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Donald Duncan (1922-1981)


Four Generations of Duncans: Charles, Donald, Robert and Todd.

Todd Duncan

CHAIRMAN

Innovation is vital to continued viability in business. The ability to innovate is the ability to provide continually improving services and, ultimately, more value to our customers.

As we reflect on our 60th anniversary throughout 2016, I am reminded of the entrepreneurial spirit that is really a way of life at Duncan Aviation. It is obvious from the guts my grandfather showed when he followed his passion and founded Duncan Aviation to my father's ability to provide vision and direction as former President and Chairman of the company throughout his working life. But innovation at Duncan Aviation is seen far more broadly than in my family.

Many Duncan Aviation team members have entrepreneurial tendencies that have manifested themselves in the service improvements and expansions that have made Duncan Aviation the company it is today. An untold number of customers have made requests, pushed us to add capabilities, and inspired us to look for new and better ways to meet their needs. And our industry partners have teamed with us to collaborate on new products and technologies that have ultimately improved business aviation as a whole.

In this issue of the *Duncan Debrief*, we explore some of the ongoing innovations in work at Duncan Aviation today. We look at the development of the online myDuncan project management tool, the collaboration our European Board of Advisors has seen with EASA, the desire of our team members to reach customer requests worldwide, NextGen upgrade solutions, and engine and avionics AOG assistance.

We thank our team members, customers, and partners for helping us improve and find new solutions. And we encourage them to keep making requests, asking questions, and telling us how we can improve our services. After all, innovation is the key to moving forward.

Harry Barr

1978 Accessories

Matt Spain–1981 Interiors

1963 Fuel

1985 Satellites

Donald Duncan

Jeannine Falter–1981 Interiors

1984 Parts

1998 Kal-Aero Battle Creek, Michigan

60 YEARS

1966 Avionics and Instruments

Robert Duncan

DUNCAN AVIATION

2016 is a special year. Thanks to you.

2016 marks Duncan Aviation's 60th year of providing business aircraft operators with safe, efficient, and high-quality services.

In 1956, Duncan Aviation was started by Donald Duncan when he bought into a Beechcraft distributorship in Omaha, Nebraska, and started selling aircraft. Donald was an excellent businessman who believed in strong relationships. He took the time to get to know his customers and to listen to their requests. He then responded in ways that always helped clients achieve more and that sometimes transformed his company and even the business aviation industry.

We want to thank our customers for being an integral part of Duncan Aviation's innovation and growth over the last six decades. You see, customer requests have been the essence of that growth. Our clients have come to us with requests for new services and ideas about how to better meet their needs. Our team members have then collaborated and responded, adding capabilities, services, features, and amenities.

Duncan Aviation wouldn't have the comprehensive tip-to-tail service offerings we now provide without specific customer requests. We wouldn't offer our satellite avionics services or our Rapid Response in-field engine services. We wouldn't offer a comprehensive online project management and approval system called myDuncan. And we wouldn't have 24/7/365 parts support if we hadn't listened to customers and acted on their requests.

As we celebrate some of the milestones of our history, we continue to keep an eye to the future. We look forward to continuing to collaborate with customers and, together, develop solutions and services that create an even better environment for the operation of business aircraft.

We are thankful you are part of our team. Just ask. We'll act.

D. Todd Duncan
Chairman

Aaron Hilkemann
President

DUNCAN AVIATION

Read about Duncan Aviation's six decades of innovation and responsiveness at *www.DuncanAviation.aero/60*.

myDuncan

Greater access and better control from anywhere in the world

On October 7, 2015, Jose Mauro Vilela delivered a Falcon 50 aircraft to Duncan Aviation in Lincoln, Nebraska, for a major C inspection that included a new galley, LCD monitors, and a new cabin Blu-ray player. After a few days, he was on his way back to Brazil, leaving the Falcon in the safe hands of Russ Haugen, his Duncan Aviation Project Manager.

