

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

September, 1993 Issue
Volume 6, No. 4

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MESABA BEGINS SERVICE TO ST. CLOUD, MN

Mesaba's route system grew to 48 cities with the beginning of service to St. Cloud, Minnesota on July 1. A ribbon cutting ceremony was held at the airport to commemorate the event. Four daily round-trip flights with Metros connect St. Cloud with the Minneapolis/St. Paul hub.

We wish Rick Ralph (CSM), Christopher Dobmeier, Jeff Klingfus and Eric Danger much success and congratulate them on a successful start!

WE'VE HEADED NORTH TO ESCANABA, MI

Mesaba began service to Escanaba, Michigan on Monday, August 16. The inaugural day was celebrated in Escanaba with a ribbon cutting ceremony. The response to the new service has been extremely favorable. While the service to Escanaba is new for Mesaba, it is not new for Northwest Airlink. Express I Airlines, another Airlink partner, operated flights between Escanaba and Minneapolis and Milwaukee up until October of 1992.

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POP THE CORK....MESABA'S GOT CHAMPAIGN

Mesaba also inaugurated service to Champaign/Urbana on September 9 with 4 daily departures to Detroit Metro. The schedule is operated with both Metro III and Dash 8 equipment. The initial response to the service has been good and it appears to be building. The Champaign area has a strong demand for East Coast destinations. Our flights have been timed to connect well with Northwest departures to the East and Midwest.

An interesting

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FAMILY LEAVE ACT BECOMES A LAW

On February 5, 1993 Bill Clinton signed the Family Leave Act making it a law (went into effect August 5, 1993), providing many American employees with a variety of new rights:

*12 weeks of unpaid leave each year to care for a new son or daughter or an ill family member, or for the employee's own illness;

*Continued health insurance coverage during the leave (employee will have to pay employee portion); and

*Restoration to the employee's job or an equivalent job upon completion of the leave.

To be entitled to leave under the Act, an employee must have been employed for the employer for at least 12 months, and must have worked at least 1,250 hours during the twelve-month period before the requested leave.

Leave Required

Under the Act, covered employers must provide eligible employees with up to a total of twelve workweeks of leave of absence during any twelve month period for any of the following reasons:

1. Birth or adoption of a Son or Daughter:

a. Because of the birth of a son or daughter of the employee and in order to care for a son or daughter; or

b. Because of the placement of a son or daughter with the employee for adoption or foster care; or

2. Family Illness:

In order to care for the spouse, son, daughter or parent of the employee, if they have a "serious health condition"; or

3. Employee Illness:

Because of a "serious health condition" that makes the employee unable to perform the functions of his or her job.

Paid/Unpaid Leave

The leave required by the Act must consist of unpaid leave. If the employer provides paid leave of absence for a time period which is less than twelve weeks, the employer may provide the remaining portion of the twelve weeks as unpaid.

Family Leave will be coordinated with all other types of leaves, paid or

unpaid including, but not limited to: short term disability, sick time, vacation, personal leave and medical leave. Family leave will be reduced by all other types of leaves already granted. (i.e. an employee that has been on short term disability for 6 weeks would only be eligible for 6 weeks of unpaid Family Leave).

In addition, the employee may choose or the employer may require the employee to substitute any accrued paid vacation, personal or family leave of the employee for leave of absence under the Act for the birth or placement of a son or daughter, or for a family illness, for any part of the twelve-week leave provided. Also, the employee may choose or the employer may require the employee to substitute any accrued paid vacation, personal, medical or sick leave of the employee for leave for the employee's illness or for the family illness for any part of the twelve weeks provided.

Notice From Employee For Leave Request

If the necessity for a leave of absence due to the birth or placement of a son or daughter is foreseeable based on the expected birth or placement date, the employee must provide the employer with at least thirty days notice before the date of leave is to begin of the employee's intention to take the leave. Leave of absence for the birth, adoption, or foster care of a son or daughter must be requested within twelve months after the birth or placement of the child.

If the necessity for a leave of absence due to family or the employee's serious medical condition is foreseeable based on planned medical treatment, the employee must make reasonable efforts to schedule the treatment so as not to disrupt unduly the employer's operations, and the employee must provide the employer with at least 30 days notice before the leave is to begin of the employee's intention to take the leave of absence. However, if the date of treatment requires leave to begin in less than 30 days, the employee must give notice as soon as is practicable.

