NEWSLAUNCH

Company Information and News for Mesaba Employees
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Special assignment flight attendants assist coworkers in inflight department as SMEs

By Patty Johnson
Communications Specialist

Although the term is still in its infancy, special assignment flight attendants (SAFAs) are not completely new to Mesaba. They first appeared on the scene as initial operating experience (IOE) instructors and have been branching out to other avenues within the inflight department ever since, gaining considerable speed and bringing with them subject matter expertise.

SAFAs were instrumental in the Buy on Board meal program, as they are today with the PBS system and FA recruiting and looking into the near future - auditing.

"We have more than 500 highly skilled flight attendants that we call upon to assist with special assignments as subject matter experts (SMEs)" said Barb Setsvold, director of inflight, shown to the left. "The program has really been successful. It provides career pathing and wonderful opportunities to work behind the scenes with other departments and preview future opportunities within the company."

When a SAFA position is open, it is posted within the department and flight attendants must submit a resume.

"They go through an interview process and we ask them specifically what they would bring to the position," Setsvold said. "These positions are over and above their line responsibilities, and we provide training to meet the additional responsibilities they will take on."

After graduation a new hire flight attendant must complete IOE on each aircraft before being scheduled to fly the line. This operating experience is observed by line flight attendants who have been trained in this capacity. There are currently more than 65 flight attendants who double as IOE (SAFA) instructors. A new training program for IOE instructors is in the developmental stage to provide additional direction on an annual basis.

Karen Boerner, MSP, and Steve Ellingson, MSP, work the PBS Help Desk answering calls and assisting flight attendants with bidding questions.

In 2001 flight attendant bidding went from paper to a computerized process called PBS. Line FAs were recruited as special assignment FAs to train the flight attendants within a 30-day period on the new process. Although the PBS implementation was slowed down by the events on September 11, two system wide trial bids were successfully completed and today, special assignment flight attendants answer incoming calls and bidding questions of fellow flight attendants via the help desk during the monthly PBS bidding time frame.

Special assignment flight attendants played a major role in the Buy on Board meal program, which debuted in September 2003. These SMEs worked with Gate Gourmet and Northwest Airlines to develop the program, promote it and later, taught the meal service procedures at the MEM base. The meals are available on ARJ flights between Memphis and Newark and Memphis and Philadelphia.

"The flight attendants were involved from the very beginning of the program," said Setsvold. "They met

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Summer Weather Preparedness

By Jerome Dawson, Standards Manager
Ground Operations Education & Standards

You don't need to live in the desert or the Deep South to be at risk from heat-related safety issues.

The effect of high temperatures depends not just on the temperature displayed on the thermometer, but on factors such as humidity, wind, exposure to sun, your physical condition, what clothing you're wearing, your previous exposure to heat, and even what you eat and drink.

We must also keep in mind the effects that heat will have on our passengers and equipment.

Information to help protect you, our passengers, and our planes and equipment can be found in the Ground Operations Manual (GOM), Chapters 4 and 10. If you don't have access to the GOM here's a summary of summer preparedness topics:

Dress Appropriately

• Light-colored, loose-fitting clothing provides superior protection, reflecting heat and allowing cooler air to circulate near your skin.

•When outside, wear a hat. Hats serve to keep direct sunlight off of your head, enhance cooling by slowing the evaporation of sweat, and a hat brim can help keep sun glare out of your eyes and harmful UV rays off of the skin of your face, ears, and neck.

Drink Fluids and Eat Carefully

• Water is the beverage of choice in hot weather. Your body isn't sweating coffee or soda, it's sweating water. So drink water – it best replaces what your body is losing.

• Drink water often when working in hot weather. From a pint every hour to as much as a pint every 15 minutes, depending on the temperature and how hard you're working.

• Caffeine interferes with the body's ability to cool you down by constricting capillaries in your skin, and that makes it harder for your body to shed heat. Many carbonated sodas contain caffeine. Smokers: Nicotine has a similar effect.

• Most individuals get plenty of salt in a normal diet so salt tablets are not normally needed. However, if you're sweating heavily and drinking large amounts of water for prolonged periods of time, additional salt may be needed. Sports drinks (such as Gatorade, Sportade, etc.) may also be useful to help replenish electrolytes.

