

A publication of Duncan Aviation

Duncan Debrief

Learn More About Careers in Business Aviation

Business Aviation provides many exciting career paths and opportunities for those interested in getting started in aviation or looking for a career change. Duncan Aviation has compiled some resources to help individuals explore where a career in business aviation could take them.

www.DuncanAviation.aero/careers/resources

- *A Day In The Life* Podcast Series
- *Duncan Debrief*, is a great publication to learn more about the company and the industry
- Videos and brochures on career opportunities at Duncan Aviation and the SkillBridge Program
- Student resources from ATEC (Aviation Technician Education Council), FAA (Federal Aviation Administration), NATA (National Air Transportation Association) and NBAA (National Business Aviation Association), including a student magazine, a career guide to business aviation, a business aviation career fact sheet, and information about scholarships, mentoring and networking
- Links to AviNation, clubs and organizations within the aviation industry

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Cover: Production Onboarding Coordinator Darwin Godemann shows Chad Richardson how to inspect hydraulic lines for condition and proper routing. Darwin has been heavily involved in the Apprenticeship Program since its inception.

2022 STUDENT EDITION

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Robert Duncan

company founder:
Donald Duncan (1922-1981)

"We're the best because we hire the best."

Todd Duncan, Chairman



Jayme Park, RTS Inspector II, Duncan Aviation-Provo, Utah

"When I was 12, I had the opportunity to ride in a D23 biplane at an airshow and from that day forward I knew I wanted a career in aviation. My career started at our Battle Creek, Michigan, facility as a shift supervisor leading teams of airframe, engine, fuel, interior, and accessories technicians. I've since relocated to our Provo facility as an RTS Inspector. I consider myself lucky. I get to do what I love, for a company that values me for my skills and leadership abilities." 🇺🇸



Justin Merkling, Engine Manager, Duncan Aviation-Battle Creek, Michigan

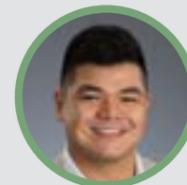
"I can honestly say I have enjoyed coming to work the past 21 years for several reasons. First, no two days are the same, the challenges that this presents has helped me develop and grow in my professional career and my personal life. Secondly, everything I have done in the different positions I've held has provided me with a sense of accomplishment. Finally, the past 20 years we have lived through some substantial world events that have impacted everyone and it comforts me to know that Duncan Aviation's first concern through all those times was not the bottom line but the wellbeing of our team members and customers." 🇺🇸



Andrew Arcuri, Assistant Manager, Duncan Aviation-Engine Rapid Response Teams

"My parents immigrated to New York from Bogota, Colombia, and Palermo, Italy. They later met in New York City and married a few years before I was born. My aviation dream was launched on my 1st Boeing 747 flight to Italy at the age of two years old and continued with the many other flights that followed as a young boy visiting my grandparents in two different countries. As I grew older, the dream grew stronger; I was fascinated about how an airplane weighing 400 tons could fly the skies. Fifty years later, I still have all that passion for aviation.

Duncan Aviation has helped me turn my passion into a career. For more than 65 years in corporate aviation, Duncan Aviation has always maintained the reputation and brand that I wanted to be a part of. For the last seven years, I've enjoyed being a part of all our astounding engine service and RRT growth." 🇺🇸



Robert Suarez, Aircraft Market Research Analyst, Duncan Aviation-Lincoln, Nebraska

"Having the opportunity to intern at Duncan Aviation during my undergrad summers allowed me to grow personally and professionally, which eventually led me to landing a full-time position and discovering the great passion for aviation that I have now. What I love most about Duncan Aviation are the people and work environment that I'm surrounded by on a daily basis. I believe that everyone has a common excitement to be involved with aircraft and that's what makes working here so great." 🇺🇸



FRANKLIN GRAHAM

“WHEN THERE IS A CRISIS IN THE WORLD, IT IS IMPORTANT FOR US TO GET THERE QUICKLY,” SAYS FRANKLIN GRAHAM OF SAMARITAN’S PURSE. “AVIATION IS A HUGE PART OF ALLOWING US TO RESPOND EFFECTIVELY AND IN A SHORT PERIOD OF TIME, WORLDWIDE.”



SPECIAL OLYMPICS



HUMANITARIAN FLIGHT

THIS LEARJET BROUGHT A SICK CHILD HOME AFTER TREATMENT. ITS USE WAS DONATED AND DUNCAN AVIATION & SILVERHAWK AVIATION SPLIT THE COST OF FUEL.



WWII VETERAN HONOR FLIGHT

WHAT IS BUSINESS AVIATION?

When looking at aviation career choices, most people think about becoming pilots and flying for the commercial airlines or joining the military and making flight missions. Aviation is much broader than that, though, and business aviation is the specific industry segment that Duncan Aviation is proud to serve.

Business aviation refers to the business use of an aircraft that is not operated by the military or a commercial airline. It consists of many different operators that utilize airplanes, helicopters, and more recently, drones or UAVs (Unmanned Aerial Vehicles). These pieces of equipment are tools that individuals, companies, and governments use to be more efficient, productive, and safe.

Operators of business aviation use their airplanes or helicopters in a variety of ways. One of the most common ways a company may use an aircraft is by transporting their own employees, especially if they have middle managers, salespeople, or subject matter experts who need to visit a variety of locations/plants or facilities. They may also transport customers and vendors to an event or cargo to a location.

General aviation aircraft can utilize more than 5,300 public airports in the United States, where commercial airlines provide service to only about 550. This gives access to more rural areas with less drive time from the airport to the locations businesses might want to reach.

Business aviation provides an enormous amount of flexibility and freedom to any and all that utilize it. Passengers on business aircraft can set their own schedules, make quick and easy schedule changes, avoid long TSA security lines and crowded airports, and have private and meaningful business meetings in flight.

Oftentimes, what we don’t think about, however, is how often business aviation can impact people around the world who need help. The industry has been utilized during world disasters, time-sensitive medical emergencies, and especially during the worldwide Coronavirus pandemic.

Business aircraft fly mercy missions every day. They are used in support of a variety of humanitarian and philanthropic organizations, including the Red Cross, Air Care Alliance, Angel Flight, Corporate Angel Network, Honor Flight, Veteran Airlift Command, the Special Olympics and many others. 



ANIMAL RESCUE MISSION



WHO IS DUNCAN AVIATION?

Once you have decided that the world of business aviation deserves a closer career look, you'll probably want to research some of the best employers in the industry. Duncan Aviation should definitely be on your list. Here's why.

