

Mesaba

On The Move

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

June 1990 Issue
Volume 3 * No. 4

Summer Schedule Means Busy Times at Mesaba

June 1 marked the official beginning of Mesaba's increased summer season, the annual "beef up" of service to cities on the system that experience summer traffic increases. Historically, the two northern Minnesota resort cities of Brainerd and Bemidji have experienced the greatest seasonal increase on Mesaba's system. However, with the addition of Detroit's system, the cities of Traverse City and Pellston, Michigan have joined the list of cities which enjoy more service during the summer to handle the increased demand.

"We get a lot of people through here in the summer time that are going to the islands or on scenic tours," said Allison August, Customer Service Manager in Pellston. "It's a challenge. The hot weather even tends to make a few passengers get a little cranky as they fly in," she said.

Pellston is a good example of a city whose passenger count fluctuates with the change in season. In March of 1989, Mesaba's enplanements there were 495. In August, at the peak of summer traffic, those numbers rose to 2561. And while seasonal changes at Traverse City, Brainerd and Bemidji are somewhat less dramatic, summer traffic does increase there as well.



Summer Business... The warmer months mark a busy time at Mesaba as passengers head for the lakes and resorts.

To accommodate the greater passenger demand in the summer, Mesaba increases its capacity in each of these markets with more flights and/or larger aircraft. This year in Brainerd and Bemidji, Mesaba upgraded two flights to F27's and added two new Metro III trips. In Pellston, Mesaba added two F27 flights. And in Traverse City, where Northwest recently added a second daily

jet between Traverse City and Detroit, the company still added one F27 flight and one Metro III for the summer.

As the weather gets warmer, Mesaba's flights get heavier. No where else is that truer than in the company's seasonal markets. As Karen Katterhagen, Brainerd Customer Service Manager, put it, "It gets a little bit hectic around here in the summer time."

Handicap Rules Go Into Effect on June 5

On April 5 and June 4, the final provisions of the Air Carrier Access Act of 1986 governing the carriage of handicap passengers went into effect for all U.S. carriers providing air transportation. The rules pertain to passengers who are physically and mentally impaired.

For regional airlines like Mesaba, the new rules will lead to some changes in the way service is provided to disabled passengers. Listed below are some of the provisions which are included in the new rules:

SERVICE, continued of Page 5

June, 1990

Dear Employees:

Things continue to be busy at Mesaba. I hope that everyone is enjoying the beginning of summer... and managing to stay dry.

In aircraft news, we are continuing to work on thirty seaters and believe we will have news to announce in the coming months. I announced at our recent manager's meeting that we plan to discontinue service with Fokker 60AN at the end of this summer. We have been leasing that aircraft from SAAB for three years and have determined that we will be able to meet this fall's schedule with fourteen F27s rather than 15. I am sure that many of you will miss 60AN's paint scheme flying around the system.



We are continuing to focus many of our efforts on improving upon profitability this summer. As you know, we reported strong earnings for our fiscal year ended March 31, 1990. However, the negative part of those numbers was the \$292,000 loss that we incurred in the fourth quarter (from January 1 - March 31) due to higher expenses, soft traffic and difficult weather conditions in March. We are expecting a strong summer but we need to help minimize unnecessary costs and help maximize our company's revenues.

As usual, we will need to make an extra effort this summer to give our passengers special service during these hot months. Our heavier loads combined with very warm weather sometimes makes it hard to give passengers individual attention. Please do what you can to continue making our service special.

Our Detroit hangar is continuing to move forward. One by one we are overcoming the obstacles. We still hope to be in by Christmas!

I hope that you are planning to attend a picnic this summer. We have scheduled events in both the Twin Cities and Detroit so as many employees as possible will have a chance to attend.

Best wishes to you and your family for a great Fourth of July!

Sincerely,

A handwritten signature in black ink, appearing to read "R. Swenson". The signature is written in a cursive style with a long horizontal stroke at the end.

Robert D. Swenson
President and C.E.O.

Company News

April and May Traffic Results

Mesaba's traffic in April and May continued to rise. In April, Mesaba carried 69,136 passengers, a 36 percent increase over 50,852 passengers carried the previous year. The airline flew 14.3 million revenue passenger miles and 30.6 available seat miles compared to 11.1 million and 21.2 million respectively during the prior year. The airline's load factor in April was 46.6 percent compared to 52.2 percent in April, 1989.

In May, Mesaba carried 74,425 passengers, compared to 60,246 passengers last year. The carrier flew 15.4 million revenue passenger miles and 32.0 million available seat miles compared to the respective figures of 12.9 million and 24.6 million during the previous year. Load factor during May was reported at 48 percent versus 52.4 percent last year.

