

MESABA ON THE MOVE

A MONTHLY PUBLICATION PRODUCED ESPECIALLY FOR EMPLOYEES AND FRIENDS OF MESABA AVIATION, INC.

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≡ NEWS ≡

Mesaba's Inflight Magazine Highlights Local Communities

Mesaba's inflight magazine, "Mesaba Northwest Airlink," does more than just provide passengers with entertaining and interesting reading aboard Mesaba's aircraft. The bi-monthly publication also helps bring exposure to communities and businesses located on Mesaba's route system.

"The publisher tries to cover local items of interest in each one of our issues," according to Doug Fulton, Director of Marketing for Mesaba. By doing so, Fulton said that the inflight magazine takes on a local image and is more readable to many of Mesaba's passengers. "Several businesses that have made their way into the magazine have called to say 'thanks for mentioning our company name in your magazine,'" said Fulton.



Mesaba's inflight magazine adds a local flare to make it more readable to passengers

Inflight continued on page 3

Who Said Volleyball? Picnic 1987



Larry McCabe, last year's Customer Service Volleyball Team Coach, says this year "he's rooting for everyone." The annual Mesaba volleyball championships will be held at the Company Picnic on September 26th in Lakeville. (see picnic details inside on page 4)

Mesaba Posts Strong First Quarter Results

Mesaba reported record net income of \$544,000, or 16 cents per share, for the Company's first fiscal quarter ended June 30, 1987, compared with a net loss of \$197,000, or 6 cents per share, experienced during the same quarter last year. Operating revenues in the first quarter for the regional airline totaled \$7,169,000, an increase of 59% from \$4,506,000 during the same quarter one year ago.

High volume operating

Robert D. Swenson, President of Mesaba, said in a press release on the quarter, "We are pleased to report continued strong

growth and profitability in our first fiscal quarter." He said the first quarter results reflect the successful high-volume operating strategy implemented by the carrier last October when it realigned its route system. Since that realignment, Mesaba has recorded three consecutive profitable quarters.

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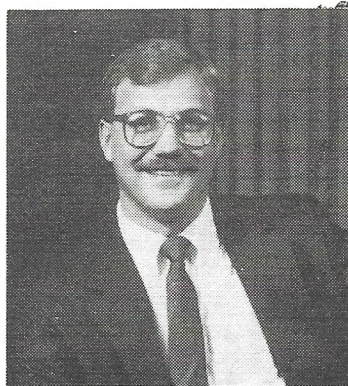
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THE EAGLE'S NEST

PRESIDENT'S LETTER
Robert D. Swenson



First Quarter Results

Dear Employees,

Greetings to you and best wishes for an enjoyable few weeks left of summer. I am pleased to report to you that Mesaba posted its third consecutive profitable quarter during our first fiscal quarter which ended on June 30, 1987. During that quarter, our Company earned a net income of \$544,000 on total revenues of \$7,169,000 compared to last year's first quarter net loss of \$197,000 on total revenues of \$4,506,000.

We attribute our strong results in the first quarter to the high volume of traffic that we are carrying on our system at this time. In July, we set our second consecutive monthly traffic record with 35,651 passengers. In addition, I am pleased to say that our system-wide load factor in July was 58.8%, one of the highest of any regional airline currently operating in the industry today.

Clearly, with the increases in traffic we have experienced on our system in recent months, all of our ground and inflight customer service employees have been making an extra effort to accommodate our additional passenger load. Thank you for your efforts in continuing to give our passengers the highest standards of service available on our airline.

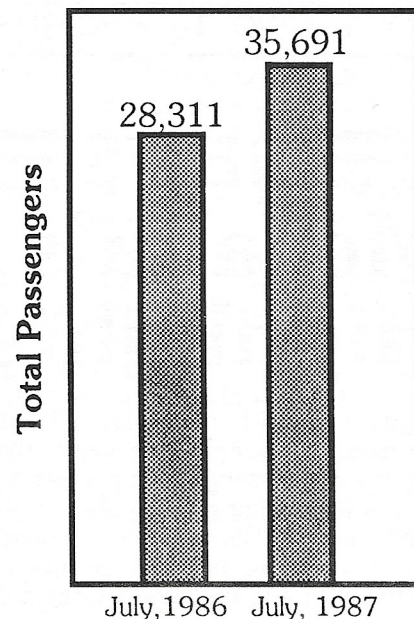
Please welcome to Mesaba all of our new employees who have joined the Company during the summer. I hope that all of our employees will make an effort to attend Mesaba's annual picnic which has been re-scheduled to Saturday, September 26th in Lakeville. Last year's gathering was a very enjoyable event and gave everyone a good chance to visit with other employees and their families. Please mark your calendars as this year's picnic will be the same.

