

## DETROIT METRO'S G CONCOURSE GETS A FACE LIFT!

BY EDWARD H. MCNAMARA  
WAYNE COUNTY EXECUTIVE

(reprint from The Detroit Metro Willow Run FLYER, published bi-monthly by the Wayne County Division of Airports.)

Anyone who has ever walked from the Davey Terminal to the Mesaba (Northwest Airlink) gates on Concourse "G", knows what an aerobic workout distance walking can be. But who wants to work up a sweat wearing travel clothes?

Connecting passengers, attempting the long haul from the Concourse "C" extension to the Mesaba gates, sometimes stop halfway and ask, "Am I going to fly or **walk** to Lansing?"

That's one of the problems with Detroit Metropolitan Wayne County Airport's existing terminal layout. It was never designed to be a convenient domestic connecting hub. The proposed new terminal complex will solve almost all of our current difficulties; but in the meantime, interim improvements are under way.

Old Concourse "G", was never intended to be permanent, so it was not equipped with moving walkways. To shorten the walking distances to the commuter gates, Wayne County, Northwest, Mesaba Airlines and the State of Michigan have initiated a project to totally demolish and rebuild Concourse "G". Presently, Concourse "G" is shaped like the letter "L". You walk down a long connecting corridor, turn the corner, and

head for the gates. The distance is approximately 535 steps.

The new Concourse "G" will be less than half the walk to the corner (or 150 steps) to reach the farthest gate. Factoring in the weight of your carry-on luggage, the reduction in steps could make a considerable difference in your disposition by the time you reach your gate. The new "G" will be at least four times as wide as the current corridor and equipped with an escalator and elevator to take you to ramp level. There you will board a bus at one of the nine departure "gates" which will take you directly to your aircraft. There will be plenty of seating, rest rooms and refreshments available. Detroit-based Sims Varner is doing the design work.

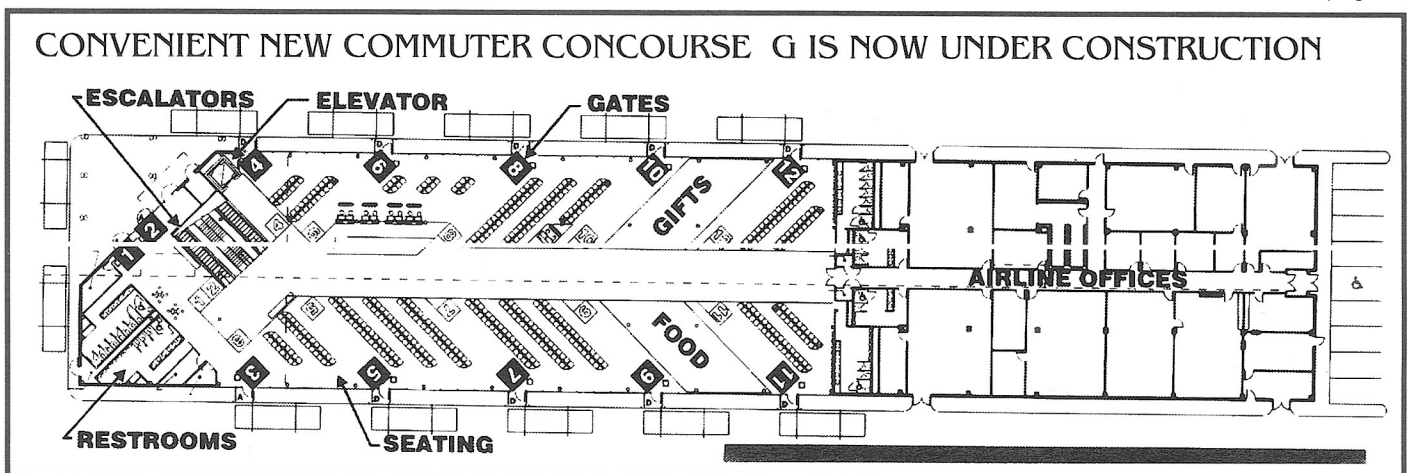
Wayne County will also borrow some space from the long term section of the International Terminal parking lot and from the Yellow lot to provide additional ramp parking for 26 commuter-sized aircraft.

This \$14 million project dovetails nicely with another modernization effort currently nearing completion in the International Terminal.