Mesaba On The Move is published monthly by the Marketing and Public Relations department for employees and friends of Mesaba Aviation and AirTran Corporation. The newsletter accepts for publication stories, articles, tid-bits and other information related to the company's employees and business.

Send all information to: **Mesaba On The Move** - 7501 26th Avenue South - Minneapolis, MN 55450 - or COMAT MSPGOXJ

AIRTRAN CORPORATION

	Three Months Ended		Fiscal Year Ended	
	March 31,		March 31,	
	1990	1989	1990	1989
(in thousands, except per share data)				
<u>Financial Summary</u>				
Operating revenues	\$ 18,234	\$ 11,316	\$ 70,743	\$ 35,653
Operating income (loss)	\$ (315)	\$ 445	\$ 4,464	\$ 2,881
Net income (loss)	\$ (292)	\$ 204	\$ 2,375	\$ 1,645
Net income (loss) per share				
primary	\$ (0.08)	\$ 0.05	\$ 0.60	\$ 0.48
fully diluted	\$ (0.08)	\$ 0.05	\$ 0.60	\$ 0.46
Weighted average				
shares outstanding				
primary	3,642	3,870	3,943	3,458
fully diluted	3,646	3,930	3,973	3,779
<u>Operating Statistics</u>				
Revenue passengers carried	193,661	132,754	818,863	428,895
Available seat miles (000)	84,666	53,039	327,889	183,111
Revenue passenger				
miles (000)	41,261	28,354	174,689	97,665
Load factor	48.7%	53.5%	53.3%	53.3%
Yield per revenue				
passenger mile	\$ 0.428	\$ 0.375	\$ 0.392	\$ 0.341
Operating costs per				
available seat miles	\$ 0.218	\$ 0.203	\$ 0.201	\$ 0.177

August 8 at the company's general headquarters.

1990 Fiscal Year Results Announced

AirTran Corporation, parent company of Mesaba Aviation, Inc., reported earnings of \$2,375,000 or \$0.60 cents per share for the company's fiscal year ended March 31, 1990. The results reflect a 44 percent increase over net earnings of \$1,645,000 or \$0.46 per share for the fiscal year ended March 31, 1989.

President Rob Swenson said he was pleased with the year's performance considering the impact of adverse weather on traffic during the fourth quarter and the higher than expected expenses associated with the company's major expansion into the Detroit market during the past year.

AirTran's fiscal year runs from April 1 to March 31. A copy of the company's annual report will be mailed to all employees near the end of June. The annual meeting has been scheduled for Wednesday,

Lower Local Fares

Mesaba has worked with Northwest to help lower and change fares in many local markets in an attempt to stimulate additional use of the service.

In South Dakota, Mesaba lowered its local fares to the Twin Cities by \$20.00 on March 1 for a two month period. On June 1, the airline decided to extend the lower fares indefinitely and changed many seven day advance purchase fares to three day advance purchase fares.

"These fare enhancements are being tried as a way to stimulate traffic," said Jeff Jones, Director of Market Planning. "We have too many empty seats on our airplanes and we want them to get used."

Mesaba has also made fare adjustments in Moline, Central Wisconsin, Lincoln, Marquette and Houghton.

NEWS, continued on Page 7

Q: What is More Fun Than A Day of Fun, Sun and Visiting?

A: One Where There 's Food and Refreshments Served Too...

Mesaba's Annual Employee Picnics have always been a big hit. Fun socializing, pig roasts, waterballoon tosses, children's games and volleyball wars. It is a day that everyone looks forward to each year.

This year, the company has planned two picnics. One in Minneapolis/St. Paul. One in Detroit. Both days will feature the same fun activities which have made Mesaba picnics special in the past. Food & Refreshments, Adult and Children games, fun socializing and most of all - a day of relaxation.

If you have not done so already, mark your calendar and plan to attend. R.S.V.P. forms were sent out in May to employee home addresses. If, however, you did not receive one, pick one up at either the MSP or DTW Personnel offices or call Andrea Peura, Executive Offices at 1-800-777-6013 x320. She will either take your reservation directly or send you a form.

These should be great events! See you there!

MINNEAPOLIS/ST. PAUL

Saturday, June 23
11:00a.m. - 4:00p.m.
Fort Snelling Park
Minneapolis, MN

Directions: I-494 to Post Rd (near airport). Exit Post road and enter Park. Pre-paid parking tickets are available as you enter the gate.