• Eat light. Large meals require large amounts of water for digestion. Failure to eat properly in hot weather can lead to nausea and vomiting.

• When off-duty, if you drink alcohol remember that alcohol dehydrates the body, requiring you to drink even more water to restore your body to normal.

Personal Condition

The following conditions will make anyone more susceptible to having problems dealing with heat:

• Lack of physical fitness

• Lack of acclimatization to heat. You're at greatest risk for heat-related problems during your initial exposures to the heat. Your body will adjust on repeated exposure, but be prepared to take it a little easier while your body gets used to the increased temperatures.

• Dehydration due to medication (such as diuretics), intestinal illness causing diarrhea, or a large amount of alcohol consumption the day before.

• Obesity

Summer Weather Preparedness, con't

• Acute or chronic disease

• Sunburn

Take care of each other and our passengers

• Share the load – don't let one or two people do all the heavy work. If they get sick from the heat, you can end up doing the job by yourself.

• Make sure flight crews have water. Long ground times, taxi delays, and the generally dry air in the aircraft can combine to overheat and dehydrate the pilots and flight attendants.

• Whenever available, hook up cooling air to the aircraft as soon as you can. What may seem like a nice day on the ramp can quickly make the interior of an airplane uncomfortably warm, particularly when passengers have to stay onboard while planeside-checked bags are offloaded.

• Make sure your coworkers are drinking plenty of water.

• Take breaks in air-conditioned rooms when you can, and out of the sun when you can't.

• Watch for symptoms of heat exhaustion or heat stroke:

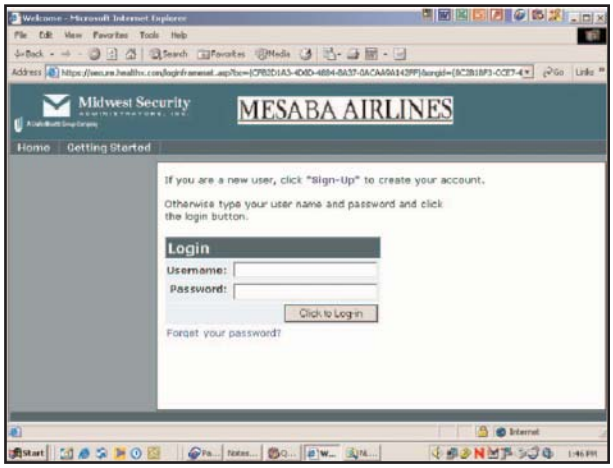
- o Headache
- o Dizziness or lightheadedness
- o Unusual weakness
- o Mood changes such as irritability or confusion
- o Upset stomach and vomiting
- o Fainting or passing out
- o Pale, clammy skin

• Passengers may be arriving at the airport after long drives in cars without air-conditioning. Small children, the elderly, and obese persons are more prone to suffer from heat effects. Counter and gate agents should be alert for passengers who are overheated and in need of water or cooling down.

Introducing your new online benefits service!

Midwest Security Administrators now gives you secure Internet access to your individual employee benefits information. This online service lets you quickly learn the status of your claims, receive answers to your benefits questions, and access valuable health information. Getting benefits information has never been so fast and easy!

Use your online service to:
• Save time with 24/7 access to your own personal benefit information
• Quickly check the status of your health claims and family eligibility
• Get answers fast via the Express Requests email service
• Easily access reliable health and medical information



Go to https://secure.healthx.com/mesaba.asp. On your first visit, in **Username** enter your first-name initial, full last name, and the last four digits of your social security number and in **Password** enter your complete social security number. Don't include any spaces hyphens or punctuation. Follow the on-screen instructions and in minutes you'll have full access to your own benefits service! Go to Help and Welcome features for introductions to the site's services.

John Spanjers, President and Chief Operating Officer

With the passing of Memorial Day, we are now into the summer season. That means warmer weather and greater numbers of passengers.

I want to remind all employees to please work safely during this busy season. Summer brings with it more risks, from increased heat, to a greater threat of thunderstorms, to the greater temptation to rush that comes with the increased passenger loads. Slow down, take your time, and follow the proper procedures.

