

A publication of Duncan Aviation

Duncan Debrief

Spring 2022



DUNCAN
AVIATION



800.228.4277 | www.DuncanAviation.aero | +1 402.475.2611

Duncan Aviation's Lead Designer Emily Krawczak is featured on the front cover of the *Duncan Debrief* in Battle Creek, Michigan's, newly remodeled Design Center.



A Message From Jeff Lake

We have always had customers comment about how much they appreciate the excellent service they received from Duncan Aviation team members. Lately, it seems like we have been receiving more than usual. Results from our customer surveys support this. Our results in 2021 were higher than the year prior and are much higher than the average received by all companies that conduct Net Promoter Score surveys. We are proud of those results but don't plan to rest on our laurels. Our goal is to raise the bar and continually improve in all areas. Please continue to let us know if you are happy, as well as what we can do to better meet your needs. 🚀

NET PROMOTER SCORE (NPS) RESULTS

	2021	2020
Lincoln	86.27	84.09
Battle Creek	86.21	78.33
Provo	77.08	71.30
Duncan Aviation	83.19	77.91

44 Average for all companies, regardless of industry

72 Average for all companies performing in Top 25%

Duncan Aviation's average across locations in 2021 **83**

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subscriber services:
Direct all inquiries, address changes, subscription orders, etc., to:

Web: www.DuncanAviation.aero
E-mail: Debrief@DuncanAviation.com
Contact: Marketing Communications
Phone: 800.228.4277 or +1 402.475.2611

contributing writers:
Eric Anderson
Kate Dolan
Diane Heiserman
Lori Johnson

lead designer & photo director:
Kaela Paseka

graphic designer:
Joe Vavrina

video producer:
Jared Petr

web developer:
Tad Luedtke

circulation director & office administrator:
Brian Ryba

chief editor & manager:
Lori Johnson

president:
Jeff Lake

CEO:
Aaron Hilkemann

chairman:
Todd Duncan

chairman emeritus:
Robert Duncan

company founder:
Donald Duncan (1922-1981)

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T O D D D U N C A N

C H A I R M A N



Photo by Todd



As the country faces labor shortages in all industries, we hear a lot about the shortage of pilots and maintenance technicians. These jobs are important to our success, both as a company and as an industry, but we don't focus strictly on attracting these workers. There are no insignificant jobs at Duncan Aviation as every one of us contributes in some way to the safety of our skies and to the satisfaction of our customers.

I am constantly amazed by how all of our team members have stepped up to the many challenges we've faced in the last decade, from deep recession to a global pandemic. They have made a huge difference in my life, the lives of fellow team members, and the lives of our customers. They go out of their way to serve our customers. Nothing shows this better than the letter I received from Bill Casey. His glowing praise speaks volumes to the Experience (Unlike Any Other) that Duncan Aviation provides and is a reminder that we all have value and are worthy of respect and kindness. We have far more that unites us than divides us. 🇺🇸

B I L L C A S E Y , F B O C U S T O M E R

"I wanted to let you know that the Duncan Aviation team in Lincoln (Nebraska) made a great impression on my wife and me when we stopped over for two days. When we landed, I had no idea what FBO to use, so when ground control asked where I was parking, I looked at my airport diagram and said Duncan Aviation. I was somewhat overwhelmed as we taxied down the ramp in our Piper Twin Comanche by all the large corporate jets we cruised past on our way to your lobby. Not sure where to go, I eventually stopped and called on the Unicom for some info on parking.

"From the moment we stepped out to the time we left, we were treated like royalty."

A van soon appeared and led us through some very large jets, right to the door. From the moment we stepped out to the time we left, we were treated like royalty. The team booked us a room and provided a ride to the hotel.

When we left, we were provided quick service for our fuel and again treated with first-rate and courteous service. The fuel price was even better than what I get at my home field, self-serve!

You have set the bar very high for how an FBO deals with customers and you don't *blow off* the little airplane guys! Thanks! 🇺🇸



BUILDING TO MEET CUSTOMER NEEDS



Renderings of Hangar I in Lincoln, Nebraska



DUNCAN AVIATION ANNOUNCES EXPANSION PLANS IN MICHIGAN AND NEBRASKA

Business aviation has rebounded significantly since the Coronavirus pandemic initially hit in 2020, and flying hours have recently surged past pre-pandemic levels. More travelers are realizing the benefits of general aviation in safety, time saved, reduced hassle, and productivity. Business aviation has also seen new market entrants and increased demand for large and ultra-large business jets.

In response to these industry changes and increased customer requests, Duncan Aviation's leadership has determined that maintaining our position as the leading independent provider of services for all business jets will require expansion at our full-service MRO (Maintenance, Repair and Overhaul) facilities in Lincoln, Nebraska, and Battle Creek, Michigan.

"The demand for the safety and flexibility that business aviation travel provides has

Rendering of Hangar B in Battle Creek, Michigan, and Expansion Site Plan



continued to increase, as has the average size of business aircraft,” says Jeff Lake, President of Duncan Aviation. “This results in increased demand for the hangar space required to complete requested airframe, engine, interior, paint, and avionics modifications for the business aircraft fleet. Looking to the future, we know that in order to meet current customer requests and needs, Duncan Aviation will need more hangar facilities.”

CONSTRUCTION UNDERWAY

Duncan Aviation is working with long-time partner Tectonic Management Group and is using the latest in green construction technologies to build at both locations a 46,000-square-foot hangar with 32-foot-high hangar doors and an additional 62,000-square-foot, two-floor wing for storage and backshops. The total expected investment for both LNK and BTL is approximately \$66 million.

“Duncan Aviation has consistently reinvested at least 80% of its profits back into the company and its team members in the form of facility expansions and capital improvements,” Jeff says.

Sustainability features for the new hangars and buildings include light harvesting, radiant floor heating with energy-efficient

boilers, LED lighting fixtures with sensors and automatic dimming, and more. Frank Jacobsen, Vice President with Tectonic, says the buildings and systems will perform more than 25% better than standard energy codes. Site preparation was started this spring in both Battle Creek and Lincoln with completion in Michigan expected in the summer of 2023 and in Nebraska in the fall of 2023, just a few months later.

When construction is complete, Duncan Aviation will have 769,000 square feet of hangar space and shop, office, and storage areas in Lincoln. The Battle Creek location will have 443,000 square feet of hangar, office, shop, and storage space

FACILITY EXPANSION TO FUEL RECRUITMENT

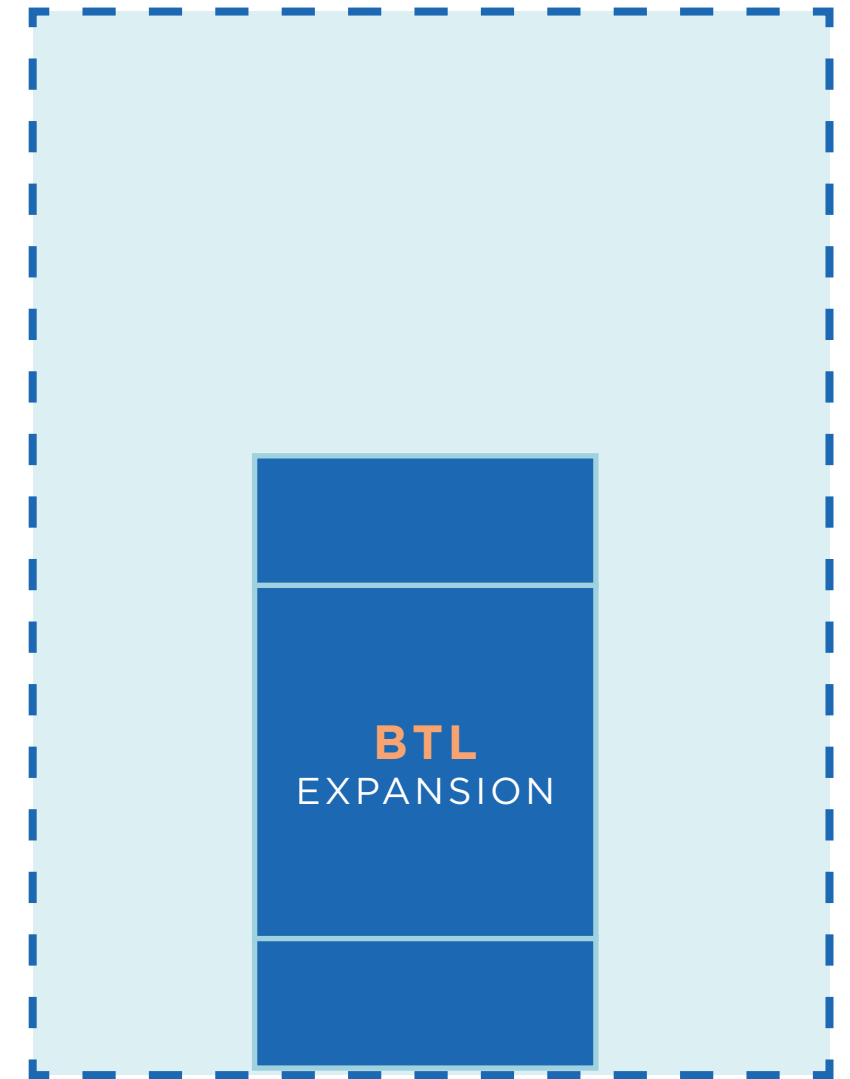
The increased footprint for aircraft projects will require the addition of 65 to 75 team members at each location over a 5-year period, Jeff says. Those jobs will include airframe technicians as well as positions in

interior, installations, engine, paint, and the support shops.