Jose is the Chief of Maintenance for Weston, a major holding company in South America with interests in cement, paper, sugar cane and air taxi services. While managing the flight and maintenance schedules of the 14 other aircraft and helicopters in Weston's fleet, Jose kept a very close eye on the Falcon that was more than 5,200 miles away with the help of Russ and myDuncan.

myDuncan is Duncan Aviation's exclusive web-based project management system that allows customers greater access and better control of their projects from anywhere in the world. All they need is internet access.

Innovative for 10 Years

Launched in 2006 to streamline the item approval process, myDuncan set Duncan Aviation apart from other aviation service providers by offering the only online customer project portal in the industry. Over the next 10 years, it has been refined and updated with additional features to improve the customer experience and make communication more efficient.

Jose has been a Duncan Aviation customer for nine years, using myDuncan from day one. He has witnessed and experienced all of the changes first-hand and agrees myDuncan is a great tool that has improved over time. In the beginning, he admits he remained with the aircraft for weeks during those first inspections. Now, he is only onsite to input the aircraft and go over the scope of the project and then again during the final week for delivery.

"Because of my relationship and trust in Russ and the rest of the Duncan Aviation team and the fact that I can communicate and watch the project through myDuncan, I don't feel I need to be onsite throughout the entire inspection,"

Weston manages the flight and maintenance schedules for 15 aircraft and helicopters in Brazil.

says Jose. "That means Duncan Aviation has earned our trust. We believe in the company. They know us. We know them."

For the 10 weeks the Falcon 50 was at Duncan Aviation, Jose received email alerts, job status reports, and updates from Russ with hour and cost estimates for all phases of the project. Through myDuncan, he was aware of items that needed his attention and approval and was able to view and comment on reports and photos.

Electronic logbook entries are the latest feature. While inspectors are filling out logbook entries, customers can view them in real-time, broken down by airframe or engine. They are able to have back and forth conversations through myDuncan addressing any issues, not having to wait until delivery when they need to be focused on more important items.

Future Innovations

According to Ryan DeVall, Duncan Aviation IT Project Manager, there are many enhancements in the future for myDuncan. By the end of 2016, myDuncan is scheduled to release a flowchart/calendar feature where customers will have a workflow schedule with the ability to watch as the aircraft progresses through milestones.

A quote review and approval feature is also projected for 2016, allowing customers to view sales quotes through myDuncan, including options to compare quotes, see revisions, and electronically approve an agreement.

myDuncan is available to all Duncan Aviation customers with aircraft onsite in the hangars. Nearly all opt in, transforming their computers and mobile devices into "virtual offices" to manage their aircraft projects whether they stay with their aircraft or not. And many travel back to their home bases, able to take care of other business while keeping abreast of their project at Duncan Aviation.

SHARING INFORMATION

EASA Chief Meets with Duncan Aviation's European Customer Advisory Board

"We rely heavily on this diverse group of business aviation stakeholders for their feedback and perspectives when determining new capabilities and avenues of service for them and their customers."

Aaron Hilkemann
Duncan Aviation President

Patrick Ky, EASA Executive Director

Brian Davey, GAMA Director of European and International Affairs

On Thursday, October 15, 2015, Patrick Ky, the Executive Director of the EASA (European Aviation Safety Agency), and Brian Davey, GAMA (General Aviation Manufacturers Association) Director of European and International Affairs, met with members of the Duncan Aviation ECAB (European Customer Advisory Board) in Barcelona, Spain. Members of the ECAB took the opportunity to identify hurdles and challenges to delivering their products and services efficiently and cost effectively.

The ECAB members were pleased to have the opportunity to talk directly with Patrick Ky. Initially, he talked about his position and the developments inside EASA. He asked the group how certain rules and regulations affect EASA operators and their missions and encouraged the group to prioritize a top 10 list of issues and potential solutions.

