

On The Move

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

November 1990 Issue
Volume 3 * No. 6

Detroit Aircraft Hangar is Going Up

44,000 Square Foot Facility Almost Completed

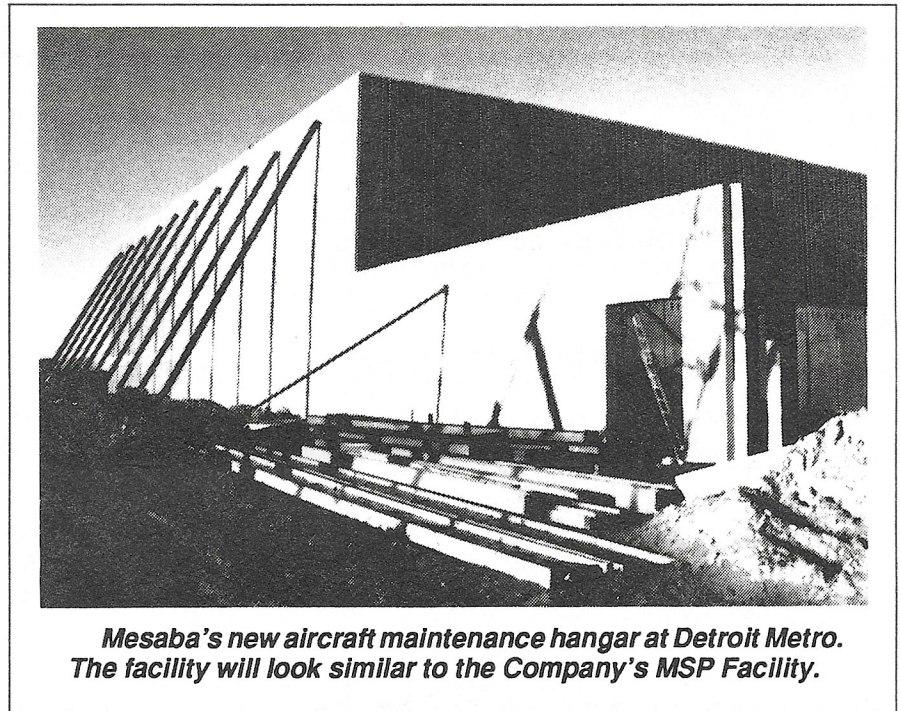
The walls are up. That's the saying at Detroit where Mesaba's new aircraft maintenance and training facility is being built. The walls are up and the roof is being added. It shouldn't be long now.

Mesaba's new facility, when completed, will feature 45,600 square foot of hangar, shop and office space. Its structure is similar to the company's Twin Cities hangar only it will have less office space. It promises to be one of the most modern facilities of its kind in the regional airline industry.

The planning process for such a facility at Detroit has been on-going for over two years - since Mesaba began serving Detroit Metropolitan Airport in December 1988. It has taken nearly two years to complete the planning, financing and finally the construction of the project.

Last January, the Wayne County Commission in Detroit, which oversees the Metropolitan Airport, gave Mesaba the final approval for construction of a new aircraft maintenance facility. After financing was arranged, Mesaba broke ground on the facility in late July and now hopes to be in the building in March of 1991.

Larry McCabe, Vice President at Mesaba, has been overseeing the day-to-day aspects of construction and is enthusiastic about the facility. "This facility is the first major hangar to be built at Detroit Metro in a long time," he said. "It's



Mesaba's new aircraft maintenance hangar at Detroit Metro. The facility will look similar to the Company's MSP Facility.

going to be a very efficient place to maintain our fleet of aircraft."

...will solve many of the logistic problems that currently exist"

McCabe, who has racked up thousands of miles commuting between the Twin Cities and Detroit to attend meetings each week, says that construction has been going along fairly well, though poor weather has caused some delays. He had hoped to get the facility completed a couple of months sooner. "October was the wettest month that we have had in some time," he added.