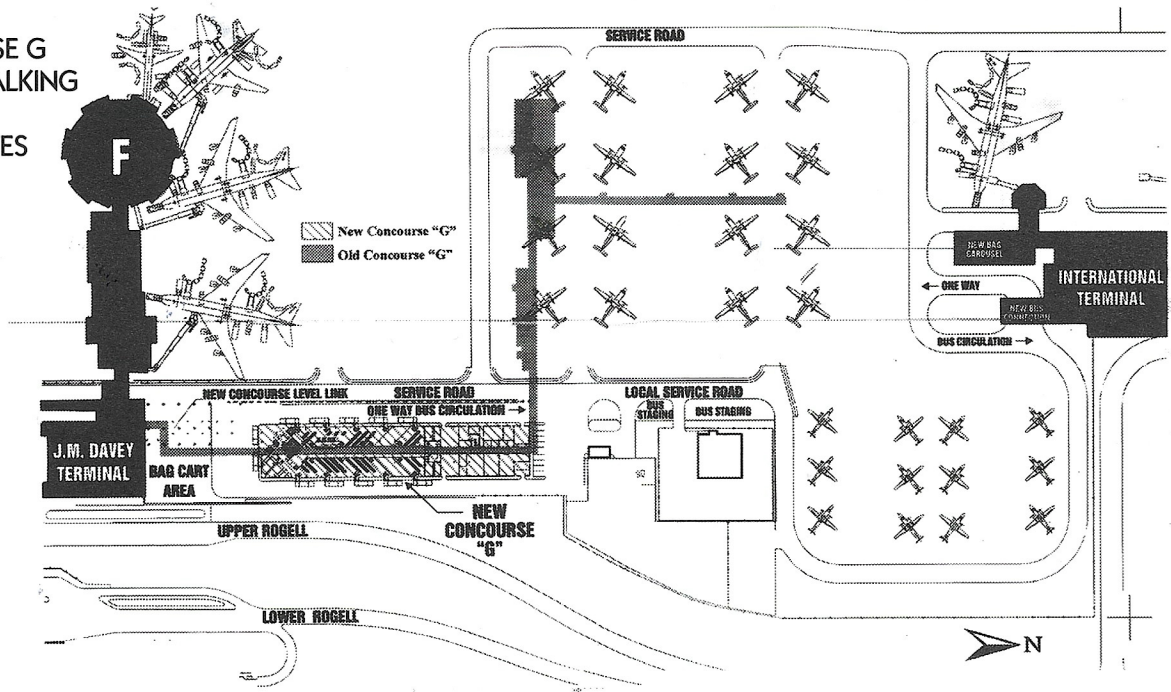
Expanding the ticket lobby and bag-

(continued on page 2)

Diagram shows new concourse where passengers will board busses which will take them to there Airlink connections.



NEW CONCOURSE G  
WILL REDUCE WALKING  
DISTANCES TO  
COMMUTER GATES



(G CONCOURSE,  
continued from page 1)

gauge re-check area in the International Terminal will be nicer for everybody, but especially for arriving international passengers connecting to other domestic flights. Currently those passengers must compete with other arriving passengers for limited curb front space to find a special shuttle to take them to another crowded curb front at the Davey Terminal. Once there, they must negotiate the ticket lobby and find their way to connecting flights.

When this project is done, connecting passengers will be separated from other arriving passengers when they re-

check their bags. Then they will be directed to a dedicated shuttle which will take them to one of the new arrival "gates" on concourse "G". At each arrival gate a flight information display monitor will direct them to their connection.

These quick fixes are only "band-aids", of course, until Wayne County's new terminal complex is operational. But they are nice band-aids, and will help considerably in our endeavor to reduce the anxiety endured by the traveling public utilizing Detroit Metropolitan Wayne County Airport.

## Long Time Employee Nate Ruonavaara to Retire

Houghton customer service manager Nathan Ruonavaara plans to retire from Mesaba this summer after 42 years of being involved with airline service in the Upper Peninsula of Michigan.

Ruonavaara started his airline career in 1953 as a station agent for then North Central Airlines. He was named manager of that airline in 1958 and continued on as manager after it became known as Republic Airlines. When Republic left Houghton after airline deregulation, Ruonavaara accepted a retirement package from Republic and soon began managing Simmons Airlines, which began operating as Republic Express and later as American Eagle. In 1989, he accepted the manager position with Mesaba.

"One of the biggest changes we experienced in Houghton over the years

was the airport expansion to allow the airport to accommodate DC-9's," he said. Although the airport was only served by jets on a scheduled basis for 8 years, the airport today is able to handle charter jet aircraft. He said that Mesaba's Dash 8 fleet is great and the people of Houghton County are "very satisfied with the service. Service has never been as reliable, as safe."

Ruonavaara, a father of 10 children who still lives on a 50 acre farm, plans to continue his carpentry trade and do some farming. He also manufactures a "snow broom" a device he invented which airline use to brush snow off airplanes. In the UP during the winter months, the broom is used nightly on overnight aircraft.

Nate will be missed at Mesaba. We wish he and his family the very best!

## Mesaba's Departmental Profile: **PASS BUREAU**

### **WHAT'S THE PASS BUREAU ALL ABOUT?**

The General Office based Pass Bureau Coordinator, Laura Schreier, is responsible for coordinating lodging, ticketing, and car rentals for employees traveling on business as well as all employee personal pass requests and ticketing travel agent's space-available program. Laura also assists employees with emergency travel requests and processes holiday and special event ticket requests.

The Pass Bureau Coordinator works closely with Corporate Lodging Consultants in negotiating the most reasonable lodging for crew hotels and other business lodging.



### **HERE'S THE GOODS ON WHAT'S NEW...**

#### **COMPANION PASSES**

#### **WITH SUN COUNTRY AIRLINES!**

You must be employed for six months, complete an application for transportation, include a self-addressed stamped envelope along with payment (check or money order) made to Sun Country (domestic \$30 RT for empl./\$60RT for comp). All requests are to be sent to the Mesaba Pass Bureau. Companion passes are unlimited, but limited to one companion per flight. All requests should be submitted at least two weeks before date of travel. Sun Country will mail your passes to you.