Topics presented are familiar to the global business aviation community. Aircraft owners and operators have asked for more harmony in the certification process when an aircraft is transferred from one country of registration to another. Currently, both the civil aviation agency of the country from which the aircraft is being transferred and the agency for the country to which the aircraft is going must evaluate and certify the aircraft. This not only duplicates effort but also increases the downtime for the aircraft and the costs for the owner/operators.

Potential solutions include further developing the European Union/United States Bilateral Safety Agreement to help harmonize the certification process. This strengthened agreement may also help broaden acceptance of STCs among the agencies.

Another issue discussed was the fragmented manner in which changes to EASA's rules are presented to the public. The business aviation industry feels it's difficult to achieve the highest possible safety standards without knowing about these changes, of course, but tracking the changes to the rules and ensuring the operation is in compliance takes a great deal of time and resources. Members of the community have asked that EASA present the requirements and guidance changes in a consolidated format in order to facilitate compliance and foster more open communication between EASA and the aviation industry.

Members of the Duncan Aviation ECAB traveled from Denmark, Switzerland, Turkey, Italy, Finland, Germany, Portugal, Malta, the United Kingdom, Austria, Luxemburg, and other parts of Spain to participate in the meeting.

"We rely heavily on this diverse group of business aviation stakeholders for their feedback and perspectives when determining new capabilities and avenues of service for them and their customers," says Duncan Aviation President Aaron Hilkemann. "We felt it was important for Duncan Aviation to facilitate this opportunity. If we use our financial, organizational, and industry relationships to improve the industry, we believe everyone with a stake in business aviation will benefit. Our goal is to help create more users of the industry's products and services."

Roger Whyte, Chair of the non-profit CEPA (Central European Private Aviation), and several Duncan Aviation representatives were also present, including Vice President of Marketing and Business Development Steve Gade and European Regional Manager Arjen Groeneveld.

Steve Gade, Duncan Aviation Vice President of Marketing and Business Development

Arjen Groeneveld, Duncan Aviation European Regional Manager

PHIL PORTER

has been sending parts worldwide for decades

Duncan Aviation's international parts team officially started 32 years ago in 1984. Phil Porter has been with the team since day one, and even before that.

Hired in 1978, Phil started his career at Duncan Aviation as a parts runner. "I was the parts runner and the shipping department," says Phil. "I had to physically search shelves for parts. I also personally packed up and shipped everything that left the company. I'd call to find out the bus schedule and then drive the packages to the depot."

Although there were a few notable exceptions, shipping parts around the world in the late 1970s was unusual because most of Duncan Aviation's parts business involved Learjets, and those parts shipped primarily in the United States.

That changed in 1984 after Duncan Aviation listened to customer requests and became a master distributor for Piper parts. The company then began to ship parts regularly around the world.

By that time, Phil had moved to sales and was on the ground floor of this new international venture.

"Through our Piper parts agreement, I met dealers in Pennsylvania and Florida and supported companies in England, Sweden, and South Africa," says Phil. "We shipped a lot of parts to Italy and Madagascar and to smaller shops around the world that needed parts for their Pipers."

Parts & Rotables Today

Over the years, as these operators migrated to bigger aircraft, Phil and Duncan Aviation's Parts and Rotables services evolved with them.

Today, the annual sales of parts and rotables to companies outside of the United States represents about 35 percent of our parts sales, says Chris Gress, Manager of Parts and Rotables Sales. "And roughly one-third of our team members work hours to accommodate our worldwide customers."

Shirley Crouch and Tyler Stone work through the night so they can answer calls from customers in Australia and southeast Asia; Carol Hunt and Hannah Bodenstab support customers in South Africa; and Phil, Lance Tophoj, Jewell Chambers, and Sandra Phelps support customers in Europe and South America. The European team begins working at 4 a.m. so customers there can reach an actual person at the start of their business day.

Still Relationship-Based

One of Phil's first Piper customers was Pilot John Egelykke, who worked for a pump factory in Denmark called Grundfos.