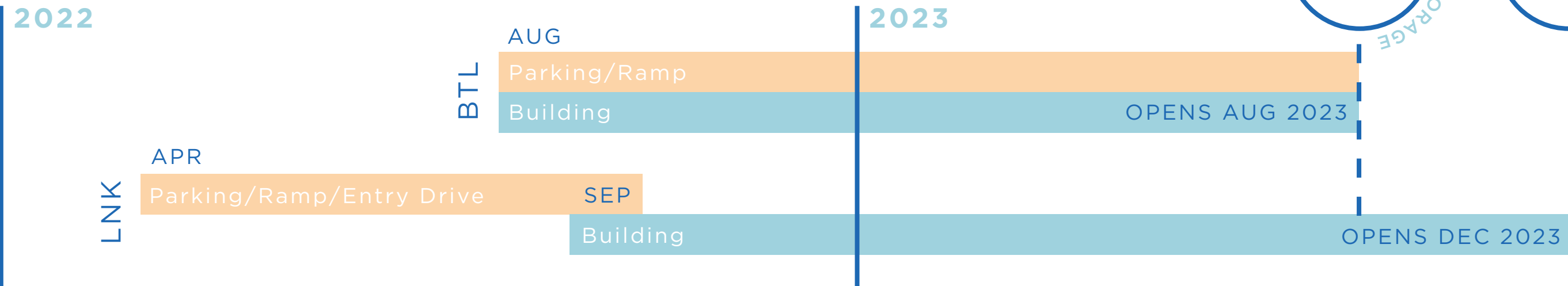
Mike Minchow, Chief Operating Officer of Duncan Aviation’s Lincoln location, says the new hangars will be the largest Duncan Aviation has built to-date. “We are excited not only to be building additional hangars to give us more room and greater flexibility in the near term but to continue to grow with where the market is headed both in aircraft size and the number of inspections expected in the future. In addition, we are excited to create up to 75 career opportunities for new team members in Lincoln and Battle Creek, and we have already started to recruit team members to fill the additional positions.”

Andy Richards, Chief Operating Officer of Duncan Aviation’s Battle Creek location, says the expansion is a direct result of the excellent service and support operators have received.

“Over the past 66 years, Duncan Aviation has grown an increasingly loyal and diverse customer base that depends on the quality service and friendly customer experience provided by our teams,” Andy says. “Our expansion will increase our ability to attract even more customers to the Duncan Aviation family.”



CONSTRUCTION TIMELINE





MUSIC CITY

HOME TO NEW SATELLITE

As a result of increasing customer requests, Duncan Aviation has continued to open new Satellite facilities. In April 2022, Duncan Aviation opened its newest Satellite workaway station in Nashville, Tennessee.

Some people may be asking, “Why Nashville?”

“During the 10 years I’ve been visiting customers in the Nashville area, I’ve listened as they expressed their needs. Consistently, they talked about how we could make a difference in the area,” says Engine Service Sales Rep Joe “Tulo” Tulowitzki. “The piece of the puzzle that was missing for them was an avionics repair shop. After sharing this information with leaders at Duncan Aviation, we put together a regional Town Hall meeting and asked our customers for their input.

“The result is that our shop at the Nashville International Airport has location going for it. It’s in close proximity to many cities, including Memphis, Knoxville, and Chattanooga, Tennessee; Louisville, Kentucky; and Birmingham and Huntsville, Alabama. There’s a good presence of business aviation customers within 300 miles of the

Nashville International Airport,” Joe says, “not to mention it’s the country music capital of the world!”

Duncan Aviation’s closest Satellite Shops are located in St. Louis, Missouri, which is 315 miles away, and Atlanta, Georgia, which is 250+ miles away.

“We’re opening this shop because we listened to our customers and know we are filling a void in avionics repairs, services, and installations in the area,” says Joe.

Having spent nearly five years working with Duncan Aviation Satellite customers in Southern California, Crew Leader Joe Vittling is looking forward to connecting to customers in this new shop.

“I am very excited and blessed to help start-up the Nashville shop alongside Ed Reeve, the St. Louis Satellite Shop Manager. I am looking forward to bringing the quality and excellent service Duncan Aviation is known for to the middle-Tennessee area,” says Joe. “As Tulo mentioned, there has always been a lack of avionics support for business jets in this area, so I am excited about the opportunity to meet the customers and grow this shop.” 

SERVING BUSINESS AVIATION WITH SUSTAINABILITY IN MIND

Sustainability is a current business buzz word because it is important. As a society, we need to look for better ways to do things—ways that leave less of a footprint on the earth and that make a positive impact on the environment we will leave our children, grandchildren, and future generations. Sustainability is a core value that Duncan Aviation team members identified years ago as something the company should focus on and improve.

There are many ways Duncan Aviation strives to be a better steward of resources and to work toward environmentally friendlier processes and facilities. Concrete examples can be found in the recent construction of our full-service facility in Provo, Utah, and in our planned expansion construction projects in Battle Creek, Michigan, and Lincoln, Nebraska. These include technology and processes that eliminate airborne waste products connected to aircraft painting, that effectively treat waste water, and that responsibly dispose of remaining hazardous waste. We also use daylight harvesting and natural light wherever possible, install efficient radiant floor heating systems, use LED lighting, and constantly weigh the costs and benefits of adopting greener processes and products in all areas companywide.

Passion and Teamwork Help

Duncan Aviation has Environmental Supervisors at its full-service facilities who create sustainability goals every year. These initiatives include using products that are environmentally friendly, supporting vendors who also value sustainability, and encouraging recycling and re-use wherever possible.

“We noticed a big improvement years ago when we gave team members who are passionate about green

initiatives the latitude to develop and implement ideas through a committee initially called the Green Team,” says Kelly Becker, Environmental Supervisor for the Lincoln location. “We partnered with community volunteer organizations to organize various recycling and conservation educational efforts. Results included things like roadside cleanups, clothing and coat drives, and even a competition to see who could make award-winning items from recycled pallets or repurposed items. Robert Duncan himself is an electric car supporter, and he made sure we installed electric vehicle charging stations at all of our full-service facilities.”

Resulting Recognition

In recognition of its efforts, Duncan Aviation was recently certified to the NATA’s (National Air Transportation Association) Sustainability Standard for Aviation Businesses. The standard encourages reduced greenhouse gas emissions, increased use of more environmentally friendly energy sources, reduced waste, and sustainability measures throughout the company.

Future Plans

Duncan Aviation is committed to sustainability practices at all levels and is working with leaders in our communities to ensure we are supporting community sustainability goals. In the future, you can expect to see increased use of GSE equipment powered by renewable energy sources and deliberate research and implementation of programs related to SAF (Sustainable Aviation Fuel), green power/carbon offsets, as well as new ways to include team members and customers in sustainability goals.

Striving for a More Sustainable Future

Duncan Aviation is committed to becoming a progressive leader in environmental management through quality and efficiency. It is Duncan Aviation’s policy to:

- Operate in an environmentally responsible manner and in compliance with environmental laws and regulations
- Consider environmental factors and impacts when making corporate decisions and modifications to operational activities
- Promote environmental awareness and responsibility among employees through appropriate training and education
- Continuously strive to prevent waste and pollution

and adopt practices that minimize the harmful effects of our operations on the natural environment

- Encourage efficient use of materials and resources throughout the facility
- Consider, purchase, and use products that are environmentally responsible and promote employee health benefits
- Work continuously to improve effectiveness of environmental management standards through evaluations, self-audits, and suggestions made by employees, customers, and the public
- Establish, implement, and maintain environmental objectives and targets on an annual basis.

- Recycling receptacles convenient in all areas of all facilities
- myDuncan paperless project tracking system
- Filtrated water fill stations available at all locations
- Reduction of plastic and Styrofoam items in kitchens and break rooms
- Kitchen appliances are Energy-Star rated
- Electronic sign-offs
- LED upgrades for interior and exterior lighting
- Sustainable sourcing and procurement policy in place to encourage purchase of sustainable products from companies who value sustainability
- Electric car charging stations at all three full-service facilities
- Plumbing fixtures are low-flow
- Motion-sensor lighting installed in storage areas, restrooms and offices
- Electric-only vehicles in use where possible

Active recycling program enterprise-wide. 2021 efforts include the following:

LNK in green
PVU in red
BTL in Blue

- Single Stream Recycling – 5,774 pounds
- Recycled lamps – 1,192 lamps
- Recycled misc. metal – 7,689 pounds, 3,941 pounds, 14,280 pounds
- Reclaimed Acetone – 605 gallons, 3,853 gallons
- Recycled metal and plastic 55-gallon drums – 241 drums, 170 drums, 172 drums
- Recycled tires – 422 tires, 154 tires, 122 tires
- Recycled oil – 2,970 gallons, 1,302 gallons, 2,800 gallons
- Recycled E-waste – 2,533 pounds, 727 pounds, 1,248 pounds
- Recycled textiles – 8,545 pounds
- Reclaimed AviSol 100 – 4,026 gallons
- Recycled foam – 22,029 pounds
- Recycled cardboard – 98,420 pounds
- Silver, Ni-Cad, Lithium, and Lead Acid batteries recycled – 24,070 pounds, 4,128 pounds, 1,865 pounds

THE CHANGING LANDSCAPE OF AIRCRAFT SALES



THE NEWEST MEMBERS OF DUNCAN AVIATION'S AIRCRAFT SALES & ACQUISITIONS TEAM, ANN POLLARD (LEFT) AND LEAH ALEXANDER (RIGHT), BOTH COME FROM AVIATION FAMILIES AND ARE EXCITED TO SEE HOW MUCH THE INDUSTRY LANDSCAPE HAS CHANGED IN RECENT YEARS.

MEET THE TEAM, LISTEN TO PODCASTS, AND MORE:
www.DuncanAviation.aero/AircraftSales

“When I decided to pursue an aviation career in the late 1980s, there were not a lot of women in the industry,” says Ann. “Women are now engaged in key roles throughout all sectors, including in our workforce at Duncan Aviation. Our client base also includes top companies with women in leadership and ownership roles. We know it’s important to offer different viewpoints and perspectives that reflect the communities in which we live and the worldwide community we serve.”

