

# John's Company Update

3.5.10

Hello, everyone.

Here is an update for this week.

## Safety Performance

Only five days into the month, we are off to a good start, safety-wise. However, in February, some accidents occurred in which employees failed to identify safety hazards in the workplace, and as result, people were injured or aircraft damaged. These incidents unfortunately help emphasize the point that we must always be focused on the ever-changing circumstances around us as we go about doing our jobs. I ask you to follow the safety procedures fully, in every task that you work on, and do not cut corners. Focus on those things that could cause harm to you, your co-workers, or our equipment. If a safety hazard is recognized, or a process is not be completed correctly, please stop what you or others are doing until it can be accomplished safely. Do not ever hesitate to ensure that we are not compromising safety, and thanks for making it our top priority every day.

## Operational Performance

After facing many operational challenges in the beginning of February, we posted excellent performance numbers in the second half of the month; however, it was not enough to meet our main goals for the month. In March, we are off to a good start, helped along by milder weather this week. Here is a look at how we compared to the other Delta Connection carriers last month:

### Completion Factor (CF) February 2010

SkyWest	99.2%
<b>Mesaba</b>	<b>96.9%</b>
Compass	94.6%
Pinnacle	93.8%
ASA	93.4%
Freedom	92.4%
Chautauqua	88.2%
Comair	86.9%
Shuttle America	83.9%

### On-Time Arrivals (A14) February 2010

SkyWest	87.4%
Shuttle America	82.7%
<b>Mesaba</b>	<b>78.6%</b>
ASA	77.4%
Chautauqua	77.2%
Compass	73.0%
Comair	71.5%
Pinnacle	67.7%
Freedom	66.2%

## New Employee Badges

Next Wednesday is the deadline to exchange your old Mesaba employee badge for a new ID. If you have not yet received your new badge, or if you will not be able to meet the deadline, please contact your manager or chief pilot.

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	MTD	Goal	
ACD	0.00	3.79	●
ODI	16.8	13.6	●
FSI	0.00	0.34	●
OJI	0.00	2.74	●

ACD: Aircraft Ground Damages is any aircraft ground damage requiring maintenance correction, per 10,000 departures.  
 ODI: A/C Operational Difficulty Index is mechanical irregularities that occur during any stage of flight, per 10,000 departures.  
 FSI: Flight Safety Incidents: Pilot related irregularities that occur during any stage of flight, per 10,000 departures.  
 OSHA OJI: Global Injury Rate is any OSHA reportable on-the-job injury events, per 100 full-time employees.



	MTD	Goal	
CF	98.2%	98.2%	●
D/O	80.0%	76.0%	●
A/14	91.5%	87.1%	●

CF: Completion Factor is the percentage of actual flights flown versus the number of flights scheduled.  
 D/O: Departure from zero is the percentage of flights that departed by the scheduled time.  
 A/14: Arrival within 14 is the percentage of flights that arrived at the gate within 14 minutes of scheduled time (considered "on-time arrivals" by the U.S. DOT).



	In process	Complete
Saab	0	26
CRJ-900	1	35
CRJ-200	1	0

66 of our 97 aircraft now display the Delta Connection livery.

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## New Flights

Yesterday, we resumed non-stop Saab service between Atlanta and Hilton Head, South Carolina. Delta had discontinued service last November; however, we are now offering four daily flights to HHH from Delta's southern hub. Tomorrow, we will begin CRJ-900 service to two other cities in the Palmetto State — Charleston and Myrtle Beach — from the Twin Cities. Also, on Saturday, we will upgrade our service from Detroit to Alpena, Michigan operated with our CRJ-200 fleet.

## Paint Update

Tomorrow, the last of our CRJ-900 aircraft will complete the paint line at Leading Edge Aviation Services in Greenville, Mississippi. Once aircraft 937 is finished, all 41 jets in our CRJ-900 fleet will sport the new Delta Connection livery. We currently have one CRJ-200 going through the paint line, and we will continue with a single 200 paint line through early April. We will begin painting two at a time during the month of May, and we will restart a single line in September until our entire regional jet fleet is completed.

I will provide another company update next week. In the meantime, visit MyMesaba for news and information updates.

Have a great weekend, and keep working safely.

John

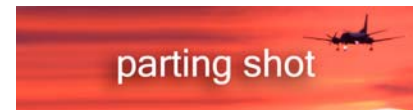


	Nov-Jan	Goal	
<b>Overall</b>	<b>3.80</b>	<b>3.8</b>	<b>●</b>
<b>Boarding and Departure</b>	<b>3.78</b>	<b>3.8</b>	<b>●</b>
<b>Onboard</b>	<b>3.62</b>	<b>3.8</b>	<b>●</b>

Overall: Passengers are asked to rate their overall experience with that day's flight.

Boarding and Departure: Passengers are asked to rate their overall boarding and departure experience, including factors such as on-time departure and the timeliness and accuracy of information we provide.

Onboard: Passengers are asked to rate their overall onboard experience, including factors such as aircraft cabin cleanliness, onboard food and entertainment, seat comfort, and flight attendants.



A Mesaba Fokker F27 flies on a clear day. The Fokker was a vital aircraft to Mesaba's operation in the 1980's. You can view more photos on MyMesaba.

