

# On The Move

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

October, 1991 Issue  
Volume 4, No. 6

## MESABA IS NAMED BEST MANAGED REGIONAL AIRLINE FOR 1991

Mesaba Aviation is has recently been named the 1991 winner of the "Award For Management Excellence," Regional Airline category, as chosen by the Editorial Advisory Board of Executive International Magazine.

David Prem, Editor of Airline Executive International visited Mesaba headquarters on Sept. 12, to present to Mesaba President Robert Swenson the award.

### Mesaba Begins Service to London, Ontario, Canada!

Mesaba Airlines began service to London, Ontario Sept. 5, 1991. It initiated three daily round-trip airline flights between London Airport and Detroit Metropolitan Airport. Officials from Mesaba, the city of London, the airport and the Chamber of Commerce dedicated the new service by cutting a ribbon.

"Today marks the first day in what we know will be a lasting, successful relationship between our airline and the London region," said Eric Hanson, sales representative. "Our new service will give passengers from London the opportunity to connect at Detroit to over 340 daily departures on Northwest Airlines and Northwest Airlink."



Pictured at Left: Robert Swenson and David Premo



# EMPLOYEE BENEFIT INFORMATION



P.O. Box 64560 • St. Paul, Minnesota 55164

October 5, 1991

Dear Mesaba Aviation Employee:

It has been brought to our attention through your personnel department that some employees are having difficulty in getting their medical claims paid. This is unacceptable to both your employer and Blue Cross and Blue Shield of Minnesota as we are dedicated to providing exceptional service. We are taking immediate action to resolve this situation.

In reviewing this situation, it is possible that your claims are not showing in our claims system because they may not have been properly identified. Therefore, we are asking that you contact us if you have any claims you consider outstanding for more than 30 days. . . .

You may send an itemized bill for the services that have not been processed, or send us the name of the provider, dates of service for you claim, and the patient's name. We will contact the provider to obtain the information we need to resolve your claim. In addition, to avoid any potential additional delays, please provide us with a telephone number and the best time we can reach you. This will assist us in contacting you for any information we may need to process your claim.

If you have any questions regarding this letter, please call our customer service department at (612) 456-5040 or toll free at 1-800-382-2000 ext. 5040. In addition, our customer service representatives are available to assist you with any questions or concerns you may have, regardless of the state you reside in. We suggest that you call this number any time in the future you have a claim greater than 30 days old.

I want to assure you that you are a valued customer. Your satisfaction with our service is important to us. We regret any delays you have experienced. We are committed to reestablishing a high level of service to all Mesaba employees.

Sincerely,

A handwritten signature in cursive script that reads "Barbara Meyer".

Barbara Meyer  
Director, National Accounts

# ABOVE AND BEYOND

Dear Sir:

A special thank you to Bishop Airport employee Teri K. Bray, for most courteous and efficient service.

I was convinced that I faced a dilemma regarding early return from a business trip. However, Teri handled my situation most satisfactorily, and I just wanted to recognize her for that.

I always complain when I receive poor service, but I am resolved to make amends by reporting outstanding service.

Sincerely,

James L. Williams  
Stone Mountain, GA.

Charlean R. Sabo Supervisor, Customer Relations Mesaba Aviation, Inc. 7501 26th Avenue South Minneapolis, MN. 55450

Dear Charlean:

I just wanted to say thank you for your very positive and considerate response to my call of a few weeks back.

Frustrations do arise when one travels as frequently as I do. I'm sure it can be harrying for you and the other members of the Mesaba staff, too. It is much appreciated when someone at the airline does take a moment to offer some consideration, as you have, and it is something I try to remember the next time I fly.

Yours Truly,

Paul Eisenstein

Mr. Alfred Checchi, President Northwest Airlines MS A1000 5101 Northwest Drive St. Paul, MN. 55111

Dear Mr. Checchi:

The news of good work doesn't always reach the right people. I want you to know about some employees with Northwest.

On July 26, my wife and I were flying Northwest from Tucson to Thief River Falls on Flight 558. At Minneapolis, we had a substantial wait for the Northwest Airlink connection to Thief River Falls. We enjoyed a stop at the TCBY yogurt shop in the main terminal area, and then made our way to Gate 15 and settled down to read for a while. It was then I realized my checkbook was missing. What was worse, there was several hundred dollars in cash in it that I'd withdrawn from the bank the previous day for our vacation.

