

# MESABA ON THE MOVE

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

APRIL 1989 \* VOL 2. \* NO. 12

## Five Yr. Employees Honored

Mesaba honored its five and ten year employees on Friday, March 31 at a reception and dinner sponsored by Robert Swenson, President of Mesaba. In attendance at the formal event were over 65 employees, spouses, friends and officers of the company.

"You have all given a tremendous amount to this company," said Rob Swenson to the employees who were present at the dinner. "I want you to know that we appreciate your efforts and the commitment that you have made to Mesaba."

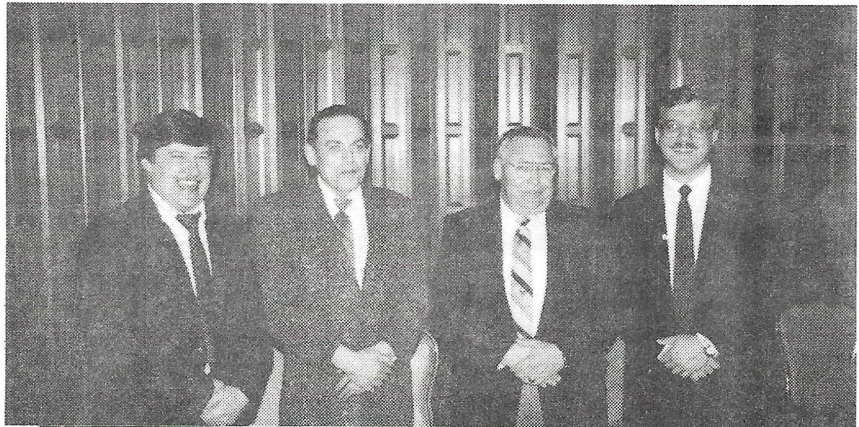
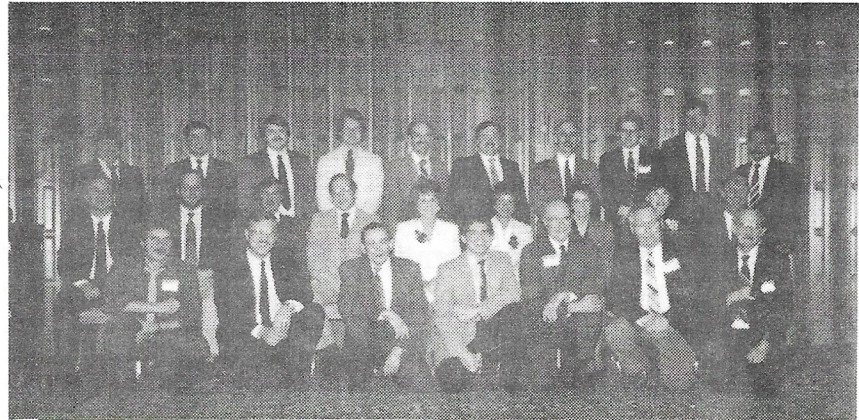
In a brief presentation, Rob Swenson spoke of the history of the company and the carrier's growth in the past year. He said, "We have come a long ways since we started. In fact, in the past year, we had one of our most important years, with the start-up of Detroit."

This year's reception was the second such annual gathering to be held by Mesaba. At last year's event, the company's employee service pin program was introduced as a way of honoring employees that have made commitments to the company.

Under the program, employees with one year or more of service with the company receive a service pin with a ruby stone; those with five years or more of service receive a pin with a gem stone; and those with ten or more years of service with Mesaba receive a pin with a diamond.

At this year's dinner, all of the employees honored received a one-year pin since they had not received one yet.

One of the benefits of the annual dinner is the chance for fellow employees to visit with others they don't see very often. Grand



**Top Photo - 10 Years of Service** (l to r): Lee Thies, Dick Beck, Gene Voigt and Robert Swenson (missing: Roger Tuttle)

**Bottom Photo - 5 Years of Service** (l to r): Back row: Lee Thies, Mike Wind, Dave Schwartz, Harold Sells, John Grooms, Jeff Claypool, Eric Lysne, Brian Hopper, Kevin Castle. Middle: Phil Swenson, Paul Dauphinais, Mark Lund, Peter Klenzle, Dee Punton, Kathy Harr, Andrea Peura, Jackie DuBois, Woody Pederson. Front: John Kunkle, Rob Swenson, Dick Beck, Bill Steinmetz, Dave Claypool, Gene Voigt and John Perkins. Missing: Terry Detjen, Tom Schmoll, John Tobin, Mark Schneewind, Richard Lawrence, Stan Batten, Mark Langer, Rick Perkins, John Thompson and Ross Tano.