Leah recently passed her IADA (International Aircraft Dealers Association) Certified Broker exam and is officially an IADA Certified Broker. She is excited to share her extensive industry experience and perspective with clients.

“It’s exciting to see women contributing at all levels and in all sectors of aerospace,” says Leah. “I’m excited to be part of our experienced Sales & Acquisitions team and of Duncan Aviation’s diverse 2,500+ strong workforce.”

Both Ann and Leah agree that it is an unusual time to be representing business aircraft buyers and sellers.

The Pre-Owned Market: Everything is Popular

Global bank Barclays released a report stating that the pre-owned business jet market is at about 4% of the total fleet in terms of availability, compared to a long-run average of about 12% of the fleet. Just what does this mean?

“It means that everything is popular,” says Leah. “Certain models are in incredibly high demand across all different cabin sizes, especially within the light- and mid-size jet market, such as the Citation XLS or Phenom 300. Individuals who previously had a jet card or fractional

share are looking to buy their own aircraft. Couple that with charter/membership/management companies feverishly working to increase fleet sizes to meet record demands and record backlogs for new aircraft, there just isn’t much out there.”

A number of new entrants to the market are seeking safer and more reliable ways to travel, driven in part by significant cuts to commercial airline schedules and routes, uncertainties due to flight crew shortages, or logistical challenges due to COVID-19.

“Private aviation is a very safe and efficient way to travel, and these longstanding benefits have been magnified during the pandemic,” says Ann. “We are seeing record demand through all segments and across all of our business lines.”

Owners and operators are also looking to achieve fleet commonality and to maximize operating efficiencies. When you add the number of first-time jet owners, it becomes a search for the “unicorn” of aircraft.

“Duncan Aviation is uniquely positioned in the marketplace to help clients find that unicorn,” says Ann. “We have more than 2,500 team members across the globe who provide us with unparalleled insights, market intelligence, and technical expertise not available to the traditional dealer.”

In 2021, Duncan Aviation had 52,000 active customer relationships around the globe and, at any given time, had hundreds of aircraft in-house at our 3 primary facilities and 27 Satellites.

Legacy Aircraft, Reborn

Prior to the pandemic, there were discussions about the inevitable retirement of a significant number of legacy

aircraft. As upgrades and improvements started to outweigh the value of the aircraft, the assets were simply not worth investing in anymore.

“Many of the aircraft the industry anticipated would be retired have been given a new lease on life,” says Ann. “Most of the legacy airframes have thousands of additional service hours remaining, and the recent increase in hull values and revenue-generating potential has changed the calculus for analyzing investments in paint, interior, avionics, and engines.”

Leah highlighted the importance of keeping an aircraft on an engine program and the value of a well-maintained aircraft.

“As long as the aircraft is supported and maintained appropriately, it will continue to retain value,” says Leah. “Some legacy owners took the engines off an engine program or did not keep up with mandates, and those aircraft do not sell at close to the premium that high-pedigree aircraft are realizing in today’s market.”

Setting Client Expectations

In an historically tight market, it’s important to accurately set client expectations, whether we are assisting a client to acquire or sell an aircraft.

“At the start of a project, it’s our goal to help our clients get organized so they are ready to act decisively,” says Ann. “Clients need to have a strategy in place and an organized, effective team ready to execute that strategy.”

Leah reiterated the importance of working with a company that has wide industry bandwidth and an experienced sales and acquisitions team to oversee a successful transaction.

Do You Plan on Buying or Selling?

Buyers and sellers need to be prepared, smart, and ready to engage at a moment’s notice to pursue an opportunity. Working with a company that is committed to operating at an ethical level is also paramount.

“Duncan Aviation’s commitment to its core values and ethical standards form the cornerstones of thousands of client and industry relationships,” says Ann. “Being part of an organization with a 66-year legacy of buying, selling, and supporting aircraft opens doors to hundreds of off-market opportunities, as people prefer to do business with people they trust.”

Duncan Aviation is also a founding member of IADA.

“Duncan Aviation’s 2,500+ team members represent an enormous amount of technical and industry expertise,” says Leah. “When we list an aircraft for sale, we know what buyers’ representatives will be looking for and are able to leverage our experience to prepare detailed marketing and technical materials that enable buyers to act quickly. Aircraft will be presented in a way that the buyer’s team has a high level of confidence, positioning our clients to get the highest offers possible.”

Although the market is challenging, it’s important not to get discouraged. The right aircraft might not be available today, but an opportunity may emerge tomorrow.

“The transaction process requires extreme attention to detail,” says Leah. “Whether you are buying or selling, it’s especially important to have a qualified and dedicated team get you to the finish line.”

FROM MILD TO WILD

Our Battle Creek, Michigan, team took a well-used CL604 and completely updated and transformed the aircraft. Focusing on current design trends and incorporating the owner's specific tastes, Duncan Aviation's Lead Designer Emily Krawczak pulled together blacks, grays, and silvers for an eye-popping interior. In addition to the highly stylized interior, the aircraft received new paint, avionics upgrades, and a

12-month inspection, and it was provisioned for an aero-med air stretcher unit.

Based out of Australia and with limited resources for this type of project, the first-time jet owner was looking to transform his well-used aircraft to something contemporary that centered around current trends.

"Because the owner was represented by a management team, they brought this pre-owned, U.S.-based aircraft to us knowing it would

eventually be registered overseas," says Completions/Modifications Sales Rep Adam Bruce. "It was in desperate need of a refurbishment, and the owner requested a contemporary interior that also allowed for comfort on long flights."

When it landed at Duncan Aviation, the aircraft's colors were outdated browns, golds, and beiges. At delivery, the interior featured blacks, greys, and silvers, which landed the aircraft right in the 21st Century.

"IT WENT FROM
100% MILD TO
EYE-
CATCHING **WILD**,
SAYS ADAM.

BRINGING VISIONS TO LIFE

The owner and his wife had a general idea of how they wanted the interior to feel and worked closely with Emily to bring their vision to life.

"He liked darker colors, while his wife wanted the aircraft to be light and bright," says Emily. "I think we struck a great balance between the two visions. He also was very interested in a highly-customized chair design."

The Duncan Aviation Interior team touched all aspects of the interior except for the cabinet interior laminate. The project was highlighted by a full hydrographics package for all of the woodwork, customized seat upholstery, laminated upper galley accents, new soft goods, and new plating.

The aircraft was also provisioned for an aero-med air stretcher unit with an air-stair lift mechanism, removable left-hand forward bulkhead to accommodate the stretcher

install, and custom floor covering for medical missions.

"All of those items are able to be removed to convert the aircraft for special missions, as well as standard use," says Adam. "It's basically a plane ambulance. Medical services in Australia sometimes require travel to access, and this aircraft is now capable of safely transporting patients over long distances."

CUSTOM PAINT

The owner had seen a model of another aircraft with a similar paint scheme and fell in love with the colors. The challenge was to find aircraft paint that matched, so the Duncan Aviation team had their paint vendor do a custom match.

"After that, it was a matter of finding the right color combination," says Emily. "He was very involved in the process, and in the end, we produced an original and striking paint scheme that looks fast."

The aircraft exterior was painted in a platinum pearl base, and included a stone pearl nose that fades into diagonal stripes along the body, creating an ombre effect. The stripes carry onto the engines, providing balance to the scheme. Pops of gold on the body and winglets add interest and color.

Seeing only renderings of what the paint and interior will look like always gives a sense of heightened

anticipation around the shop as we await the completion of the project.

"The owner only had positive things to say about seeing his aircraft paint in person," says Emily.

AVIONICS UPGRADES

The aircraft also received avionics upgrades for new lighting, installation of new USB inputs, and removal of obsolete monitors, replacing them with a charging hub for personal devices inside the aft divan cabinet. We also created a new audio interface unit and installed a Gogo Airshow Mobile 2 unit.

The teams at Duncan Aviation performed a 12-month inspection, fixed an Ice Protection Service Bulletin, replaced Landing/Taxi LED lights, and produced an export certificate of airworthiness necessary for the aircraft to leave the United States and fly home. ✈️

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A BOLD STATEMENT

The overall lightness of the sidewalls, seats, and floor contrast beautifully with the rich, navy-blue accents in the seats and carpet, combining to make a bold statement.

A Falcon 2000EX EASy that came to Duncan Aviation's Lincoln, Nebraska, location recently left with a complete interior refurbishment, partial paint, 36-month inspection, Airtex upgrade, LED light upgrades, and cabin PSU (Passenger Service Unit) modification. Duncan Aviation Paint and Interior Sales Rep Adam Beach says the owner purchased the aircraft and brought it straight to Duncan Aviation for a complete transformation.

"The owner was mainly looking to modernize the overall look of the interior," says Adam. "We performed a Duncan Aviation-designed PSU modification, which took the old-style Falcon PSU and gave it a modern look."

The Falcon's Captain/Director of Maintenance says the Duncan Aviation Design team worked closely with the aircraft owner, who had very specific interior requirements.

"They took the time to really understand his design vision and turn it into a reality," he says. "The

resulting aircraft interior has created a very satisfied owner and garnered a lot of positive comments from the passengers who have experienced it. As a Captain/Director of Maintenance, I appreciated the Duncan Aviation team effort to keep the project transparent, communicate effectively and promptly, and proactively solve any issues that arose. From my perspective, communication and capability are the primary reasons I choose Duncan Aviation as our go-to MRO and will continue to do so."

Duncan Aviation Senior Lead Designer Stephanie Kuhn said that the owner was insightful about the details and overall look and feel of the interior.