Documentation of Medical Condition

The employee must provide certification in a timely manner to the employer. Certification is sufficient under the Act if it states:

- 1) The date on which the serious health condition began;
- 2) The probable duration of the condition;
- 3) The appropriate medical facts within the knowledge of the provider regarding the condition; and
- 4) A statement that the employee is needed to care for the son, daughter, spouse or parent, and an estimate of the amount of time that the employee is needed to care for the individual; or a statement that the employee is unable to perform the functions of the job (depending on the type of leave requested).

Spouses Working At The Same Place

If both spouses are working for the same employer, their total leave in any 12 month period may be limited to 12 weeks if the leave is taken :

- *for the birth or adoption of a child, or
- *to care for a sick parent.

Intermittent Or Reduced Schedule Leave

Only when an employee is requesting leave because of a serious health condition, either the employee's or that of a family member's, is the employee entitled to take leave on an intermittent or reduced schedule leave.

And that is only if it is medically necessary and the employee gives the employer as much notice as is practicable and makes a reasonable effort to schedule the treatment so as not to disrupt business operations.

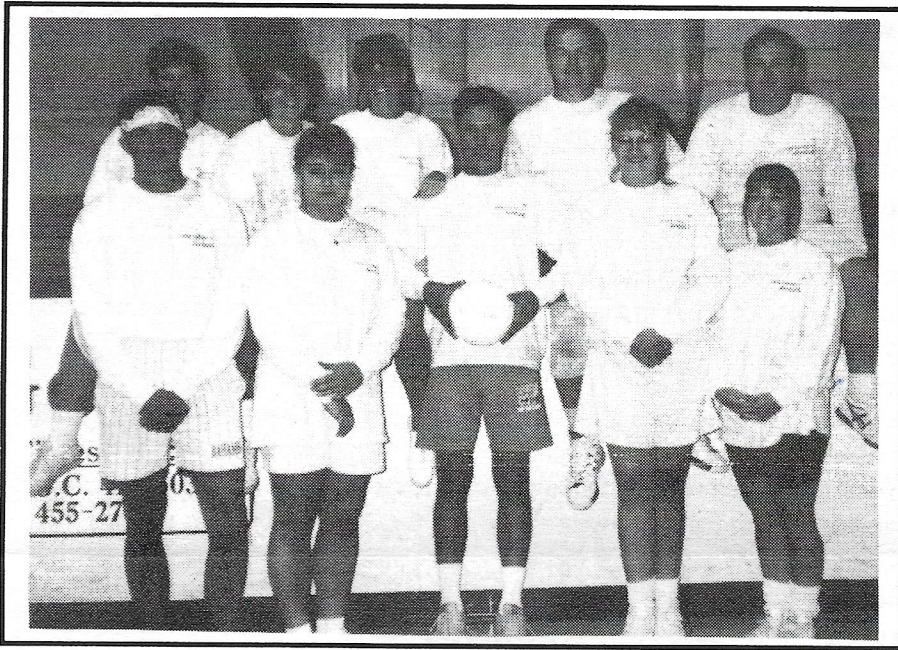
Employees that fail to return to work from Family Leave will be required to reimburse the company for 100% of any premium cost for insurance in effect during their leave.

Employees on leave will continue to accrue seniority and benefits for the first 30 days of their leave.

"LINKERS" TAKE IT TO THE COURTS

by Craig Chapman

Well my friends, summer had finally reached the Great White North and the gang from London (YXU) did not plan to take it sitting down. Every Thursday evening during the summer, the Linkers were engaged in battle to stand a cut above the rest. YXU entered the local volleyball league this year in order to show everyone that not only do some people know how to fly, they can bump, set, and spike too! It's all in the spirit of fun of course and along with their fan support, coaching staff, team photographer, and really cool uniforms, how could they go wrong. The season record was 24 and 36.



YXU LINKERS

Pictured from left to right is: (back row) Kelly Poole, Cindy McCarthy (XJ), Sandra Wilson (XJ), Craig Chapman (XJ), John Gratton,; (front row) Terry Margeson, Lyse Brideau, Murry Sexsmith, Jenny Van Horne (XJ), and Liz Costa (XJ). Mesaba employees not pictured are Dawn Joseph, Greg Pederson and Sheila Van Dam.