#### **SELF-TICKETING HAS BECOME EFFECTIVE WITH EXPRESS.**

Payment should be made to Mesaba along with your application for transportation. Travel requests and payment should be sent to Mesaba Pass Bureau.

#### **OTHER RECENT CONTRACTS INCLUDE:**

Aloha Island air  
Frontier  
Norontair  
Northern Star Airlines  
PenAir  
Superior  
U.F.S., Inc. (operating as UA Express)

#### **DON'T FORGET...**

Laura also works with other airlines to set up contracts for reduced rate travel. Other airline passes can be obtained through the Pass Bureau by submitting an application for transportation, a self-addressed, stamped envelope, and applicable payment. Please submit at least

one week before date of travel. A sample of the application for transportation is found in Chapter 5 of your employee handbook.

#### **I'M NEW. WHAT PASS BENEFITS ARE AVAILABLE TO ME?**

Northwest offers service charge passes to Mesaba employees, spouses, and dependent children on their WORLDWIDE route system immediately upon employment. Tickets for Northwest's Worldwide System can be obtained at any Northwest ticket counter with completed travel request form (sample in Chapter 5) and check or money order made payable to Northwest. Spouses and children are eligible to travel without the employee, (but the employee must purchase the passes. Employee must present their company identification when purchasing non-revenue travel passes.

Mesaba offers free unlimited travel on the Mesaba system to the employee, spouse, and dependent child and \$5-OW/\$10-RT travel for the employee's parents. Employees may purchase parent passes at any Mesaba ticket counter or submit an application for transportation to the Mesaba Pass Bureau. After one year of continuous employment, Mesaba offers 4-RT (may be used as 8-OW's) companion passes per calendar year. There is a service charge of \$10 (\$5-OW). Eligibility for other airline passes varies from three to six months of continuous employment. Some carriers do not offer benefits to part time employees. Please refer to Chapter 5 of your employee handbook.

# From Personnel: LEARNING ABOUT BLOODBORNE PATHOGENS

## Welcome!

### NEW EMPLOYEES

MAY, 1995

Aaron Walton Stores MSP  
Selena Gloede Records MSP  
Cheryl Ostroviak MSP  
April Line DTW  
Shelli Mills FA MSP  
Stephanie LaMar FA MSP  
Pamela Engel FA MSP  
Tiffany Christensen FA MSP  
Cynthia Griffith FA MSP  
Wendy Barndt FA DTW  
Kari Monnens FA DTW  
Safia Leach Groomer MSP  
David Kolhagen CSA FNT  
Robert Beach CSA TOL  
Tammy Ananich CSA FNT  
Russel Kincaid CSA DTW  
Matthew Gruse CSA DTW  
Rickie Moore CSA BEH  
Anne Mapes-Alhout CSA DTW  
Mildred Rollins CSA BEH  
Donice Johnson CSA BEH  
Jennifer Hatter CSA BEH  
Michael Koebel CSA BEH  
Charlotte Nicholson CSA BEH  
Tammy Gaffney CSA ATY  
Yvonne Bzura CSA DTW  
Wayne Yake CSA DTW  
Chris Towler CSA DTW  
David Rowell CSA DTW  
Richard Laxton CSA CRW  
Kimberly Dixon CSA CRW  
Mark Radle Groomer MSP  
Alexandre Laudon Pilot DTW  
Alan Woehrie Pilot DTW  
Thomas Siebenaler Pilot DTW  
Todd Zrimec Pilot DTW  
Lee Johnson Planner MSP  
Carmen Jackson Stores GPZ  
Rich Reifsnider Stores DTW  
Susanna Davis CSA MSP  
David Johnson CSA MSP  
Kyle Versh CSA MSP  
Rachel Harms CSA MSP  
Eric Eckelberry A&P MSP  
Roger Tiernan A&P MSP  
Angel a Bellmore CSA MSP

Recent publicity concerning the virus outbreaks, disease control and AIDS have caused some employees concern. Some employees have expressed specific interest in Bloodborne Pathogens.

Industries and occupations with the highest potential for exposure to Bloodborne Pathogens such as those in health care and public safety (physician, dentist or oral surgeon, firefighter, laboratory technician, law enforcement personnel, mortician, nurse, paramedic or emergency medical technician) are required to have a Bloodborne Pathogen Program, provide annual training and offer Hepatitis vaccinations to employees.

Although our employees may not fall into this high potential for exposure group, we feel that now is a good time to review the personal precautions that you should take to protect yourself.

This will give you some basic information but your health care provider is the best source for information regarding disease control.

#### What is the definition of Bloodborne Pathogens?

- Microorganisms that are present in human blood and can cause disease in humans. These pathogens include Hepatitis B Virus (HBV) and Human Immunodeficiency Virus (HIV).

#### How are Bloodborne Pathogens Spread?

- By having "unsafe sex" with an infected person. The greater number of sex partners that a person has, the greater risk of devel-

oping HIV or other Bloodborne Pathogens infection.