"3D illustrations were created to ensure that our interpretation of his vision was fully understood and executed properly," says Stephanie. "His attention to detail early in the design process set the stage for a successful completion of the interior that turned out stunningly beautiful."

The owner wanted to incorporate details into the aircraft cabin that he was familiar with in his vehicle along with designs that caught his eye in other spaces he frequented. He had in a sense created a *wish board* of ideas that all helped communicate his expectations.

"We were able to reproduce many of the same patterns and apply them to the aircraft interior," says Stephanie.



ABOVE AND BEYOND

Adam adds that the Duncan Aviation team went above and beyond to ensure an on-time delivery.

In an effort to accommodate the owner's busy schedule, Upholstery Team Leader Mark Grant met up with the client at his office to perform a seat

check to ensure his expectations for comfort and quality were being met.

The project schedule was aggressive, so the

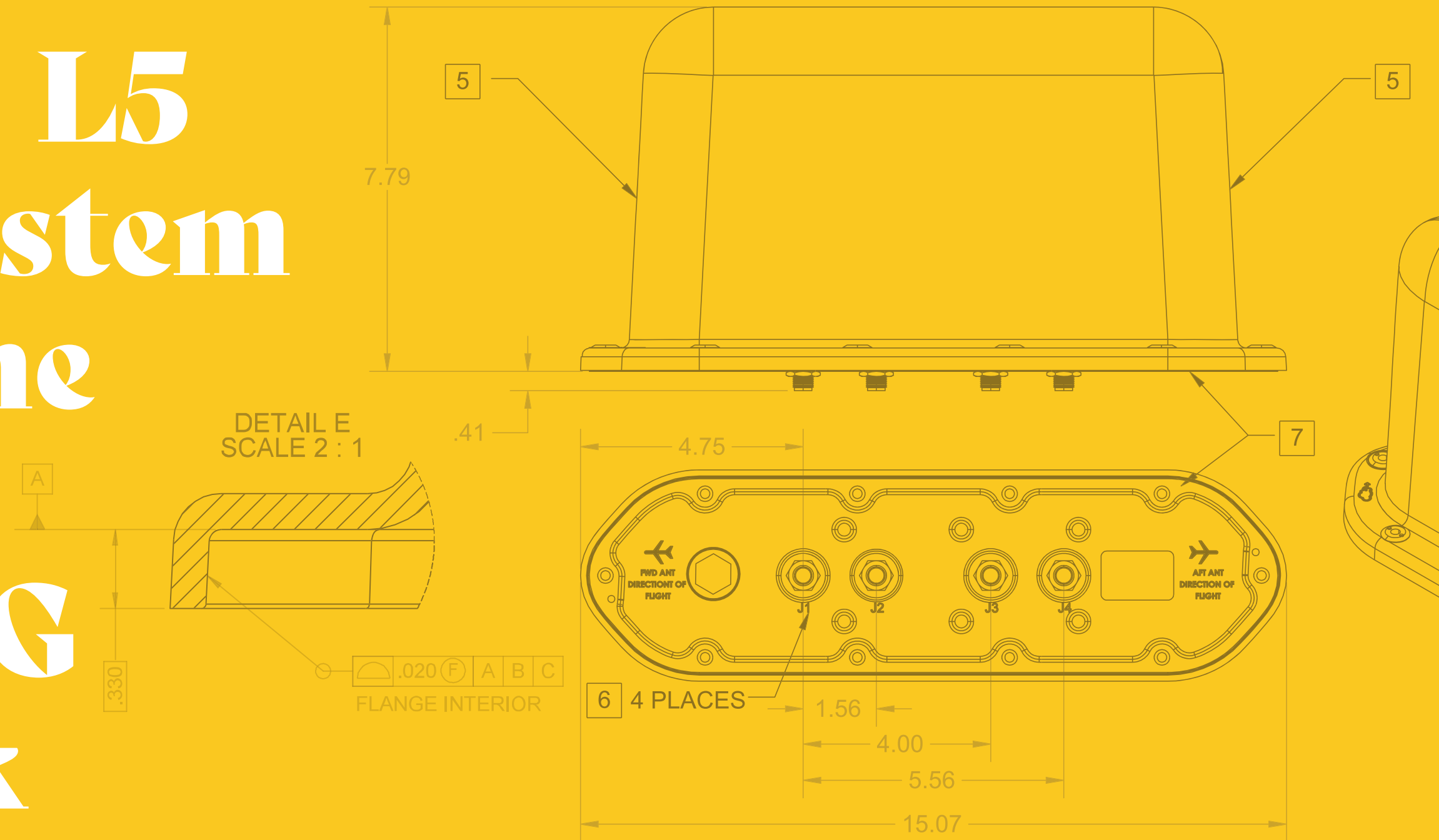
FROM MY PERSPECTIVE, COMMUNICATION AND CAPABILITY ARE THE PRIMARY REASONS I CHOOSE DUNCAN AVIATION AS OUR GO-TO MRO, AND WILL CONTINUE TO DO SO."

Duncan Aviation team took advantage of every minute possible to deliver on the Duncan Aviation promise of high-quality products and services at an industry-best value. To do this, the team came up with a plan to send Interior Shift Supervisor Ben Lee on the flight from Lincoln, Nebraska, to Provo, Utah, where the aircraft would then be delivered to the owner.

"Once the aircraft arrived in Provo, we had a team of folks standing by ready to fix any items that came up during the flight," says Adam. "We then hand-delivered the aircraft to the owner in California, which provided us the opportunity to explain step-by-step our work and answer any questions he had."

The owner was at a loss for words when presented with the refurbished aircraft, stating that he was completely satisfied with Duncan Aviation's level of service and with how amazing it turned out. 🇺🇸

AVANCE L5 Wi-Fi System Forms the Basis of Gogo's 5G Network



When Gogo Business Aviation launches its 5G network later this year, owner/operators who have the equipment to take advantage of this NextGen network will notice markedly higher throughput rates and very little latency. For many business travelers, their aircraft is their office in the sky, and they need a reliable network that allows them to use data-intensive applications, connect to video conferences, and stream news and information in real-time.

Families traveling also appreciate having the same conveniences in their aircraft as those offered in their home-theater settings, including the ability to stream movies and television shows, access social media, and watch moving maps.

Additionally, popular services, such as Text & Talk and Gogo Vision, will still be available for those who upgrade to 5G.

Aircraft equipped with the Gogo AVANCE L5 Wi-Fi system have

the foundation necessary to take advantage of the new network once it's available.

“Aircraft that have already upgraded to the AVANCE L5 have the base equipment that serves as the platform for accessing the Gogo 5G network,” says Duncan Aviation’s Manager of Completions/Modifications Service Sales Nate Klenke. “There will be more equipment necessary, but the path to 5G starts with AVANCE L5.”


In Partnership with Gogo

To date, Duncan Aviation’s Engineering & Certification teams have developed a comprehensive suite of STCs (Supplemental Type Certificates) covering more than 30 makes/models of aircraft to upgrade to the AVANCE L5. These STCs have been used to install the Gogo AVANCE L5 Wi-Fi system in more than 180 aircraft during the last 5+ years.

Installations have include the following models:

- GL-EX, GL-XRS, GL-5000, and GL-6000
- CL-650, CL-605, CL-604, CL-601-3A, and CL-601-3R
- CL-300 and CL-350
- Cessna Citation 680
- Gulfstream GIV, G300, G400
- Gulfstream GIV-X, G350, G450
- Falcon 900
- Falcon 900EX (EX, EASy, LX, DX)
- Falcon 2000
- Falcon 2000EX (EX, EASy, LX, DX, LXS, S)

Our Engineering & Certification teams are actively working to develop 9 new STCs that include the equipment necessary to access the new Gogo 5G network.

We’d like to encourage anyone who wants to add 5G service to their aircraft to contact the avionics team at Duncan Aviation and sign up to be among the first in the world to have an aircraft equipped with this exciting new technology and take advantage of the faster speeds of Gogo’s 5G network. 

duncan manufacturing solutions



Omax 60120 Waterjet

Duncan Aviation team members are some of the most forward-thinking aviation professionals. They are empowered to explore ways to remain innovative while increasing in-house capabilities and providing better service to our customers.

This entrepreneurial spirit led to the expansion and reorganization of Duncan Aviation's parts manufacturing and fabrication capabilities, resulting in a new division called Duncan Manufacturing Solutions, or DMS.

The DMS initiative began by identifying the lost opportunities of outsourced work and the benefits of bringing those projects back in-house to better control the time, costs, and flow of a project.

A study was conducted on the sustainable growth potential of aircraft parts fabrication services to support our customers, industry partners, and OEMs. Research determined that both Duncan Aviation and the industry needed a reliable, quick-turn, quality source for fabrication and repairs.

With a commitment of more than \$4 million, DMS was set in motion just before the pandemic descended, with a profound impact on the worldwide market economy across all business sectors, including aviation. Looking back, Kasey Harwick, Duncan Aviation's Vice President of Aircraft Services, says the timing of DMS was great.

"We navigated our way through 2020 without closing our doors or laying anyone off. With all the issues the pandemic brought to light, such as supply chain interruptions and labor shortages, it just confirmed we were doing the right thing. DMS made sense before the pandemic. It makes even more sense now because of it."

Duncan Aviation pressed forward, knowing that once the economy recovered, the company would be prepared to meet the increased market demand for fabricated parts and repairs with a new 21,000-square-foot facility, on-demand capabilities, sophisticated equipment and tooling, and a skilled workforce.

The addition of these resources supplemented current in-house capabilities and machinery to allow expanded CNC milling, waterjet cutting, metal press, engraving, and heat-treating services.