A STORIED HISTORY

Duncan Aviation has a long history that dates back nearly 65 years when an entrepreneur named Donald Duncan realized the value airplanes could bring to local businesses and bought into a Beechcraft distributorship in Omaha, Nebraska, forming the roots of Duncan Aviation. Donald sold hundreds of Bonanzas, Travel Airs, Twin Bonanzas, Barons, and Twin Beeches.

In 1963, Duncan Aviation opened a facility in Lincoln, Nebraska, at the then-new Lincoln Municipal Airport and Donald arranged to be a Learjet Distributor. Over the years, he would sell hundreds of Learjets.

Donald moved the headquarters to Lincoln in 1967 and closed the Omaha location. Then in 1968, Donald's son Robert, who had worked full-time for the company for only three years, became President. Although Duncan Aviation no longer had a jet distributorship, the company supported a growing resale market for Learjets and other business aircraft. The aircraft

sales division was led by Donald, and Robert ran the day-to-day operations of line/fuel services and aircraft maintenance and support. He saw the ongoing needs of supporting the aircraft his father sold from tip-to-tail and slowly grew those capabilities.

Throughout the 1980s and early 1990s, Duncan Aviation grew in size and experience with innovative ideas. Many partnerships with aircraft manufacturers were forged and authorized service agreements were obtained for the major OEMs. Innovative growth also came from development of a satellite avionics network, a parts consignment service, and a jet acquisition/consulting offering.

In 1996, Aaron Hilkemann became President of Duncan Aviation and he developed a senior leadership team to help guide the company and make mindful, strategic decisions. Over the next 25 years, the company quadrupled in size. Some of the strategic moves that made this happen include: a 1998 acquisition in Battle Creek, Michigan; continued growth of its avionics network; development of engine Rapid Response service teams; construction projects to enlarge existing maintenance and repair facilities in Nebraska and Michigan; and ground-up development of a maintenance and repair facility in Provo, Utah. Innovation and change have always been a part of Duncan Aviation.

In 2007, Robert retired and his son and longtime Duncan Aviation team member Todd Duncan was named Chairman, where he leads the company's Board of Directors.

"I'm so proud to be a part of Duncan Aviation's 65-year legacy," says Todd Duncan. "Being family owned gives us the ability to plan long-term for our team members and our customers. With my twin sons entering the business recently, making Duncan Aviation a fourth generation business, our family ownership structure is in place to support the company and our team members for decades to come."

DUNCAN AVIATION TODAY

Today, Duncan Aviation is the world's largest privately owned business aviation support network. We have a history of trying new ideas and an ability to innovate and transition to future aviation trends. Duncan Aviation is headquartered in Lincoln with other locations, shops, and teams located across the United States. Three full-service MRO locations provide tip-to-tail service for just about any business aircraft. These services include airframe maintenance, engine repairs and overhauls, interior modifications and completions, exterior paint, avionics installations, and full-service Fixed Based Operator (FBO) support

with fuel and line services. There are more than two dozen Satellite locations that provide avionics line and installations services. We also provide dedicated engine Rapid Response teams at strategically placed launch locations. These team members help customers when they need us most by providing engine line services, troubleshooting, and repairs to get their aircraft back up and running again after various Airplane-On-Ground (AOG) events.

Duncan Aviation believes that the most important contributor to customer satisfaction is the quality of its workforce and the training its team members receive; if the company takes care of its team members, the team members will in turn take care of the customers.

This attitude earned Duncan Aviation placement for four successive years on FORTUNE magazine's list of the 100 Best Companies to Work For.

"Duncan Aviation boasts intelligent, driven and passionate team members, hundreds of whom have worked for us for 25 years or more," Todd says. "We are a company of outstanding individuals who strive to be the best team in the field and provide customers with outstanding service. Ask about Duncan Aviation throughout the industry and you will hear that our brand represents excellent quality, service and ethics for our customers and our team members."

DUNCAN AVIATION LEADERSHIP

CHAIRMAN AND CEO

Duncan Aviation is led by Chairman of the Board of Directors Todd Duncan and Chief Executive Officer/Chairman of the Board of Advisors Aaron Hilkemann. Todd and Aaron spend their days at various Duncan Aviation facilities, partner companies, and industry associations. They regularly interact and mentor team members, talk to customers, forge partner relationships, and provide strategic vision for the future.



DUNCAN AVIATION SENIOR MANAGEMENT TEAM

Duncan Aviation's leadership team is known as our Senior Management Team. Many Senior Team members built their careers at Duncan Aviation, starting as technicians in the various production shops. The team was formed by Aaron Hilkemann in 1996. It is now led by President Jeff Lake. Learn more about the Senior Management Team here: www.DuncanAviation.aero/company/senior-leadership-team.

DUNCAN AVIATION BOARD OF ADVISORS

After company founder Donald Duncan passed away in 1981, his son and then-company President

Robert Duncan was seeking advice on best business practices from those outside of the company. After attending a seminar, he heard a fellow business executive speak about having an external Board of Advisors for his company and how beneficial it was for him, his team, and his company. Robert returned and immediately implemented that idea. Members of the Duncan Aviation Board of Advisors are often experts in the aviation industry and have formal leadership or executive experience in their careers. These advisors have no ownership in the company, but consist of a rotating team that helps the Duncan family and the Senior Team see blind spots, identify potential pitfalls and opportunities, and discuss changes in the aviation market and the business world in general. They provide important leadership advice and also assist in holding the company's Senior Team accountable.

DUNCAN AVIATION BOARD OF DIRECTORS

Duncan Aviation is a privately held company that is legally structured by a formal Board of Directors similar to a publicly traded company. However, this board is comprised of mostly members of the Duncan family. These family members own "shares" in the company and meet when necessary to discuss high-level components of Duncan Aviation such as business strategy, results, and the vision of the company.

DUNCAN AVIATION CUSTOMER ADVISORY FORUMS

Duncan Aviation's Customer Advisory board was created to help us continually improve our services. The board represents various external business aviation stakeholders who provide a broad perspective of the industry. Board members play an important role in creating a free-flowing exchange of information about important industry and service issues along with feedback that will enable Duncan Aviation to continue to be the service provider of choice in the industry.

DUNCAN AVIATION CORE VALUES

At Duncan Aviation, We:

- Deliver high-quality products and services.
- Charge fair prices and provide efficient turntimes.
- Lead through action and innovation.
- Focus on solutions and offer positive suggestions.
- Respect others and are accountable for our actions.
- Maintain a team approach.
- Value honesty, integrity, loyalty and trust.
- Promote safety, health and wellness.
- Support our communities and respect the environment.
- Are proud to be the best at what we do.

GRAND PROMISE

Duncan Aviation is committed to provide an experience unlike any other to owners and operators of business aircraft. We do this by providing personalized expertise, innovative services and ongoing support.