Rapids-based mechanic Dick Beck, who has been with Mesaba sixteen and one half years, said, "I enjoy seeing some of the company's employees who we used to see all of the time in Grand Rapids. With the company's growth, we

don't see much of each other anymore."

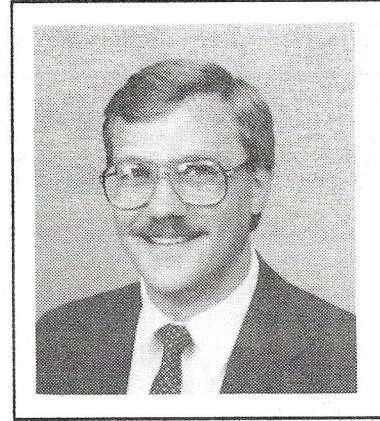
The annual dinner provides a good opportunity for others to get together and reminisce about the past and dream about the future.

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# Letter From The President

APRIL 1989

Dear Employees:



While it is too early to determine what the final outcome will be regarding the interest of outside investors to purchase Northwest, we believe that Northwest will do what is in the best interest of its employees and shareholders.

However, as we stated recently in "News Launch," you should be aware that Mesaba's operations would not be affected in the event of a change of ownership at Northwest due to a "successor clause" that we have in our Airlink agreement with Northwest. Our contract calls for a continuance of our agreement in the event of a change of ownership at either company and our agreement extends for five years and indefinitely with one years notice required after four years. We will be following closely the situation and update you as additional information becomes available.

We are pleased to report that after a lengthy negotiation period, we recently reached a tentative contract agreement with Airlines Pilots Association, the bargaining unit which represents our pilot group. We feel that the contract is fair for both the pilots and our company and we look forward to a successful relationship as we go forward with our airline's growth.

Early in April, we took delivery of our ninth Fokker F27 aircraft, the third F27 we have received for our Detroit Operation. We are expecting to receive our fourth F27 later this month and then receive three additional aircraft in June and one more in July.

Congratulations on boarding over 50,000 passengers system-wide in March! Our current emphasis company-wide is on improving schedule reliability. Your help and assistance in this area is required for us to do this.

Best wishes to you and thank you for your continued service to our passengers.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Swenson". The signature is written in a cursive style and is positioned above the typed name of the signatory.

Robert D. Swenson,  
President and Chairman

## Company News

### Record Month in March

Mesaba carried a record high 51,186 passengers during the month of March, a 50% percent increase over 34,025 passengers flown during the same month last year. The Minneapolis-based regional carrier said it had a system-wide load factor in March of 55.8%, compared to a load factor of 53.9% last year.

The airline continued to attribute the majority of its traffic increases to new service implemented beginning last December at Detroit Metropolitan Airport, Mesaba's newest airline hub operation.

### Pilot Contract Agreement Reached

Mesaba reported on April 11 that it had reached a tentative agreement with the Airline Pilots Association (ALPA), on a contract governing the airline's group of pilots.

Robert D. Swenson, President of Mesaba, said, "We are pleased to

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Editor - Douglas F. Fulton



**Start-up at Toledo** - On April 2, service began at Toledo, Ohio. All of the first day's flights were right on time. Toledo employees from l to r: Claudia Hamand (Training Instructor), Sandy Wisniewski (service agent), Kathy Gephart (manager) and Kerrie Wolfinger (service agent).

have reached an agreement with ALPA. We have worked very hard to negotiate a contract which we feel is fair and equitable for our pilots and the company. We look forward to a mutually successful relationship as we expand our airline services."

Mesaba's pilots voted to be represented by ALPA in July, 1987. The Company and union have been negotiating a contract since March, 1988.