- By sharing needles with an infected person (usually in association with the injection of illegal drugs).
- By receiving a blood transfusion or an organ donation from an infected person. (This method of spreading HIV is now rare because effective blood tests to detect HIV in blood and tissues have been available since 1985.)
- Bloodborne pathogens can also be transmitted through materials that have become contaminated with blood or body fluids.
- Blood from an HIV - infected person can spread the infection to you only if there is an opening in your skin or mucous membranes for the virus to enter.
- Hepatitis B Virus (HBV) can be spread from contact with the saliva of an infected person. This has never been proven to happen with HIV infection.

#### Can I get HIV infection from working in the same office with an HIV-infected person?

- Experts on AIDS have found that HIV is not spread by casual contact, such as working in the same office as a person with AIDS.
- HIV is not spread by sharing cooking or eating facilities.
- HIV is not spread by sharing bathrooms.
- There is also strong evidence that HIV is not spread by mosquito bites or other types of insects.

(continued on page 5)

## PASS BUREAU

(continued from page 3)

### MATERIALS FOR YOUR REFERENCE

- ASU Travel Guide - lists hotel properties that offer discounts to airline employees
- O.A.G. (Official Airline Guide)
- Hotel and Travel Index
- Postings from Magellan and other Non-Rev travel agencies (tours, cruises, etc.)

### TRAVEL PLANNING TIPS...

#### To wait list...

- 4Aflight#/DateCitypair-Lastname/FirstInitial\$Y-Nclass/Seniority Date
- 4A555/30JUNMSPDTW-DOE/J\$Y-N5W/900101

#### To Check Loads...

- LD. Flight#/DateOriginCity
- LD. 123/19JUNMSP

#### Check Non-Rev wait list...

- 4WL Flight#/DateOrigincity
- 4WL321/19JUNMSP

#### Check one way price

- (Industry discount: pay 25% or 10% of "Y" fare)
- 4FCityPairNL-Specific carrier
- 4FMSPMCONL-DL

### Flight Availability

- AdateCityPair (-Two letter air carrier code if other than Northwest)
- A20JUNMSPMCO-DL  
(if you don't put in a date it will be availability for today. Enter AD transmit to go to next screen.)

### ALSO ON HAND...

VALLEYFAIR discount tickets (Shakopee, MN):  
- adults: \$17.55 children: \$4.95

KNOTT'S CAMP SNOOPY (Mall of America),  
unlimited rides for the day:  
- adults: \$13.60 children: \$5.95

UNITED ARTISTS THEATRE tickets: \$4.00

MINNESOTA ZOO discount cards (Apple Valley)  
- valid for 20% off of regular admission.

RENAISSANCE FESTIVAL (Shakopee, MN)  
discounts coming soon!

MESABA MERCHANDISE: sweatshirts, T-shirts, hats, mugs, keyring lights, and more! (Call for price sheets and order forms.)

AirTran Corporation  
7501 26th Avenue South  
Minneapolis, MN 55450  
612/726-5151

**FOR IMMEDIATE RELEASE:**



*Subsidiary:*  
*Mesaba Aviation, Inc.*

**BRYAN K. BEDFORD NAMED NEW PRESIDENT AND CEO  
FOR MESABA AVIATION, INC.**

Minneapolis/St. Paul, MN -- July 14, 1995 -- Mesaba Aviation, Inc. today announced that Bryan K. Bedford will be named to the position of president and chief executive officer at the Twin Cities-based regional airline effective the beginning of August 1995. Bedford, a ten year veteran of the regional airline industry, will be responsible for the airline's strategic planning and will oversee all daily airline operational requirements.

Since February 1994, Bedford has served as president and chief executive officer of Business Express, Inc., a regional airline which operates code-sharing agreements with both Delta Airlines and Northwest Airlines in the Northeast United States and Canada. In 1994, Business Express carried 1.7 million passengers throughout its route system which includes hubs at Boston and New York.

Prior to that, Bedford served as executive vice president and chief financial officer at Phoenix Airline Services, Inc., which operates as Northwest Airlink at Memphis and Minneapolis/St. Paul. He has also served in executive management positions at WestAir, Aspen Airways and Continental Express.

Robert D. Swenson, chairman of AirTran Corporation, Mesaba's parent company, said, "We are excited to name Bryan as president and chief executive officer of Mesaba. His vast financial and management expertise in this industry will benefit Mesaba, its employees and shareholders, and will position the airline for future growth and success."

Bedford is a 1985 graduate from Florida State University at Tallahassee, Florida where he earned degrees in both accounting and finance. He is a certified public accountant.

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MESABA'S NEW EXECUTIVE, continued  
page 2 of 2

Mesaba operates as Northwest Airlink at Minneapolis/St. Paul and Detroit under a codesharing agreement with Northwest Airlines. Currently, Mesaba serves 54 cities in 16 states and one Canadian province and operates 396 daily flights. The regional airline operates a fleet of 25 deHavilland Dash 8 and 26 Fairchild Metro III aircraft. In 1994, Mesaba carried over 1.4 million passengers systemwide.

For additional information, contact Douglas P. Fulton, Director-Sales and Marketing at Mesaba at 612-726-5151.