MISSION

Duncan Aviation will be the leading provider of business aviation products and services. We will employ and develop the most knowledgeable and trusted individuals in the industry. We will be highly profitable and reinvest these profits in team members, equipment and facilities to extend our leading position.

VISION

Duncan Aviation will be recognized worldwide by its customers, team members and the business aviation community as:

- The highest value provider of products and services
- The industry leader in utilizing innovative technologies, minimizing downtimes, and delivering safe aircraft on time
- Having the most skilled, motivated, stable and family-oriented team members in the industry
- Being committed to team member development in the areas of leadership and technical development skills, wellness, safety and personal growth
- Being responsive to all customer needs through full-service facilities in Lincoln, Battle Creek and Provo, and a growing network of strategically placed Satellites and Engine Rapid Response teams

- Continuing to grow market share and brand recognition by retaining its present customer base and capturing new customers worldwide with special emphasis and focused growth on large business aircraft



DIVERSITY, EQUITY, AND INCLUSION

Duncan Aviation believes it is good social and business policy to have a diverse workforce that reflects the community in which we live and the worldwide community we serve. We view the principle of equal employment opportunity as a vital element in the employment process and a good leadership practice.

Duncan Aviation defines diversity as a collective mixture of differences among team members including individual characteristics, values, beliefs, experiences, backgrounds, and preferences.

Duncan Aviation defines equity as the practice and policy of being equal, fair, and impartial regarding hiring and evaluation practices, promotions, and pay with all members of our organization having equal access to the resources, opportunities, and support needed to succeed and grow.

Duncan Aviation defines inclusion as intentionally supporting and respecting all individual characteristics, beliefs, experiences, backgrounds, and preferences. We believe in cultivating an inclusive culture throughout the organization that reflects our core values by listening to diverse voices and promoting practices where we empower multifaceted individuals to be their most authentic selves.

Our commitment to diversity, equity, and inclusion is the shared responsibility of all team members and is supported by all levels of leadership. Our approach is rooted in listening, learning, and acting.

Where Can My Career At Duncan Aviation Go?

A career at Duncan Aviation can take off in a multitude of ways. Many have started in one niche area and then moved to other areas or even different geographical locations. You could start at Duncan Aviation as a Parts Runner delivering aircraft parts, equipment, or documents throughout an entire facility or through an internship or apprenticeship position. Maybe you start as an Airframe Mechanic, an Upholstery Specialist, a Sales Representative, a supportive role in Human Resources, or anything in-between. Once you have a position at Duncan Aviation, you're in a great starting place for an aviation career. You're able to build connections with so many people throughout Duncan Aviation and the entire aviation industry. Those connections could lead to new opportunities in other areas of Duncan Aviation. 🚀

Take a look at the career paths of just a few of our team members.

Duncan Aviation Careers Require a Variety of Skills and Talents

Aviation careers can include working with aircraft, of course. They can also include working in a variety of positions that don't work directly with aircraft. Here are just a few of the job titles for positions regularly hired by Duncan Aviation.

- Airframe Technician
- Engine Technician
- Avionics Modifications Specialist
- Avionics Line Technician
- Interior Specialist (Finish, Completions, Upholstery, Cabinet)
- Paint Specialist
- Structures Technician

- Satellite Avionics Technician
- Accessory Technician
- Parts Runner
- Facilities Maintenance/Custodian
- Quality Specialists
- Line Service Technicians
- Customer Service Rep
- Engineer
- Information Technology
- Safety Specialist
- Service Sales Representative
- Project Manager
- Purchasing Specialist
- Marketing Specialist
- Accounting/Finance Specialist
- Human Resources Specialist 🚀



Gina Evans
Price Item Technical Specialist
 September 2021-Present
 Lincoln, Nebraska

- **Modifications Scheduler**
 March 2020-September 2021
- **Training & Safety Specialist**
 August 2018-March 2020
 Provo, Utah
- **Sr. Credit Analyst**
 July 2014-August 2018
 Lincoln, Nebraska
- **Avionics Customer Service Representative**
 November 2007-July 2014

"I chose aviation because of Duncan Aviation. The industry itself is uniquely complicated, and the aircraft are beyond beautiful. But long before I turned in my application, I'd been listening to people in the Lincoln, Nebraska, community talk about what a wonderful company Duncan Aviation is. Knowing that I'm a part of that stalwart reputation within our communities gives me so much pride in what I do. I can't imagine a better place to be." 🚀



Matt Nelson
Satellite Operations Manager
 June 2007-Present
 Lincoln, Nebraska

- **Satellite Avionics Manager**
 June 1998-June 2007
 Denver, Colorado
- **Satellite Avionics Manager**
 June 1997-June 1998
 Van Nuys, California
- **Avionics Technician**
 November 1992-June 1997
 Dallas, Texas
- **Avionics Technician**
 September 1987-November 1992
 Lincoln, Nebraska

"There were many twists and turns in my life that led me to Duncan Aviation. Once I was here, I chose to make aviation my career choice because it was something different and exciting. Who wouldn't want to work on airplanes? I chose Duncan Aviation primarily because I grew up in Lincoln and had heard it was a good company. After working for Duncan Aviation locations all over the country and seeing much of the industry first-hand, it was clear to me that we had it figured out. From my experience, there was no one else in our segment of the industry worth working for." 🚀



Chad Doehring
Chief Operating Officer
 July 2020-Present
 Provo, Utah

- **Vice President of Operations**
 January 2018-June 2020
 Provo, Utah
- **Airframe Services Manager**
 July 2010-January 2018
 Lincoln, Nebraska
- **Customer Service Manager**
 October 2004-June 2010
- **Airframe Assistant Manager**
 1999-2004
- **Airframe Night Shift Supervisor**
 1997-1999

"I choose a career in aviation so I could have the ability to be involved with some of the most sophisticated technological marvels. I enjoy Duncan Aviation's company culture, which encourages our team members to be passionate about what they do. More importantly, Duncan Aviation provides a daily opportunity for our team members to showcase their talents, expertise and drive for excellence to serve our customers, communities and our company." 🚀



Janet Beazley
Project Manager
 February 2008-Present
 Lincoln, Nebraska

- **Avionics Install Assistant Manager**
 January 1996-February 2008
- **Avionics Install Team Leader**
 1990-1996
- **Avionics Install Technician**
 1988-1990

"Since I was a little girl growing up on the farm, I was always fascinated with airplanes! When I was 16, I went to Germany for a year as an exchange student. I came back to Iowa after that year and thought - what is the best way to get back to Germany? Join the military! So I did! I had a choice of 3 jobs - medical, truck driver, or electronics. I chose the latter and that took me back to airplanes, and here I am! There is always something exciting happening each day. You get to meet so many people from all over the world, but yet the corporate aviation sector is relatively small, too. It has been a great ride; I would not have changed a thing. There are so many different opportunities in aviation. You can take your career where you want to." 🚀



People & Culture A “Work” Family

Customers and visitors have told us for years that Duncan Aviation has a unique culture. Our culture has been built into the foundation of the company since Donald Duncan started it in 1956. So who is responsible for such world-renowned culture? Every single one of our 2,400 team members. Although they come from all over the world and have diverse backgrounds, what ties us together is the inherent sense to do the right thing with a professional, positive attitude.