Since 1988, Mesaba has leased two existing aircraft hangars at Detroit, one from Page Avjet and one from American Trans Air (ATA). Since the two hangars are located apart from each other, it is difficult to coordinate maintenance work between the two facilities. In fact, for all practical purposes, the ATA does not get used much so Mesaba's new hangar will solve many of the logistic problems that currently exist, according the maintenance staff at Detroit.

"We will actually be able to close the door when we work on an F27," said an eager Bill Sheppard,

HANGAR, continued Page 7

Executive Letter

Employee benefits

As Mesaba has grown, we have tried to enhance our employee benefits so as to meet the new and challenging needs of all our people. Recently we have updated a few new benefits that all of you should be aware of:



In last month's newsletter, Rob informed you that we have decided to enhance our vacation benefit package by increasing the annual number of vacation days for five or more year employees from 10 days to 12 days. To implement the new policy in a fair and positive manner for everyone, we have set January 1, 1990 as the effective date that all four to nine year employees began accruing vacation time at a rate of 8 hours a month (12 days a year). Employees who have reached their five to nine year anniversary date since then, will have until next year's anniversary date to use up their extra accrued vacation time. From January 1, 1991 going forward, all employees reaching their five to nine year anniversary date will have twelve vested days of vacation a year to use. Vacation will continue to be vested on the anniversary date of hire and all other policies and procedures regarding vacation will remain the same.

We also hope by next year to reward vacation time to employees who have accrued unused sick leave time. Employees meeting longevity criteria will be able to convert up to one half of their accrued sick time into the following year's vacation time. We plan to put this policy in place once the computer software and final details are finished.

In addition to those changes, we have recently implemented other changes:

Sick Leave - Full-time employees who have accrued sick leave under Mesaba's sick leave policy may use that leave to care for a sick child for such reasonable periods as the parent's attendance with the child is required. As with our current sick leave policy, employees remaining at home with a sick child must notify their supervisor of their absence as soon as possible but no later than the employee's scheduled start time. In addition, employees may use accrued sick leave to cover the first few days of absences before short term disability benefits (in the event of non-work related illness or injury) or worker's compensation benefits (in the event of work related illness or injury) become available.

School Conference Leave - Employees who have been employed by Mesaba for at least 12 consecutive months and who work 20 hours or more per week are entitled to take up to 16 hours of leave during any school year to attend school conferences or classroom activities for their children, if the conferences or activities cannot be scheduled during non-working hours. This time is unpaid and employees must give their supervisor reasonable notice of the need for the leave and schedule it so as not to disrupt the operations of their department.

Parental Leave - Employees who have been employed by Mesaba for at least 12 consecutive months and who work 20 hours or more per week are eligible for a 6 week leave in the event of the birth or adoption of a child. Previously, eligible employees had to commence that leave within 6 weeks of the birth or adoption. As of August 1, 1990, the leave can begin within 6 weeks of the time a biological child leaves the hospital, if the child is hospitalized longer than the mother.

Bone Marrow Leave - Employees who work at least 20 hours a week and who wish to donate bone marrow may take a paid leave for that purpose. Mesaba may require a physician's verification of the purpose and length of the leave. Combined bone marrow leaves may not exceed 40 hours.

If you have any questions on these or other employee benefits, please contact the Personnel Department.

A handwritten signature in dark ink, appearing to read 'P. Swenson', written in a cursive style.

Philip L. Swenson, Vice President
Marketing and Planning

Company News

Airtran Reports 2nd Quarter Earnings

Mesaba's parent company, AirTran Corporation, reported earnings of \$2,745,000 or 71 cents per share for the quarter ended September 30, 1990, as compared to net income of \$1,612,000 or 39 cents per share for the same quarter last year.

Earnings for the six months ended September 30, 1990 were \$3,185,000 or 81 cents per share, compared to \$2,326,000 or 58 cents per share for the same period one year ago.

Rob Swenson, President of AirTran and Mesaba, said, "In addition to record traffic levels, the company's earnings performance this quarter reflects measures initiated earlier in the year to streamline our workforce, strengthen our passenger yield and increase our load factor by shifting capacity from Milwaukee to our Detroit system. These improvements are enabling Mesaba to post the type of results that we initially forecast for our major Detroit expansion."