CNC Milling

- HAAS VF5, HAAS VF6, and HAAS UMC750 Five-Axis (1)
- Epilog Fusion Pro 48-Dual Laser Engraver (2)

Heat Treating

- Two Delta H Heat Treat Ovens—with envelopes of 16x16x24 inches and 16x24x72 inches (3)

Full Sheet Metal Capabilities

- Accurpress 7606 Press Brake
- Omax 60120 Waterjet

Composite Repair

- Positive airflow composite shop—prepreg composite repairs and manufacturing, featuring a 1,150-square-foot clean room, a 12x24-foot paint booth with a mixing room
- ASC Autoclave—6x15-foot working envelope

Lathe

- Haas ST30Y Lathe

Quality Control

- Hexagon Absolute 7-Axis arm multi-functional measuring tool

"While this expansion is exciting, and our ability to create complex geometries with tight tolerances is impressive," says Scott Stenka, DMS Manager, "this is an extension of work we have performed for nearly 4 decades through our FAA PMA (Parts Manufacturing Approval) authorization."

Duncan Aviation has supported many OEMs by producing various components



“

We want to make sure we are at our best supporting our in-house customers, OEM partners, and send-in work before we turn our attention to supporting outside industries.”

Scott Stenka, DMS Manager

and bracketry. During a particularly active manufacturing period from 2009 through 2011, the in-house fabrication shop produced more than 26,800 parts every month.

Current projects keep DMS teams busy building ACA (Aviation Clean Air) and Gogo AVANCE L5 Broadband Internet and Wi-Fi kits. These kits support Duncan Aviation-developed STCs (Supplemental Type Certificates) and installation packages. The ACA kits support the installation of the ACA ionization system. Both the ACA and the Gogo AVANCE L5 Broadband Internet and



HAAS VF6 CNC Mill



Wi-Fi kits can be installed on a number of specific make/model business aircraft.

AS9100D Certification

DMS has worked hard to obtain certification for its quality management system from the beginning. AS9100D certification is the international standard for Quality Management Systems for aviation manufacturing organizations. It dictates system requirements with the challenges of the aviation industry in mind and is required for government and aviation parts manufacturing support contracts.

DMS is on schedule to become AS9100D certified in the second quarter of 2022.

After AS9100D, DMS will begin steps to achieve the NADCAP (National Aerospace and Defense Contractors Accreditation Program) accreditation. This technical certification applies to quality standards and procedures for special processes such as heat treating, welding, and composites.

OEM Support

Several airframe, avionics install, and engine OEMs have visited Duncan Aviation’s DMS facility in Lincoln, Nebraska. “After walking through the shop and talking with technicians, they gain an understanding of the size, scope, and scale of our capabilities,” says Gary Strapp, Duncan Aviation’s Executive Manager-OEM Strategic Initiative. “We don’t have to say much. The facility speaks for itself.”

Gary adds that DMS is in a great position to assist industry partners. “We know we can’t be everything for everybody. But we are actively listening to their needs and letting them tell us how we can help them. It is building successful partnerships. By supporting the OEMs, we are helping them support their customers. This keeps their customers happy and more likely to purchase new aircraft with them when it comes time.”



ASC Autoclave

Fleet Operators

Fleet operators have turned to Duncan Aviation for years to help keep their aircraft in operation. Through Duncan Aviation’s FAA PMA authority, they have access to aircraft parts that are no longer in production.

DMS further expands fleet support with composite and sheet metal repair services. DMS takes care of this send-in work, freeing up Duncan Aviation structures teams to focus on the needs of in-house maintenance customers.

What Is The Future For Duncan Manufacturing Solutions?

DMS is currently focused on serving the needs of in-house customers and requests from industry partners and aircraft manufacturers. However, there are great growth expectations.

This growth may include providing manufacturing services to companies in other industries that need reliable, high-quality parts fabricated to meet their scheduling needs but not at the expense of supporting internal customers.

“There is a possibility for this in the future, but not any time soon,” says Scott. “We want to make sure we are at our best supporting our in-house customers, OEM partners, and send-in work before we turn our attention to supporting outside industries.”

Accurpress 7606 Press Brake



**DON'T TAKE
OUR WORD
FOR IT.
READ IT FOR
YOURSELF.**

There is something special about Duncan Aviation. Something other companies rarely have and can't duplicate. It is a deep culture of pride that bubbles to the surface when team members find satisfaction in what they do and enjoy where they work. It shows in their performance and is recognized by peers, visitors, and customers.

We regularly receive customer comments about our work. If you look back and compare these comments, familiar themes begin to develop. You see phrases like: extremely knowledgeable, professional, top-shelf experience, hard-working, excellent communication, follow-through, and project ownership. We could

go on and on. It means more, though, to let you read some of these comments for yourself.

COMMUNICATION/ PROJECT COORDINATION

Bill Brummer shoots it straight and expects the same in return. He has been in the aviation industry for more than 32 years as a technician, inspector, and DOM (Director of Maintenance). He has very high expectations and specific demands. Rarely will he provide feedback when things go better than expected, mostly only when they go wrong. But a recent experience at Duncan Aviation's MRO in Lincoln, Nebraska, was different and deserved more than a simple comment on a survey.

“Duncan Aviation’s Lincoln, Nebraska, MRO is a truly wonderful place to take an aircraft for maintenance! With many years of experience working in this industry as a DOM, I’ve never been quite as impressed with the dedication, honesty, and loyalty as I am with this facility. I left on budget, on time, and with no discrepancies. That’s more than anyone could ask for. The level of communication and information sharing at Duncan Aviation is quite impressive. I could not recommend them enough and will be a dedicated customer from this point forward. Truly amazed at the performance!”

Bill Brummer,
Big Sky Aviation, DOM

The open communication and information sharing impressed Bill Brummer more than anything. “Steve Devitt is an amazing project manager,” says Bill. “He made sure I was aware of the status of my project without missing a beat or a detail and was quick to respond to emails and phone calls. He was focused and precise, wasting little time resolving issues.”

It was also the easy willingness of others who assisted him when he had questions. “I could approach anyone to ask a question or raise an issue and would get an answer. If they do not have the answer right away, they know who and where to get it. They didn’t pass the buck. That is not the same experience I’ve had at other MRO facilities.”

At Duncan Aviation, the entire maintenance history of an aircraft stays with the plane forever. Information is freely shared among technicians, teams, departments, and locations and can be accessed by anyone from anywhere in the world.

“If maintenance issues arise down the road, we have a historical roadmap as a reference,” says Steve. “When we can see when and how we touched this aircraft in the past, it helps in planning for the upcoming maintenance event.”

TEAMWORK/ON-TIME DELIVERY

All of Duncan Aviation’s RRT (Rapid Response Team) technicians have a great deal of aircraft engine experience. According to Andrew Arcuri,

Assistant Manager Engine RRT-East Coast, that’s what makes it easy to put teams together that are successful and get the job done.

“There is a high level of trust among RRT technicians. They take on the responsibilities of the job, working together to get it done. That includes maintenance, paperwork, and quality assurance of the entire event.”

I want to say thanks for your hard work last week. The (Rapid Response) crew you have in FXE (Fort Lauderdale) is very knowledgeable, experienced, professional, and friendly! They are an outstanding team.

As has been my experience with Duncan Aviation, you have once again hit it out of the park. Special thanks to Chad (Ryan), Mike (Heflin), Yves (Batrony), Billy (Costa), and Brad (Rickard) for getting it done well ahead of time as the airplane left with no issues.

Keep up the good work!
Joe Ananko, EJM, DOM

Andrew truly appreciates when a customer takes the time to acknowledge the efforts and service of the RRT team. “They do a tremendous job for our customers and make Duncan Aviation what we are.”

Joe landed in FXE on a Monday for a scheduled 3200-hour engine borescope, task card inspections, and compressor wash. He needed to be back in the air by Saturday.

RRT Team Leader Chad Ryan and his team have a lot of experience with the CF34 engine. “We know what needs to be done, who is responsible for what, and are in constant communication with each other to keep things moving forward.” The event went smoothly and was delivered two days early, even though they experienced shipping delays for failed inspection parts.

This is the kind of teamwork and skill Joe has come to expect every time he brings his aircraft to Duncan Aviation. He has had positive experiences with Duncan Aviation’s Satellite shops in the northeast region and at the MRO in Battle Creek, Michigan.

“Duncan Aviation teams know what they are doing,” says Joe. “And they stand behind their work.”

CULTURE/PEOPLE

Randy Berg, Co-owner-Signature Party, is a private pilot flying a Piper Jet based out of John Wayne Airport in Santa Ana, California. Randy and his wife Janice fly into the Park City, Utah, area quite often and were exploring new FBO options that fit their needs both for service and cost. A friend recommended they check out Duncan Aviation’s FBO in Provo (PVU), Utah, after his own positive experience.

On their first visit to Provo, they met Duncan Aviation’s Manager-FBO Services Bob Cornett, who showed them around the facility and explained all of PVU’s FBO services. It didn’t take long for them to realize there was much more than an FBO at Duncan Aviation’s PVU facility. Witnessing the major MRO services in progress, Randy immediately gained confidence that a wealth of aviation experience was available to tap into if needed.

Randy and Janice had found all the services they needed to safely keep their plane for extended periods at a cost they found fair and competitive. However, they decided to make Duncan Aviation’s PVU FBO their Utah home base because of the people.

The aviation community is small, and reputations are often made or destroyed by the experiences you have with the folks on the front lines. I have never been more impressed with the personal attention that both the line folks and front desk group has shown Janice and me. From the friendly personal greeting while taxiing to the attentive representatives at the front desk who take our fuel order and arrange the staging of our plane for departure.

We know Jesse (Bates), Corey (Rose), Will (Mortenson), and many others on a first-name basis. They are quick to help us with our bags and always have a car ready as we deplane.