In the Duncan Aviation Straight Talk Podcast titled, “Deliver High-Quality Products and Services,” Chairman Emeritus Robert Duncan says that his father Donald would be unbelievably amazed to see the state of the company now.

“He wouldn’t believe what the company has become and to see how many customers we touch all over the world, and how we continue to grow,” Robert says. “The values that Duncan Aviation has today came from Donald. They were inherent in who he was and how he saw life and thought business should be.”

Why is it so important that our culture shines through in everything we do? Because it affects

every aspect of our company and the work that we perform.

How Is This Achieved?

President Jeff Lake explains that the net of our culture is that we trust each other.

“If you have a healthy culture year after year, it creates trust on all levels,” Jeff says. “When you have that trust, it is easy to function as a team to solicit customers, serve them, and maintain their aircraft.”

“Our integrity is another important ingredient in building trust,” says Jeff. “It shows when we are transparent in sharing our challenges, our goals, and our results each year. It builds when we do the right thing for our team members and our customers, and when we make a mistake with a first-time customer, it creates an opportunity to demonstrate who we are as an organization. When they see how we respond, they often transform to a long-term, loyal customer because we made it right.”

Home Away From Home

Aramark Chief of Maintenance Scott Kershaw has personally been bringing aircraft to Duncan Aviation since 1993.

“You always do a great job,” Scott says. “Whenever I’m there,

I feel like you are as committed to my airplane as I am... I try to always get the same crew. They know me and I know them. Your culture is just very friendly. Everybody always speaks to you and makes you feel that Duncan Aviation is your home away from home... The team members at Duncan Aviation are like my friends, and that’s the way they treat me.”

Midwest Work Ethic

Rezich & Rezich Aviation Consulting, Inc., President Jim Rezich has been a customer of Duncan Aviation since 1984. Jim has brought everything from Citations to Challengers to Gulfstreams to our facilities and says that the people and culture of Duncan Aviation are a main reason that he’s continued to bring his aircraft to us.

“I’ve had the privilege of working with so many of your team members, and they all have that ‘culture,’” Jim says. “The way you instill that in your team members is really terrific. Everybody has a vested interest because they know that they want the project out the door on time, right the first time.

“That makes the decision to come back much easier.”

Straight Talk.
BY DUNCAN AVIATION



Duncan Aviation continuously strives to be the voice of clarity by providing information about important topics in business aviation in clear, concise, no-nonsense language.

www.DuncanAviation.aero/StraightTalk



Jordan Masek

Duncan Aviation's Technical Education Center

Duncan Aviation Looks to the Future

The aviation industry is currently seeing a workforce shortage for qualified aircraft technicians as the number of retiring technicians with Airframe & Powerplant certifications is higher than the number of young adults expressing interest in the field of aircraft mechanics. In response, Duncan Aviation is educating young adults about careers in business aviation and looking at new ways to introduce talented and motivated individuals to the company and the industry to combat the projected shortage.



“We now have a true pathway to help new team members become knowledgeable, well-rounded aircraft technicians.”



Jeremy Rangel

Apprenticeship Program

In eight years' time, Jeremy Rangel went from being a technician with no A&P certification to an A&P certified technician and Manager of the Lincoln, Nebraska, location's Airframe Department. Shortly after becoming manager, Jeremy recognized the upcoming shortage and worked with his team to develop a new entry-level technician program. By on-boarding new team members as Tech Helpers, experienced technicians could offer guidance and on-the-job training.

“Though it was successful, we identified areas of theoretical and practical training that would yield better results through standardization,” Jeremy says. “That is exactly what we did, working with the US Department of Labor and the Nebraska Department of Labor. We now have a true pathway to help new team members become knowledgeable, well-rounded aircraft technicians.”

This formalized Apprenticeship Program is nationally registered with the US Department of Labor and the Department of Education and is available at Duncan Aviation's full-service maintenance facilities in Lincoln; Battle Creek, Michigan; and Provo, Utah. The program provides those who enroll a streamlined and focused approach to training for the FAA Airframe & Powerplant certificates. The program carries with it Duncan Aviation's reputation for quality, knowledge, and leadership.

When he initially joined the program, Jordan Masek was looking for a way to better understand aircraft and its systems, and to further his career.

“The program provided great structure to aid in the studying process for my Airframe certificate,” says Jordan. “It gave clarity and guidance to some of the questions that I needed to know for the oral and practical tests. Before the program, I just knew that there was an air conditioning system, nothing further. Now I can look at things, like the air conditioning system, and know exactly how it works and why it needs to be serviced the way it does, as well as what each component in the system does.”

Thanks to the Apprentice Program, Jordan received his Airframe certificate in August 2021, which will



“In my time at Duncan Aviation I have learned that there is a lot of teamwork that goes into every project. I also noted that everything that is worked on has high standards. Quality before quantity.”



Jackelin Iniguez

allow him to become a Qualified Inspector and begin inspecting things for others.

Internships

Duncan Aviation also offers internships. These are paid opportunities where students work full-time during the summer and network with others in the industry.

In 2021, Duncan Aviation welcomed 32 interns, 27 in production areas at all of its full-service facilities. Each year, we offer summer internships that allow students the opportunity to learn more about the company and explore possible career paths.

Jackelin Iniguez was hired as an intern in the Interior department at our Provo facility, and has since been hired as a full-time Upholstery Assistant.

“I chose to intern at Duncan Aviation because I heard a lot of good things about it,” said Jackelin. “I first became interested when I saw a flyer for Duncan Aviation. I was looking for a job in collision repair, and I asked my professors if they could help me find something. They immediately told me that Duncan Aviation was the perfect choice. In my time at Duncan Aviation I have learned that there is a lot of teamwork that goes into

every project. I also noted that everything that is worked on has high standards. Quality before quantity. I feel like this internship has helped me progress a lot. I learned a lot of new things and am excited to be working at Duncan Aviation.”

When asked what the highlight of her internship was, she replied, “Every day was a highlight.”