"Phil has been a great person to work with over the years. He has helped me a lot with AOG parts and a great number of quotes," says John, who stopped flying after 30 years and now works as a Technical Advisor for Air Alsie. He still recommends Duncan Aviation to his customers in large part because Phil took the time to forge a friendship on top of the business relationship the two men developed so many years ago.

John is not alone. Phil has developed hundreds of close friendships with clients throughout the world.

"The European aviation industry is a closely knit community. When you help customers locate parts or resolve problems, they remember you," says Phil. "Over the years, in spite of the fact that some of my best customers have switched from one company to another, they remember that I helped, and they continue to call me, and Duncan Aviation."

1970

Most of Duncan Aviation's parts business involved Learjets.

1984

Duncan Aviation became a master distributer for Piper parts.

TODAY

The annual sales of parts and rotables to companies outside of the United States represents about 35 percent of our parts sales.

View a timelapse of the Falcon 7X 1C Inspection at www.DuncanAviation.aero/videos/7X-C

Brad Sides
Falcon Airframe Lead Mechanic

Ron Grose
Falcon Program Manager and Technical Specialist

Five Dassault Aviation Falcon 7X aircraft were due for their first C inspection in 2015. Based on the 96-month calendar requirement, that number will steadily grow, peaking in 2017 with approximately 41 aircraft being due for their first C inspection.

The C inspection is the most comprehensive inspection for all Falcon models. All exterior panels and much of the interior are removed. Operators typically take advantage of the extended downtime to install Service Bulletins, upgrade CMS (cabin management systems) and avionics, refurbish the cabin interior and refresh the aircraft paint.

Even though Duncan Aviation has more than 20 years as a Falcon Authorized Service Center and has completed hundreds of C-checks on F2000s and 900s, Brad Sides, Duncan Aviation Falcon Airframe Lead Mechanic and his team did their homework in preparation for their first Falcon 7X 1C inspection before it arrived this January. They spent many hours reviewing the numerous inspection and component task cards, familiarized themselves with the associated Service Bulletins and ordered the necessary parts before the aircraft arrived. Some specific tooling was identified and several custom jigs were fabricated before the aircraft's arrival.

Ron Grose, Falcon Program Manager and Technical Specialist, felt the first Falcon 7X C inspection at Duncan Aviation, and the first completed in the United States by a non-OEM service facility, went very well. "This aircraft is operated primarily in North America and is well-maintained, so the inspection was very clean. We did not find any major discrepancies."

"Dassault is encouraging all Falcon 7X operators to install several Service Bulletins to these early serial number aircraft to increase the reliability and dispatch ability of their aircraft," Ron continues. Operators are asked to plan ahead for this event to take advantage of the downtime required for the inspection.

Several Falcon 7X operators who have aircraft approaching the first C inspection have expressed concern to Duncan Aviation after hearing stories in the industry. One area of concern was the potentional for corrosion to be found in the center section fuel tank that would require the installation of Service Bulletin 338.

It is important to note that the C inspection does not require this Service Bulletin to be installed. It is only upon finding evidence of microbiological organisms growing in the fuel tanks that access to this area will be necessary to clean the tank, which will require the Service Bulletin. Operators can choose to have a borescope inspection of this area completed in preparation for their scheduled C inspection to budget and plan for the additional time needed should evidence of contamination be found in the tanks.

Duncan Aviation currently has three more Falcon 7X 1C inspections scheduled through 2017 at our Nebraska and Michigan facilities.

To see a timelapse video of this inspection in work, visit *www.DuncanAviation.aero/videos/7X-C.*

Luxury,
Hand-Stitched

Five stitches down... six stitches across... five stitches up... six stitches across. Repeat...

160 hexagons per seat; five seats... 800 hexagons, all stitched by hand.

...seven times for each row; 25 rows... 80 hexagons

Guided by hand through an industrial Pfaff sewing machine, Niki McClish, upholstery crew leader at Duncan Aviation's Battle Creek, Michigan, facility, diligently repeats this pattern over and over. This work could be done by a machine, but working with your hands brings out the best quality product in the end.