April (Biscamp), Tiffany (Lane), Kaitlin (Robison), and Matt (Granucci) at the front desk (I know I’m leaving someone out!) are genuinely happy to see us each time we arrive and depart. All of this attention to detail and the little things like a random, unannounced car wash never go unnoticed.

Randy Berg, Co-owner-Signature Party, Private Pilot



It is also clear to Randy that his small Piper Jet is a small segment of Duncan Aviation’s customer base, but he doesn’t feel any less important. “I’m confident that the passengers rolling up in the ultra large business jet aren’t getting any better experience than Janice and I get in our turboprop!” Working at Duncan Aviation means becoming part of a team. Our employees team with customers, with OEMs, and with each other to make a difference. Although the examples here mention specific names and places, there are similar customer stories about every location and every service we provide.

“It takes all of us to provide great customer service,” says Jeff Lake, Duncan Aviation President. “Our support areas like IT, facilities, parts support, material services, quality assurance, and so many others, support those on the front line with our customers to make every aircraft project and event successful. All of our team members play an important role in the service of our customers and the industry.”

We appreciate every last one of them. 🙏

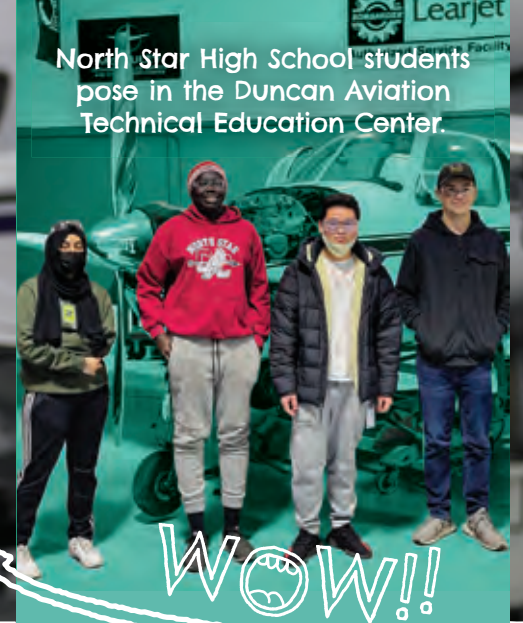


EDUCATING FUTURE AVIATION EXPERTS



Trinity Hamilton

Through their time with us, students were able to complete a small sheet metal project, drill rivet holes and install rivets, deburr metal, use dimple dies and practice safety wiring.



It's no secret. The aviation industry is seeing a workforce shortage in all areas of expertise. The number of retiring technicians with Airframe & Powerplant certification is higher than the number of young adults expressing interest in the field of aircraft mechanics.

ATEC (Aviation Technician Education Council) reports that only 5,205 individuals obtained their FAA mechanic certificate last year, a 30% drop from the previous year, and the smallest number seen in the past two decades. The same report states that 36% of the mechanic population is age 60 or more, nearing retirement age. That poses the question, "How do we inspire the younger generation to consider aviation careers?"

Duncan Aviation has partnered with a number of local organizations to generate interest among college students, high school students, and middle school students.

"We need to get in front of these students at a young age to show them how fulfilling a career in aviation can be and that it is a possibility," says Human Resources Supervisor Jennifer Monroe.

Duncan Aviation - High School Classroom

Over the last several years, Jennifer along with Connie Duncan, the wife of Chairman Todd Duncan, and Team Member Services Vice President Leon Holloway, have been working with Lincoln North Star High School to build an aviation curriculum. Part of that curriculum includes students spending 7 hours per week at Duncan Aviation. The students work in many of the production shops and support areas, shadowing and gaining hands-on experience.

"Our goal is to make students aware of career opportunities in aviation," says Technical Training Coordinator Darwin Godemann. "We also provide them with contacts and information about schools that support instruction in these careers."

In 2019, the pilot year for this Focus Program, one of the students had no interest in going to college. After spending time at Duncan Aviation, he ended up entering the NDT (Nondestructive Testing) field. Another student went on to study Engineering at the University of Nebraska-Omaha.

"We are changing the trajectory for these students," says Connie. "These are the kids who need us the most. We can recruit from all of the colleges in the area, but we need to reach them younger and show them that a career in aviation is a possibility and a great career choice."

More Than Flying Planes

Ryan Zabawa, Principal at Lincoln North Star High School, said that aviation is not just about flying planes.

"There is so much that goes into getting those planes off the ground that people don't realize," says Ryan. "There is a shortage of workers in aviation that will continue unless we introduce students to the well-paying and unlimited opportunities that exist following high school. During the 2021-2022 school year, we had 203 students enrolled in the Aviation and Technical Education Focus Program, the largest yet."

Ryan said that the opportunity to work alongside a Duncan Aviation team member on a daily basis gives these students experience and exposure to possibilities.

"After graduation, it would be our hope that the students gain training, certification, and/or

degrees that would land them a job in aviation, hopefully with Duncan Aviation," says Ryan.

An Amazing Opportunity

Trinity Hamilton, a senior at Lincoln North Star, plans on majoring in Aviation Engineering at the University of Colorado in Boulder. She is one of the students spending time at Duncan Aviation.

"I took a questionnaire about possible majors and based on my interests, the career choice that stood out most was aircraft technician," says Trinity. "It really interested me, so I looked into it and realized that this would be something I'd enjoy. Joining the Focus Program was a great opportunity to get an overview of different jobs in the field."

Trinity says her time at Duncan Aviation has been amazing.

"I've enjoyed learning more about all the intricate parts that go into maintaining an aircraft," says Trinity. "Between learning about all the minute details that go into painting an aircraft, and realizing just how precise technicians have to be when installing an interior, my experience has been amazing."

Before deciding she wanted to go into aviation, she knew nothing about the field.

"I'm super excited to finish out the rest of this semester," says Trinity. "It's been really exciting and a once-in-a-lifetime opportunity."

A Lifetime of Success

Amanda Woodward is the Industrial Technology Teacher with the Focus Program. She is passionate about helping students find a career that brings them personal satisfaction and will set them up for a lifetime of success.

"It all comes down to the opportunity this has brought to these students," says Amanda. "The field trips, class visits, and work study program are all avenues for students to see careers they may have never imagined. Facilitating hands-on experiences with potential careers helps kids discover work they enjoy."

Amanda says that the program has been a raging success and not a day goes by without hearing about the amazing, awesome, cool stuff these students are getting to experience at Duncan Aviation.

Learn more about Duncan Aviation's Apprenticeship Program and internships: www.DuncanAviation.aero/careers/students

Interested in a career at Duncan Aviation? View our Career Resources page here: www.DuncanAviation.aero/careers/resources

Learn more about military and veteran opportunities: www.DuncanAviation.aero/careers/military

Duncan Debrief Student Edition: www.DuncanAviation.aero/debrief

The 2022 *Duncan Debrief* Student Edition is tailored towards those interested in a career in business aviation and discusses where a career at Duncan Aviation can take you.

A Day In The Life Podcast Series: www.DuncanAviation.aero/resources/straight-talk/a-day-in-the-life

DIVERSITY, EQUITY & INCLUSION AT

DUNCAN AVIATION

At Duncan Aviation, diversity is more than a buzzword. It's been a practice for years as the company, founded as an aircraft sales organization, had to slowly diversify its services to survive. Teams at Duncan Aviation now specialize in services that reach from an aircraft's tip to its tail. That's a workforce diversified by talent.

Diversifying ideas, perspectives, and people is also extremely important. If everyone always agrees, things will stagnate. New ideas are vital to growth, despite the resistance they often face. New perspectives depend on new people.

With the labor pool shrinking and many industries facing critical shortages, finding new people can pose a challenge.

"Traditionally, we've had a huge pool of labor from which to choose, and we didn't really have to do any recruiting," says Enterprise Engineering Manager

Michael Hill. "The need to recruit has accompanied an increased interest in diversity of workforce."

WELCOMING WORKPLACE

Duncan Aviation has had a companywide DE&I (Diversity, Equity & Inclusion) committee since 2019. The committee focuses on creating an environment in which everyone is welcome.

Michael explains that the committee's goal is to allow team members to be their true, authentic selves.

"We want to be good stewards in our community, hire the best people for our positions, and help our team members perform their best," says Michael. "Our team members should be able to come to work and talk about their families, whatever they may look like, and not hide who they are. We spend a lot of our time at work, and it would make for

a miserable 40+ hours a week if you couldn't be yourself."

Recruiter David Sturdy says that the DE&I committee is a way for team members to learn and build a better future.

"I keep asking myself, 'What is our mark in the industry?'" says David. "We want the members of our teams to reflect the demographics of the communities in which our facilities are located."

Safety Supervisor Aya Hashimoto understands this is no small feat, and knows small steps will make positive impacts.

"We want to create a psychologically safe workplace for our team members," says Aya. "As an industry leader, we want to impact not just Duncan Aviation, but the entire industry and continue to expand the comfort zone."

Airframe Team Leader Sam Rogers wants to advocate for less vocal team members.

"I want to help bring awareness to the differences in people and make people more mindful of the effect their actions have," says Sam. "We are working to create an environment where people are happy to come to work, can be themselves, and not feel like they have to hide anything."

Engine Line Tech II Jeremy Abwoga says the DE&I committee is a way to share that what's normal to one person is not necessarily normal for everyone.

"It's more of an awareness piece," says Jeremy. "It's a way to help ourselves and each other realize that we aren't so different. We all

work together for the same goal—to serve our customers. We may come from different backgrounds, have different beliefs, but in the end, we aren't that different."

Engineering Team Leader Tracy Bohaboj believes the committee works to uphold the company's DE&I statement:

Duncan Aviation team members have diverse backgrounds but a common thread that ties us together is an inherent sense to do the right thing and a professional, positive attitude.

"Not only do we want to have a diverse group of individuals, we want every one of them to feel like they belong at Duncan Aviation," says Tracy.