### Blood Drive Scheduled at MSP Airport

The Minneapolis/St. Paul International Airport will be the site of a Memorial Blood Center sponsored blood drive on May 23, according to Airport Director Tim Anderson.

All interest donors are asked to contact the Airport Director's office at 726-5555 and add your name to the list of donors. When you call, please be prepared to give the first and second choice of times of day that you would like to donate. Total time to donate blood is approximately 30 - 45 minutes.

### Ninth F27 Arrives

Mesaba took delivery of its ninth F27 aircraft on April 10. #N276MA is scheduled for several days of maintenance work and is expected to go into scheduled service during the week of April 17.

The 200 series aircraft features passenger seating for forty-four passengers and was formerly operated by British Midlands Airlines. The aircraft is the third F27 that Mesaba has taken delivery of in conjunction with the carrier's expansion to the Detroit hub.

### Service Begins Successfully in Toledo

Mesaba officially began schedule airline service to Toledo on April 2 and the start was very successful. Service originally began with three round-trip flights between Toledo and Detroit Metropolitan

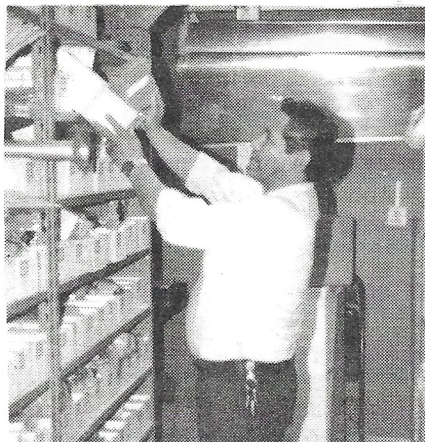
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# Meet Stores and Purchasing

by: Wayne Butor, Director

The Stores/Purchasing Department, like many of the different departments that make up Mesaba Airlines, has gone through a dramatic series of changes since last summer. Over this period of time there have been many projects to tackle, new responsibilities to assume and new personnel to hire and train. I would like to share, in this article, some of the "fun" we've been having in this department and introduce those people that have been an integral part of making things happen in this department.

Last August was when we began the painstaking transition from just an "aircraft parts and supplies department" to the major Central Purchasing area. Uniforms became a new term in our vocabulary and office supplies were soon to follow. A plan to develop, enhance and distribute the company's forms also became a part of the evolution taking place as Mesaba headed towards the Detroit start-up.



Art Simmons retrieves a part from one of the department's 5000 bins.

In October, as seven more Metros were being painted in our



The Stores Crew (l to r) Front: Pam Fankratz, Nancy Muckerheide and Wayne Butor. Back: Mike Mager, Art Simmons, Pat McDowell, Ruth Bellmore and Mike Donahus.

colors, \$1.1 million dollars of spares consignment had to be identified and a system created to track those parts for Fairchild Aircraft Corp. Over 500 part numbers and 75 purchase orders had to be added into our computerized inventory system. Ultimately, these parts had to be unpacked, placed in bins, located and received in the computer as well.

As the world was being scoured for more F27s, we began expanding that aircraft's parts inventory as well by purchasing a large F27 inventory from Brockway Air. That meant going through many of the same steps, as the Metro consignment, to put them into inventory.

Thanksgiving was celebrated by moving from what was then, a severely cramped space, to a new facility which now gives us nearly three times the storage capacity.

As the Detroit start-up loomed on the horizon, the already frenzied activity began to increase. Large orders of station supplies began arriving for the new start-up stations, forms were printed, manuals were copied, uniforms ordered and a selection of Metro