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# M.S. River Road Run – 1995

Dear Friends and Coworkers,

Multiple sclerosis is a disease that affects many Americans every year. To help in the fight against this disease, the M.S. Society holds a motorcycle event every third weekend of August. This will be the 10 year anniversary ride. My wife and I will participate in this ride for the fourth year. We believe that this is for a good cause; a great way to help those in need. We hope that you will share our belief in this and help us raise donations or pledges.

If you would like to sponsor us, the ride is 600 miles long. You may sponsor by the mile or give a flat rate donation. Please send donations to Ronn Parker at Mesaba Headquarters in Minneapolis, If you wish to sponsor by check, Please make checks payable to M.S. River Road Run. All donations are tax deductible.

I would like to take this opportunity to, once again, thank those who have sponsored me in the past and to thank those who will sponsor me this year. Thank you for your support.

Ronn Parker (Shuttle Driver)

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Do you  
have  
Charisma?

By shifting your focus from yourself to those around you, you become the type of person people like to be around. That's a valuable asset in business and in life. Saying that someone has "charisma" alludes to that good feeling we get when we are around them. Charismatic people are interested in us and are a pleasure to spend time with. Developing your own charisma can serve you well in the workplace and your social life. In his book, *Secrets of Power Persuasion*, Roger Dawson gives some pointers for enhancing charisma. These tools can make you more successful in business regardless of your position:

- ✓ *Work on your smile.* A relaxed, natural smile speaks volumes.
- ✓ *Be free with sincere compliments.* Coworkers and subordinates are always eager for positive feedback.
- ✓ *Develop a sensational handshake.* Like your smile, a good handshake can tell a person a lot about you.
- ✓ *Treat everyone you meet as if they are the most important person you will meet that day.* Everyone likes to feel important and responds accordingly.
- ✓ *Be consistent.* Knowing what to expect from you will make people more comfortable.

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Learn the  
Gift of Gab

In business, no matter what your position, your success may well be dependent on your ability to communicate. A new book by Leil Lowndes titled *How to Talk to Anybody About Anything* provides information and tactics to help make your conversations meaningful and interesting. You never know who you may run into, and making that good first impression can be crucial. By arming yourself with a few "can't lose" opening lines, you'll be able to win over other people.

For example, keep in mind that engineers generally don't like small talk. And they don't like wimpy words like "location" and "company". You'll be better served by words like "facility" and "site". A good ice-breaker would be, "How would your specialty impact on my daily life?"

More than 100 professions and hobbies are covered in this guide to better communication. Effective conversation skills will always give you a leg up on the competition.

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# VOTE AGAINST MORE TAXES

In October of this year, the U.S. Congress will vote on a bill which would add an additional 4.3 cents in tax to every gallon of fuel used by airlines. The airline industry was exempted from this tax two years ago when it was first levied. Given the delicate state of the airline industry, even today, our employees are encouraged to write their Senators to encourage each of them to vote against the additional tax. Every letter will help. What follows is a sample letter already written by Mesaba's management team. You can use the similar letter to write to your Senator(s).

The Honorable Kent Conrad  
United States Senate  
Washington, D.C. 20515

Dear Senator Conrad:

As you know, the exemption for airlines from the 4.3 cents per gallon fuel tax that was enacted in 1993 is due to expire October 1, 1995. Congressman Collins and Senator Santorum are proposing to permanently exempt airlines from paying this fuel tax (S304/HR752).

Mesaba Aviation, which operates Northwest Airlink services to over 54 cities in 16 states including North Dakota, will consume approximately 17 million gallons of fuel next year. The additional tax burden associated with the new tax, if passed, would mean an additional \$731,000 in operating expenses to our airline alone next year.

When combined with federal mandates already expected to cost our airline an additional \$600,000 next year, the new tax will affect our ability, and indeed the industry's ability, to maintain profitability. As you know, in 1990, federal excise taxes on U.S. airline tickets increased 25 percent. Since that same year, the airlines lost \$12.8 billion.

The airline industry is in the first stages of recovery. Another massive tax increase on fuel could wipe that out. We ask for your support to oppose the jet fuel tax increase.

Sincerely,

John S. Fredericksen

Sr. Vice President/Airline Operations

## LIST OF U.S. SENATORS BY STATE

MN	Sen. Paul Wellstone, Sen. Rodd Grams	KT	Sen. Wendell H. Ford, Sen. Mitch McConnell
SD	Sen. Larry Pressler, Sen. Thomas A. Daschle	OH	Sen. John Glenn, Sen. Mike DeWine
ND	Sen. Kent Conrad, Sen. Byron L. Dorgan	IN	Sen. Richard G. Lugar, Sen. Daniel R. Coats
NE	Sen. J. James Exon, Sen. Bob Kerrey	TN	Sen. Bill Frist, Sen. Fred Thompson
IA	Sen. Charles E. Grassley, Sen. Thomas Harkin	WV	Sen. Robert C. Byrd, Sen. John D. Rockefeller
MI	Sen. Carl Levin, Sen. Spencer Abraham	NY	Sen. Daniel P. Moynihan, Sen. Alfonse M. D'Amato
WI	Sen. Herbert G. Kohl, Sen. Russell Feingold	PA	Sen. Arlen Specter, Sen. Rick Santorum
IL	Sen. Paul Simon, Sen. Carol Moseley-Braun	VA	Sen. John W. Warner, Sen. Charles S. Robb