With the support and guidance of Duncan Aviation's Senior Management Team, Human Resources Supervisor Jennifer Monroe says HR team members have been working to establish partnerships with various community organizations.

"Specifically, we have organized facility tours and on-site career fairs for individuals within various community organizations who are interested in seeking employment with us," says Jennifer. "We've also donated an industrial sewing machine to an organization with a sewing club, are working to develop a careers class to assist with resume creation and interview skill-building, and are looking at job shadowing and

"We all work together for the same goal—to serve our customers. We may come from different backgrounds, have different beliefs, but in the end, we aren't that different."

JEREMY ABWOGA, ENGINE LINE TECH II

internship opportunities." As an example of the company-wide community outreach, Satellite Avionics Tech Tyler Kelly with our Kansas City location recently hosted

50 students from the Jegna Klub, which has a mission to improve high school graduation rates for its members. Efforts like this support Duncan Aviation's long-term plans to expand team member diversity.

Additionally, Duncan Aviation's recruiters have targeted outreach programs to historically Black colleges and universities with aviation programs to introduce students to career opportunities at Duncan Aviation and in the business aviation community.

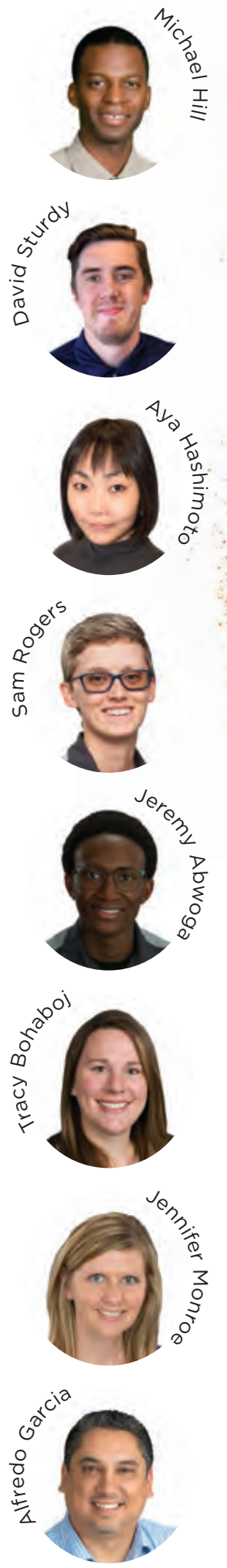
"We as a company are also actively participating in Women In Aviation events, including the Women In Aviation Conference Symposium in Battle Creek held in February, and the 33rd Annual Women In Aviation Convention held in Nashville, Tennessee, in March," says Jennifer.

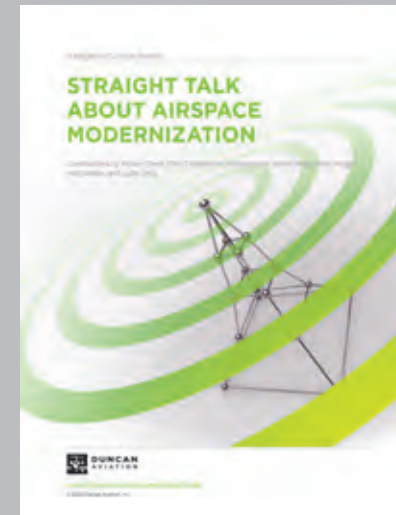
West Coast Regional Manager Alfredo Garcia is proud to work for a company at the forefront of the industry.

"I appreciate the fact that Duncan Aviation is doing something about diversity and inclusion. This is helping our company become well-rounded, and this effort creates broader ideas, helps make everyone feel welcomed, and creates opportunities for a larger demographic," says Alfredo. "It shows that Duncan Aviation has the drive to expand and continue to make a bigger and better workplace for everyone!"

"We are working to create an environment where people are happy to come to work, can be themselves, and not feel like they have to hide anything."

SAM ROGERS, AIRFRAME TEAM LEADER





Duncan Aviation publishes Straight Talks to address complicated topics so customers can make the most informed decisions possible for their aircraft, passengers, and company.

News & Tech Updates

Duncan Aviation strives to keep you up-to-date on the ever-changing aviation industry.

www.DuncanAviation.aero/news

New Bombardier Authorizations

Duncan Aviation recently signed a new agreement with Bombardier that makes us an Authorized Service Facility for all Bombardier Learjet* models, all Bombardier Challenger* models, and Global 5000/5500* and Global 6000/6500* model aircraft at all of our MRO locations—Battle Creek, Michigan; Lincoln, Nebraska; and Provo, Utah.

To see Duncan Aviation's Bombardier capabilities, please visit the following:

Learjet: www.DuncanAviation.aero/services/learjet

Challenger: www.DuncanAviation.aero/services/challenger

Global: www.DuncanAviation.aero/services/global

*Trademarks of Bombardier Inc. or its subsidiaries. 

AIN DE&I Top Flight Award

Duncan Aviation works with the Refugee Resettlement Program and other non-profit organizations in Lancaster County, Nebraska, to ease the integration and assimilation of refugees into the community. Lancaster County is the nation's 18th-largest resettlement area for Asian refugees and immigrants, while Nebraska has become the 5th largest refugee resettlement area per capita, compared to states with similar-sized populations. Half of Nebraska's refugee



Duncan Aviation received the 2021 AIN Top Flight Award for Diversity, Equity, and Inclusion for our Refugee Resettlement Program.

population resides in our headquarters city of Lincoln, which is now home to Afghani, Vietnamese, Bosnian, Mexican, Russian, Ukrainian, Tajikistani, Kurdish, Sudanese, and Chinese refugees and immigrants.

We also work with area non-profits including the Good Neighbor Community Center and the Asian Community and Cultural Center to provide these new residents with ELL (English Language Learning) classes immediately upon resettlement. Duncan Aviation is planning to provide ELL volunteers this year, too. We also work with community organizations to provide building maintenance (electrical, plumbing, painting), and assistance with food pantry and household-goods.


New Straight Talk Books

We recently updated three of our Straight Talk books. These free books are an aircraft operator's source for information about important topics in business aviation, and are written in clear, concise, no-nonsense language.

Straight Talk About Airspace Modernization: NextGen is a term we hear almost daily that refers to Airspace Modernization. Retrofitting business aircraft with NextGen-compatible equipment is a significant investment, and we want to get as much information in front of our customers as possible. To an extent,

every aircraft in US airspace will be affected, and we want to arm you with the right information so you can make informed decisions. Download here: www.DuncanAviation.aero/straight-talk/airspace-modernization

Straight Talk About Cabin Management Systems: Our customers ask us every day what's new, available, and certified for use in an aircraft CMS (Cabin Management System). In light of that interest, we've updated this Straight Talk book as a guide to upgrading, reconfiguring, or replacing your current CMS. We cover the most common equipment requested by our customers at Duncan Aviation and give you a thorough explanation of what equipment is available and how it can benefit your aircraft's CMS. Download here: www.DuncanAviation.aero/straight-talk/cms

Straight Talk About Datalink: Current datalink systems available are FANS (Future Air Navigation Systems), ACARS (Aircraft Communications, Addressing, and Reporting System), ATN-B1 (Aeronautical Telecommunications Network-Baseline 1) and ATN-B2 (Aeronautical Telecommunications Network-Baseline 2). This book explains all four types of datalink communications, with particular focus on FANS, which is currently mandated in the NAT (North Atlantic Tracks) for all aircraft operating between FL290 and FL410. Download here: www.DuncanAviation.aero/straight-talk/datalink 

www.DuncanAviation.aero/services

Straight Talk Books, Podcasts, and Webinars: www.DuncanAviation.aero/straighttalk



Duncan Aviation Welder and Machinist Marcus McMeekin is now certified to perform aluminum structural welding.



The new STC is for Collins Aerospace Pro Line 21-equipped Hawker models 750, 800XP, 850XP, and 900XP. The STC is for the installation of an AeroCorder 100 FDR from BendixKing and a MAU (Modular Acquisition Unit) and QAR (Quick Access Recorder) from Flight Data Systems.

New Structural Welding Capabilities Added

Our Machining and Welding department has received certification in the AWS D1.2/D1.2M Structural Welding Code—Aluminum. This certification was earned by documenting and demonstrating proficient and consistent structural welding processes and procedures and expanding current in-house welding capabilities.

A new, high-tech aluminum MiG wire-feed welder with a digital function display was purchased to perform structural welding projects. The feedback and analysis from the onboard computer monitors all weld variables, adjusting the arc and wire feed in real-time to the technician operating it, resulting in a more consistent weld. It also saves and stores welding settings for future use, reducing set-up time.

The Duncan Aviation Machining and Welding team serves all in-house welding and machining needs with the AWS D17.1/D17.1M code for Aerospace application. With the addition of the structural welding code, Duncan Aviation can now repair damaged scaffolding, fixtures, and stairs used by internal teams to increase safety measures. There is also the expectation of growth and the ability to provide structural welding services to regional companies in other industries. 🇺🇸

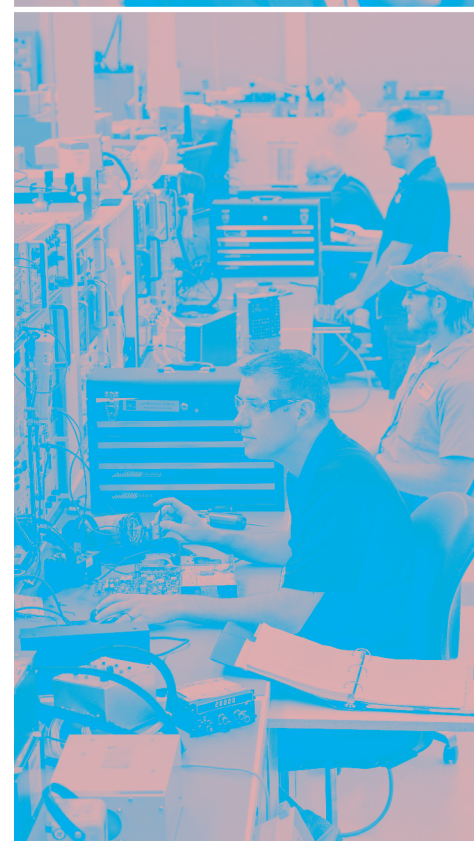
AML STC for Flight Data Recorder Developed

Duncan Aviation is developing an STC (Supplemental Type Certificate) for FDRs (Flight Data Recorders) for numerous Hawker aircraft models. The STC will be the basis for an AML (Approved Model List) that will initially provide a certification path for Hawker owner/operators worldwide who need to install an FDR in order to operate in Mexican airspace or in airspace worldwide where FDRs are required, to meet the requirements of their SMS (Safety Management Systems), and/or to meet other industry standards.