DETROIT

Saturday, June 30
11:00a.m. - 4:00p.m.
Lower Huron Park
Belleville, MI

Directions: 94 East to Haggerty Road. Haggerty South to Savage. Savage South to Park Entrance. Pre-paid parking permits will be available as you enter the park.

SERVICE, continued

Transportation - airlines may not refuse to carry a qualified handicapped passenger. For regional airlines, there may be some circumstances where a passenger may not be boarded because loading devices have not been designed to lift a non-ambulatory person into a regional aircraft. Carriers shall not limit the number of handicapped passengers on any given flight and handicapped passengers may not be excluded from sitting in any seat on an aircraft with the exception of exit row seats where safety becomes an issue.

Advance notice - airlines shall not require advance notice for carriage of handicapped passengers. The only exception for this rule is a 48 hour notice for individuals that require medical oxygen, an incubator, stretcher, electric wheelchair or a group of ten or more disabled passengers travelling together. Since Mesaba is unable to accommodate stretchers and incubators, the wheelchair, oxygen and group examples are the only ones that apply here.

Attendants - airlines, including Mesaba, will not require that an attendant accompany any

handicap passenger regardless of the degree of his or her disability. Some major carriers will require an attendant in the case of a stretcher or incubator to care for the medical attention of the passenger.

...Airlines may not refuse to carry a qualified handicapped passenger

Accommodations for hearing impaired - carriers will be required to provide TTD phone service for reservation and information purposes. Mesaba plans to locate TTD phones at hub, general office and station locations to assist hearing impaired passengers with communications.

Training - carriers are required to establish and implement a written training program that satisfies the requirements of the rules. In addition, airlines are required to train and make available complaint resolution officers (CRO's) who will be responsible for knowing and interpreting the airline's policies and rules governing the carriage of handicap passengers in the event of a difficulty or question.

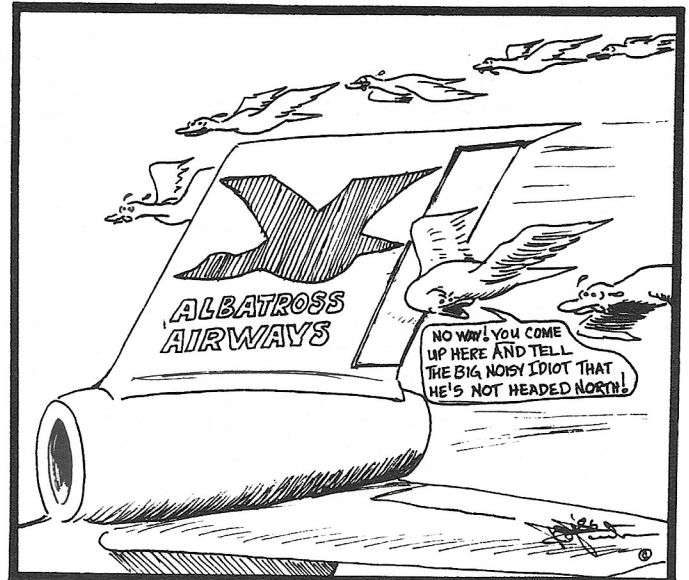
Aircraft - Any new aircraft ordered with over thirty seats will be required to have movable armrests on at least one half of passenger aisle seats.

A Good History of Service

Historically, Mesaba has been fairly liberal in its policies governing the handling of handicapped passengers. Whereas many regional airlines have refused to transport disabled passengers, Mesaba has always done what it could to accommodate passengers who were disabled.

The new rules should not impact the airline too much, said Mike Wind, Vice President of Customer and Ground Service, who testified in Washington as the rules were being discussed. "It is surprising to see the number of things that we were already doing to accommodate handicapped passengers before these rules came out," he said. "Our greatest challenge will be to get all of our people trained and familiar with the new rules."

The customer service training department has already held CRO training classes for station managers and other employees who will be involved in handling any difficulties that might arise.



Employee News

New May Employees

Full-time

James Ludescher, Acc., MSP
Carlos Ajero, Pilot, DTW
Michael Driscoll, Pilot, DTW
Kevin Sommers, Pilot, DTW
Mark Dummer, Pilot, DTW
Mark Anderson, Pilot, DTW
Lauri Mesolella, Pilot, DTW
Joseph Restifo, Pilot, DTW
Michael Wissman, Pilot, DTW
Robert Kennedy, Pilot, DTW
John Hubertus, GSE Mech.,
DTW

Part-time

Douglas Kruse, Flt. Att., MSP
Dawn Mosher, Flt. Att., MSP
Julie Winum, Flt. Att., MSP
Julie Wegscheider, Flt. Att.,
MSP
Karla Kerndt, Flt. Att., MSP
Wendy Mikkelson, Flt. Att., MSP
Melinda Blake, Flt. Att., DTW
Mary Herman, Flt. Att., DTW
Candice Angot, Flt. Att., DTW
Sheila Wall, Flt. Att., DTW
Mark Grow, CSA, DTW
Evangelina Saenz, CSA,
Sheryl Newell, CSA, DTW
Lynn Osborne, CSA, DTW
Barry Cole, CSA, DTW
Debra Niessink, Flt. Att., MSP
Mark Copeland, CSA, MSP
Greg Pederson, Pilot, GPZ

Special thanks to the Personnel department who supplies this information each month. .