# FISCAL YEAR 1995

## AirTran Corporation Earnings Report

### AIRTRAN CORPORATION FISCAL YEAR EARNINGS

CONSOLIDATED FINANCIAL SUMMARY	3 months ended March 31,		Fiscal Year ended March 31,	
	1995	1994	1995	1994
operating revenues	\$40,188	\$ 31,949	\$ 145,900	\$ 129,582
Operating income	\$ (380)	\$ 1,035	\$ 4,359	\$ 6,599
Net income	\$ (281)	\$ 603	\$ 2,606	\$ 3,663
Net income per share	\$(0.03)	\$ 0.06	\$ 0.29	\$ 0.40
Common stock issued and outstanding	8,625	8,437	8,625	8,437
Weighted average shares outstanding	8,611	9,846	9,113	9,069

### OPERATING STATISTICS

#### MESABA AVIATION, INC.

Revenue passengers carried	325,076	328,000	1,433,605	1,429,836
Available seat miles (000)	168,670	165,105	705,182	663,578
Revenue passenger miles (000)	70,649	69,563	314,636	299,267
Load Factor	41.9%	42.1%	44.6%	45.1%
Yield per revenue passenger mile	\$ 0.474	\$ 0.453	\$ 0.428	\$ 0.427
Operating costs per available seat mile	\$ 0.185	\$ 0.187	\$ 0.178	\$ 0.185

#### \*AIRTRAN AIRWAYS, INC.

Revenue passengers carried	56,975	n/a	86,530	n/a
Available seat miles (000)	109,698	n/a	180,153	n/a
Revenue passenger miles (000)	54,935	n/a	80,639	n/a
Load Factor	50.1%	n/a	44.8%	n/a
Yield per revenue passenger mile	\$ 0.100	n/a	\$ 0.098	n/a
operating costs per available seat mile	\$ 0.086	n/a	\$ 0.081	n/a

\* Statistical information is not available for prior year because AirTran Airways began service in October 1994.

AirTran Corporation's consolidated operating revenues for Fiscal Year 1995 rose 10% to \$145.90 million compared to \$129.58 million reported during the previous fiscal year. The consolidated net income of \$2.61 million or \$0.29 per share for the fiscal year ending March 31, 1995 compares to a net income of \$3.66 million or \$0.40 per share for the year ending March 31, 1994.

AirTran's operating revenues for the quarter ending March 31, 1995 totaled \$40.19 million, an increase of 20% over \$31.95 million in the same time period last year. AirTran reported a net loss for the quarter ending March 31, 1995 of (\$281,000) or (\$0.03) per share compared to net income of \$603,000 or \$0.06 per share for the same quarter one year ago.

AirTran Chairman, Robert D. Swenson said the year-end results were positive when one considers the progress the company achieved during the past twelve months in starting up a new jet airline. He said, "Despite our lower net income, during the past year we increased profitability at Mesaba, our historical core business, and we funded the start-up of AirTran Airways, our new jet subsidiary." Mr. Swenson said that the final year-end results were slightly lower than originally estimated due to a higher than expected provision for taxes.

(continued from page 4)

#### What can I do to protect myself from disease?

- Clean up broken glass with tongs or a brush and dust pan. Glass can cut through most rubber gloves.
- Use latex gloves to protect your hands from coming into contact with blood. This is especially important if there are cuts or openings in the skin.
- Treat all blood and body fluids as if they are infectious, making sure that contact is not made with an opening in the skin or to mucous membranes.

- Use caution when handling trash. Treat it as if it contains infectious needles or glass.
- If you perform rescue breathing, always use a pocket mask equipped with a one-way valve to prevent contact with potentially infectious body fluids.
- If you find it necessary to clean up a Bloodborne Pathogens spill use an appropriate disinfecting solution such as one part bleach to ten parts water.

# Zehr and Benson named New Directors

Raymond W. Zehr, Jr. and Donald E. Benson have been named to AirTran Corporation and Mesaba Airlines board of directors. Their addition brings the current number of directors at both AirTran and Mesaba to ten.

Zehr has served as vice president of Pohlads Companies since 1987, and various other capacities in the company since 1971. He is a director of Dougherty, Dawkins, Inc., chief investment manager of CRP Holdings, LLC and vice president of CRP Sports, Inc. Prior to December 31, 1993, Zehr also served as a director and/or officer of various bank holding compa-

nies affiliated with the Pohlads family.

Benson has served as executive vice president of Marquette Bancshares, Inc. since January 1993 and with predecessor Marquette organizations since 1968. He also served as president of MEI Corporation from 1977 to 1986 and president of MEI Diversified Inc. from 1986 to 1994. Benson is a director of Nass Mutual Corporate Investors and Mass Mutual Participation Investors and is a member of the Executive Board of the Minnesota Twins. He also currently serves as Chairman of Health Systems Minnesota.

## FROM THE AUDIT DEPARTMENT

### WE SAID WE WERE GOOD & WE ARE!

When we received the word that a NASIP inspection was planned for Mesaba the first question in everyone's mind was: what measures were needed to prepare? There was general agreement that while we needed to spruce up a few things, we were fundamentally in a good position. The obvious approach was to grasp the initiative, get on the offense and show the Feds how good we are. And that's just what we did. The whole company pulled together and got it together. The final result, from an FAA view point, we are

better than we said we were. And we said we were good.