In your most recent paychecks, we included a form for all employees to fill out regarding our 60th anniversary. We are printing T-shirts for all employees, featuring our 60th anniversary logo. Make sure you fill out the form, indicating your size, and we will send you a T-shirt in early July. In addition, the form will also enter you in a drawing to win prizes, including passes on other airlines.

May was a difficult month for us operationally, with significant weather challenges. Our operating numbers reflect this.

Despite the difficulties, we still had three 100 percent completion days in May, and we've had three more thus far on June 2, 3, and 4. That brings us to 18 for the fiscal year, a remarkable accomplishment in just a little more than two months.

Thanks again for all of your hard work.

Congratulations, everyone, on a 100 percent completion factor on June 2, 3 & 4.

Month-To-Date Operating Performance through June 9, 2004

	MTD	GOAL
Scheduled Completion Factor	99.0%	98.1%
On-Time Arrivals within 14 minutes	83.7%	80.7%
On-Time Departures within 0 minutes	80.8%	75.3%
Block within 0 minutes	59.5%	56.0%

Year-To-Date Safety Performance through June 3, 2004

	Goal[1]	YTD Act'l FY05
Average Lost Work Days per Injury[2]	3.88	0.19
OSHA Injuries[3]	9.90	7.92
Aircraft Damages (ATA)[4]	1.10	0.83
Average (A/C) Days Out of Service[5]	2.55	5.47

1 - These goals will remain the same throughout entire FY05 (4/1/04 - 3/31/05).
2 - Average Lost Work Days per Injury = total number of lost work days ÷ total number of OSHA injuries
3 - OSHA injuries = (number of injuries x 200,000) ÷ total hours worked. (OSHA injuries are measured at a rate of 200,000 hours worked. (This number is equivalent to 100 employees working 40 hours per week at 50 weeks per year.)
4 - Aircraft Damages (ATA) per 10,000 departures =(total number of damages x 10,000) ÷ actual departures
5 - Average (A/C) Days Out of Service = total days out of service ÷ total damages

See an unsafe act or condition?
Call the Safety Hotline number 1-877-342-9693, Ext. 2.

Mesaba Aviation, Inc. reports capacity and traffic for May

Minneapolis/St. Paul, Minn. - On June 4, 2004, Mesaba Aviation, Inc., a subsidiary company of MAIR Holdings, Inc. (NASDAQ: MAIR), reported capacity and traffic for May. Mesaba Aviation flew 235.7 million available seat miles (ASMs) in May, which was down 1.5 percent year over year. Mesaba Aviation carried 457,586 passengers in the month, which was down 7 percent year over year generating 153.7 million revenue passenger miles (RPMs). Passenger load factor, representing capacity filled, increased 11.1 points year over year to 65.2 percent.

Change in daycare costs?

If you are currently enrolled in the dependent care reimbursement account, a change in cost of dependent care is a qualifying event to change your dependent care reimbursement election. The change to your dependent care account must be consistent with the status change event.

If the cost of your dependent care has changed recently or soon will, complete a Health Care Reimbursement and dependent Care Reimbursement Enrollment/Status Change Form (found on mymesaba.com) within 30 days of the effective date of the rate change. Submit the completed form to MSP HR.

SAFAs, from page 1




These MEM-based flight attendants were instrumental in the Buy on Board program. Shown clockwise from the upper left: Charlotte Fraser, Phyllis Hill, Lisa Pittman and Gina Word.

with the caterers and provided valuable feedback and insight into the food serving process. They test tasted the products and many shared their excitement with other coworkers not involved in the process."

The SAFA program provides the department full-circle implementation. Flight attendants with a high level of service become subject matter experts helping to improve the current inflight processes and procedures. Through their knowledge and expertise, the department can look at what is done today and determine improvements.

Setsvold believes the flight attendants bring (to the department's projects) firsthand knowledge. They can be more involved in the decision making process.

"They are the ideal persons to tell us how to improve our service and procedures," she said.

When not scheduled to fly, special assignment flight attendant Catherine Rybarczyk, CVG based, has assisted with administration responsibilities at the Cincinnati base. Seven others have assisted with the recruiting process in Cincinnati, Detroit, Memphis and Minneapolis. They help determine and evaluate potential inflight candidates via the application and selection process. The SAFAs also assist in administrative responsibilities and presentations at employment open houses.