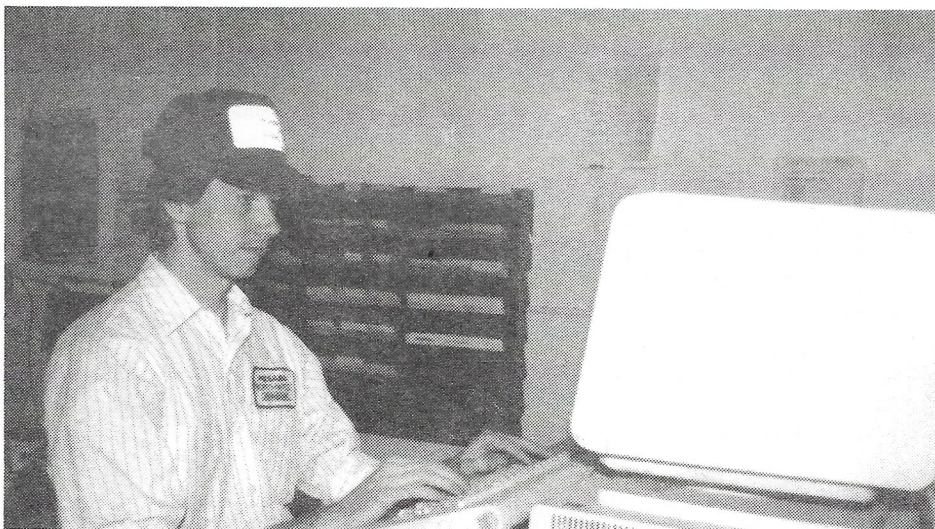
parts were being plucked and packed for Detroit. New Metros began arriving and warranty and consignment procedures were activated.

The first two weeks of December saw the Detroit stock room begin to take shape. Our four newly hired Detroit employees began their careers with Mesaba by setting up shelving, and placing their first stock on them, consisting of the Metro stock and supply items they packed the week before. The data entry to transfer that stock into the computer with part numbers, which were initially selected, was a major part of that operation as well.

**just an "aircraft parts and supplies dept." to the major Central Purchasing area**

Meanwhile, back in Minneapolis the orders began coming in to supply parts for the first F27s that were being ripped apart, inspected and conformed to our operation in the United States. By the first of January, three more F27s arrived and in February, yet another.

# ... People and Department



The Stores department has over 10,000 part numbers and \$5 million in inventory. Pat McDowell uses the computer to help make the process of finding a part goe easier.

As this scenario developed, we saw one person dedicated full-time to this project with part-time support by two others. With only three of those aircraft in service, as of April 12th, we have a long way to go on this project.

In February, we received another F27 inventory from Ansett. Detroit received its first F27 aircraft, thus an inventory of those parts had to be identified, picked, packed, and shipped to Detroit and added to the computer system.

March 31st was our year end inventory.

Over this period of time, our staff has grown from six full-time and one part-time to fourteen full-time and three part-time personnel and two full-time temps.

Mike Mager is our Supervisor/Repair and Warranty. His job is to assure that our rotatable stock is maintained as per our maintenance program and that the stock levels are maintained to assure a high dispatch reliability.

Mike Donahue is a Purchasing Specialist who, these days, is dedicated almost 100% to the supply

of material needs for our "new" F27s. Mike was also a key player in getting the uniform program integrated into the Stores/Purchasing department.

Ruth Bellmore was hired as an account clerk assigned temporarily to Stores and is now permanently in the purchasing area specializing in F27 expendables. Ruth's first assignment was to handle all the work associated with the Metro consignment inventory.

Pam Pankratz is the highest-time employee in the department at three years and is responsible for buying the Metro expendable parts and supplies.

## The first two weeks of December saw the stock room begin to take shape

Nancy Muckerheide was hired last fall as a uniforms clerk and now is responsible for buying the uniforms, office supplies, forms and other non-aircraft related material.

Pat McDowell is our Stores Control Specialist who, besides handling

stock clerk functions of shipping, receiving and issuing of material, audits all of the daily data entry and assures that all paperwork is in order for accounting. He also helps control movement of parts and supplies to outside warehouses and monitors those stock levels.

Art Simmons, Dan Currie, Ev Mejia, Jim Thonet and Matt Ferrari round out the staff as stock clerks in the department. Besides shipping, receiving and issuing material, these guys are responsible for stockroom house keeping, security and data entry of all issues and receipts on a daily basis.

Our Detroit staff is headed by Virgil Thomas as Stores Supervisor. Mike Gallagher, Wendy Crowe and Jim Church make up a very solid staff which is in position to evolve further as Mesaba's increases its hub development at Detroit. Two additional employees are being hired to help fill the gap as activity their increases.

With our department also are temporarily two people that have tackled many projects I have thrown their way. Dave Stiff and Jim Swanson are handling many of the non-routine projects occurring right now as we strain to shortly double in size as a company.