Promotions

Jerry Carlisle, to Customer Service Manager in Muskegon.

Michelle Miller, to Records Specialist of Maintenance Control.

Mark Sullivan, to Customer Service Manager in Moline, Illinois.

Mesaba Memos

Congratulations to **Eric Lysne**, Customer Service Manager in Devils Lake, on June 16 marriage to Susan Stave.

5 Year Anniversary

The following persons reached their five year anniversary with Mesaba in May and June. Congratulations!! *Seniority Date in italics.*

Hal Cochrane, Flight Operations, MSP - *May 1, 1985*

June Landeen, Inflight Service., *May 27, 1985*

Jeffrey Newman, Maintenance, MSP - *June 27, 1985*

WHAT DO YOU KNOW?

Anything interesting for the newsletter? If you do, send it in and get it published in next month's issue. Department news, station tidbits, employee personal news, births, weddings. Information received by the 15th of each month will be published in the next month's newsletter. Jot down your information and ideas on a piece of paper today and comat to: MSPGOXJ atten: Newsletter. Or telex to: MSPSKXJ.

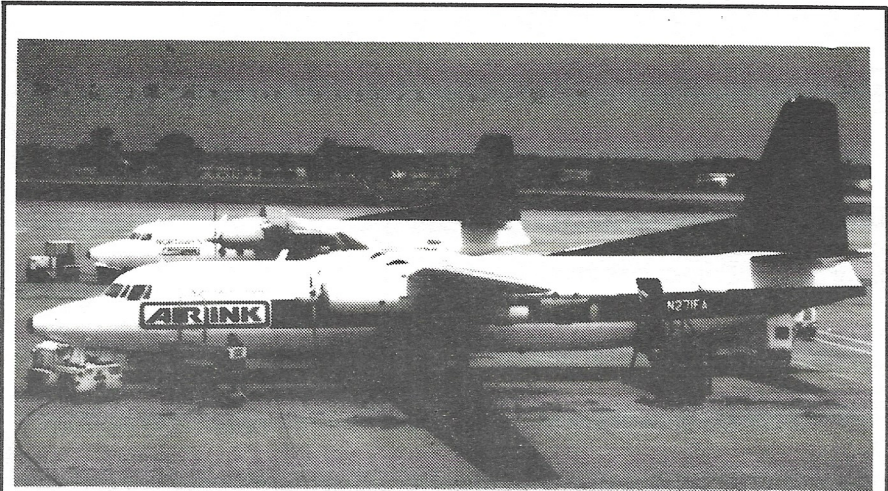
Aircraft Maintenance Checks Nearly Complete

Mesaba's Fokker F27 "D" Check and Fairchild M111 8,000 hour check programs, which have been underway for over nine months, are nearing their end. The last of four F27s to have gone through "D" Check maintenance returned to Mesaba on June 6 to go back in service. The seventh M111 to go through the 8,000 hour check is scheduled to return on or around June 18.

International Spotlight

The aircraft carrying U.S.S.R. President Gorbachev taxied near Mesaba's general maintenance hangar during that leader's visit to the Twin Cities on July 28. The company's logo on the side of the hangar was very visible on most television networks covering Gorbachev's departure.

The Soviet leader's visit to the Twin Cities was generally thought to have come off without a hitch. The only problems that occurred had to do with flight delays which were caused as a result of the Minneapolis/St. Paul airport closing during Gorbachev's arrival and departure.



Mesaba's entire fleet is back in action after an aggressive maintenance schedule over the past nine months.