On a last serious note, we are all deeply saddened by the tragic loss that occurred in Detroit earlier this week and are all giving our support and prayers to those affected.

Sincerely,

Robert Swenson

Mesaba Aviation, Inc. July Traffic Comparison



Traffic in July is Record - Again

Mesaba set its second consecutive traffic record in July by carrying 35,691 passengers. That compares to the previous record of 35,091 passengers carried in June during the previous month. Compared to figures one year ago, July's boardings reflect a 26% increase over 28,311 passengers that were carried during July of 1986.

Mesaba On The Move is published monthly by Mesaba Aviation Inc.'s Public Relations department. The Editor accepts for publication, written stories related to Mesaba and its operations. Also, Fly and Buy, and Mesaba Memos. Send all information to Mesaba On The Move - 6201 34th Avenue South - Mpls, MN 55450
Mesaba On The Move is written especially for employees and friends of Mesaba Aviation, Inc.
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Watertown and Devils Lake Receive Station Awards

Mesaba's Watertown and Devils Lake customer service agents received a surprise last week when both stations were awarded a special Customer Service Award from Mesaba's operations department. The award, given in the form of a wall plaque, reads "In Recognition of Exemplary Customer Service and Efficient Station Operations", according to Brad Osborn, Manager of Station Operations for Mesaba.

"The agents and managers at the Watertown and Devils Lake stations have done an extra good job of running their operations in the past several months," said Osborn. "This

Awards continued on page 4

First Quarter

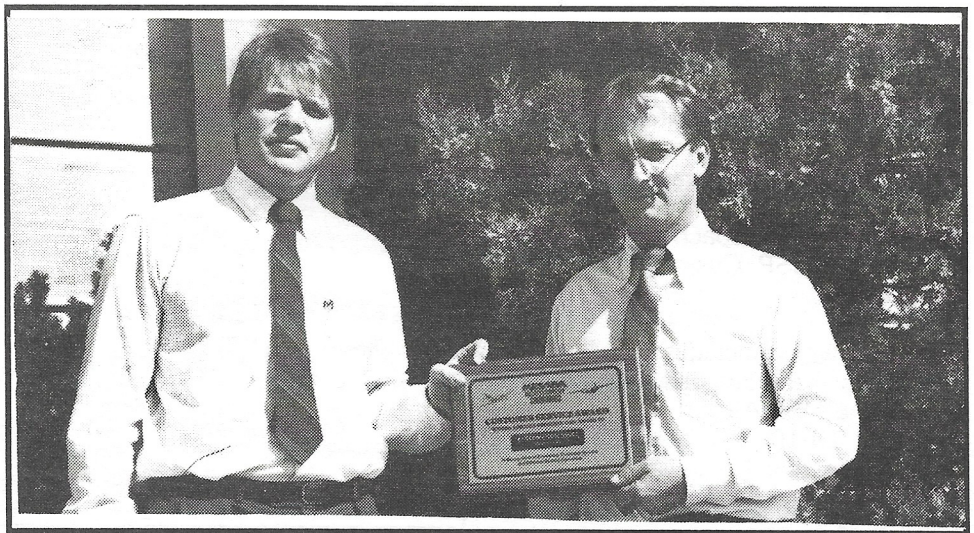
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Swenson also said that carrier's emphasis on stimulating additional discretionary passengers has given Mesaba significantly higher traffic levels and a stronger system-wide load factor. Those increases, said Swenson, more than compensated for yields, which declined to 30.8 cents during the quarter from 32.9 cents last year.

Strong operational growth

In terms of operations, Mesaba's growth during the quarter was also reflected in the three month period. The Company's revenue passenger miles (one revenue passenger mile equals one passenger travelling on mile) for the three months of the fiscal year increased 77% to 21.5 million during the first quarter, compared with 12.2 million during last year's first quarter. Mesaba's available seat miles for the quarter increased 18% to 36.9 million, compared with 31.3 million flown last year. The Minneapolis-based carrier's first quarter load factor was 58.2%, up from 38.9% last year.