AirTran's second quarter is historically the company's strongest.

October Traffic

Mesaba flew 18.2 million revenue passenger miles in October, a 17.3 percent increase over 15.5 million flown last year (a revenue passenger mile equals one passenger flow one mile). The airline flew 85,170 passengers during the month, a 16.6 percent increase over 73,014 passengers carried last October. Load factor in October was 54.7 percent, up from 54.1 last year.

Two More F27's with New Look

Two more Fokker F27 aircraft are in the fleet sporting the new Northwest Airlink paint scheme.

That makes four aircraft with the new red and gray livery. F27 #60AN, recently re-leased by Mesaba for new service in November, was painted before returning. In addition, F27 #266, which has been in maintenance repair since mid-September, was also painted before returning back to action. Both aircraft will in service by mid-November.

Ellingboe Named to AirTran Board

Rob Swenson said that John Ellingboe has joined AirTran's Board of Directors effective September 28, 1990.

Mr. Ellingboe is an officer at Twin Cities-based Fingerhut Companies, Inc. where, since May of 1990, he has served as Vice Presi-

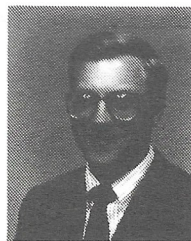
dent, General Counsel, Secretary and Member of the Management Committee. Prior to that, he was a partner at the Minneapolis law firm of Briggs and Morgan where he served as AirTran's legal counsel.



"We are pleased to have John as a director of both AirTran Corporation and Mesaba Aviation, Inc., Inc.," said Rob Swenson. "John's legal knowledge and his airline experience working as Mesaba's legal counsel since 1982 will be a tremendous benefit to both corporations."

See inset for information on other board members of AirTran.

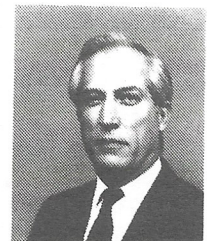
Other AirTran Board Members are shown here:



Robert Swenson



Lowell Swenson



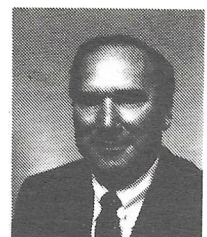
Rodger Munt



Phil Swenson



Hank Lund



Alan Stephens



Jack Olbrych



William Ness



Patrick Thompson

United Way Says Thanks

Here is a copy of a letter send Rob Swenson from the United Way:

Dear Robert:

As Chairman of the 1990 Pilot Campaign Program and on behalf of the United Way of Minneapolis Area and our community, I want to thank you, your Campaign Coordinator and your employees for conducting an early "Pilot" campaign. I've got great news to report - the 1990 Pilot Campaign Program has raised \$4,247,156 for an increase of 16.6% through the efforts of 107 "pilot" campaigns!

The challenges facing our community this year require our best to meet the overall community goal of \$45,500,000. Thank you for stepping out in front of the general campaign in an effort to set an ambitious pace toward that goal!

Sincerely,

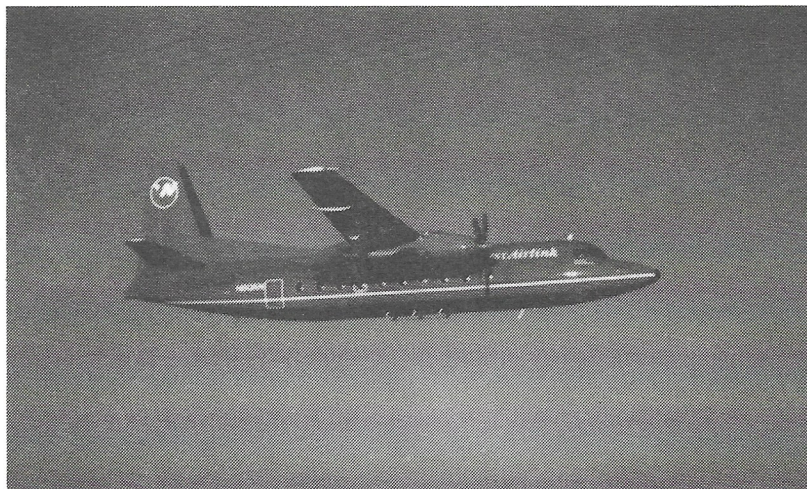
Ron Hoge, Chairman
United Way
President,
Onan Corporation