Employee News

Brush Up On Benefits

Persons who have been employed full-time for at least nine months on July 1, 1990, are eligible to sign up for Mesaba's Dental Insurance Coverage. To receive an application form or learn more about the dental

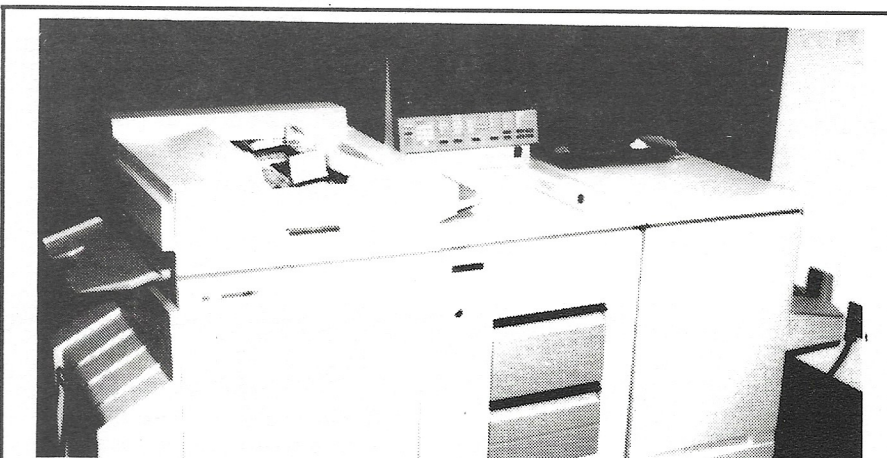
benefit, stop by Personnel Office or call Molly at 800-777-6013 x123. Sign up must be completed by July 1, 1990.

New Copy Center Opened

Need lots of copying done? Take your work to Mesaba's new copy center located on the second floor of the general offices. The center, operated under contract by Xerox Corporation, was started as a way to consolidated the growing demand of copying needs by employees at the company.

A fast speed copier, paper supplies and a machine operator are located at the center to help persons complete their copying needs. Jobs are dropped off and either picked up later or delivered. Operator Shirley, an employee of Xerox who operates the high speed copier, said she enjoys working with the Mesaba employees. "They sure have been keeping me busy," she said.

Phil Burke is the Mesaba employee who oversees the copy center for the company. Phil is Tech. and Publications Librarian.



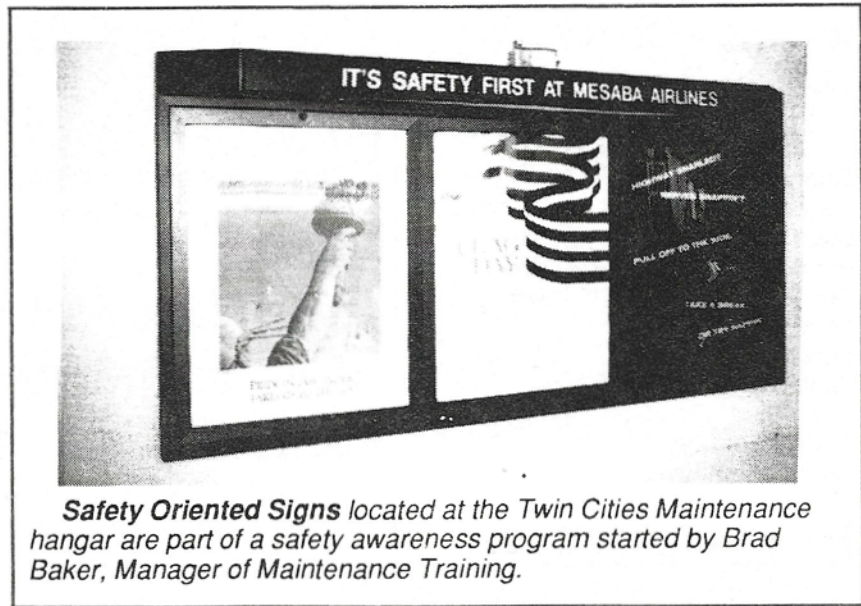
The Mesaba Copy Center is open from 7:15a.m. - 4:15p.m. to service copying needs.

Notes

The new employee handbooks feature a picture of a newly-painted Fokker F27 on the front cover. Employees should have already received their new handbook. If not, see your supervisor, manager or contact the Personnel office.

A summer air show is scheduled at the Davenport Airport on June 22-24. Mesaba Customer Service Manager in Moline, Mark Sullivan, said the show should be an exciting one for those that enjoy air shows. A Russian MIG is scheduled to appear in this year's event.

The Department of Transportation is expected to make a decision in the next couple of months on continued service to EAS cities in N. and S. Dakota.



Safety Oriented Signs located at the Twin Cities Maintenance hangar are part of a safety awareness program started by Brad Baker, Manager of Maintenance Training.

Mesaba Aviation, Inc.
7501 26th Avenue South
Minneapolis, MN 55450
612/726-5151



First Class
U.S. Postage
PAID
Permit No.
3363