In his annual address to the stockholders at the annual shareholders meeting, Swenson said that Mesaba anticipated continued growth and profitability throughout the balance of the fiscal year. (see inset for review of financial results)



Roger Tuttle (r), station manager in Watertown, is seen here receiving his station's plaque award from Brad Osborn

Mesaba Mechanics Complete Training

Two Mesaba mechanics recently completed the Rolls Royce Dart "Servicing and Maintenance" course held in Montreal, Canada. Mesaba Dart engine specialist John Weir and maintenance training manager Craig Carroll both attended the two week intensive course.

According to Carroll, the course covered servicing, maintenance, ground running/handling, as well as the general layout and operation of the Rolls Royce RDa7 engine used on Mesaba's F27 aircraft. "We'll use our experience to start our own course here at Mesaba," said Carroll. "When this

course has been developed and is being taught, we'll have some 200 hours of instruction just on our aircraft and engines," he added.

Both men did very well in the course, according to sources. However, school was not all work. When not studying, both Carroll and Weir were able to take in some of the sights including the downtown Montreal area and a baseball game. Weir also visited the former Olympic village and athletic facilities.

Congratulations to both on the successful completion of the course!

Inflight continued from page 1

Some examples of local interest stories include the recent July/August issue which featured the Brainerd Lakes Area Sports Scene and reviewed several resorts, golf areas, the Brainerd International Raceway and even the local Nisswa, Minnesota Turtle Races. Quoted from the story, "It's not always the big guys who win the Nisswa...Turtle Races...But rather the young people who enter the shelled reptiles."

Other stories include last November's issue which featured the city of Rochester and March/April's issue which included a story entitled, "Countryopolitan Fargo/Moorehead." It reviewed several art and cultural events taking place in the two cit-

ies. The upcoming September/October article features the city of Aberdeen, South Dakota and the business growth the city has experienced over the past several years.

Tom McCarthy, Publisher of McCarthy Corporation, Inc., the company which produces the magazine, says that the magazine tries to feature at least one Mesaba city in each issue. "We write a story which fits with people's travelling plans. We find that we can do that by writing about a destination served by the carrier."

McCarthy Corporation, a Bloomington based company, also publishes Sun Country Airline's inflight magazine.

FROM AROUND THE SYSTEM

Mesaba Men's Softball Team Wins Division

Mesaba's mens softball team "brought home the bacon" this past season by winning the divisional championship, according to team coach Tony Launer, Mesaba MSP Customer Service Supervisor.

The team, which includes 15 Mesaba employees - the majority of whom work at the MSP Airport, finished the season at 13-10. The team won the title by defeating Northwest Airline's Dispatch team in the finals.

This was the second year that the team has played in the MSP Airport Slow Pitch League.



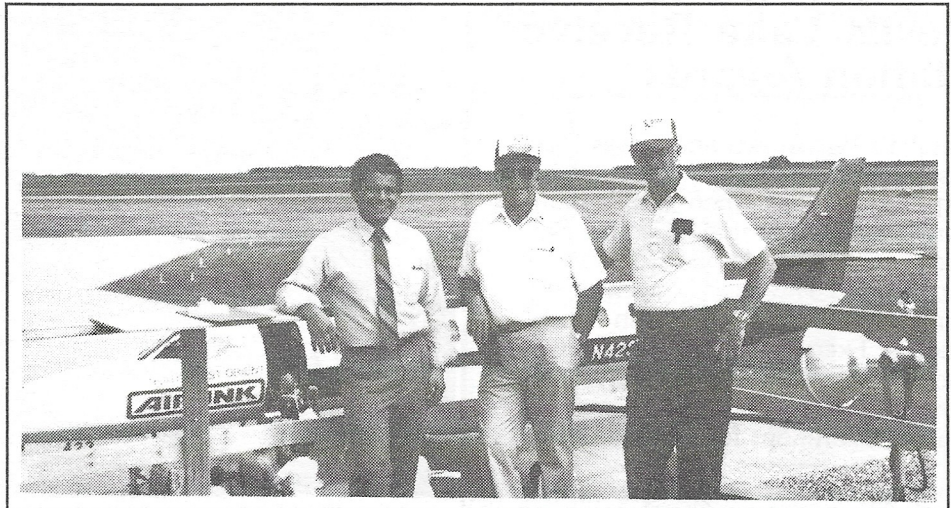
Winning Trophy

Awards, continued

award is to commend them for their efforts and encourage good consistent quality service from all of our people on our system." Osborn also said that the award, which will be awarded periodically to deserving stations, should encourage agents to devote more time to the organization and upkeep each of their stations.

