

MESABA ON THE MOVE

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

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Mesaba Goes to Muskegon

Becomes Newest City on Airline's Route System

Company officials announced in August that Mesaba will begin new service to Muskegon, Michigan effective October 11. The new service will include three round-trip flights to Detroit Metropolitan Airport with Metro III aircraft.

"We are extremely pleased to announce our plans to serve this region," said Phil Swenson, Vice President of Marketing and Planning for Mesaba. Swenson and other company officials visited Muskegon on August 21 to make the new service announcement and meet with local city and airport officials.

Officials from Muskegon were happy to see Mesaba serve their city with air service. Terry Grevious, Airport Director at Muskegon Airport, said at the press conference, "We have worked a



They Keeping Coming... Mesaba's fleet of Fokker F27 continue to arrive at the company. Above, F27 #280 arrives at MSP on August 17 and will be put in service shortly. The company currently has thirteen F27's and expects to take delivery of two more with existing orders.

long time with Mesaba to interest them in Muskegon and we are very pleased that they will finally serve this market."

Muskegon will be the thirty-fourth city on Mesaba's growing route system. The city, of 70,000, is located approximately ninety miles from the city of Grand Rapids, Michigan. Mesaba will hope to capture part of that market which is currently driving to Grand Rapids to begin their air service. Swenson said, "Our new service will offer the travelling public an alternative to existing Muskegon service and service at nearby cities."

Muskegon is currently served by American Eagle, Midway Con-

nection and Midwest Express (Skyway Airlines).

Mesaba to Expand Detroit Employment

Mesaba will begin staffing its Detroit operation effective October and November which will mean adding nearly one hundred new employees to the company's operation.

Muskegon Schedule Effective October 11, 1989

MKG - DTW

6:40A - 7:35A
10:30A - 11:25A
2:35P - 3:30P

DTW - MKG

9:15A - 10:10A
1:15P - 2:10P
6:00P - 6:55P

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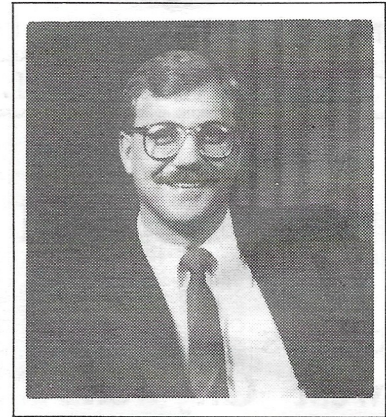
Letter From The President

September, 1989

Dear Employee:

Greetings to you and best wishes for a great Autumn season. Things continue to be busy at Mesaba and there are quite a few items that I would like to review with you this month.

First of all, AirTran's Board of Directors has given approval for the construction of a new maintenance facility at our Detroit hub. We have already selected an architect for the project, and assuming that financing is able to be arranged and that costs do not get out of line, we plan to begin working on the facility in the next few months. We hope to have many of our Detroit-based personnel working in a new facility by this time next year.



In other maintenance news, we have made a commitment to begin performing additional maintenance work at our Wausau hangar to compliment our current maintenance operations at Minneapolis/St. Paul, Detroit and Grand Rapids. Our maintenance department is currently evaluating equipment and personnel needs for the project and additional information will be available soon. This will help in improving system-wide schedule reliability and in improving our reliability out of CWA.

We are in the process of conducting our annual pay review for all non-management employees (with the exception of the pilot group, which recently signed a three year contract). This review began in July as we surveyed and collected data from other regional carriers. It is our goal to determine what adjustments are needed so that we are more than competitive with other comparable airlines in the regional industry. We want to assure that we compensate our employees fairly and that we are able to attract and retain the services of quality personnel. At the same time, we must be productive and keep our costs competitive within the industry to assure our continued survival and growth. Increases in these pay scales will be out within forty-five days.

We are pleased to report that Mesaba has signed a letter of intent with Blue Cross/Blue Shield to begin providing dental coverage later this year for our employees. Effective November 1, Full time employees meeting certain time requirements with the company will have the option of dental coverage in conjunction with our health and medical plan. The amount of dental coverage will be earned based upon an employee's longevity with the company. Additional information on this earned benefit plan will be available in September.

With the recent reduction of scheduled flight hours for October's flight schedule, we have begun a process of strengthening and stabilizing the Company. At the present time, we are reducing total flight hours in the F27 and MIII fleets during the months of October, November, December, January and February from the level of flying accomplished in August and September. After achieving over one hundred percent growth during the last twelve months, this period of stability will allow us to prepare for an expanded spring schedule, which will begin in March of 1990. The leveling off of flight hours during this five month period, together with the acceptance of our fourteenth Fokker in September and the establishment of another maintenance base in CWA, will greatly strengthen reliability.

The recent delivery of our thirteenth Fokker F27 finally gives us a spare F27 in both Minneapolis/St. Paul and Detroit and should immediately help as we work to regain our historical high level of reliability. Thank you for your help.

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 CEO

AirTran News

AirTran Corporation is the parent company of Mesaba Aviation. The Minnesota-based corporation is publicly traded on the NASDAQ market under the symbol ATCC.