Interns are treated like any other new hire. They attend orientation to receive a solid understanding of the company and culture. They are placed on teams, paired with a mentor, and given actual projects to work on. By pairing the interns with experienced technicians, they get a chance to build relationships and learn at a deeper level than school can provide.

Teaming Up With Local High Schools

Human Resources Supervisor Jennifer Monroe, says that the industry is growing yet there is a decline in the number of people choosing aviation careers.

“We are recruiting at the high school level, trying to inform students that the aviation industry exists beyond just pilots,” Jennifer says. “We are trying to get them interested and excited about the aviation industry by getting in front of them as they explore what they want to do in the future.”

SkillBridge and Military Outreach

Approximately 25% of Duncan Aviation’s current workforce has served, or is currently serving, in a branch of the military.

The Department of Defense SkillBridge program is an opportunity for service members to gain valuable civilian work experience through specific industry training, apprenticeships, or internships during the last 180 days of service. The program helps them bridge the gap between their end of service and the beginning of their civilian careers.

The SkillBridge program allows service members to receive their military compensation and benefits while we provide training and work expertise. We have had 18 service members take part in the SkillBridge Program at Duncan Aviation. Eight have come from the Air Force, seven from the Navy, two from the Marines, and one from the Army.

Braeden Brundage was a Drone Mechanic in the Marine Corps for five years before deciding it was time to look for a new opportunity and transition out of the military.

Braeden heard about the SkillBridge program, and began doing a lot of research.

“I found out that Duncan Aviation participated in the program, and I thought it would be a great opportunity,” said Braeden. “I have been at Duncan Aviation in Lincoln, Nebraska, for two months now. I’ve been able to move around to different shops, and get experience in a little of everything.”

Braeden said that working at Duncan Aviation has been a blast, and it is an awesome place to be.

“Everyone has been willing to help, and it’s a great environment to be in,” said Braeden. “After having the opportunity to move around to different places, I decided that I have enjoyed working in the Airframe department the most. That’s where I will be staying.”

Braeden highly recommends the SkillBridge program because it gives military members the opportunity to try something new or transition into the workforce to a company like Duncan Aviation.

Recruiter Kendall Folds has been instrumental in the implementation of the SkillBridge Program and military outreach at Duncan Aviation.

Kendall says, “As a veteran friendly company approaching 600+ veterans from all services, we are always looking for ways to attract separating service members.”

Braeden Brundage



Michigan Veterans Affairs Agency

Duncan Aviation was recently recognized as a Silver-level employer for the Michigan Veterans Affairs Agency.

Michigan Veterans Affairs Agency Strategy Specialist David Dunckel says, “With 355 employers and organizations in the program, Duncan Aviation is one of just 30 Silver-level employers in the state. Only 8% of all certified employers have achieved Silver status.”



NATHAN



Nathan Roth started as an Airframe Tech Helper in 2019. He always had intentions of getting his A&P, but was encouraged from the very beginning to start pursuing it through the Apprenticeship Program once his first 90 days of employment were up. He completed the program and earned his A&P in July 2021 and has already progressed to an Airframe Tech III.

The program was very flexible with classroom work once a week. The program cost me nothing and I was paid while I was gaining on the job experience. I would consider every person on my team to be a mentor. They've all taught me along my way. And someday I would like to earn a position as an Airframe Team Leader.

My advice, "Do it, and start studying right away. It's totally worth the effort." 📺

DUNCAN AVIATION'S ONE-OF-A-KIND APPRENTICESHIP PROGRAM

The senior year of high school is something all kids look forward to. Playing varsity sports, singing in the choir, marching in the band, sitting on the student council...and it all culminates when you receive your high school diploma and celebrate with family, friends, and those that matter most.

Things then change drastically as these young adults take very different paths. Some seem to have it all figured out, which is great. Others wonder what they may be good at doing or what they're passionate about, which is also great. If you've ever had a passion for aviation or a talent for mechanics then Duncan Aviation has a unique post-high school option you might consider: an Airframe and Engine Apprenticeship Program.

Duncan Aviation's Apprenticeship Program provides on-the-job training and instruction to qualified airframe and engine technician candidates. Those accepted into the program assist Duncan Aviation technicians with daily technical tasks while gaining the knowledge and experience necessary to earn the FAA Airframe Technician and/or Engine Technician certificate. Through daily exposure on the job, supplemental training in the classroom, and practical application in a mechanic's lab, apprentices follow a standardized pathway that will ensure they develop into well-rounded and competent airframe and engine maintenance technicians. Technicians must learn flight theory, aircraft structural make-up and repair, aircraft systems design, operation and repair, aircraft inspections, and regulations, privileges and paperwork required for aircraft maintenance.

The program is registered with the US Department of Labor and is available at Duncan Aviation's full-service maintenance facilities in Battle Creek, Michigan; Lincoln, Nebraska; and Provo, Utah.

Jeremy Rangel, Duncan Aviation Airframe Manager, says, "The work-based learning strategy helps Duncan Aviation increase team member skills and engagement while developing the company's future leaders."

Currently, Duncan Aviation has 35 team members in the program learning and working full-time. In addition to the time spent learning on the job, they will need to study during their own time to ensure they understand the concepts they are taught. They have up to 24 months from joining the program to earn their certificate. They are then asked to remain with Duncan Aviation for an additional 12 months.

Jarrek Renshaw is currently working at our Lincoln, Nebraska, facility in Turbine Engine Services, and is working towards his Powerplant license.

"I decided to get my Powerplant license because my father has his and told me about all the opportunities that having my license will allow, such as moving up in the company," Jarrek said. "Participating in this program will allow me to become a QI (Qualified Inspector) at the very least, and will open the door to me becoming a Tech III or Lead Tech, and hopefully, a Team Leader."