Internal auditing is currently being discussed. SAFAs would complete flight and new procedure audits and do manual checks. Their main focus would be to support compliance in a non-punitive manner. Additional information is forthcoming.

"The flight attendants love the opportunity to work behind the scenes and to see SOC and crew scheduling in action within inflight operations. They get to face challenges head on and become a cohesive factor for the entire flight attendant department," Setsvold said. "Our goal is to get the flight attendants involved from the start. Through their involvement, we can ensure quality. We can embrace it. And this program allows us to do just that."

Special assignment flight attendants are needed to participate as inflight recruiters at the CVG and MSP bases. For further information, refer to FA MEMO #04-43.

These five flight attendants, along with Erika Jones and Lisa Pittman assist the inflight manager with the recruiting process. They present information to candidates during the open houses and other administrative duties.

Pictured clockwise from the top left are: Nadine Hassan, DTW; Linda Hughes, CVG; Barb Mikkelson, MSP; Alexander Parrs, DTW and Terry Tourand, MSP.





Mesaba Airlines welcomes Melissa Hanson, intern

Melissa is a recent graduate of the University of Minnesota and majored in Strategic Communication. During her coursework, she studied the airline industry and case studies involving employee and customer communications within the industry.

She will assist the communications department with NewsLaunch, Mesaba's 60th anniversary celebration and Customer Care with its claims. Hanson will also assist with other department initiatives.

She can be reached at 651-367-5231. We are excited to have Melissa on board.

Jeremy VanHoof, AEX CSM, marshals in a Saab flight.

Photo taken by Jerome Dawson

A recognition meal for great performance

On Thursday, May 27, SOC Director Denny Ofstedahl and Managers Al Mickelson, Paul Montgomery and Frank Slocum took time out of their day to cook and congratulate the SOC employees on the department's solid operating performance. The celebration included a barbeque with hamburgers, hot dogs and topped off with dessert.

SOC had an outstanding Fiscal Year 2004. They met their performance goals, and are now on their way to an amazing Fiscal Year 2005. The team has already accomplished 12 perfect days for completion factor in April and three in May. They have done a truly impressive job of maintaining a reliable flight schedule for our passengers.

Thanks again for all of your efforts in SOC on behalf of Mesaba Airlines!

Jeff Olson
Dispatcher

Denny Ofstedahl, *SOC Director*
Bill Poerstel, *VP Flight Ops*
Archie Clark, *Dispatch*

Thomas Swords
Supervisor

Frank Slocum, *Manager*
Paul Montgomery, *Manager*

Additional appreciation events are forthcoming to celebrate outstanding performance.

Witt and Jackson promoted to directors

Randy Witt has been promoted to Director of IS. Randy was a manager in the department since March 2001 and worked closely with Scott Ficek to lead a number of the department's initiatives that vastly improved our IS infrastructure. He helped with the design and testing of the data recovery system and redundant SOC operation, which has been cited by many technology trade publications as a cutting-edge system. Randy also helped engineer the moves to the new hangar and GO, which included new phone systems at both locations and a new state-of-the-art data center at the GO. The IS department also assisted with the redesign of MyMesaba and expanded the capability of our employees to both access and use the system, with improved computer capabilities in our hubs and spoke stations.

Dave Jackson has been promoted to Director of Communications and Organizational Design. Dave came to Mesaba in March 2002 as manager of communications, responsible primarily for employee communications. He assumed responsibility for media relations and customer care over the past year and a half, serving as company spokesperson on the pilot negotiations and other media requests. Dave and his team have improved the quality of our employee communications, through a redesign of both NewsLaunch and MyMesaba and the introduction of employee conference calls, a Q&A format on MyMesaba and the SLT station visits. Dave will now oversee the Leadership Development charter as well, which will include a new performance development process, leadership training and evaluation programs and other aspects of organizational development.

Both of these changes are effective immediately. Please join me in congratulating Randy and Dave on their promotions.

John Spanjers

Randy Witt

Dave Jackson

Employees go beyond the call of duty for passengers and crew


Will Freeze


David Wojciuch


Darren Efurd


Michael McClung


Jamie Owens

I would like to commend your **pilots Will Freeze (DTW Saab capt) and David Wojciuch (MEM Saab capt)** for service above and beyond the call of duty in April.