Thompson Elected Board Member

Patrick Thompson, Mesaba senior vice president of operations, was elected an AirTran board member at the company's August 4 annual meeting. Mr. Thompson replaces Mervin Prestebak, who declined to run for an additional term as director.

Thompson has been an officer with Mesaba since September, 1987.

AirTran Declares \$.04 Dividend

On August 4, Mesaba's parent company, AirTran, reported that it will pay a \$.04 dividend on its

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common shares of stock with respect to the quarter ended June 30, 1989. The declaration of a stock dividend marks the eighth consecutive quarter that AirTran has paid a dividend to its shareholders.

Company News

New Service at Moline Begins September 6

Mesaba's new service begins at Moline on September 6 when the company replaces Northwest Airlines service between the Quad Cities and Minneapolis/St. Paul.

Mesaba's new service will consist of four round-trip flights with both F27 and MIII aircraft. Effective October 1, all of the service will be provided with F27 aircraft. Mesaba's new customer service manager in Moline is Scott Lepper. Mr. Lepper transferred to Moline from Pellston, Michigan where he was also customer service manager.

July Traffic In- creases 110%

Mesaba's monthly traffic continued to increase in July. During that month, the company reported carrying 77,868 passengers, a 109.7 percent increase over 37,140 passengers carried last July.

The company flew 16.6 million revenue passenger miles, an increase of 89.9 percent over 8.8 million revenue passenger miles flown last year. Mesaba's load factor in July was 60.5 percent compared to 57.7 percent during the same month last year.

United Way Drawing Winners

The following persons won prizes in this year's United Way Drawing. All persons that returned a form, regardless of contribution level, were eligible to win.

Buddy Passes

Chris Loftus - Inflight Services
James Zachariason, Flight Ops.
Joleen Sobaski, Accounting
Mark Hansen, Flight Ops.

Set of Twins Tickets

Lloyd Crary, MSP Customer Ser.
Michael Volker, MSP Customer Ser.

Michael Hillyer, Maintenance
Mark Hauer, MSP Customer Serv.

Chanhassen Dinner Theater Tickets

Kimberly Spencer, Accounting

MSP United Way Drive Ends

Mesaba's Twin Cities United Way Drive was completed in early August and was, according to United Way Chairman Larry McCabe, a successful campaign for the company's Twin Cities-based employees. Employees committed a total of \$8859.00 for the annual campaign.

Company coordinators for this year's drive were Chuck Howe, Karen Kleinhans, Evie Moldenhauer, Charlean Sabo, Valerie Schilz, Dan Sheehan, Holly Van Zant and Don Winnie.

Winners of the prizes given away are listed in the box:

NEWS, Continued on next page

Mesaba takes delivery of 13th F27

The company received its thirteenth F27 on August 17. The aircraft, formerly operated by Ansett Airlines, will be certified as #280 MA and is expected to go into service in the later part of August. See photo of aircraft on front cover of this newsletter.

Schedule Details

Listed are some schedule changes which are taking place in the next few months on Mesaba's system.

August

- Toledo - a fifth round-trip flight to Detroit
- Dayton - a fifth round-trip flight to Detroit
- Houghton and Marquette - a third round-trip flight to Minneapolis.
- Wausau - third round-trip flight to Detroit

October

- Bemidji - winter schedule has number of round-trip flights to Minneapolis/St. Paul to four
- Brainerd - winter schedule has number of flights to Minneapolis/St. Paul to five
- Pellston - winter schedule has number of flights to Detroit to three. All flights non-stop.
- Traverse City - winter schedule has number of flights to Detroit to four. All flights non-stop.

November

- Pierre - new schedule is three non-stop flights to Minneapolis/St. Paul with MIII

"Give Instruction to a Wise Man..."

- by Arthur Gordon, Guideposts Contributing Editor

It was early morning in the big airport. The weather was very bad. Passengers were waiting to find out whether their flights would be delayed, or even canceled.

Ahead of me in the line was a little gray-haired lady. Ahead of her was a man, red-eyed and rumped, who evidently had just flown in from the West Coast. He was giving the agent a hard time. His flight had been very rough. He hadn't slept. His plane had been stacked up over the airport for an hour. There hadn't been enough coffee on board for breakfast; some passengers had had to do without. He thought this was disgraceful. He said so, loudly.

The agent looked tired himself, but he was patient and polite. He apologized for the weather and for the plane's late arrival.

"But the coffee!" snapped the man irately. "There's no excuse! How do you account for that?"

Before the agent could attempt a reply, the old lady reached out and tapped the man on the shoulder. She said mildly, "Do you mind if I say something to you?"

The man turned, looking surprised.

"Sir," said the old lady, "you have just traveled across an entire continent in five or six hours. You were lifted above the clouds and drawn here through the skies where you saw the dawn rushing to meet you. You have just experienced a miracle that mankind could only dream about for thousands of years. And you stand there complaining about having no coffee!"

There was quite a long pause. Finally the man said, "madam, you are quite right. Thanks for setting me straight. It will be a long time before I forget what you just said." And he turned away.