Roger Tuttle, manager of the Watertown station, said both he and his agents were "genuinely surprised" at receiving the award. However, he said, "we figure we've got the best station on the system, so we weren't that surprised." Tuttle said that the plaque, which hangs on the wall next to the ticket counter, "looks just beautiful."

Congratulations to both of the stations on this special award.



Bill Steinmetz (1) shown here with Herman Weiss and Johnny Klingenberg, Co-Chairmen of the Jamestown Air show 1988.

Jamestown Air Show Draws Crowd

Mesaba displayed a Metro III aircraft at the Jamestown Air Show, which took place during the weekend of August 8-9 in Jamestown, North Dakota. The company gave away two round-trip tickets on both Saturday and Sunday to promote daily airline service.

The weekend's activities drew a number of participants and spectators, according to Bill Steinmetz, Mesaba station manager in Jamestown. Bill said, "We had a lot of people come through the terminal to sign up for the tickets we were giving away."

Some of the participants who performed at the show includ-

ed the well-known Pietch Acrobatics Team, the Budlight plane and Barnstormer John Mohr. In addition, other aircraft displayed at the show were an Air Force F-18, two A-10's and Western Gear's Lear Jet. Western Gear, a local manufacturing firm in Jamestown, produces a number of attachment mounts for the F-18 and A-10.

The weekend show, which drew nearly 3,000 people each day, featured a pancake breakfast both mornings and a dance on Saturday evening. On Sunday, an F-16 and B-52 Bomber did a fly-by in conjunction with the show.

PICNIC DATE IS CHANGED !!!

Now, the Mesaba annual picnic has been scheduled to take place on Saturday, September 26th at Antler Park in Lakeville (same as last year)

Please mark your calendars and get your volleyball teams together!

"FLY AND BUY"

Fly and Buy is a monthly page insert that lists items for sale and wanted by Mesaba employees. Each month, it will be distributed with "Mesaba On The Move."

To list an item FREE in "Fly and Buy," simply list the item on a piece of paper (or available forms), include a description, price, and/or anything else which pertains to the item, and submit it to the Mesaba Public Relations office. Or look for appropriate marked boxes in varying locations and on bulletin boards Company-wide. Out stations should send them in by comat.

Items must be in by the 10th of each month in order to be listed in that month's "Fly and Buy."

FOR SALE

8" Steel Siding/Duckboat
1000 square ft. Beige
w/ back/ 10' Stable with
oars.

Contact: Hal Cochrane
MSP tele: 452-2555

FOR SALE

Nisson 300ZX
1984 Model
Asking \$9800
or B.O.

Contact: Pam Pankratz
Rosemont tele: 726-5151
ext: 296

FOR SALE

1981 Honda CB Custom
Fully-dressed w/3 year
unlimited mileage warrenty
Best Offer

Contact: Doug Belew
Gate 15 or HOME: 861-1052

Customer Corner

July 17, 1987

Mesaba Airlines

Dear Mesaba:

I just wanted to write and thank you for the kind consideration shown me by one or more of your employees. I arrived in Lincoln on Thursday evening, July 9, to attend the convention of Jehovahs Witnesses that began Friday morning July 10th, but my luggage had not arrived with me.

There was only one suitcase, but it contained the clothing for both of my children and for me, so I was concerned that we would have nothing to wear.

The gentleman I spoke with (I failed to even get his name) was very cordial and accommodating, helping me with the missing luggage claim form and encouraging me that my suitcase would probably be along on the next flight. He even offered to bring it to the hotel where I was staying, and another employee gave us travel kits with toothbrushes and necessities to carry us through 'til the luggage arrived. These considerations were most appreciated, and I cannot express on paper the relief and gratitude I felt when I awoke Friday morning to find my suitcase right there at the hotel. Thanks so much for helping to make my stay in Lincoln such a rewarding one. Your staff is deserving of commendations for such service and consideration.

Sincerely,

Beverly Hochee

July 11, 1987

Mesaba Customer Relations

Dear Mesaba:

On 24 June, I flew from Aberdeen, S.D to Ft. Myers, Fla. When checking in at Aberdeen for the 6:15 A.M. flight, I had a baggage problem and was given expert, kind, thoughtful help by the male NW (Mesaba) agent on duty. I do not know his name, he was large, dark, black hair, the American football type.