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from page 1

When an opportunity for Mesaba to increase its presence in the Upper Peninsula arose, Mesaba jumped at the chance and announced new service plans in July of 1993. Service currently consists of 3 daily flights to Detroit and 2 daily flights to Minneapolis via Houghton.

The Station is managed by Ron Tutor, a former Detroit Supervisor. Duane Myer, Kathy Mollenauer, Jennifer Damitz, Christy Lampi, Kerri Martin, Janet Strasler and Denise Vazques make up the rest of the crew.

CMI continued
from page 1

note, the airport is owned and operated by the University of Illinois. It is referred to as the University of Illinois-Willard Airport. A new terminal and other improvements totaling \$14 million were completed in 1989. It is a great facility in which to begin new service.

Champagn/Urbana is managed by Scott Johnson, previously in Canton. The rest of the team consists of Julie Tietjen, Carie Quade, Ken Swan, Jodi Stary, David Bolz, and Sherri Garrard.

Minneapolis Goes International

by Linda Riske-Lundeen

As Minneapolis waited anxiously for its first new city in a few years, we heard thunder off in the background. That sound grew louder and louder until it was official - we were going to Thunder Bay Ontario in Canada!

Along with the new city, we had many behind-the-scenes activities taking place. MSP staff had to go through the international training sessions that were necessary to prepare MSP for these flights. After looking through pages of odd-looking visas, passports, computer entries, and ramp procedures, we were ready to "take on Canada"

On March 12th, we started the service to and from Thunder Bay. With the help of Lisa Locke and Cherie Armatis from Detroit, we made it through the first couple of weeks. Since that March 12th date,

the agents working the International Flights have done a great job of getting answers to the questions as they arise and passing this information on to the other agents.

All flights arrive at the Hubert H. Humphrey International Terminal, which we also refer to as the "I.T." While Signature Inc. handles our ground service there, 2 MSP Customer Service Agents per flight handle the Customer Service aspect of it. After the CSA's check for proper documentation, the passengers are directed through Immigration, where officials are concerned with identification for each passenger, and next, onto Customs, where officials are concerned with each passenger's luggage and cargo. The passengers then reclaim the luggage and bring it to the Northwest counter where our CSA's recheck the luggage to the next flight. All

luggage is transferred to the appropriate gates at the MSP airport. The transferring passengers then take the shuttle bus to the Main Terminal for their next flight.

All Thunder Bay (YQT) outbound flights leave from Gate 15, but before each outbound YQT flight departs, the necessary documents must be typed and approved by Customs. Each piece of COMAIL, COMAT, air freight, and luggage must be accounted for on this important paperwork. Up at Gate 15, we must make sure that all YQT passengers (including non-revs!) have 2 forms of ID, or a passport, as well as a customs declaration. A positive bag match is then completed. the flight secured.....

.....and then it's off to Canada, eh.

NORTHWEST NEWS

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

8/2 - The International Brotherhood of Teamsters have, by an overwhelming margin of 5,622 to 508, voted to ratify an agreement that gives the company's employees ownership of at least 30% of the current common stock, 15% of the board seats, lay-off restrictions and supermajority voting rights on major business decisions in exchange for an investment of \$886 million over the next three years.

8/11 - American Airlines was found not guilty of predatory pricing by a jury in Galveston, TX. Ben Hirst, SVP and General

Counsel said NW is obviously disappointed by the verdict but in no way changes our conviction that American's principal purpose in adopting the value pricing plan was to eliminate competition. Under similar circumstances however, we would pursue the same course today. Northwest is considering appealing the decision.

8/18 - Northwest has been nominated by the Michigan Minority Development Council as the 1993 Corporation of the Year for outstanding efforts of minority business development. Award

presentations will be made September 20th.

8/20 - Northwest's Board of Directors elected Duane Woerth and Marvin Griswold to its Board of Directors. Griswold was nominated by the International Brotherhood of Teamsters and has more than 40 years experience in the airline industry. Woerth was nominated by the Air Line Pilots Association and is currently serving as First Vice President of National ALPA and is a Northwest 727 Captain.

MESABA EMPLOYEE PERSONAL DATA

The Personnel Department is conducting an audit of all employee records. We are requesting that you complete this form to ensure that your file is complete and accurate. Please COMAT your completed form to the **MSP/ PERSONNEL DEPARTMENT** by **October 15, 1993**. Thank you.