To see a time-lapse of the unique paint project visit: www.DuncanAviation.aero/videos/unique-gv

There were great expectations for the interior of this aircraft. As a high-profile charter jet with a stylish paint scheme that flies around the world catching the eye everywhere it lands, the owner wanted the upholstery to have the same "wow" factor.

Not wanting to deliver the same look typically seen on an aircraft, Duncan Aviation's Design team researched high-performance automotive seats in different shapes and sizes. After several trials and experiments, the designers and upholsterer Niki McClish created a napkin sample with a high-contrast hexagon pattern stitched in bold red on light-colored Townsend Leather in a shade called Venetian Lace. At the same time, they added ½-inch quilt foam, giving the design a three-dimensional effect. This sample and model photos showing the seats and divan trimmed in a red Garrett leather piping were shown to the owner.

He loved it.

The first step of any aircraft interior seating project is to make the design look great on paper. The next is a testament to the skill of a talented team of upholstery specialists when they bring that seat design to life.

Many options were considered about how to complete this labor-intensive project, including seeking an outside vender to machine-stitch the pattern. In the end, quality control and time constraints kept the job in-house.

"It was an easy decision really," says Designer Ken Reita. "We knew by doing the work here at Duncan Aviation, we maintained strict control of the quality and could work easily within the time constraints of the project. But honestly, it was the level of workmanship in Niki's sewing samples and the skill of her entire team that sealed the deal."

Before the first piece of leather was cut, Niki and her team had to overcome the constraints of the dynamic certification. The certified 16G seats required critical load areas (seat cushion and back) to have a specific type of foam and density. Ken plotted out the seat design using vendor data and Niki's input. The rigid, geometric shape allowed for a more computer-aided design, helping Ken to create a very realistic model with correct pattern placement when scaled to actual size.

Man Vs. Machine

The hexagon pattern is a pretty straightforward design, but the strict geometric shape required patience and a critical eye to keep the entire seat pattern symmetrical from side to side and top to bottom. Any inconsistencies would be glaring up next to the straight piping that accented each seat.

To guarantee this symmetry, the pattern was laid out on the leather and stitched at the same time as the foam. It was important to do this step by hand because foam allows the leather to shift easily during the sewing process. A machine is not capable of checking its work. If left unattended, the leather can and will move, requiring the entire piece to be re-stitched, wasting valuable time and expensive leather.

This was a hands-on project where the personal touch made a huge impact in the end. Another example is the odd-shaped headrest, which is wider at the top than the bottom. Stretching and wrapping the leather around the foam shape with the company logo centered without wrinkles or gathers takes time and the care of an expert's hand.

High quality is found in the details, details that are lost if work is done by a machine.

It Takes A Team

No one person can take credit for the quality of workmanship on these luxurious seats. "It took the entire team to make it happen," says Niki. "Everyone was excited to tackle a different type of project. We had big discussions about our process, communicated well, and stayed focused."

These seats were a big challenge when compared to the typical aircraft seat. They were labor-intensive, but they also required a high degree of focus to ensure quality and consistency. The starting point came with the seat foam team creating five shapes that were exactly alike. From these shapes, the leather patterns were created and cut from the best parts of the leather. Pattern makers stitched the foam to the leather and cut the patterns. Several team members stitched the pieces together creating inserts and cushions.

Although complicated, the project went smoothly. Other than a few adjustments along the way, they had no major setbacks. Niki is proud of her team. "Everyone took their job seriously and put their best foot forward. We turned out a great product."

When the final seats were lined up next to each other in the shop, they looked like carbon copies of an original. The careful modeling, precision stitching, and exact construction were worth the extra time and effort it took.

These seats are destined to travel the world in an aircraft that recently entered the charter market, managed by Metropolitan Aviation.