It was at this point that the gate agent at Gate 15, named Patti, was extremely helpful in contacting Tucson Northwest, Tucson Airport Police, the arrival gate for Flight 558 in Minneapolis and Minneapolis Airport Security. She was proactive in the attempt to find my checkbook, but we were unsuccessful.

While ultimately left on Airlink Flight 3213 for Thief River Falls, but a few minutes out an instrument problem became evident to the pilot causing a return to Minneapolis. We reentered the Gate 15 area to wait. A few minutes later, I was paged by

Katie (who I believe was in the Minneapolis Northwest lost-and-found area.) She had word from Green Bay that my checkbook was found, and she gave me the name and number to call there.

I called and talked to Mr. William Higgins, one of your Equipment Service Team Chiefs at Green Bay. He had my checkbook and cash and wanted to know how to return it to me. He would not accept any monetary reward for his (and I suppose his team's) integrity and efficiency. He simply wanted to know where he could get the property to me as quickly as possible.

We continued on to Thief River Falls that Friday evening, and early Monday morning my checkbook and cash arrived in the mail.

Each of the people I've mentioned did more than "just do their job". They were efficient, fast and very helpful. Special note goes to Mr. Higgins and his people for their integrity. If Northwest has an employee recognition program, these people are surely excellent candidates.

Thanks to each of them.

Yours truly,

Phillip E Wralstad



# ABOVE AND BEYOND

August 17, 1991

Cust. Rel. Dept. Mesaba Airlines

Dear People at Mesaba:

I write to commend service above and beyond the call of duty by your service agents in Detroit: Teresa Keough, Duncan Colburn, Chuck Lyon and Paul Archer.

On August 15, I flew from Taipei, Taiwan to Detroit on Northwest Flight 030. Because of mechanical difficulties, the flight was 2 1/2 hours late arriving in Detroit. Consequently, I missed my 4:30 p.m. Airlink flight 3148 to Toledo.

Weary at traveling over 24 hours I approached Ms. Keough at the departure gate and asked, "Do you mean I am going to have to wait until after 10:00 pm to get to Toledo where my children are waiting for me?" Immediately she took me to her office and introduced me to Duncan Colburn who - incredibly- volunteered to drive me to the Toledo Airport in his own car. She then connected me with them. Within 10 minutes, Mr. Lyon and Mr. Archer had searched for my luggage and delivered me to Mr. Colburn's car.

I frequently travel by air over long distances. I have never before received such extraordinary and generous assistance.

These people, especially Mr. Colburn have brought much honor to your airline. They deserve your high commendation.

Thank You,

Rev. Robert Brandt Chung Ching  
Road Chung Mei Lane #80  
Taichung, Taiwan

August 15, 1991

Dear Customer Service Director:

On August 9th, 1991, I had the pleasure of traveling on Flight number 3181 from Detroit, Michigan to Pelston, Michigan. Our flight attendant was Scott Dulac. He did a particularly fine job on this date, very pleasing and accomodating. The lunch snack was particularly good: cheese and crackers, fruit and so on; light and just right. You did a good job employing this young man. I fly this flight almost every week on business and was pleased with his/your service.

I further want to mention on Tuesday, August 13, 1991, I went to Marquette, MI. on business and stopped at the airport to buy my air ticket for the following week's business. A young woman by the name of Cindy Conkright waited on me at the counter. My trips are never easy; there are usually legs between dates that are one way only and so on. They take a lot of time no matter who prints them. She was really patient and helpful in assisting me to develop a rather difficult itinerary not to mention us frequent flyers who usually have coupons and all that stuff that takes just a minute more. Very customer friendly young woman and the reason why I continue to fly with Mesaba.

You would be amazed at how significant it is to run into swell people like the aforementioned; it simply makes my day. I don't hesitate to write you folks when I have a complaint, however, I try

to also let you know when you are doing a GOOD JOB.

Thank You.

Sherie J. Wood RR #1 County  
Road 457 Newberry, Michigan  
49868

## Buy or Sell?

Employees wishing to advertise personal items for sale on this page may send information to:

Mesaba On The Move:  
Comat: MSPGPXJ  
Tele: MSPSKXJ

Please include a description of item(s), your name, phone number, price, and any other pertinent information.

Advertise your item(s) to all Mesaba employees.