New Flights on November 15

Mesaba adds four new flights on November 15 from the Detroit Airport. Effective that day, Mesaba will add one round-trip F27 flight to Kalamazoo and Lansing, Michigan and Columbus and Cincinnati, Ohio. All of those markets, with the exception of Lansing, are markets currently served by Mesaba. All of the handling will be done by Northwest as each city is a complementary city for Mesaba.

Thanks to Fund-raiser Participants

Mesaba employee Sara Rugloski expresses her thanks to all of the



Mesaba's newest addition - Fokker F27 #60AN. Back in the fleet sporting a new Northwest Airlink paint scheme

Mesaba employees who participated in the October 27 golf fund-raiser for pilot Dave Harvey. Dave was diagnosed recently as having a form of acute leukemia. The golf event and succeeding party attracted nearly 50 persons and raised over \$350.00 for the Dave Harvey Fund.

Operation Shotgun Goes Smoothly

This year's "Operation Shotgun" program to help handle extra South Dakota passengers during the opening of pheasant season, went very smoothly, according to customer service personnel involved with implementing the program. "We had very few problems this year," said Buck Rogers, Mesaba's Western Regional Manager. "We planned far enough ahead and pre-planned for any trouble we might have.

Each year, hundreds of hunters travel to South Dakota for the opener of the pheasant season in late October. Beginning the Thursday before the Saturday opener, Mesaba can usually count of full flights to each of the seven destinations in South Dakota the company serves. The heavy passenger load is manageable. However, the extra bags, guns and

hunting dogs generally create a very "hectic" time for Mesaba agents. As part of "Operation Shotgun", bags are priority loaded, personnel are assigned specific duties and vans are arranged to handle extra baggage.

Employee Contest

Inflight Services is sponsoring its first annual "Most Original PA Announcement Contest." The contest is designed to generate the most original (and suitable) PA announcement for use by flight attendants on the F27 aircraft over the upcoming Holiday period.

All interested parties are invited to contact Ann Romera, MSPGO, Extension 341. Ann will give you a copy of the current announcements as a guide and inform you of important FAR's which cannot be altered. You may then use your creative abilities to come up with a Holiday Jingle which may be incorporated into the announcements. Prizes: First Place - 2 NW Dom. Passes Second Place - NW Flight Bag Third Place - Fokker Lapel Pin or Tie Tack

Contest Rules: Only Mesaba employees may participate Deadline for entry is November 30 Guidelines must be followed Songs are acceptable Length of new announcement must be comparable to current Not open to Inflight management personnel.

Judging will be done by Inflight Services Management. Winner(s) will be announced in the next "Mesaba On The Move."

Deck The Halls And a Whole Lot More.....

Plan to join your fellow workers at one of this year's Employee Christmas Parties. Events are planned at both Detroit and the Twin Cities so everyone should have an opportunity to attend. Refreshments, Dinner and Dancing will all help make this year's event the best ever. Special DJ Programs are also planned to make the event especially entertaining! Look for an RSVP form in early November to be sent to your home. Mark your calendar and plan to attend TODAY!

TWIN CITES

Employee Party
Friday, December 14
6:00P - 12:00P
Bloomington Days Inn

Kids Party
Saturday, December 15
11:00A
Bloomington Days Inn

DETROIT

Employee Party
Saturday, December 15
6:00P - 12:00P
Airport Hilton

Kids Party
Saturday, December 15
11:00A
Airport Hilton

Employee News

Employees

The following persons were hired as employees in October.