At the conclusion of my flight from LGA to TUP, I realized that I had left in the Memphis airport a wedding gift that my daughter had entrusted to me. Will inquired as to the problem and immediately offered to contact Mesaba personnel in Memphis to see if the package could be located.

After an anxious 30 minutes, the package was found and Will arranged to personally deliver it to Captain Wojciuch who would be flying from MEM to TUP later that evening. He arrived right on time with the package in hand, and a very relieved Father of the Bride was saved indescribable humiliation!

Mesaba is fortunate to have people like Will Freeze and David Wojciuch representing your company, and I appreciate the concern and initiative they showed in helping resolve my problem.

Please convey to them again my heartfelt thanks and appreciation.

B. H.

I would like to thank you **(Darren Efurd, XNA CSM)** for the wonderful kindness you showed to my family on Friday, March 12. As you will recall, my daughter's boyfriend was killed in a car accident and you were so helpful in helping her get to the gate, and making sure we were united with her quickly from our Memphis flight. I know the XNA to MEM flight was overbooked, yet somehow in our grief, we found ourselves seated on that plane with our daughter.

My husband was extremely impressed with the wonderful treatment we received from you and your staff. Words cannot express how your kindness touched us that horrible day. I look forward to seeing you again soon, under better circumstances.

S. D. (A Pinnacle employee)

This letter is to say how helpful and nice **Mr. Michael McClung (TUP CSA) and Mr. Jamie Owens (TUP CSM)** were to help me. I will be flying Mesaba to Memphis, from Memphis to Houston and from Houston to Maui, Hawaii on November 24, 2004. I will return on December 2, 2004. So, to arrange and coordinate all of this with my children and grandchildren was time consuming. I appreciate your help!

S. S.

Mario Martorana, the (Pinnacle) dispatcher, told me that there were quite a few thunderstorms down in the Missouri and Oklahoma area and that the situation looked like it was changing minute to minute and that he would keep me updated in route. The first portion of the flight was normal.

Just after we passed MCI, Mario sent an ACARS advising us that it looked like our best route in would be to deviate east to SGF and then come into TUL from that direction. We did that and were able to circumnavigate the thunderstorms without too much difficulty.

As we approached TUL, however, the current ATIS was broadcasting numerous thunderstorms in the area. As we were being vectored for an approach to 18L, the radar began to paint heavy rain over the field. We queried ATC about the current field conditions, and they advised us of very gusty winds and heavy rain. We were also painting strong storms just to the southwest to west through northwest of the field moving ENE. We asked to hold to see if conditions were going to improve, and were instructed to hold over the FAF at 5,000 feet.

An American Eagle flight decided to attempt the approach below us. They reported very bad windshear on short final, but did not indicate the amount in knots. At about the same time we

XNA, see page 8


Tracy Lawrence


Bob Szymanski


Dan Gutschow


Tori Hill

XNA, from page 7

received an ACARS alert advising us of a windshear alert at TUL with a -30 Kt shear. At this point we decided to divert as more storms were going to be moving onto the field. We were re-released to XNA as it was closer to TUL than our original alternate of FSM and had acceptable weather.

The guys working the XNA station that we diverted to did an excellent job in handling our diversion. They hustled to try and help out the folks that were being affected by the diversion, and at the same time were quick about helping us get a new release and fuel. It ended up that all of the passengers decided to stay in XNA and get to Tulsa from there. The XNA crew was also quick to unload the baggage from cargo. In spite of the extra work we were causing them, they had a great attitude and did not seem put out at all that we were there.

M. H. (A Pinnacle pilot)

The XNA station crew is Darren Efurd, CSM, Bob Camp,CSC, and agents Laney Henson, Nick Davis, Shawn Schaer, Wanda Baldwin, Nicole Vancleave, Mary Jo Green, Debra Rowe, Randy Ransom, Terra Ocheltree, Landon Bagby, Megan Beenken, Jeff Mercer, Ron Boling, Matt Roberts, Jason Heron and Carl Bennett.

On Thursday, May 6, 2004, I flew from Birmingham, Ala., to Detroit and on to Grand Rapids, Mich. The flight to Detroit was extremely full, and I could not find room in the overhead storage for my luggage. It was therefore checked in with a hand tag.