**Suggestions, comments  
or ideas for the  
Newsletter?**

**Call Theresa Read  
MSP/GO-EXT 112**



# EMPLOYEE INFORMATION

The following employees were hired in August, 1991

## Full-time

Allan Blasy A&P, MSP  
 Eric Halseth . . . . . A&P, DTW  
 Mark Shoemaker . . . . . A&P, MSP  
 Ronald Dahl . . . . . A&P, MSP  
 Joe LaCasse . . . . . A&P, DTW  
 Kathy Wilcox . . . . . Payroll Clerk, MSP  
 James Byerly . . . . . A&P MSP  
 Dwight Forsythe . . . . . A&P,DTW  
 Kevin Sullivan . . . . . A&P DTW  
 Mary Hanson . . . . . Personnel Clerk, MSP

## Part-time

Amber Christenson . . . . . CSA,ATY  
 Brian Rice . . . . . CSA,MSP  
 Linda Hall . . . . . CSA,YXU  
 Jaelle DeCoutere . . . . . CSA,YXU  
 John Bonsera . . . . . CSA,DTW  
 Reginald Walker . . . . . CSA,DTW  
 Stephen Geisler . . . . . CSA,DTW  
 Michael O'Connor . . . . . CSA,DTW  
 Spencer Luckow . . . . . CSA,DTW  
 Holly Lutton . . . . . CSA,DTW  
 Thomas Champagne . . . . . CSA,DTW  
 Derek Fuciarelli . . . . . CSA,DTW

## Congratulations . . .

. . . to Stephanie Wilson, DTW Flt. Attendant and Joe Restifo, DTW Pilot on their recent wedding engagement!

. . . to Lori Doerfler on the birth of her son Chad Michael, on September 23, 1991!

## Promotions

Dean Baumgartner . . . . . Lead A&P MSP

## Retirement

Congratulations to Gene Voigt, General Aviation Center Manager GPZ, who retired Sept. 1, 1991 after 37 years of service with Mesaba! Good Luck Gene!



## Credit Union Winners

Congratulations to the following employees who won at the recent Twin Cities Credit Union and U.S. Federal Credit Union drawings:

### Detroit

- Kit and Debra Cerilli-First Aid Kit
- Mark Klein - Football Wrap Blanket
- Derek Fuciarelli - Car Car

### Minneapolis

- Tim McMullen - Golf Shirt
- Scott Lange - Sweatshirt
- Evie Moldenhauer - Mug
- Denny Ofstedahl - Mug
- Lori Guzman - Mug
- Joel Ruf - Hat
- Al Jacobson - Mug



**"POINTS OF INTEREST"**

August 6, 1991 \*

CERTIFICATES OF DEPOSIT			Effective Net Annual Yield	Early Withdrawal Penalty Per \$1,000	COMMENTS
<b>RATE</b>	80, 96	5.50% 3 mo. \$2,000 min.	5.61%	\$13.75	
	81, 91	5.95% 6 mo. \$2,000 min.	6.08%	\$14.88	
	87, 97	6.75% 18 mo. \$1,000 min.	6.92%	\$16.88	
	82, 92	5.70% 6-11 mo. \$ 500 min.	5.82%	\$14.25	
	83, 93	6.25% 12-23 mo. \$ 500 min.	6.40%	\$31.25	
	84, 94	6.95% 24-35 mo. \$ 500 min.	7.13%	\$34.75	
	85, 95	7.45% 36-47 mo. \$ 500 min.	7.66%	\$37.25	
MONEY MARKET SAVINGS ACCOUNT			Effective Net Annual Yield**		Interest rates are subject to change weekly. Daily interest compounded and paid monthly. No minimum balance required.
<b>RATE</b>	4.50%	When balance is less than \$2,000	4.59%		
	5.05%	When balance is less than \$5,000	5.17%		
	5.20%	When balance is less than \$10,000	5.33%		
	5.35%	When balance is less than \$20,000	5.48%		
	5.50%	When balance is greater than \$20,000	5.64%		
IRA — Individual Retirement Account			Effective Net Annual Yield**		Daily interest compounded and paid monthly. No minimum deposit or balance required. Administrative and maintenance fees are waived. Interest rate on the IRA and IRA Spousal Account may change monthly. IRA certificates are also available. See rates indicated above under "Certificates of Deposit".
<b>RATE</b>	5.60%	NO FEES	5.75%		
CHECKING ACCOUNTS			Effective Net Annual Yield**		TCU currently offers 3 different Checking Accounts: TCU Checking, Command Checking, and Capital Checking. The TCU Checking Account does not earn interest. Interest rates on the other 2 accounts are listed to the left. Interest rates are subject to change weekly. Daily interest compounded and paid monthly on Command and Capital Checking Accounts. The TCU Checking Account requires no minimum balance. A balance below \$500 in the Command Checking Account will result in a \$5 monthly fee. A balance below \$1,500 in the Capital Checking Account will result in a \$10 monthly fee. Special loan discounts available for qualified borrowers with the Command or Capital Checking Accounts. Other fees may apply.
<b>Command Checking</b>					
<b>RATE</b>	5.00%		5.12%		
<b>Capital Checking</b>					
<b>RATE</b>	4.00%	When balance is less than \$1,500	4.07%		
	5.00%	When balance is less than \$5,000	5.12%		
	5.20%	When balance is greater than \$5,000	5.33%		
SHARE SAVINGS ACCOUNT			Effective Net Annual Yield**		Interest rates are subject to change quarterly. Interest compounded and paid quarterly according to low reference balance. \$10 minimum required to maintain membership. Members over 18 years of age must maintain a \$100 minimum balance to earn interest.
<b>RATE</b>	4.50%	First \$2,000 in account	4.58%		
	5.00%	Amounts in excess of \$2,000	5.10%		