Date: _____

Company I.D. #: _____

Social Security Number: _____ - _____ - _____

Employee Name: _____
(last/ first/ middle)

Home Telephone Number:
() - _____

_____ (street)

Address: _____
(city/ state/ zip)

Date of Hire: _____
mo. day yr.

Date of Birth: _____
mo. day yr.

Work Location: _____
city code

Current Status: Full Time Part Time

Current Job Title: _____

Marital Status: Single Married

Dependent Information:

Name	Relationship	Date of Birth
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

VOLUNTARY DISCLOSURE DATA

The following information is being requested in order that we may more accurately report our employment statistics to the Equal Opportunity Commission. Disclosure of this information is voluntary.

Please place an "X" in all boxes that apply to you.

MINORITY STATUS: American Indian/Alaskan Native Asian/Pacific Islander
 Black Hispanic White (not of Hispanic origin)
 Disabled Disabled Veteran Viet Nam Era Veteran

EMERGENCY CONTACT

Name _____ Relationship: _____

Telephone Number: (home) () _____ - _____
(work) () _____ - _____

EMPLOYEE INFORMATION

Congratulations and Welcome to the following new Mesaba employees.

April, 1993

Perry Wilson.....Pilot DTW
Randy Stenberg.....Pilot DTW
Chris Ellenbarger...Pilot DTW
Brian Williams.....Pilot DTW
Barton Schmidt.....Dir. Operations Audit MSP
Susan Daigle.....CSA GPZ
Jerry Gulliver.....CSA DTW
Charles Horn.....CSA CAK
Larry Weisenstein...CSA DTW
Joseph Yaladoo.....CSA DTW
Allan Gallas.....Stock Clrk MSP

.....May, 1993

Matthew Ferrari.....F.B.O. GPZ
Robert Larivee.....CSA DTW
Christopher Novak.....CSA DTW
Russell Dunn.....CSA ERI
Marc Whirledge.....CSA LAF
Cathryn Diakow.....CSA DTW
Christopher Wardman...CSA LNK
Wendy Harper.....FA DTW
Ruth Boland.....FA MSP
Courtney Peterson.....FA MSP
Michelle Pelzel.....FA MSP
Jeffrey Klingfus.....CSA STC
Angela Hardenbrook.....CSA BRD
Erick Danger.....CSA STC
Christopher Dobmeier...CSA STC

..... June, 1993

Lucy Schroeder.....Acct. MSP
Kim Sayre.....FA MSP
Lynn Pink.....FA MSP
Scott Bakeberg.....CSA MSP
Deborah Ludwig.....CSA MKG
Cathy Culver.....FA DTW
Wendy Havey.....CSA ROA
Lori Gruenberg.....CSA PLN

Jamie Spier.....FA DTW
Maria Moore.....CSA YNG
Teri Rusz.....FA DTW
Toni Shelhamer.....CSA ERI

.....July, 1993

Allison August.....CSM PLN
K. Danielle Brown.....CSA FNT
Michael Huey.....CSA FNT
Denise Hall-Vanquez...CSA ESC
Jennifer Damitz.....CSA ESC
Janet Strasler.....CSA ESC
Kerri Martin.....CSA ESC
Christy Lampi.....CSA ESC

.....and August, 1993

Susan Kachor.....CSA YQT
Carol Ann Quade.....CSA CMI
Kenneth Swan.....CSA CMI
Jodi Stary.....CSA CMI
David Bolz.....CSA CMI
Sherry Garrard.....CSA CMI
Daniel Sorenson.....Stock Clerk MSP
Krystriana Clark.....Programmer MSP

.....and September, 1993

Thomas Rapacz.....CSA MSP
Chris Pinette.....CSA MSP
Ryan Laferriere.....CSA MSP
Timothy Perry.....CSA GPZ
Mary Scharr.....CSA MSP
Scott Moe.....CSA MSP
Doug Fulton.....Dir. of Marketing & Public Relations
Susan Quasebarth.....CSA LAF
Kimberly Potter.....CSA ERI
Stacy Bealer.....CSA CAK
Dennis Japuncha.....CSA YNG
Trisha Knight.....CSA YNG
Jane Tompkins.....CSA YNG

Congratulations

To The Following Employees

Birth Announcements:

Matthew Allard and his wife on the birth of their twin sons Mitchell and Travis.
Michael Bisbee and his wife on the birth of their daughter Brehan.
Anthony Dudek and his wife on the birth of their daughter Victoria.
Anne Enstad and her husband on the birth of their son Adam.