The operations area received no negative comments. The Maintenance section received three relatively minor comments. While other airlines have done this well, very few have, and most have not. This is a big High Five for everyone. It could never have been accomplished without the complete cooperation and total commitment of everyone. We're a **GREAT TEAM** and deserve to pat ourselves on the back.

## Welcome!

### NEW EMPLOYEES

#### JUNE 1995

Troy Nelson CSA MSP  
Kyle Johnson CSA MQT  
Eric Workman CSA MSP  
Henry Karpiukm CSA DTW  
Teresa Merrick CSA BGM  
Kevin Straley CSA MKG  
Sandra Thompson CSA DTW  
Bruce Madigan CSA DTW  
Heidi Betz CSA DTW  
Brad Gradert CSA ATY  
Mark Durkee CSA MKG  
James Harris FBO GPZ  
Stephen LaVick Asst. Chief Pilot

John Hullinger Pilot DTW  
Amy Pingree Pilot DTW  
Jason Griffin Pilot DTW  
Thor Smerek Avionics MSP  
Steve Byl Maint. Disp DTW  
Laurie Jarvi CSA CMX  
Lisa Randolph CSA BEH  
Eric Drotts CSA GPZ  
Mathew Dal CSA DTW  
Carl Michalek CSA PIR  
David Rands CSA MSP  
Andrea Heinz CSA MSP  
Brian Buchan CSA GPZ  
Ryan Bach CSA MSP  
Paul Dauly MSP  
Donna Kunkle CSA LNK  
Michael Lapacek CSA LAF  
Shahid Adenwala Groomer MSP  
Melinda Weck Acct. MSP  
Dan Drotts A&P MSP

## Northwest NewsWire Recap

**MAY 1** – NW extends its North American route system to 3 new Canadian cities and two new routes as a result of the recently signed open skies agreement between the U.S. and Canada from MSP to Calgary, Alberta, Montreal, Regina Saskatchewan and Vancouver.

**MAY 12** – The Sixth of 16 Ex Eastern DC-9-30-modified to NW specifications enters service.

**MAY 15** – NW extends service to Saskatoon, Saskatchewan from MSP. From DTW, to Halifax, Nova Scotia.

NW eyes ticketless travel. The airline is updating various internal information systems that must be automated before ticketless travel can be implemented.

**MAY 17** – KLM commemorated the 75th anniversary of its first scheduled air service by flying a DC-3 aircraft owned by the Dutch Dakota

Association from Amsterdam to London. The first RLM commercial flight flew from London to Amsterdam on May 17, 1920.

Pepsi becomes the exclusive cola on NW's domestic and Trans-Atlantic flights. Coke continues to be served along with Pepsi across the Pacific.

**MAY 24** – Due to high demand for travel on NW/KLM joint venture flights between Amsterdam and DTW, NW plans to replace the DC10 with a 747-400, July 15 through Sept. 15. NW finished first in on-time performance for the first quarter of 1995 among all major U.S. carriers.

**JUNE 13** – NW announces that it is the winner of the 1994 Ashington-Pickett Crystal Pyramid Award of Merit for providing the best overall service among U.S. airlines. NW has won the award in each of the last three years.

# Thanks Mesaba!

Even though there isn't enough space to print each and every letter that Mesaba receives, a reader suggested we print the names of those folks that received a good word from our customers. Thanks for the suggestion, and here are the names.

- ★ Sheila Wall (2)
- ★ Michael Little
- ★ Ranay Nahas
- ★ Pat Burke
- ★ Joe Yaldao
- ★ Sheryl Shaw
- ★ Derek Fuciarelli
- ★ Martin Lewandowski
- ★ Carla Madison
- ★ Rick Valentino
- ★ Pat Wheeler
- ★ Irene Albright
- ★ Ramona Huth
- ★ Christa Pierce
- ★ Christine Furrer
- ★ Colleen Wilson
- ★ Brenda Luehr
- ★ Debbie Ludwig
- ★ Dean Morphew
- ★ Pat Blankenship
- ★ Lisa Whitlow
- ★ Debbie Pedziwol
- ★ Tim Callahan
- ★ Steve Schutz
- ★ Reggie Stevens
- ★ Sandy Jaehnig
- ★ Daniel Jackson
- ★ Ray Pikkarainen
- ★ Shelly Davenport
- ★ Toni Shelhamer

## Customer Relations:

I am the Customer Service Manager at Weinbrenner Shoe Company. I am quite aware of all the negative complaints that people are quick to respond to. Not often enough are people praised for a job well done.

During a recent Mesaba flight from CWA to Minneapolis, tensions were running high as the plane was late and people had many different connections to make. However, your flight attendant, **Nancy Bingham**, did a wonderful job calming customers anxieties and assisting with connections.

I haven't flown as much recently as I had in the past but I have observed that attendants with cheery faces are fewer and farther apart. It was a welcome sight to see someone like Nancy Bingham. Hopefully I will see her again on another flight.

Sincerely,  
John Schenzel  
April 13, 1995

## Customer Relations:

This letter is not to complain but to congratulate you on your excellence in choosing employees. Agent, **Ellen Stone**, working in the Detroit airport is an employee you can be proud of.