My tag didn't have a GRR destination, instead it was heading for Columbus. **Tracy Lawrence (DTW FA)** was extremely helpful, apologetic and very friendly. She went out of her way to assist me to sort it out once we landed in Detroit.

She was extremely pleasant to everyone. Although my luggage ultimately did end up in Columbus and is currently in transit back to Grand Rapids, please thank Tracy on her efforts and attitude.

L. G.

On the flight to Flint, Mich., I was impressed by the professional demeanor and appearance of the gate agent, **Bob Szymanski (DTW CSA)**, who was frequently informing us about the delayed flight. He followed procedure by having a passenger rescreened prior to boarding. Rarely do you see an employee today who consistently looks and acts professional when dealing with the public.

A. B.

I have flown for several year's on several different airlines. I would like to commend **Dan Gutschow (CVG FA)** for being very attentive to all the passengers during our 3 1/2 hour delay on the runway. He took special attention during reboarding on my continued flight to Detroit. His work performance was truly refreshing.

D. W.

Sometimes you run into folks with a spark in their eye that says I understand: my job, your predicament, and how to solve problems. **Tori Hill, (MSP CSA)**, is one of those people. Tori is friendly, smart, and is a "V-8 engine." Thanks for your help, Tori! Bottom line: Tori is a very valuable employee that needs to be rewarded.

J. F.

goZED logo taken from www.gozed.com.

ZED offers two new interline agreements

Price quote example helps employees understand fares and taxes

Air Canada and British Airways are now part of the ZED program. For a complete list of airlines participating in ZED please see MyMesaba.com.

ZED fare quotations are provided to assist in your interline trip planning at goZED.com. ***Fare quotes do not include applicable taxes, fees and charges.*** In the case of a fare difference between one obtained from the ZED site and the ticketing carrier's fare calculations, the ticketing carrier's calculation shall prevail. Embargo information may change between itinerary creation and your travel date. ZED fares are based on mileage.

Below is an example of a price quote from the fare section of goZED.com (see bottom of page for Web site info). An employee and spouse want to travel from New York (JFK) to Paris (CDG) through Amsterdam (AMS) round trip on KLM. The prices are quoted per person per segment. The total ZED fare per person is $138 not including taxes. The taxes for this example are $127.47 per person. The ZED fare plus taxes equal $265.47 per person. Remember, your taxes could be as much as the fare depending on location.

*** Taxes will be determined when ZED tickets are purchased at the Mesaba Pass Bureau or NWA ticket counter.**

KL 0642 03-Jun-2004 New York J F Ke(JFK) to Amsterdam(AMS) Time: 1815 - 0735

Traveler	Segment	Economy - Standby
Employee	JFK - AMS	$50.00 YIDZM5R2
Spouse	JFK - AMS	$50.00 YIDZM5R2
ZED Fare Segment Total:		$100.00 US

KL 1233 03-Jun-2004 Amsterdam(AMS) to Paris Charles d(CDG) Time: 1120 - 1230

Traveler	Segment	Economy - Standby
Employee	AMS - CDG	$19.00 YIDZM1R2
Spouse	AMS - CDG	$19.00 YIDZM1R2
ZED Fare Segment Total:		$38.00 US

KL 1232 07-Jun-2004 Paris Charles d(CDG) to Amsterdam(AMS) Time: 1140 - 1300

Traveler	Segment	Economy - Standby
Employee	CDG - AMS	$19.00 YIDZM1R2
Spouse	CDG - AMS	$19.00 YIDZM1R2
ZED Fare Segment Total:		$38.00 US

KL 0641 07-Jun-2004 Amsterdam(AMS) to New York J F Ke(JFK) Time: 1415 - 1615

Traveler	Segment	Economy - Standby
Employee	AMS - JFK	$50.00 YIDZM5R2
Spouse	AMS - JFK	$50.00 YIDZM5R2
ZED Fare Segment Total:		$100.00 US

Click on www.gozed.com.