John Lally and his wife on the birth of their son Shane.
Steve Leatherman and his wife on the birth of their daughter Molly.
Kay Mumby and her husband on the birth of their daughter Rebecca.
Kerri Smolinsky and her husband on the birth of their son Jared.
Ken Snyder and his wife on the birth of their son Riley.

**Births.....continued
on page 6**

*Births...continued
from page 5.*

Matthew VanOrt and his wife on the birth of their son Ben.

Reagan Dirkx and his wife on the birth of their son Corbin.

David M. Johnson and his wife on the birth of their son Daniel.

Julia Parraghi and her husband on the birth of their son Alexander.

David and Laura Hunt on their marriage and birth of son Jacob.

Mike Koloski and his wife on the birth of their son Michael.

Philip LaFrance and his wife on the birth of their son Dustin.

Scott Nephew and his wife on the birth of their daughter Christin.

Mike Olson on the birth of his son Steven.

Thomas Olson and his wife on the birth of their daughter LeighAnn.

Pam Pankrats and Tony Schaaf on

the birth of their daughter Kaila.

Scott Johnson and his wife on the birth of their son Adam.

Klaus Goersch and his wife on the birth of their son Andrew.

Marriage Announcements:

Joe Childs on his marriage to Julie.

Patrick Handley on his marriage to Claudia.

Karry Theeck (Kolb) on her marriage to Joseph.

Terrence Lund on his marriage to Deb.

Shelley Ritchie (Paddock) on her marriage to James.

Vickie Loyva (Partington) on her marriage to James.

Robert Powers on his marriage to Shelley.

Darrin Ceason on his marriage to Mara.

David S. Johnson on his marriage to Kimberly.

Julie Jordahl on her marriage to Robert.

George Pawlik on his marriage to Patricia.

Kevin Wendland on his marriage to Linda.

Patricia Bargert and Dean Morphey on their marriage.

Lowell Henry on his marriage to Connie.

Kim Duff (Keadle) on her marriage to Scott.

Michael Little on his marriage to Robyn.

Evelyn Bertucci (Willey) on her marriage to Paul.

Darren Zehner on his marriage to Jennifer.

Rence (Lang) and John Kunkle on their marriage.

Mesaba's Own Voted "Person of The Year"

.....

On May 6, 1993, the Salvation Army was proud to honor Nathan Ruonavaara for his dedication to the principles of his job, his church, and his community.

Nathan (who is Mesaba's Customer Service Manager in Houghton) has worked for the parade of airlines serving the airport since 1953 when he was hired by North Central Airlines as a Station Agent. Through the years, no matter which airline was serving the area, his first priorities were customer comfort, convenience, and safety.

According to North Central Airline's own literature, his ingenuity contributed to its success. Nathan developed an engine cover which proved invaluable in weather-proofing aircraft operations in northern climates. He also designed a long, curve-handled broom to sweep snow



from aircraft wings, and his personnel file contains letters of commendation for acts above and beyond the normal requirements of his position.

His life outside his job has also been one of service. In 1951 he was called to serve the Apostolic Lutheran Congregations as a lay speaker in America and Canada and also served as an interpreter for ministers and lay speakers visiting from Finland. For over 20 years, he has been involved in Career Day activities at Suomi College, the Community Advisory Committee for Michigan Technological University, and the Transportation Committee of the Chamber of Commerce.

Nathan and his wife Miriam reside in Calumet Township and are the parents of four sons and six daughters. They also have three grandchildren.

THEY TOOK TIME TO TELL US

July 19, 1993

Many times when an employee goes out of their way for a customer, it is never recognized. Today, I would like to recognize a Mesaba Employee that took that "Extra Step" for a customer. The employees name is *Gary McKenzie* of your Flint, MI station.

Gary not only did a great job of finding a package for me, his follow up skills were commendable as well. Even though Gary did not have the answer I wanted to hear, he made sure he called me back with an answer. But, he did not stop there. When the package arrived, he called each party involved because he understood the importance of our project. Because of Gary and his efforts, we were able to complete our project on time.

Customer Service such as this should not go unrecognized.