The new STC is for Collins Aerospace Pro Line 21-equipped Hawker models 750, 800XP, 850XP, and 900XP. The STC is for the installation of an AeroCorder 100 FDR from BendixKing and a MAU (Modular Acquisition Unit) and QAR (Quick Access Recorder) from Flight Data Systems. 🇺🇸

Expanding Services At Teterboro, New Jersey

In November 2021, the Duncan Aviation Satellite Facility in Teterboro, New Jersey, received approval to



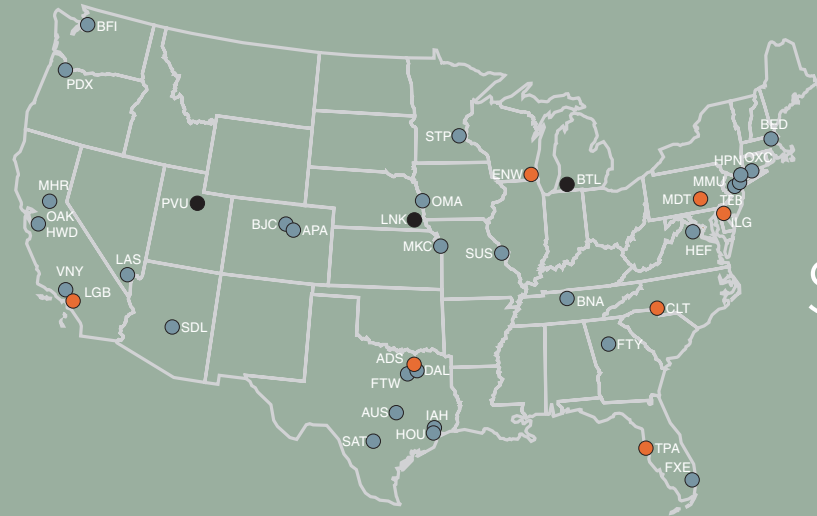
AIRCRAFT PARTS COMPONENTS SALES & SERVICES

OVERHAULS, REPAIRS, ROTABLES, LOANERS, EXCHANGES, AND TECHNICAL SUPPORT TO AIRCRAFT OPERATORS AROUND THE WORLD, 24 HOURS A DAY, EVERY DAY



EXPERIENCE. UNLIKE ANY OTHER.
www.DuncanAviation.aero/parts/search

View available STCs: www.DuncanAviation.aero/services/engineering/stc-library



Duncan Aviation Support Network

- Full Service MROs
- Engine RRT Dispatch Locations
- Satellites



Duncan Aviation's Satellite Facility in Teterboro, New Jersey, is now located in hangar space provided by FBO (Fixed Base Operator) Meridian.



Teterboro Manager Jeff Glanville (left) and Mike Kotosky, Airframe Technician.

begin performing airframe line maintenance. During the pandemic, Meridian Air Teterboro on the same ramp had to shut down its airframe services, and former Meridian Air mechanic Mike Kotosky approached Jeff Glanville, Manager of Duncan Aviation's Teterboro Satellite, about Duncan Aviation adding those services.

The FAA removed limitations on the airframe rating Op Specs for the Satellite Shop last fall, and Mike is now leading Duncan Aviation's airframe line maintenance there. His expertise in many platforms will allow him to provide top-notch maintenance support, discrepancy assistance, and airframe line maintenance.

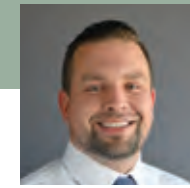
"Although I am not able to pull off a complete landing gear, I'm able to remove and repair individual components," says Michael. "For instance, I can change wheels, brakes, actuators, and gear doors."

Jeff is excited about the new capabilities and is hoping to have other restrictions on the Ops Specs removed later this year.

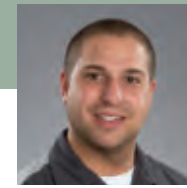
"Our shop does not currently have engine or APU authority, but Duncan Aviation's Chief Inspector Jeff King is hoping the approval comes through later this spring," says Jeff Glanville. "At that time, we'll be able to add even more services for our customers in the area."

People on the Move

Nick Norton recently joined Duncan Aviation's airframe service sales team at the company's MRO location in Battle Creek, Michigan. In this position,



Nick Norton



Joe DiMatteo



Rick Conner



Randy Miller



Sarah Warner



Edduyn Pita



Erwin Carrillo



Sean Johnson

Norton will assist customers in planning and scheduling airframe maintenance events, provide detailed technical quotes, and answer service and capability questions.

Duncan Aviation has officially added Charlotte, North Carolina, to its mobile engine Rapid Response Team (RRT) network. Operators in the southeast Atlantic region now have more convenient access to Duncan Aviation services like engine AOG and most scheduled and unscheduled events, including engine changes through dedicated, local technician **Joe DiMatteo**.

Rick Conner was promoted to a Technical Representative (Tech Rep) working directly with aircraft operators who call with technical or troubleshooting questions about their radar units and systems.

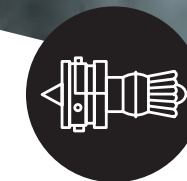
Randy Miller, an 8-year Duncan Aviation team member, is now Manager of the Paint Shop at our full-service facility in Battle Creek, Michigan.

Sarah Warner recently became a Landing Gear Service Sales Rep. In this position, she will work closely with aircraft operators in identifying and scheduling required landing gear inspections or repairs.

Edduyn Pita recently moved from Atlanta, Georgia, to become Manager of our Denver-area Satellite at the Centennial Airport (APA) in Colorado. In



ENGINE EXPERIENCE UNLIKE ANY OTHER



Duncan Aviation is the world's largest family-owned MRO center supporting business aircraft engines and APUs. We are authorized by Honeywell, Pratt & Whitney, GE, Williams International, Rolls Royce, and Hamilton Sundstrand to perform a broad spectrum of engine services, including MPI, CZI, HSI, and other major maintenance.





Duncan Aviation's Provo, Utah, location is now a Honeywell AS907 (HTF7000) Line Service Center.

addition to his 20+ years of experience in aviation, Pita set up the Duncan Aviation Satellite Shop in Atlanta and managed it for 13 years.

Erwin Carrillo has moved into the Manager position of our Satellite in Atlanta. Located at the Fulton County Executive Airport on the Brown Field, the Atlanta Satellite has been a part of Duncan Aviation's network of 27 satellites around the country for 13 years and Erwin has worked there since he was hired 5 years ago.

Sean Johnson has relocated to Provo, Utah, as the Airframe Manager. Johnson joined the Duncan Aviation team in 2006 as a technician and he has steadily modified his career goals and accepted more responsibility over the last 16 years. 🇺🇸

ACA Ionizer STCs for Falcon Aircraft Completed

In partnership with Dassault Falcon Jet Corporation, Duncan Aviation has developed STCs and installation packages for the Aviation Clean Air (ACA) ionization system for three Dassault Falcon models: the 7X, 2000/2000EX and 900/900EX aircraft, including all EASy variants.

The Duncan Aviation Engineering and Certification Services team, in collaboration with the Duncan Aviation ODA (Organization Designation Authorization),

has secured FAA approval for all three STCs and is now working on approvals from the EASA (European Union Aviation Safety Agency), TCCA (Transport Canada Civil Aviation), and Brazil's ANAC (Agência Nacional de Aviação Civil). 🇺🇸

Honeywell Engine Service Authorizations Expanded at Provo Location

Duncan Aviation recently added an extension to our engine service authorizations designating our Provo location as a Honeywell AS907 (HTF7000) Line Service Center.

To achieve this, we invested in training and tooling so our engine technicians can perform engine removals and installations, line level inspections, maintenance, repair, and service bulletins. We can also perform fan balancing and gearbox seal replacement and will now file MSP warranty claims for program customers for AS907 line service maintenance performed in Provo.

The Honeywell AS907 (HTF7000) Series engines are installed on CL-300 (HTF7000), CL-350 (HTF7350), Gulfstream 280 (HTF7250), Embraer Legacy 450 / 500 (HTF7500), and the Cessna Citation Longitude (HTF7700) aircraft. 🇺🇸

Ionization Technology Explained: www.DuncanAviation.aero/videos/aca

From Knocking On Hangar Doors To Flying A Gulfstream G550

Andrew Young is one of just a few qualified Black Gulfstream Captains in the world. He and Captain Roland Clarke are the all-Black flight crew who fly a Gulfstream G550 that was recently painted by the Paint team in Lincoln, Nebraska.

"I look forward to that being the norm," says Andrew. "I spend a lot of time trying to make our community great and to inspire kids just like me so they know that anything is possible."

Read Andrew's full story: www.DA.aero/debrief/2022/andrew-young



Duncan Aviation has compiled some resources to help individuals explore where a career in business aviation could take them. Build your career in business aviation! www.DuncanAviation.aero/careers/resources