I was flying from MKE to DTW to ESC on April 9. Leaving MKE at 9:15 am to arrive in DTW at 11:15 am and then to catch a flight at 12:15 pm to arrive in ESC at 1:45 pm. But the flight was unable to land at first, as we had come too close to another plane and had to go back and circle around the airport again. Then, because of de-icing problems of outgoing planes we were unable to go to a gate. When we were finally given a gate, another plane was given priority to because of a medical emergency. Our aircraft waited

on the runway from about 11:45 am to 3:20 pm before getting a gate to disembark. A long, tiring wait.

When I finally got to G concourse, my flight to ESC had, of course, already left and another flight wouldn't be leaving until 9:00 pm.

I live in the Marquette area but my ticket was to leave from Escanaba because I was going to be there on my day of departure. On Sunday, April 9, my son was to drive 90 miles to Escanaba to pick me up at 1:45 pm. So I asked Agent Ellen Stone if she could contact ESC to let my son know that I was not there because of missing the 12:15 pm flight. There was no response to his page at ESC. The 1:45 pm flight did not arrive until 4:00 pm. So my son drove to ESC. Since I was not on the arriving plane, he asked and they explained the situation. He then drove back the 90 mile trip. Then I was finally able to reach him by phone. I had been trying to call him since I arrived at Concourse G to let him know what had happened.

Agent, Ellen Stone was extremely helpful and made arrangements for me to fly into Marquette instead of Escanaba, therefore saving my son another 180 mile round trip. She was also helpful in arranging to have my baggage switched to the Marquette flight. She was at all times courteous, helpful and considerate, not just to me but to everyone she waited on. It was a very hectic day in DTW, but at no time did she ever show anything but professionalism. This was not true of all the agents there, but was certainly true of Ms. Stone. She always went the extra mile for all those she waited on. I wanted you to know she is an employee who takes great pride in her job and does an excellent job of it. You are fortunate to have such a loyal, considerate employee.

Thank you for taking the time to read this and for the excellent service.

Sincerely,  
Donna Kaiser

## MAY TRAFFIC FIGURES

Mesaba's system-wide load factor increased 2.2 points to 45.2 percent when compared to last May's load factor of 43.0 percent. Mesaba flew 26.6 million revenue passenger miles during the month, an increase of .6 percent over 26.5 million revenue passenger miles flown last May. Mesaba operates Northwest Airlink services to 54 cities in 16 states and one Canadian province.

### MESABA AVIATION (D.B.A. NORTHWEST AIRLINE) Monthly Operating Statistics:

CHANGE	MAY '95	MAY '94	
Passengers carried:	120,542	119,948	+0.5%
Available seat miles:	58,821,663	61,495,344	(4.3%)
Revenue passenger miles:	26,612,988	26,460,601	+0.6%
System-wide load factor:	45.2%	43.0%	+2.2 pts.

From AirTran's marketing & communications department

# Northwest Airlink now flies to Ely, Minnesota

Northwest Airlink, operated by Mesaba Aviation, in May, initiated daily scheduled airline service between Ely, Minnesota and Minneapolis/St. Paul. The airline will operate one daily flight (see schedule) and will provide service with 19-passenger Fairchild Metro III aircraft.

"Our service to Ely will provide passengers with direct service to a popular summer destination," said Doug Fulton, spokesman for Northwest Airlink. "Ely is a unique area with many natural resources. Ecotourism to this region has increased dramatically in the last several years."

Passengers flying through to Ely will benefit from attractive fares and convenient schedules and will earn bonus miles in **WORLDPERKS**, Northwest's frequent flyer program. (Northwest Airlink and Northwest Airlines operate a marketing agreement under which the two airlines coordinate fares, schedules and marketing programs).

Among other things, Ely serves as a gateway to the popular Boundary Waters Canoe Area Wilderness (BWCA). The renowned International Wolf Center also draws a large number of visitors to Ely each year.

## **SCHEDULE**

(effective May 26, 1995 - September 4, 1995)

### Minneapolis/St. Paul (MSP) - Ely (LYU)

Depart	Arrive	Frequency
11:30A	12:45P	Daily

### Ely (LYU) - Minneapolis/St. Paul (MSP)

Depart	Arrive	Frequency
1:00P	2:10P	Daily

Persons wishing to make airline reservations may contact their travel agent or Northwest Airlines at 1-800-225-2525. For persons who have already purchased their tickets to Duluth, Hibbing or Minneapolis/St. Paul, and wish to fly directly to Ely, Northwest has agreed to waive the normal penalty fee associated with making that change.

For more information, please contact the Ely Chamber of Commerce at 1-800-777-7281, or Northwest Airlink at 1-612-726-5151.

## **Mesaba On The Move**

**7501 26TH AVENUE SOUTH  
MINNEAPOLIS, MN 55450**

**Mesaba On the Move is published bi-monthly for employees of MESABA AVIATION. Stories, ideas and points of interest are encouraged from employees. Send information to Mesaba On the Move, 7501 26th Avenue S., Minneapolis, MN 55450.**

**MESABA AVIATION is an equal opportunity employer.**

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