Sincerely,
Lynn Caldwell

July 27, 1993

I wish to express my sincere gratitude to the staff of Mesaba Aviation in *Brainerd*, MN (especially *Barbara*, the ticket agent who worked with me) for efficient and courteous assistance on my return flight to San Antonio, Texas.

I had purchased my tickets in the spring, and as I sat in the travel agency's office, I had accidentally marked the wrong date for my return flight. I did not discover my error until I was on the way to the Brainerd airport on July 21. I

should have been there the day before. I dreaded the hassle of trying to get re-scheduled, but your staff was very helpful, and I was able to get home the following day on the same three flights in spite of heavy bookings to San Antonio for the opening of the Olympic Festival.

Overall, I was satisfied with my flight on Northwest Airlines, and I would readily choose Northwest in the future.

Please forward this note to Brainerd. My friends say I am "lucky" to have made it home. I say you are fortunate to have excellent staff.

Sincerely,
Rita Alhrecht

August 2, 1993

This is to acknowledge the extraordinary service given to me a week ago in London, Ontario, Canada, By *Linda Hall*, one of your employees. I had decided not to take a flight to Detroit after boarding it because I was uncomfortable with the small size of the Metro aircraft and after getting off, realized I had left my ticket and my suitcase on the plane, which left with them.

Ms. Hall was extremely helpful in getting them both back to London, Ontario, and in booking alternative flight arrangements for me. She was extremely helpful and I thought you ought to know about her excellent performance.

Sincerely yours,
Jeffrey D. Fisher, Ph.D.
Professor of Psychology

August 11, 1993

To Everyone that helped with the "Flood Relief Effort":

To Merely say "thank you" does not begin to express the deep appreciation felt both by The Salvation Army and the victims of the flood you have helped us to serve. For the thousands of flood victims in the Des Moines area, Mesaba Airlines has provided practical assistance and invaluable emotional support.

Words fail to describe the financial and emotional impact of families and individuals watching their homes, fields and businesses be overtaken by swollen rivers and unceasing rains. Flooded homes and underwater fields offer only partial testament to the water's overwhelming destruction. It is in the faces of the victims where the true devastation is evident.

With assistance from Mesaba Airlines, The Salvation Army is there to respond.

Volunteers transported to Des Moines by Mesaba have been active in every facet of the relief effort. Our mobile canteens, staffed by volunteers, provide hot meals and supply clean-up kits to flood victims. At our distribution sites, volunteers aid with incoming shipments and provide emergency supplies and emotional support to victims. Volunteers also are involved in the clean up effort, helping families and individuals, both physically and emotionally, to recover from the devastating flood.

Working with
The Salvation

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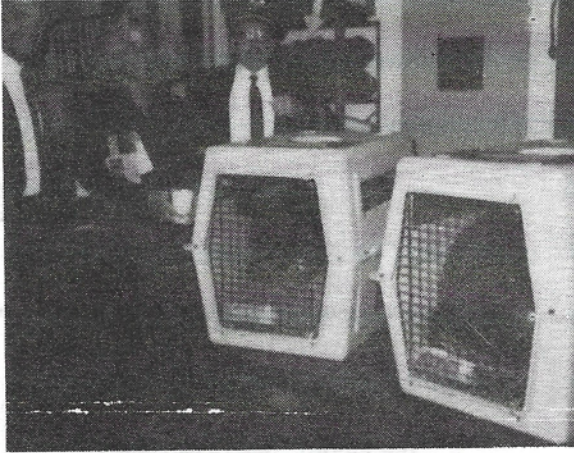
ERI 'S "BEAR" OF A CUSTOMER

by Debbie Frazier

.....

This Crew - Weinrich, Jacobson and Blake - can attest to the fact that some of ERI's early morning passengers are just "bears"!!!

These baby black bears on loan to the Erie Zoo, come in April and spend the summer in ERI. They returned to Bear City, USA in Rapid City, SD in Mid-September.



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Army, you have helped to provide hope for the future and proven the goodness of the human spirit. On behalf of those touched by your kindness, I thank you.

Sincerely,
Shelia Rawski
Division Director of Volunteer Services

This letter was recieved by Karen Mahoney, Mesaba's Pass Bureau coordinator who worked directly with The Salvation Army on the Flood Relief Effort. Karen's time and effort put into this heart felt effort is very much appreciated by all.

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