This Stunning SEABIRD Gets an Interior

In 1954, two years before Donald Duncan founded Duncan Aviation, a flying boat—also known as an HU-16 military air and sea rescue plane—rolled off the line. Refurbished in 1980 with new engines and reinforced wings among other mods, it was recertified as an Albatross (G-111) for its short-lived civilian life and then relocated to the Pinal Airpark boneyard in Arizona for the next 25 years.

"It was in sorry shape when I bought it from the desert in 2008; it had road runner nests in the wings," says owner Joe Duke. "It had been certified to zero time in 1983, so the new engines and airframe had 26 hours—nearly all from the flight to Arizona."

In April 2015, the 61-year-old amphibious aircraft landed at Duncan Aviation's Lincoln, Nebraska, facility to get fitted with its new interior—or, more accurately, an interior.

"The Albatross was like factory new; it had no interior accommodations and no sound proofing. It's an old military transport aircraft, and it was loud," says Certification Coordinator Aaron Lane. "And because of the age of the aircraft, there was not a single person at Duncan Aviation who had ever worked on an Albatross."

In addition to installing sound-dampening materials, the production team, following the plans of Joe's designer, Bruce Shoemaker of SDesign.aero, put in numerous passenger accommodations (including two galleys, a lav, interior panels, LEDs, USB plugs, dome and task lighting, and new gaspers) and updated the cockpit with side ledges and a workstation.

As the Albatross garnered the Grand Champion Gold Lindy award for Seaplanes at the 2013 EAA AirVenture at Oshkosh, expectations were pretty high for the new interior. Joe believes the new interior exceeds expectations. When taking in the workmanship on the quilted sound-dampening panels, he was impressed that the diamond-patterned seams among each of the panels lined up with

PHOTO CREDIT JESSICA AMBATS

1) The modern look of the cabinetry was achieved with smooth teak veneer and subtle details.

2) Modern button pull-style upholstery covers refurbished, vintage Grumman seat frames.

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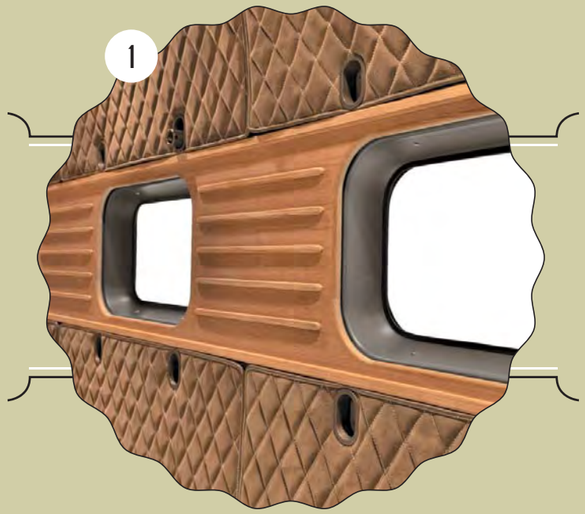
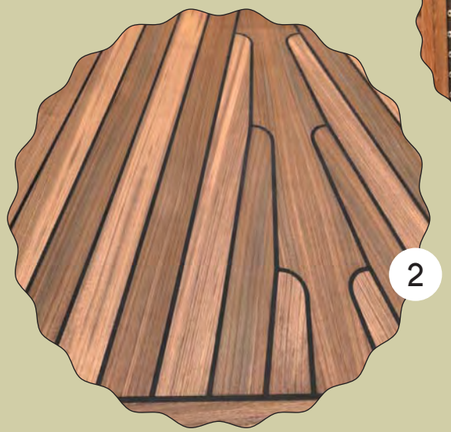


one another. “It’s evident that everyone here at Duncan Aviation cares. The attention to detail is unmatched,” says Joe. Gesturing toward the galley, he adds, “Look at the quality of the cabinetry, and they were difficult to build.”

Our time-lapse video *(www.DuncanAviation.aero/videos/albatross)* captures the progression from the pristine but empty cabin and cockpit to the newly completed interior, designed to evoke the style and materials used in the period in which the Albatross was produced.