He was so kind and considerate that note must be taken of his excellent service. These days service at airports is almost vanishing and it was so great to be treated as a human being by a very fine employee and person.

My deepest thanks.

I sincerely trust he will be notified of my correspondence and how pleased I am.

Most Sincerely,

Delbert A. Hillen
North Port, Fla.

Editors note: Pat Burke, Aberdeen station manager, is an all-American kind of guy. However, it has been some time since he has played football.

At a time when national attention is being given to complaint letters in this airline industry, it is comforting to receive letters from passengers who appreciate the fine service they received from Mesaba employees. Here are just a couple received last month.

July 17, 1987
Mesaba Airlines

Dear Mesaba:

I am writing to thank you for the delivery of a very special, but inexpensive gift for my mother, purchased while I was in Montana. It seems inconceivable such care and consideration could be handled for something so small.

It was careless of me to have left it in the motel for someone else to take responsibility for. My 87 year old mother would have been disappointed if I had forgotten her.

Thanks again. I don't think Mesaba/Northwest falls in the category of not caring for their passenger's safety.

Sincerely,

Shila Oberemeht
Midland, S.D.

MESABA

Trivia

Mesaba Trivia is a monthly quiz on Mesaba, the company and its employees. Answer the following questions correctly and you qualify for a monthly drawing for a dinner for two.

- Only Mesaba employees are eligible to win.
- Answers must be submitted on a separate sheet of paper and sent to "Mesaba On The Move", COMAT XJMSP G.O.
- Winner and answers will be printed each month.
- Answers must be received no later than the 25th of each month.

1. Who publishes Mesaba's Inflight Magazine?
2. What is the NEW date and location of Mesaba's annual Company-wide picnic?
3. How many passengers did Mesaba carry in July 1986?
4. Define "one revenue passenger mile" - hint: read article on first quarter

earnings.

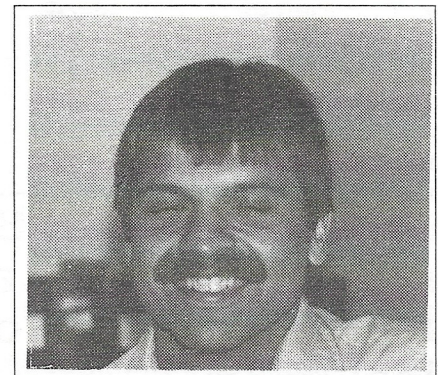
5. How many baggage compartments are located on a Fokker F27, 200?
6. What Mesaba employee is selling an 8' steel siding duck boat in July's Fly and Buy Listing?
7. Name Mesaba's new assistant director of Maintenance.
8. What two Mesaba stations were awarded station awards recently?

Answers to July's Trivia Questions

1. 43%
2. Gene Voigt 33 years
3. July 31 - August 2
4. Flight Department
5. Buy and Fly
6. Fort Snelling State Park (This has been changed to Antler Park in Lakeville on September 26th.)

7. August 8-9

8. March 1987 - 32,943



Last Month's winner in the drawing was Wayne Butor (Parts). He won \$20.00 towards a meal for two. Other correct persons last month included Ann Gadbois (DVL), Charlotte Roden (Accounting), Paul Schultz (MSP), Jeff Christenson (JMS), Dean Amundson (Maintenance), Tammy Severson (MSPP) and Lori Durst (DVL). Goodluck this month!

EMPLOYEE NEWS

NEW EMPLOYEES

Full-time Minneapolis

Jeff Brown, Pilot
 Jeff Cole, Pilot
 Jennifer Lammer, Pilot
 Patrick O'Gara, Pilot
 Shawn Maddox, Pilot
 William Smith, Shuttle Service
 Darwin Steinbrecker, A&P Mechanic
 • Lori Godin, Flight Attendant

Part-time Minneapolis

Mary Miller, Flight Attendant
 Robin Reph, CSA
 Michael Wozniska, CSA
 Jonathon Bonk, CSA
 Michael Volker, CSA
 Patrick Webster, CSA
 Gregory Richards, CSA
 Christine Poseley, CSA

•full-time from part-time

Company Promotions

Carl Millican was promoted to Director of Maintenance.

Dan Kelly moved to Assistant Director of Maintenance.

Bill Steinmetz was named the Customer Service Manager at Mesaba's Jamestown station.

Doug Fischer was promoted to Supervisor in the Maintenance Department.