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Station News

ABE ABR AEX ALO APN ASE ATL ATW ATY AUS AZO BGM BHM BIS BJI BMI BNA BRD BTV BUF CAK CHA CHS CID CLE CLT CMH CMI CRW CVG CWA DAY DFW DLH DSM DTW DVL EAU ELM ERI EVV EWR FAR FNT FOD FSD FSM FWA GFK GLH GPT GRB GRR GSO HIB HPN HSV INL JAN JMS LEX LFT LIT LNK LSE MBS MCI MCW MEM MGM MKG MLI MLU MQT MSL MSN MSP OKC OMA ORF PAH PFN PHL PIA PIB PIR PIT PLN PNS PWM RAP RHI ROA ROC RST SBN SCE SDF SGF SLC STC STL SUX TOL TRI TUP TVC TVF TYS XNA YHZ YQR YQT YUL YWG YXU YYZ

Bemidji loses energetic and enthusiastic CSA

Sherri L. Sauer was born on June 6, 1956, in Golden Valley, Minn., to Harold and Paula Fox. Sherri passed away May 27, 2004, at the age of 47, following a long, courageous battle with cancer. She attended Hopkins-Lindbergh in Minnesota and continued on to college at the University of Wisconsin at Menomonie and also North Hennepin Junior College. Sherri enjoyed being with her family and close friends, camping and outdoor activities, arts and crafts, gardening and was active in church functions. Sherri was also involved with the American Cancer Society, Relay for Life and was also involved with ASSE foreign exchange student program.

Sherri worked for many years in the Bemidji area including: J.C. Penney, Index Office Supply, Applebee's Restaurant and most recently at Mesaba Airlines & the Transportation Security Administration (TSA). She began working for Mesaba in May 2002 as a customer service agent in BJI.

"It's hard to believe that she isn't here anymore. She worked each day with energy and enthusiasm and will be deeply missed by all of us." - Bruce Emmel (BJI CSM)

Sherri is survived by her husband of 26 years, Robert (Bob); three children, Emily, Allison and Karl; her mother, Paula Fox of Golden Valley, Minn.; sister, Suzan (Mike) Muldown and daughter Anna of Whitefish, Mont; brother, Tim Fox and daughter Melissa and son Andrew of Big Fork, Mont. She was preceded in death by her father, Harold Fox.

New manager for GLH

Cedric Adams has been named the new customer service manager for GLH. Cedric has been with Mesaba since May 2003 and came with previous management experience from Sentrynet Inc. Adams has a bachelor's degree in history from Jackson State University in Jackson, Miss. His wife, Catina, and son Cadarius, 8, are very proud of him.

Nielsen named "Employee of the Month" at Muskegon Airport

The Muskegon Airport recently began an "Employee of the Month" program to honor employees who go above and beyond what is expected of them. This program includes all airport "county" employees including airlines, car rentals and restaurants.

We have a very high standard and pride ourselves on the customer service we offer from a small airport.

Debbie Nielsen (MKG CSM) was the recipient for the month of April. She exemplifies this high standard day in and day out. We feel very fortunate to have her.

--Dianne Hoofman, Muskegon Airport Marketing

NEWS NEWS NEWS NEWS NEWS

For cheap flights, it's location, location, location

Luckiest travelers live near airports with non-gouging carriers

By Chris McGinnis
Special to CNN
Friday, May 21, 2004 Posted: 10:33 AM EDT (1433 GMT)

(CNN) -- Are you lucky when it comes to air travel? If you live near an airport that's the hub of a low-fare carrier, you are very lucky to be blessed with low prices and few restrictions. But unfortunately, air travel luck is not spread uniformly across the country, and major carriers continue to gouge where they are able.

"None of the big carriers offer low pricing unless they are forced to," airfare trend expert Bob Harrell of Harrell Associates in New York told CNN.

Lady luck has been kind to travelers in Atlanta, Georgia; Chicago, Illinois; Denver, Colorado and New York with the presence of, respectively, AirTran, ATA, Frontier and JetBlue. And if you live in Florida or California, that luck extends to you since these low-fare carriers make frequent trips between their hubs and your sunny locales.

Based on fares tracked and analyzed last week, Harrell says that other lucky cities include Las Vegas, Nevada, Phoenix, Arizona and Baltimore, Maryland owing to the presence of both Southwest and America West.

With low-fare carriers in these markets, travelers can expect fair prices and few surprises. This is a big reason why travel volume is way up in these cities, and low-fare carriers are flourishing.

But some cities seem downright cursed when it comes to getting low fares, and the disparity in fares is alarming -- especially if you don't want to (or can't) stay over a Saturday night.