Jarrek said the best part about the program is that he is learning a lot about the other side of aviation, as he deals mostly with turbine engines currently and the class covers a lot of the airframe items that he will need to know. 📺



JARREK

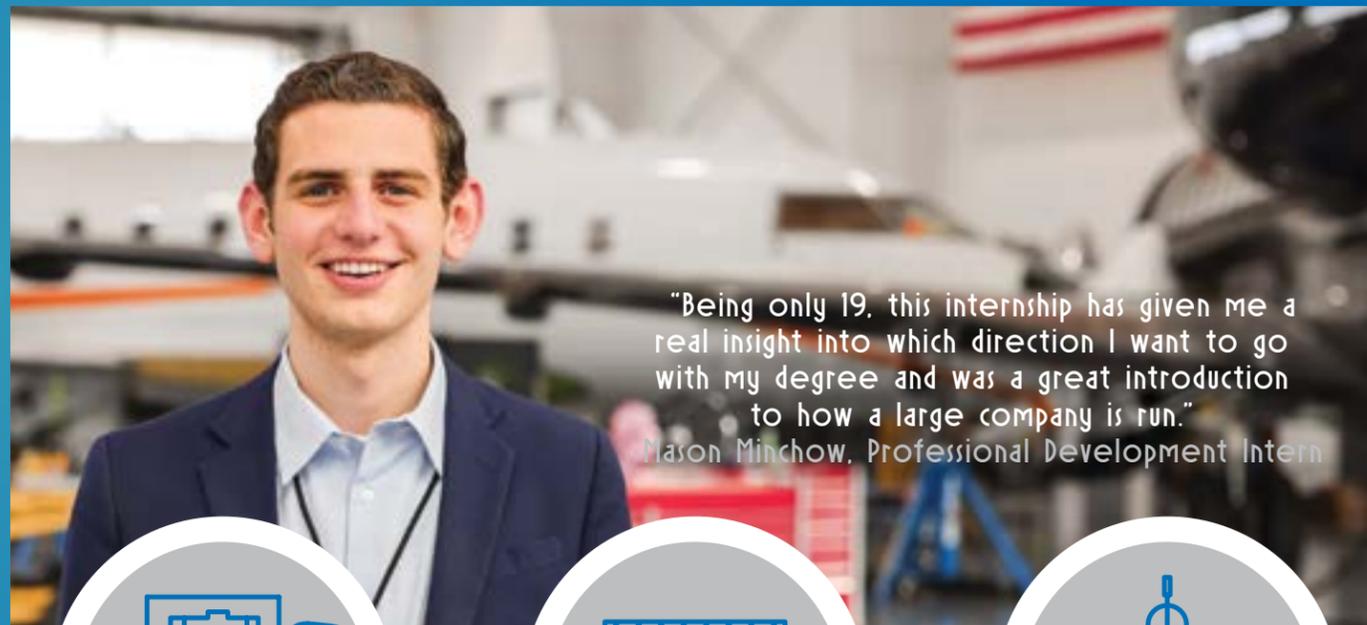
Internships Provide Growth Through Leaps and Bounds

An internship at Duncan Aviation is more than just another job. It is a way to gain experience in the industry, network, learn, and prepare for the future.

In 2021, we welcomed a total of 32 interns to our three full-service facilities in Lincoln, Nebraska; Battle Creek, Michigan; and Provo, Utah. Each year we offer summer internships that allow students the opportunity to learn more about the company and explore possible career paths.

Interns are treated like any other new hire. They attend orientation to receive a solid understanding of the company and culture. They are placed on teams, paired with a mentor, and given actual projects to work on. By pairing the interns with experienced technicians, they get a chance to build relationships and learn at a deeper level than any school can provide.

Now that 2021 summer internships have wrapped up, let's see what some of our interns had to say.



"Being only 19, this internship has given me a real insight into which direction I want to go with my degree and was a great introduction to how a large company is run."
Mason Minchow, Professional Development Intern



Crystal Castaneda

"My internship in the Airframe department at Duncan Aviation lasted eight weeks, in which I learned an abundant amount of information on Gulfstream aircraft. I learned how to navigate through maintenance manuals, and learned how much support a company can offer to their team members. I did not pass by a single individual without a "good morning" or "hello" greeting. Everyone I talked to had something positive to say about the company, and I learned a variety of things from my fellow technicians as they were always willing to answer all my questions. This internship gave me the chance to get hands-on experience on turbine aircraft." 🇺🇸



Kollin Goff

"In my time as a Video Intern at Duncan Aviation, I learned a lot about how to act as a professional and how to communicate effectively with teams across the entire campus. I loved my time at Duncan Aviation, and the people were at the center of that experience. My favorite part of the internship was working on the creative process for the videos I worked on. I had the creative freedom to do what I wanted!" 🇺🇸



Grant Japp

"I was an intern with the NDT team in Lincoln, Nebraska. I learned quite a bit that I can use when I go back to school. Everybody at Duncan Aviation was always willing to help when I didn't understand or couldn't find a part, whether they were in NDT or not. The internship really helped me open my eyes to the field and what to expect. The highlight was actually getting to work on my own and gaining the confidence to do it by myself. Duncan Aviation overall was an amazing experience." 🇺🇸



Elijah Melloy

"I was an intern at the Battle Creek, Michigan, facility on the Airframe team. I learned how to be an efficient employee while ensuring that my work is of high quality. The team I was on was amazing, and consisted of so much knowledge that I could simply not absorb it all. Duncan Aviation has taught me how to operate safely and efficiently within the aviation industry by allowing me to work alongside some of the most talented and knowledgeable people in the industry. Interning at Duncan Aviation helped me apply the information from my schooling into invaluable first-hand experience, allowing me to return to school this fall semester leaps and bounds ahead of my fellow peers." 🇺🇸



Mason Minchow

"I am an intern in the Professional Development department at Duncan Aviation's Lincoln, Nebraska, facility. Throughout my internship, I learned that when working on large projects, communication is the key to success. Working with fellow Duncan Aviation coworkers has been my favorite part of the internship. The culture is truly something special, and I have loved getting to know so many people across the company. Being only 19, this internship has given me a real insight into which direction I want to go with my degree and was a great introduction to how a large company is run." 🇺🇸



Eric Vander Woude

"For the past three months, I have been an intern in the Engineering department. In my time at Duncan Aviation, I have learned how to communicate with all the experts in the different shops to produce a product that was quick, simple, and cost-effective while fulfilling the customers' needs. The people have been one of the best parts of being at Duncan Aviation; they have all been super helpful! I feel like I have only seen the tip of the iceberg during my time here." 🇺🇸

Are you interested in an internship at Duncan Aviation, or simply want to learn more? Check out our careers page here:
www.DuncanAviation.aero/careers

The Experiences of a *New* Rapid Response Team Member



Wyatt Owen's travels outside his local region, Kenosha, Wisconsin, since being hired in June 2021.

Rapid Response Airframe Tech Wyatt Owen is one of two technicians located at our Rapid Response dispatch location in Kenosha, Wisconsin, at the Kenosha Regional Airport. Wyatt was born and raised in the Kenosha area, and attended college at Milwaukee Area Technical College in Oak Creek because it was one of the few colleges in Wisconsin that offers an A&P (Airframe & Powerplant) program. He started working at Duncan Aviation in June 2021 on the Rapid Response Team (RRT).

Catching the Aviation Bug

Wyatt was first exposed to aviation at a young age. "My neighbor was building a homebuilt aircraft in his garage and I can remember always being interested in the idea of airplanes," says Wyatt. "As I got older and into elementary school, I got away from it. In my junior year, my neighbor offered me an internship at a warbird museum where I caught the aviation bug and worked there for three summers."