BIRTHDAYS

August

Daniel Christensen	15
Victoria Windschitl	15
Jeffery Claypool	16
Francis Einarson	17
Andrew Stump	17
John Fritze	18
Mary Jo Murphy	18
John Weir	19
Joseph Wondra	19
Lloyd Crary	21
Michael Fischer	22
Dana Klaers	22
Lori Godin	24
Jeffery Slind	24
Mary Cornelius	26
Thomas Ratke	26
Arlene Lazorik	27
Kimberly Malwitz	28
Carl Meyer III	30
Allan Hann	31

September

Paul Morris	5
Howard Nelson	6
Paul Schultz	6
Mark Fleming	7
Rebecca Biever	9
Douglas Ward	10
Richard Beck	12
Lisa Hechtl	12
Lawrence McCabe	12
Kathleen Bishman	13
Peter Kienzle	13
Steven Fetzek	14
Douglas Hazard	14
James Jernberg	14

Carl Millican



Bill Steinmetz



Mesaba Memos

Congratulations go out to Rob Swenson and wife Debbie, on the birth of their second son, Eric Andrew. Eric was born on Friday, August 7th.

Congratulations to Phil Baldys (dispatch) and his wife Cheryl who gave birth to a baby girl on Friday, August 7th.

And finally, congratulations to Doug (Chief Pilot) and Karen Swanberg, who gave birth to a baby daughter, Rebecca Elizabeth, on Thursday, August 8th.

The wedding bells will be tolling in September for two former Mesaba employees; Matt Hoolihan and Natalie Kraft. The two have set their wedding date on September 19th in Neenah, Wisconsin.

Entertainment '88 Books Available to Mesaba Employees at discount. \$18.00 gets you a year full of fun for half the price!



This is a limited offer.

Books available through Mesaba Public Relations Office.

Price \$18.00 - non-refundable

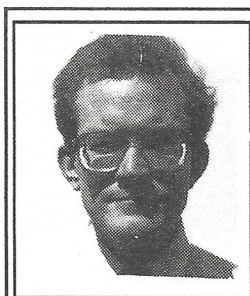
A MESABA CLOSE-UP

New Maintenance Director Finds Midwest "Laid Back"

On the second floor of Mesaba's maintenance hangar sits the office where the director of maintenance works. Hanging very visibly inside the window on the office overlooking the hangar is a sign which reads "Open". The "Open" sign has been hanging a little longer these days. A sign that Carl Millican, new maintenance director for Mesaba, is busy learning his new responsibilities.

When asked what the greatest challenge would be in his new position as maintenance director for the regional carrier, Millican responded frankly, "Trying to coordinate a team effort, where people within your department are all working together in one system...with other departments being able to fit into that system."

And so it is with that priority on teamwork, that Carl Millican steps into the shoes of maintenance director for Mesaba, assuming the position in early August. He replaces Al Mickelson, who left Mesaba for a career in Northern Minnesota.



Carl Millican

Background

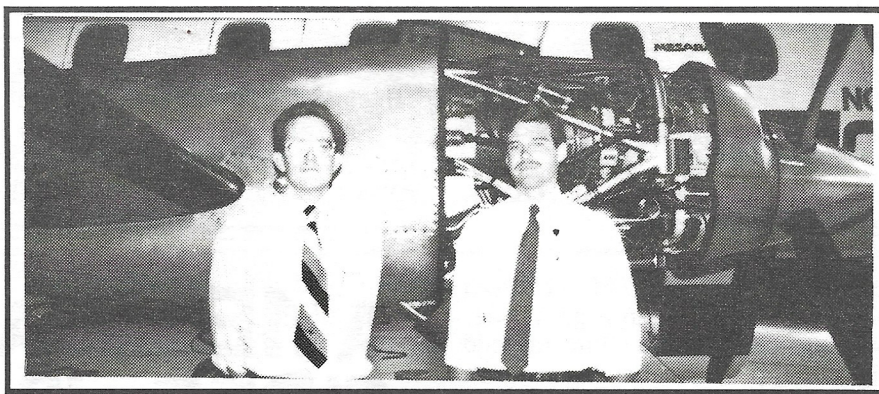
Born: 1957,
Lexington Mass.