Full-time

Jeffrey Olander, MIS, MSP
David Baker, Programmer, MSP

Part-time

Robert Baughn, CSA, PLN
Eric Sumner, CSA, MKG
Martin Uyhazy, CSA, DTW
Noemis Alvarez, CSA, DTW
Debra Patterson, CSA, DTW
Lisa Schuster, CSA, MQT
Tracey Hodges, CSA, DTW
Greg Gogin, CSA, DTW
Angela Novelo, CSA, DTW
Lawrence Gray, CSA, MQT
Rick Johnson, Crew Sch., MSP
Gerald Boudin, Shuttle, MSP
Joel Peterman, CSA, GPZ
Jamie Banfield, CSA, MLI
Marilyn Ramos, CSA, FNT
Heather Goding, CSA, MKG
Shawn Huston, CSA, MSP

Military Thank You

October 31, 1990

Dear Editor:

Mesaba's support of the United States Air Force Reserve is worthy of mention. **Steven M. Torssell**, one of your Aircraft Maintenance Supervisors at Detroit Metro Airport, is one of the many fine reservists recalled to active duty by the President of the United States to support Operation Desert Shield. He is now serving a 90 day tour of duty in the Arabian Peninsula as a

Logistics Planner for a C-130 Hercules unit.

I know that losing someone for a three month period creates a hardship on your company. But, with the patriotism and understanding of companies like Mesaba, our country has the trained personnel pool to pull from in times of national emergency. I would like to thank you for your support during Steve's call-up.

Sincerely,

JAMES C. VAN HOUSEN, Captain, USAFR Logistics Plans Officer-Operation Desert Shield

Manager News

Jeffrey Olander was hired as Director of Management Information Systems (MIS). Jeff came to Mesaba from Hitchcock Industries where he was manager of MIS.

James Park was promoted to Supervisor of Customer Service in Detroit. He had worked as CSA in Flint, Michigan.

Fran Einarson was promoted to Metro III Chief Pilot. Formerly, he served as Assistant Chief Pilot.

Five Year Employees

The following persons reached their five year anniversary with Mesaba in October:

Nancy Ellis, Staffing
Howard Nelson, Inflight Service
Steve Reis, Bemidji Station
Mark Austrum, Maintenance
Rick Frascht, Maintenance
Brad Baker, Maintenance

Mesaba Memos

Congratulations to **Jeff Jones** (Director of Market Planning) and wife Ruth on November 1 birth of son, Steven Russell.

Congratulations to **Amy Wald** (Marketing Secretary) on June 21 birth of son Micky.

HANGAR, continued

Mesaba's Assistant Director of Maintenance in Detroit. "We are really looking forward to it. It will be nice to be in a professional looking facility." Sheppard said that he and his group will be able to work on two F27s (and two Mills) at the same time, a function which today is not very easily handled.

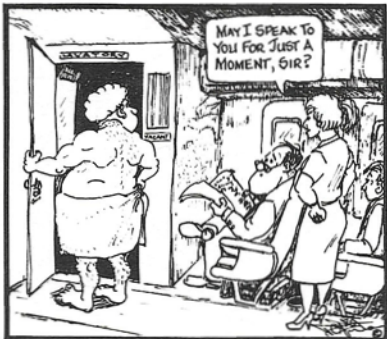
The new hangar will consist of hangar space, shops and offices, said McCabe. It will include three training rooms and a large spare parts and inventory area. In addition, it will have a number of maintenance shops including an engine shop, brake and wheel shop and ground service garage.

In addition to maintenance and avionics technicians, Mesaba has a Purchasing Shop and Ground Services Department at Detroit, all which will be located in the new facility.