I was told that my flight would be two hours late. I found that I didn't mind.

- Thanks to Linda Macklin, ERI CSM, for submitting



Employee News

New July Employees

Full-time

William Hewitt, Avionics, MSP
Nancy Duntley, Maintenance Records
Lisa Neely, Accounting
Gerald Kivlen, Aircraft Grooming
Frances Hall, Aircraft Groomer
Bruce Miller, Aircraft Groomer
Leroy Mitbo, Pilot, DTW
Robert Hallinger, Pilot, DTW
Ken McEnulty, Pilot, DTW
Thomas Wychor, Pilot, DTW
Brian Bristol, Pilot, DTW
Greg Kiehl, Pilot, DTW
Mark Wiater, Pilot, DTW
David Bangs, Pilot, DTW
Jeff Rezutko, Pilot, DTW
Jeff Schubargo, Pilot, DTW
Andrew Treon, Pilot, DTW
Steve Edwards, Pilot, DTW
Greg Johnson, Pilot, DTW
Lonnie Crabtree, Pilot, DTW
Richard Hills, Pilot, DTW
Mark Schultz, A&P Mech., DTW
Fred Herbert, Pilot, DTW

Steve Measer, A&P Mech., DTW
Robert James, A&P Mech., DTW
Steve Garvin, A&P Mech., DTW
Steve Simpson, CSM, CAK

Part-time

Jill Haegele, Receptionist, MSP
Kathy Steiger, CSA, MSP
Kim Matthews, CSA, MSP
Tara Bordeaux, CSA, ABR
Ken Kazuk, Shuttle, MSP
Jalane Kowalski, CSA, TVF
Douglas Henke, CSA, TVF
John Babcock, CSA, MSP
Diane Wallace, CSA, CMX
Tamara Wilkes, CSA, CAK
Candace Thomas, CSA, ERI
Karen Blodgett, CSA, PLN
Pamela Palloto, CSA, ERI
Rebecca Baker, CSA, PLN
Mary Lemke, CSA, ERI
Kerri Pawlecki, CSA, TOL

Manager News:

Roger Tuttle will become customer service manager at Wausau effective August 24. Mr. Tuttle was formerly manager of Mesaba's Brainerd station.

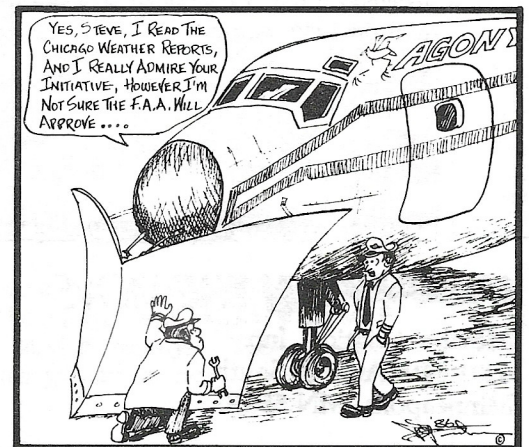
Scott Lepper will become customer service manager at Moline effective August 28. Mr. Lepper was formerly manager of Mesaba's Pellston station.

Robert Lewis, former customer service manager in Marquette, is now working as personnel recruiter for Detroit hub.

Mesaba Memos

Congratulations to **Theresa Read** (Recruiting) and husband **Scott** on August 12 birth of daughter **Kathryn Sylvia**.

Congratulations to **Terri Dupre LaSalle** (Accounting) and husband **Scott**, on August 20 birth of new son.



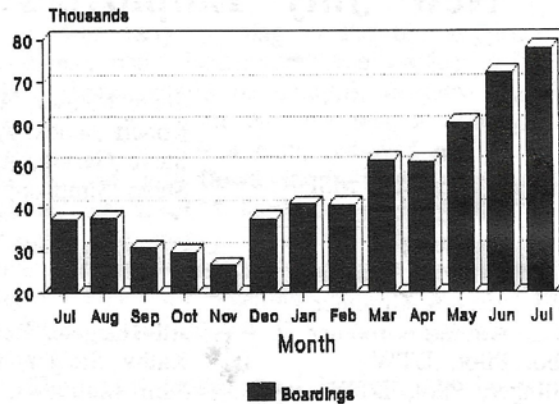
Detroit, continued from page

Effective October 21, the company will begin handling its own ticket counter functions at Detroit. On November 11, the ramp functions will be taken over by Mesaba employees. Since last December, when Mesaba expanded to Detroit, the airport ramp and ticket counter functions have been handled by Northwest Airline employees.

To prepare for the newly staffed operation, Mesaba's recruiting and customer service departments have been busy interviewing and hiring new persons. In addition, Mesaba's training department has secured training rooms in Detroit for the training which will be held for the new employees.

Mesaba's Detroit operations are located on the G concourse at Detroit Metropolitan Airport.

Passenger Boardings July 1988 - July 1989



Passenger Increase - This chart reflects the traffic increase that Mesaba has experienced in the past 12 months. In December of 1988, the company began new service to Detroit and since then, has recorded several monthly boarding records. In August, Mesaba carried 88,552 passengers, an all-time record for the company.

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