Education:
Lexington High School
East Coast Arrow Tech
A & P Licence

Work:
Pilgrim Airlines - 6 yrs
Chief Maintenance
Mesaba Airlines - 2 yrs

Family: Wife, Linda

Hobbies: None, moving



Carl Millican and Dan Kelly; a new team directing maintenance

With Mickelson's move, 30-year old Millican assumes the role of directing Mesaba's team of 36 mechanics and the maintenance of the Company's fleet of 5 Fokker F27's and 7 Metro III's.

"Al helped me make the transition from an East Coast maniac to a Midwest hill-billy"

Carl Millican

Millican, who still sports an Eastern style cut on his red head of hair, said he is excited for the chance to direct the department. However, he said he would miss Mickelson. Said Millican, "(Al) helped me make the transition from an East Coast maniac to a Midwest hill-billy...I'm now a little more laid back!"

Plenty of Experience

Laid back or not, Millican has churned up a lot of experience in the business of airline maintenance. Before he was hired by Mesaba in December of 1985 as assistant director of maintenance, he worked for 6 years with Pilgrim Airlines, a commuter carrier originally based in Groton, Connecticut.

Pilgrim, since then bought out by Business Express, moved Millican several times, first to Manchester, New Hampshire and later to Hartford, Connecticut, where Millican most recently served as Maintenance chief of the carrier's large aircraft maintenance facility directing maintenance on a fleet of Fokker F27's and one F28.

In 1985, Millican met Al Mickelson, still with Mesaba, at a Fokker F27 Operator's convention in Amsterdam, a meeting which would later land Millican a job offer in Minneapolis.

"Our wives met really," explained Millican, when discussing his early meetings with Mickelson. However, after a series of engagements, the two got to know each other "fairly well" and Mickelson came to respect Millican's knowledge of aircraft maintenance, and in particular the Fokker F27 aircraft. Millican said Mickelson called him later and offered him the job. "He called me and wanted to know if I would come down there (Minneapolis) ...and I said, sure, it was time to go." And so it was in December of 1985 that Millican made the move to the Midwest from the East Coast where he had grown up all his life.

Early Interest in Aviation

A native of Lexington, Massachusetts, Millican got hooked on aviation at an early age. He secured his private pilot's licence at age 17 and racked up 250 hours flight time through high school. After graduating from Lexington High School, he attended an 18-month program at East Coast Arrow Tech, where he earned his A&P mechanic degree.

Why maintenance after flying so much at a young age? Millican responded, "I didn't want to fly so I just looked at other options. And I am more mechanically inclined than people inclined, I guess."

Millican credits his father, an east coast farmer, for his early interest in aviation. "My dad was the one that

got me interested. He was always interested in aviation, but never part of it. So he used to always drag me to the airport when we were little kids."

A Little More Laid Back Here

Millican says his move to Mesaba from the East Coast has been a good one. However, he definitely has noticed some differences between working on the East Coast and in the Midwest. "Things are more laid back here. The pressure is still there to perform well. But people think a little more clearly." Millican said, "At Pilgrim, when we had an aircraft down for maintenance, I used to get calls from the owner of the airline saying, 'what the hell is going on'"

Coordination is the Key to Success

"The whole maintenance department sort of rotates around planning," says Millican, who says that, in his

opinion, the single most important factor in directing a Maintenance schedule, (besides good maintenance, of course) is good coordination between departments. Dispatch, Parts, Avionics and Planning all play a key

A MESABA CLOSE-UP

role in the success of the maintenance department, says Millican. "Planning sets things up for us and then it is a matter of getting our ducks in a row. We are looking always a month and a half ahead to see what's coming up." Millican also said that planning heads try to meet usually once a day to plan because, "big projects require extra bodies."

Mesaba, earlier in the year also set up

a Dart and Garrett engine shop which Millican says has "taken a tremendous amount of pressure off my level because we do not have to do that stuff."

Jim Haarbauer, Vice President of Maintenance and Engineering, said "Carl brings Mesaba a great deal of experience in the Fokker aircraft and the Rolls Royce engines." He added, "His main area of responsibility will be to ensure the safety and airworthiness of the aircraft."

Dan Kelly, a native of Olivia, Minnesota, was promoted to assistant director of maintenance from supervisor. He will assist Millican in many of his duties, particularly in working directly with Mesaba's supervisors of the department. "Dan will do a super job," said Millican. Doug Fischer was promoted to Maintenance Supervisor.

And so with a few more responsibilities and a "little more laid back," Carl Millican charges ahead in his new position as Director of Maintenance.

MESABA ON THE MOVE

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