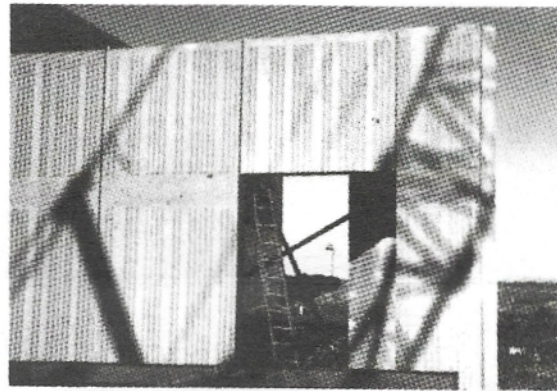
While the cost of the new project is not yet finalized, the hangar is expected to cost between \$3.5 and 4 million dollars. Mesaba has a twenty year operating and land lease with Wayne County. The general contractors for the project are Detroit-based Freeman Darling, Inc. and W-3 Construction Co.

The new facility is expected to be a "needed" boost to Mesaba's operation at Detroit where Mesaba's services have steadily grown since beginning service in 1988. Today, Mesaba operates 43 daily departures at Detroit and four more flights are being added in November.

The walls are going up on a building that will be a Mesaba mainstay at Detroit.



The new hangar looms in the background. It is one of the first major hangars built at Detroit Metro in some time.



Construction has been steady on the project since July, though rain has delayed the work.

Merchandising Program Launched For Employees

Just in time for Christmas, the perfect gift... a "Mesaba" sweatshirt, a "Mesaba" golf hat or "Mesaba" route map T-shirt!

It's all part of a new Mesaba Merchandising program available to Mesaba employees in November. It's easy to order and affordable to buy. Simply look for an order sheet and brochure which explains the different products available to buy.

"Many employees have been asking for promotional items with a Mesaba logo on them for a long time," said Mesaba's Marketing and PR Director Doug Fulton, who along with a Minneapolis promotional firm called TM Marketing, developed the program for Mesaba employees. "We are starting with a stock number of items, and over time plans to expand the program," he said. Fulton said that the program has kept the price of the items low enough to generate strong interest.

TM Marketing, which is in charge of holding inventory and filling orders, accepts personal checks or money orders to make it easy for employees to order.

Letters

The following letters were received in Customer Relations during October:

October 9, 1990

I want to thank Northwest (Airlink) for the friendly, helpful performance of Ms. Teri Bray, a ticket agent in Flint, Michigan.

On a recent cancelled flight out of Flint, Ms. Bray was unusually helpful and cheery in aiding me to find suitable alternate routing. Her job, I know, is to do things like this, but she did it with considerably more care and helpfulness than normal. She was even more cordial in finding me telephone change to make a call about my new arrival time... and that is not her job!

Thanks to Northwest (Airlink) and to Ms. Bray for making what might have been a bothersome cancellation into a pleasure.

Cordially,

J. Carver
Carmal, Indiana

September 14, 1990

Dear Northwest (Airlink):

As President of a major supermarket chain in the Midwest, I frequently receive customer service complaint letters where we have dropped the ball in providing excellent customer service. That is why I am especially pleased to write you about one of your employees who, in my estimation, has a commitment to customer service that I would love to instill in 9,000+ Eagle Food Center employees.

On a recent trip on Northwest (Airlink), I went to check in at the counter. It was a Friday afternoon flight from Moline to Minneapolis. Needless to say, your people were very busy. I realized when I got to the counter that my tickets were in my glove compartment of the car that was being driven back to my office. Because I am a frequent customer, Mark Sullivan, who was working the counter must have taken the time to recognize my previous patronage and gave me a boarding pass when I explained to him what had happened. My commitment to him was that I would call my office and make sure that my secretary would run the

ticket back out to the Northwest counter. When she returned with my tickets, Mark physically ran them out to the taxing aircraft and handed them to the pilots through a window. His efforts and his customer driven attitude are a real asset to your company and were very much appreciated by me, one of your customers. I understand that he just recently moved to our community and we're delighted to have him in the Quad Cities. His real life actions were better than any Delta Airlines commercial that I've seen. He salvaged my Labor Day weekend!

One of my primary goals at Eagle is to install in our employees the value and importance of great customer service. I'll be referring to the actions of Mark Sullivan in front of many employees at many meetings for many years to come.

Best Regards,

G.E. Barber
Eagle Food Centers, Inc.

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



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