“It’s one thing to start thinking about a concept; thinking and hoping you’re doing the right thing,” says Joe. “And seeing it now? It’s as good as I’d hoped. I’m glad I brought it here, too. These team members are wonderful—everyone cares about every detail. [As a former Duncan Aviation employee,] Bruce knew, but I had not had any contact with Duncan Aviation prior to this. It’s been a positive experience, and I’m pleased with the outcome.”



1) Teak trim accentuates the nautical themes.

2) Specialty caulking brings to mind the teak hardwood deck of a yacht.

3) Fabricated switch bezels retain the vintage look and feel of the interior.

“It’s evident that everyone here at Duncan Aviation cares. The attention to detail is unmatched. Look at the quality of the cabinetry, and they were difficult to build.”

– Joe Duke, Owner

View the time-lapse!

www.DuncanAviation.aero/videos/albatross

Duncan Aviation:

The Source For Expert NextGen Information

The FAA proposed and later mandated initiatives to update the air-traffic infrastructure to take advantage of today's affordable, highly accurate digital terrestrial- and satellite-based systems. Known as NextGen mandates, these initiatives will provide air traffic control with greater tracking accuracy and real-time communications, which will benefit owner/operators with increased safety and flight efficiency.

Mark Francetic

Gary Harpster

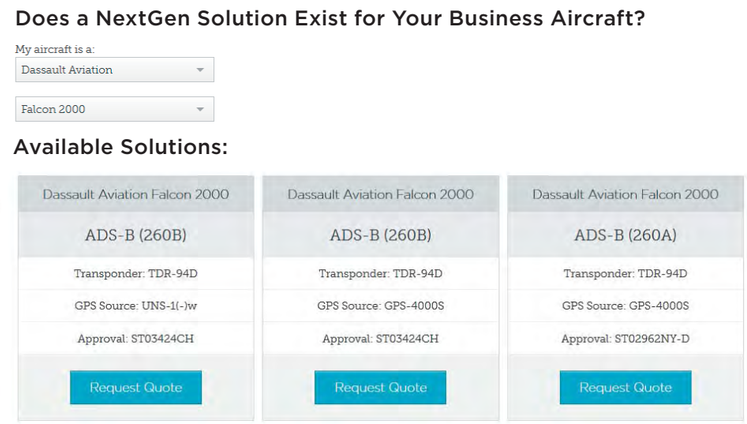
Mark Pawlowski

DAYS HOURS MINUTES

1328:11:03

Until the FAA ADS-B Deadline!

Tap here to visit Duncan Aviation's NextGen landing page to view a searchable database that lists STCs available by aircraft make/model.



"To ensure that our customers are able to meet the mandated deadlines, Duncan Aviation continually works with our channel partner OEMs to develop ADS-B (Automatic Dependent Surveillance-Broadcast) and other NextGen solutions for business aircraft," says Mark Francetic, Duncan Aviation's Regional Avionics Sales Manager and NextGen expert.

Duncan Aviation prides itself on its ability to remain on the cutting edge of technology and, at the time of this printing, has secured FAA approval for and has access to 48 STCs (Supplemental Type Certificates) for multiple NextGen solutions for the following components:

- ADS-B Out
- FANS, FANS 1/A, CPDLC & ATN-B1-CPDLC
- TCAS II 7.1

In order to continue to outfit our customers' aircraft with the most cost-effective equipment available for the 2020 NextGen mandates, Duncan Aviation formed a NextGen business development team to study the industry for partnerships that will result in STCs.

Among the recent STCs to secure FAA approval is #ST01810WI for ADS-B Out for Citation 560/560XL/Ultra/Encore aircraft that are equipped with Honeywell's Primus radio system. We've also issued an STC for ADS-B Out for Hawker 800/800XPs that are similarly equipped with the Primus radio system.