It is with the fine effort and high enthusiasm levels of these people that has enabled many of the projects over the past seven months to be accomplished. There are still challenges ahead and many of us will work the long hours necessary to accomplish them. As we evolve and mature, we will begin to fine tune procedures and develop others to operate at the highest efficiency that we all want and require.

Thank you to all departments who have been working with us during the past few months to make our job easier.

# Employee News

## New March Employees

### Full-time

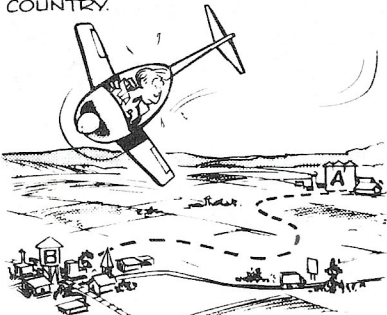
Derik Minnich, Avionics, MSP  
Kelly Bjornson, Receptionist, MSP  
William Wallace, Mechanic, MSP  
Chris Loftus, Flight Attendant, MSP  
Annette Dziewczynski, Flight Att., MSP  
Clarence Parry, Mechanic, MSP  
Shari Kauppinen, Personnel, MSP  
Henry Johnson, Grooming, MSP  
Jerry Polo, Avionics, MSP  
Ron Husnick, Grooming, MSP  
Kim Dohlby, Accounting, MSP  
Cynthia Hermanski, Records, MSP  
Dean Avedison, Mechanic, DTW  
Michael Crowley, Mechanic, DTW  
Dominick Figarra, Mechanic, DTW  
Mark Bonior, Mechanic, DTW  
Diane Vergara, Admin., DTW  
Kevin Lunsford, Mechanic, DTW  
Lori Lindsley, Flight Attendant, DTW  
Lowella Sammi Keller, Flight Attendant, DTW  
Mary Kalski, Flight Attendant, DTW  
Darrel Paul, Grooming, DTW

### Part-time

Karla Krasny, CSA, MSP  
Kathy Seymour, CWA, ABR  
Sherri Overfield, CSA, PNT  
Beverly Beedle, CSA, ERI

## AVIATION GLOSSARY

**STURNS** COURSE FLOWN BY STUDENT PILOT ON FIRST CROSS COUNTRY.



## Mesaba Memos

Congratulations to **Rich Lawrence** (V.P. of Flight Operations) and wife, Mary, on March 27 birth of son Kenneth Patrick.

Congratulations to **Stacy West** (CSA, Watertown) and husband, Todd, on March 20 birth of son Derrick Todd.

Congratulations to **Terri Duprie** (Accounting) and husband, Scott LeSalle, who were married on March 11.

Congratulations to **Robin Reph** (CSA, Mpls) and husband Terry Scherber, who were married on March 11.

Congratulations to **Klyde Kittle** (CSA Watertown) who in March was presented with the "Good Will Ambassador Award" from the Mitchell Chamber of Commerce for his outstanding customer service work at the Mitchell Airport.

Congratulations to **Ann Eastad** (CSA, Devils Lake) who was recently nominated for the "Young Career Woman" title in Devils Lake, North Dakota. Anne stated, "The Personal interview and learning more about women issues was a great experience."

## Volleyball News

Congratulations to the Mesaba Airlines co-rec Volleyball team in finishing with their first better than .500 record season since they began competing two years ago. The team finished with an overall record of 18-12, which was good for fourth out of ten teams in the Richfield City League.

The team consisted of Wayne Butor (manager), Verna Butor, Nancy Muckerheide and Nanine Waupoose representing Stores, Char Roden from Accounting and Dan Hansen and Mark Boshm from Maintenance.

## 125 Benefit Changes

Mesaba Airlines offers to its full-time employees a flexible/Cafeteria benefit program which is known as the 125 Reimbursement Plan. This plan offers the opportunity to use tax free dollars to cover the following:

- \* Payment of the employee's portion of the medical insurance premium

- \* Payment of your 20 percent co-insurance and annual deductible payment

- \* Non-covered medical expenses such as eye and dental care

- \* Dependant Child Care

An employee can elect to deduct a specific dollar amount from each paycheck before taxes are deducted. This money is placed in an account for you as it is deducted bi-weekly from each pay check.