Here's what I mean by alarming. Let's say you live in Chicago or Atlanta and want to fly nonstop to Denver. With low-fare carriers in all three cities, you can rely on finding a decent fare. When I checked this week for flights in July, roundtrip fares ran about $200-$240 round trip with no Saturday night stay required. Not bad. If you needed to go next week, the fares rise to about $350. Still decent.

But let's say you live in Cincinnati, Ohio, an unlucky city sorely lacking low-fare service, and want to fly to Denver. Book in advance and agree to stay over a Saturday night in July, and the lowest fare on Delta (the only carrier that flies non-stop) is around $425. If you're a business traveler and want to come home on Friday, Delta's lowest fare is about $700 for that privilege.

Charlotte, North Carolina, is another unlucky city. To fly non-stop to Denver, opting to stay over a Saturday night in July, you'll pay $320 on U.S. Airways. If you want to make a mid-week trip in July, that fare more than doubles to $741. And if you need to go next week on a business trip or an emergency, you'll pay a shocking $1,175. Whoa! (But if you're willing to take a one-stop flight on low-fare carrier ATA via Chicago, the same trip would be just $279, saving you or your company nearly $900.)

Based on his firm's data, Harrell says that other unlucky cities, which endure significantly higher average fares than others include: Boston, Massachusetts; Washington; Dallas, Texas; Minneapolis, Minnesota and Detroit, Michigan. "Atlanta and Philadelphia are hybrid cities -- they enjoy low average fares on routes where there is low-fare competition, but pay significantly higher fares on routes where there is none," said Harrell.

The Washington area should migrate from the unlucky to the lucky list when Independence Air cranks up at Dulles International Airport on June 16 with one-way

NEWS NEWS NEWS NEWS NEWS

Mesaba's 60th anniversary - July 4

On May 24 and 31, pink T-shirt order forms were included in all Mesaba employee paychecks. Submit the completed form to your manager to receive a free commemorative 60th Anniversary T-shirt! This form will also enter you in the 60th Anniversary company-wide drawing held next month. You must submit a form to receive a shirt. One shirt per employee, please.

Celebrate the 60th Anniversary of Mesaba Aviation

Please complete this form in order to receive your free Mesaba 60th Anniversary T-Shirt.

Please circle your T-Shirt Size (one per employee)

S M L XL 2X

This form will also enter you into a drawing for many fun prizes. The drawing will be held in late July.

Employee Name _____

Employee ID number and location _____

Employee phone number _____

VOID

Please return this form to your manager by June 11, 2004

Managers should COMAT forms to Patty Johnson at MSPGO

Mesaba Airlines

We need your help!

Do you have any pictures, route maps, memorabilia relevant to Mesaba's history? A new video is being produced to commemorate the company's 60th anniversary. If you would like to include any of your historical items in its making, COMAT them to Dave Jackson at the GO or email digital photos to dave_jackson@mesaba.com. We promise to return them promptly.

Celebrating 60 years of service in 2004

Land of 10,000 Lakes
Scheduled Airline Service

MESABA AIRLINES

1944 60 2004

YEARS

Stay tuned! Look for more information on 60th anniversary celebrations throughout Mesaba!

Look for "mesaba: still soaring" in WorldTaveler, July 2004.

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On June 10, 2004, at 9:53 a.m. ET, Mesaba stock traded at 8.99 per share.

Company Communications and Employee Tools

GO switchboard	651-367-5000 or 1-866-885-7030
John Spanjers' Hotline	1-877-MESABA5 or Ext. 5496
Security/Dangerous Goods/CRO Hotline	1-877-832-6524
Chief Pilot Hotline	1-877-342-9693, Ext. 1
Safety Hotline	1-877-342-9693, Ext. 2
Inflight Hotline	1-877-342-9693, Ext. 3
Pass Bureau	pass@mesaba.com
IS Help Desk for computer needs (24/7)	1-866-600-5300, or Ext. 5300
T.E.A.M. (Confidential counseling)	651-642-0182 or 1-800-634-7710
www.MyMesaba.com	Safety, HR, Pass Bureau and more
NewsLaunch@mesaba.com	To report news, events, information
www.NWA.com	Flight Check-in, to verify for flight
www.NWA.com/nrev	Non-Rev Flight Availability Status