3117 University Ave. SE Minneapolis, MN 55414    3410 Federal Drive Suite 130 Eagan, MN 55122    250 Prairie Center Drive Eden Prairie, MN 55344    501 South Second St. Princeton, MN 55371    1935 W. County, Bld. B-2 Suite 145 Roseville, MN 55113    8700 University Ave. NW Blaine, MN 55433

METRO OFFICES: (612) 636-9852    PRINCETON: (612) 369-2572    TOLL-FREE: 1-800-331-8244

\* Rates are subject to change without notice.  
\*\* THE EFFECTIVE NET ANNUAL YIELD OR TOTAL RETURN WILL FLUCTUATE WITH THE MARKET AND OTHER ECONOMIC CONDITIONS. PAST PERFORMANCE DOES NOT GUARANTEE FUTURE RESULTS.

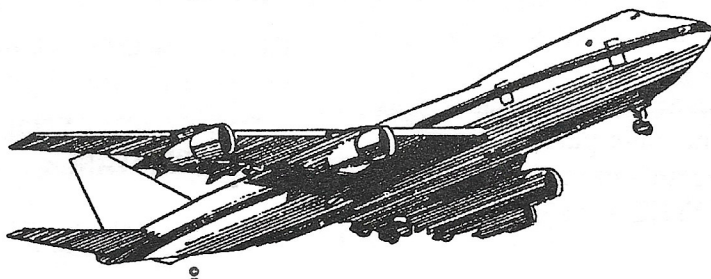
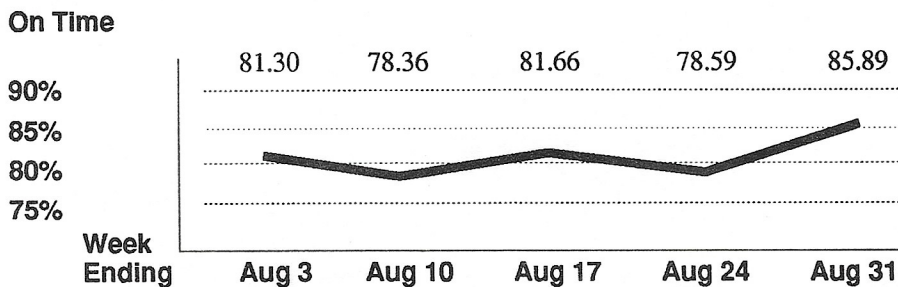
**Credit Union**

Check out the chart to the left and check into some of the many benefits of being a member of the TCCU. With five branches in the Twin Cities area (and even one in Princeton) a credit union office is only minutes away from most Mesaba employee residences.

**Mesaba Reports August Traffic**

Mesaba Aviation, Inc. flew 22.0 million revenue passenger miles during the month of August, a 3.1 percent increase when compared with 21.4 million revenue passenger miles flown during the same month last year (a revenue passenger mile equals one passenger flown one mile). Mesaba carried 107,523 passengers during the month of August, an increase of 6.3 percent over 101,106 passengers carried last August. Mesaba's load factor in August was 56.1 percent compared with 58.6 percent during the same month one year ago.