After he graduated, Wyatt chose Duncan Aviation because he had always heard good things about the company from working at different service centers.

"I met my current team leader and trainer, Tim Baril, and he gave me a brief description of the job I would be getting into," says Wyatt. "I loved the idea of learning from some of the industry's best mechanics and traveling the country while doing it."

Wyatt said that Duncan Aviation did a great job of getting him in the door and helping him feel welcomed right away.

"Obviously a new job and new place will always bring a sense of anxiety at first," says Wyatt. "It quickly became apparent to me that the team I was a part of valued my success. Being a newer mechanic on a highly experienced team was intimidating at first, but they have made it their priority to share their wealth of knowledge and help me in any way they can."

Duncan Aviation has put Wyatt in the best possible position to succeed.

"They are helping me along the way, and ensuring that I learn as much as possible," says Wyatt. "It is really awesome to be able to learn from many different people throughout the Duncan Aviation network. I really appreciate the family aspect of this company. At any time, I can call a team member who has more experience and ask a question. Every time, they will get me an answer any way they possibly can."

Wyatt said that for others who haven't yet worked a full-time aviation job, Duncan Aviation is the best company to jump in with because they promote a work/life balance for each team member.

What Does an RRT Member's Day Look Like?

Our RRT offices work a busy and fast-paced schedule, with each day of the week bringing a new and different task. Having extensive knowledge of each aircraft and how to navigate the manuals is imperative to the job.

"Rapid Response Technicians are unique in the fact that we have regions where we have a customer base more local, but we can also end up across the country working on and taking care of emergency situations nationwide" says Wyatt. "I personally love the idea of being able to build relationships with a local customer base, but also being able to travel and meet people from many different places."

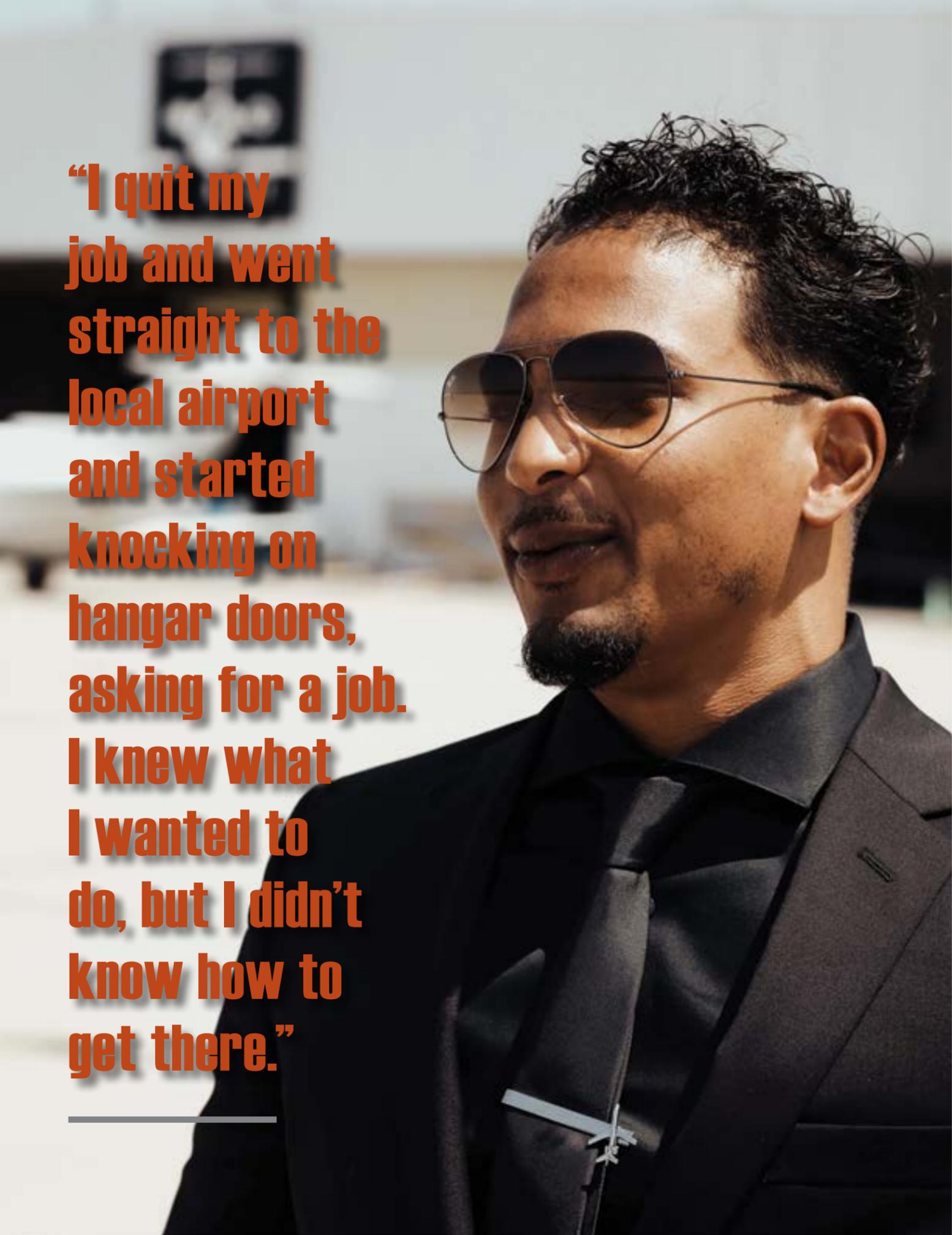
A typical day on the RRT starts by arriving at the office and meeting with a Team Leader to discuss the schedule. If a road trip of any kind is needed, they generally get going right away and to ensure the fastest possible customer service.

"In any given week, we travel anywhere from a half-hour to 2 hours to a local job," says Wyatt. "There are always needs elsewhere, though, and we address those as much as possible."

At the Kenosha Regional Airport, Duncan Aviation rents an office from a company that operates many different kinds of aircraft, so a lot of the time, Wyatt and his team are able to work in the hangar just outside of their offices.

Wyatt said that the best part about being on the RRT is that most days are never typical. There are always new tasks, jobs, and troubleshooting to be done.

"There is almost always a need for assistance helping other RRT locations throughout the country," says Wyatt. "So at any given point, we can be sent around the country. This is an awesome and unique job, and I love the idea of learning new things every day." 🛩️



“I quit my job and went straight to the local airport and started knocking on hangar doors, asking for a job. I knew what I wanted to do, but I didn’t know how to get there.”