In an effort to improve our service to the employees, we have

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## Company Picnic

Saturday, June 10, 1989

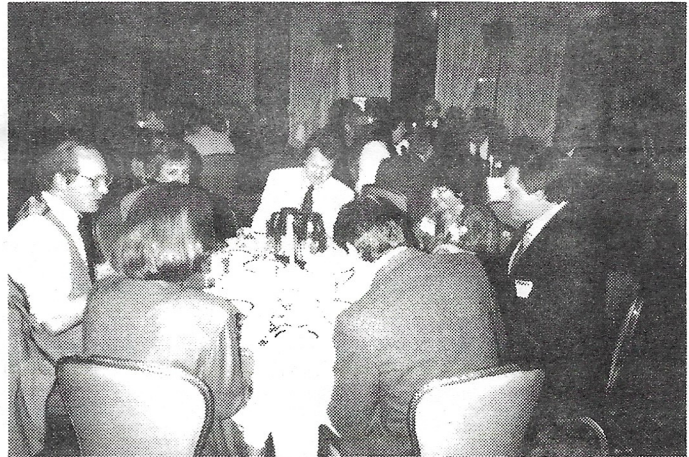
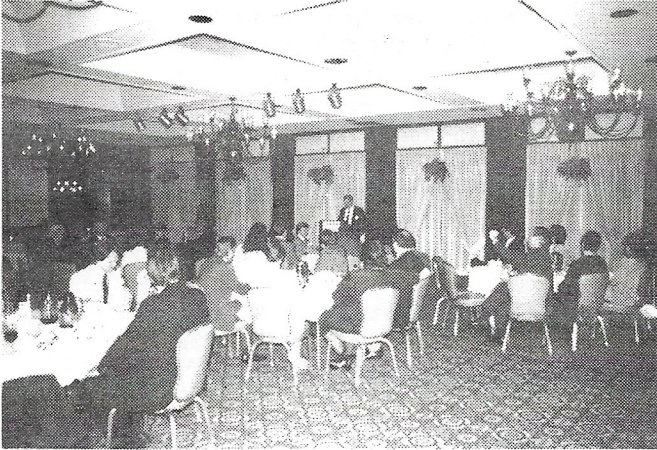
Antler Park  
Lakeville, MN

Mark your Calendar!!!

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## Employee Dinner Features 5 & 10 Year Employees

The Company's annual dinner for long-term employees was held on March 31. Pictures from the event are shown below. The reception and dinner was held at the Decathlon Club in Bloomington. (Story on front page)



## NEWS, Continued

Airport and a fourth round-trip flight will be added on May 2.

Toledo is the thirty third airport system-wide served by Mesaba.

## Northwest to Serve Traverse City

Effective June 10, Northwest will begin one daily round-trip flight between Traverse City, Michigan and Detroit with a 100 seat DC-9. Mesaba, as Northwest Airlinck, will continue to complement Northwest with Airlinck service between the two markets.

Northwest is beginning service to Traverse City under "Air Access Michigan," a state program

designed to promote air service in Northern Michigan. As part of the program, the Department of Transportation will reimburse Northwest if the carrier is unable to achieve a break even load factor.

## Huron Air Show Planned

The Huron, South Dakota Chamber of Commerce is planning a big air show this summer which will feature an act by the Air Force Thunderbirds. The show, to be held on July 8-9, will take place at the Huron Regional Airport. All interested persons are invited to attend this Centennial Celebration.

Mesaba, as Northwest Airlinck, provides two daily scheduled flights between Huron and Minneapolis/St. Paul.

## 125, Continued

changed carriers of our 125 reimbursement plan from McQueen to DCA. This change was effective April 1, 1989. To receive a reimbursement check, you must submit a properly completed claim form with proper documentation that the expense has been incurred.

This is a reimbursement account, therefore, your claim must be processed. No check will be disbursed for a future expense that has not been incurred.

Each time you wish to receive a reimbursement check, you must submit a claim form. Claim forms are available in Personnel. If you have any questions, contact Karen Kleinhans at 726-5151 x123.

## MESABA ON THE MOVE

Mesaba Aviation, Inc.  
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Minneapolis, MN 55450