**ON-TIME PERFORMANCE**  
Percent of On-Time Departures





E N T J D S L L A F R E V I R F E I H T  
 N W M L O P F S K R O F D N A R G C N R  
 Y O U B S K I P A R D N A R G Y T I L A  
 A T S U B M U L O C E W X M K B O N O V  
 W S K Q C Y G N L H T Z P I R P L C C E  
 T G E D A Y T O N A R N T N S E E I N R  
 R N G A L F G R W R O N X N Z L D N I S  
 O U O E E K L U T L I B E E O L O N L E  
 F O N H S C D I F E T V R A L S H A B C  
 N Y N R S O R Y N S E P I P H T T T M I  
 O S W O O C E R E T B M E O K O G I I T  
 T L O O R N N G S O N S W L P N D N L Y  
 N L T M C A I U B N R W V I I E P O W H  
 A A R O A H A M O L I N E S E E U T A I  
 C F E G L S R P I E V M N S R D Y G U J  
 N X T R U K B N G L A A U T R R O N K D  
 O U A A K N O D N O L H G P E E R I E I  
 R O W F M B E T T E U Q R A M B P X E M  
 K I K A L A M A Z O O P N U G A R E L E  
 A S S E N I O M S E D N A L E V E L C B

**MESABA CITIES**

ABERDEEN  
 FLINT  
 MINNEAPOLIS/ST. PAUL  
 AKRON/CANTON  
 FORT WAYNE  
 MOLINE  
 BEMIJ  
 GRAND FORKS  
 MUSKEGON  
 BRAINERD  
 GRAND RAPIDS  
 OMAHA  
 CHARLESTON  
 HANCOCK  
 PELLSTON  
 CINCINNATI  
 KALAMAZOO  
 PIERRE  
 CLEVELAND  
 LA CROSSE  
 SIOUX FALLS  
 COLUMBUS  
 LANSING  
 THIEF RIVER FALLS  
 DAYTON  
 LEXINGTON  
 TOLEDO  
 DES MOINES  
 LINCOLN  
 TRAVERSE CITY  
 DETROIT  
 LONDON  
 WATERTOWN  
 ERIE  
 MARQUETTE  
 WAUSAU/STEVENS POINT  
 FARGO/MOORHEAD  
 MILWAUKEE  
 YOUNGSTOWN

**A New Twist???**

On page 4 in this issue of "Mesaba on the Move" you noticed a small box asking for suggestions, comments, or ideas for the newsletter. We appreciate all of the pieces that have been submitted for publication in the past but how about if we give you a couple of suggestions for submitting articles in the future.

We would like to put a call out for a different kind of article. All of our employees lead lives outside of Mesaba. You take trips, visit local community events, try out the latest method of fly casting on a local lake with spectacular results,

many things are enjoyable and important to you. These types of events make could make for interesting reading. What are some attractions to see if we go to \_\_\_\_\_? Be sure to visit MQT in December because \_\_\_\_\_ resort has great skiing. The lakes around GPZ have great fishing for \_\_\_\_\_ if you use \_\_\_\_\_ lures.

You get the idea, "Mesaba on the Move" would like "human interest" stories detailing your experiences to print to make for some interesting reading that speaks to the other parts of your daily life. Here's to making a better EMPLOYEE newsletter.



Addiction doesn't always happen to other people.

**FOR CONFIDENTIAL ASSISTANCE**

CALL: 1-800-634-7710  
 LOCAL: 642-0182



# Mesaba Sportswear



**GOLF CAP.** White poplin golf cap with adjustable sizing tab. Red and black embroidered logo.

**SWEATSHIRT.** Fruit of the Loom 7.5 oz. white sweatshirt with red and black embroidered logo.

**T-SHIRT.** Hanes Beefy-T 100% cotton white t-shirt. 5-color route map and F27 aircraft on front and "Fly with us" artwork on back. A one-of-a-kind design!

Description	Quantity (Sizes)	Price	Total
Golf Cap		\$ 6.50	
Sweatshirt (S-XL)		14.00	
T-Shirt (S-XL)		14.95	

**Shipping & Handling Costs**  
(Continental United States)

order total	cost
less than \$20.00	\$4.00
\$20.00-49.50	5.00
\$50.00-99.50	7.00
\$100.00-124.50	8.00

**Merchandise Total**

**Shipping & Handling**

**Total Due**


\*Add \$2.00 for each additional \$25.00 in merchandise  
\*Call for cost on all non-domestic shipments

Credit Card:  VISA  Mastercard

Card #: \_\_\_\_\_ Exp. date: \_\_\_\_\_

Signature: \_\_\_\_\_

Ship to		
Address		
City	State	Zip code
Contact	Telephone	

Mail or FAX this completed form to:

**Mesaba Program**  
c/o TM MARKETING  
P.O. BOX 3200  
Minneapolis, MN 55403  
FAX: 612-349-2870

- Make checks or money order payable to TM MARKETING
- Prices good through 6-30-91
- All orders shipped within 15 days

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



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