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.”

Humble Beginnings

Andrew went from knocking on hangar doors asking for a job, to being a well-established, esteemed, Gulfstream pilot for a celebrity.

Being born in Jamaica, Andrew moved to Miami, Florida, when he was five. On their flight into Miami International Airport, it clicked.

“Seeing the Miami International Airport all lit up at night as we flew in, I instantly knew this is what I wanted to do,” says Andrew. “Then the thrust reversers went off, and I knew this was it. I want to be a pilot.”

The high school Andrew went to had an aviation program, but it wasn’t much.

“At least I got more information on airplanes and how they work,” Andrew says.

He worked a couple of entry-level jobs and hated them.

“I wanted to do something else,” says Andrew. “I was supposed to go into work early one morning, but I decided not to. I quit my job and went straight to the local airport and started knocking on hangar doors, asking for a job. I knew what I wanted to do, but I didn’t know how to get there.”

He heard no often, and was asked Are you crazy? a few times, but he didn’t stop. Then, he ran into an old family friend, Jimmy, who asked Andrew to wash his plane.

As promised, Andrew showed up the next morning and washed the man’s Piper Cub. As he was about to dry it, he was abruptly stopped.

“That’s not how you dry a plane,” Jimmy said. “Get in.”

Andrew got in the plane and watched nervously as the older gentlemen shakily got behind the controls.

“Once he got behind the controls and took off, it seemed like he was 17 again,” says Andrew. “He was in the zone.”

After that Andrew got a job at Van Wagner Aero Media, setting up banners so that planes that towed them could fly by and pick them up. Every opportunity he got, he would get in a plane and fly along.

CARPE DIEM: From Knocking On Hangar Doors To Flying A Gulfstream G550



“My mentors never had a reason to help a poor kid like me. That has stuck with me, so I’m very big on returning the favor.”

One Goal: Put Flying First

Andrew’s next step was getting his pilot’s license. He went to Embry Riddle in Daytona, Florida, and the second he got his pilot’s license, he knew he wanted to fly; however, he also knew he needed his commercial license to fly the banner planes.

“I got my commercial license on a Thursday, and that Friday I was towing banners and getting paid to fly,” says Andrew. “I worked every weekend throughout college and the summers.”

After Jimmy passed away, Andrew found another mentor who flew jets for a living, James. The man told Andrew that he has one job: to get more hours and put flying first. Nothing else matters.

“I missed out a lot on the college experience,” says Andrew. “I missed a lot of college parties, but my motivation was flying. I stayed true to the path.”

Once Andrew graduated, he was far ahead for his age as he’d been getting flying lessons since he first started washing Jimmy’s Piper Cub. He got another job flying banner planes in a Piper Cub all along the East Coast.

Andrew then got his high-altitude endorsement, and started flying a CitationJet.

James flew a Hawker and asked Andrew if he wanted to learn how to fly it and be second in command.

“Yeah,” says Andrew. “But I could never fly passengers and I’m not sure they will trust a 21-year-old pilot.”

Andrew got a lot of flying experience in the Hawker when they would move the airplane empty. Then one day,

James asked Andrew if he had a pilot’s uniform. He did, and he put it on, and they went flying to drop the owner off at his yacht in West Palm Beach.

“After flying we had a tradition where we always went to get dinner,” says Andrew. “As we were eating, James handed me a check for \$700. I asked what this was for, and he told me that this was my pay for working today.”

That’s when it clicked again for Andrew.

“Flying private jets is what I wanted to do.”

Up until then, Andrew had never stopped flying Piper Cubs and banner planes, but he still needed more jet time and complex time. He got a job with an air ambulance company, flying Lear 35s and Lear 55s all around the Caribbean.

“I actually flew the maximum number of hours the FAA allowed,” says Andrew. “It took a lot out of me, but I learned a lot.”

Andrew then applied to a more reputable company as a Learjet pilot, but they turned him down due to lack of experience flying Learjets. A few years later, he applied again.

“The Chief Pilot mentioned that he wasn’t sure how much longer the Learjet would stick around the company,” says Andrew. “But he said I was a really good person and hardworking, so he gave me the opportunity to fly the company’s GIV. I told him, ‘of course!’”

From there, Andrew flew Gulfstreams all around the world. The company owned 17 Gulfstreams, ranging from some of the best Andrew has seen to some of the oldest.

“In flying the oldest, I got great experience to be the Gulfstream pilot I am now,” says Andrew. “I worked up to a GV, then G550, and finally the G450. Within 6 months of being on the V series, I got upgraded to Captain where I was met with real stress and started working much harder to be the Captain I wanted to be.”

Flying All Over the World

“I’ve been to 99 countries and really believe in carpe diem,” says Andrew. “I went sightseeing wherever I went and did everything I could to make the most out of every trip.”

During the pandemic, his company received a government contract, letting them fly more than the FAA allowed.

“I did the most flying ever during COVID,” says Andrew. “In 7 days, I flew 103 hours all over Asia. I visited 38 countries last year on the other side of the planet. I loved that, but I had recently bought a house and had spent a lot of time away from home. I knew I had to look for something else.”

Once-In-A-Lifetime Opportunity

In January, he received a message on Facebook that this company was looking for Andrew because he was this ‘young and amazing Gulfstream pilot.’ He decided to hear them out.

“I got a call from their human resources department, saying they wanted me to fly for a celebrity,” says Andrew. “This is what I had always wanted. To fly the rich and famous, and live that rock star, seize the day

mentality. The fact that they wanted me to pilot one was a feeling unlike anything I’d ever experienced.”

They wouldn’t take no for an answer.

Working to Change the Norm

Being a Black Gulfstream pilot is unheard of, and Andrew is working to change that.

“To find a qualified Black Captain on a Gulfstream G550 is few and far between,” says Andrew. “I’m trying to make the community great and do a lot of things with my old high school. I’ll go meet kids at inner-city schools and talk to the kids who want to be pilots. I tell the kids that I fly all over the world, yet I was in your exact same shoes not too long ago. I just want to inspire the youth.”

Andrew said that he will take any young person who wants to see the plane to go see it and even check out the cockpit. He also said that these types of experiences are the ones that will help them go far in life.

“My mentors never had a reason to help a poor kid like me,” says Andrew. “That has stuck with me, so I’m very big on returning the favor.”

Andrew is concerned that he’s one of just a few qualified Black Gulfstream Captains.

“I look forward to Black pilots being the norm,” says Andrew. “I’m big on believing in the excellence of everybody and helping influence the younger generation that everything is possible. I tell them to aim for the stars and never stop. You can’t ever stop when you’re chasing your dreams; no one can tell you no.”