her efforts.

Sincerely,
Marilyn S. Burke

MESABA EMPLOYEE ADVERTISEMENTS

T.E.C Photography Wedding Specialists "Wedding photography with a personal touch" call them or feel free to contact Terry Westphal (DTW Pilot) for their special offers for Mesaba employees.
(612) 561-5660

FOR SALE

- Cannon AE-1 35mm body
50 mm lens
100-200 mm zoom lens
Power winder
Cases for all pieces

Excellent conition
\$225.00 or best offer
Contact Joe Wiatros, MSP CSA
(612) 726-5327

A VERY SPECIAL THANKS

From Greg, Laura, and Josh Piehl

We appreciate all of your prayers and expressions of sympathy extended during our loss of Jessica.

Even though our hearts are heavy and our family seems incomplete, having friends caring and helping has been more support than it is possible to convey.

It is simply too painful to write each person individually, but please know we have read and taken comfort from every card, flower, gift, food, telephone call and visit.

God sends friends as a blessing in times like this. They are the plus that helps pull us through the sorrow.

Thank you for your part in helping us deal with our separation from Jessica.

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

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

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