"Using the current, integrated Honeywell Primus system, the upgrade requires adding a stand-alone GPS receiver, which is a highly cost-effective solution," says Avionics Sales Representative Gary Harpster.

In addition to seeking out viable equipment and developing STCs, Duncan Aviation has been holding free NextGen seminars for the past several years. Mark, together with our channel partners, spends the day bringing attendees up to speed on the latest information about the mandates and which equipment is available for various makes and models of aircraft.

Visit the Duncan Aviation NextGen landing page (*www.DuncanAviation.aero/nextgen*) to see the mandate deadlines and a searchable database that lists STCs available by aircraft make/model.

Alterations Planning Engineer Mark Pawlowski continually updates the searchable STC database. In addition to the 48 STCs Duncan Aviation holds or has access to, the company works on a situational basis to secure EASA (European Aviation Safety Agency) validation for the NextGen STCs we hold.

"Duncan Aviation holds or has access to 33 solutions for ADS-B, which allows us to perform upgrades on over 100 aircraft model variations. Additionally, the company holds or has access to FANS solutions for 15 aircraft models," says Mark Pawlowski.

The NextGen page also provides answers to FAQs, a contact list of Duncan Aviation experts who can give quotes and an events list that shows where the NextGen seminars will be held throughout 2016, as well as information on how to register.

DUNCAN AVIATION

ENGINE SERVICES

HEAD SOUTH OF THE U.S. BORDER

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In a move to meet the growing needs of business aircraft operators south of the United States border, Duncan Aviation packed some bags, or rather turbine engine crates, for a stay in Mexico. We have made a significant investment to stage critical tooling and turbine engine support equipment in Mexico to ensure we are ready to respond to an operator's most common and urgent requests.

Rodolfo Rodriguez Zapata, Duncan Aviation Regional Manager in Mexico, says the area is looking for more options for quick AOG engine support. "It is not unusual for operators to wait up to five days before an engine technician can get onsite to assess an AOG issue. And then they have to wait some more if the right equipment is not available or the engines need to be removed and shipped to the United States for repair."

According to James Prater, Duncan Aviation's Manager of Turbine Engine Services, the delay in response to Mexico is not because his team does not have the personnel or capacity to respond quickly, but rather due to the regulations that govern bringing engine crates, tooling and equipment into Mexico. "We are able to move technicians and computers quickly in and out of the country. But it can take up to three days for our tools and equipment to be cleared to cross the border."

With this advanced staging of equipment, now when the AOG calls come in, all Duncan Aviation engine technicians need to grab is a computer and toolbox and they're on their way.

Duncan Aviation AOG Engine Rapid Response
Worldwide Support +1 402.475.2611 | United States Support 877.522.0111

48 HOUR PROMISE

Because engines and APUs have the ability to ground an aircraft, Duncan Aviation is working closely with two of the largest FBOs in Mexico to be responsive and available to their customers: Monterrey Jet Center, located in Monterrey, Nuevo León, and Aerolineas Ejecutivas, located in Toluca, Mexico.

With tool availability and new partnerships in place, Duncan Aviation promises to have Rodolfo or a member of his team onsite with the aircraft within 48 hours of receiving an AOG call. During this early assessment, they are able to determine what happened, take photos and figure out who and what needs to be there. And, if necessary, an engine technician and tools will be onsite within 72 hours.

Mr. Ricardo Marcos, Monterrey Jet Center's CEO, says this move signifies Duncan Aviation's commitment to operators in this region and those flying to the region. "Our customers have been in great need of fast turbine engine support. This quick AOG service is a great benefit for us and operators flying in and to Mexico. No other company like Duncan Aviation is here providing anything like it."

Rodolfo believes business aircraft operators in Mexico are now receiving the best qualified engine services available in country. "We'll be there when they need us, in country and on their airfield before, during and after any service event."

"THIS QUICK AOG SERVICE IS A GREAT BENEFIT FOR US AND OPERATORS IN MEXICO. NO OTHER COMPANY LIKE DUNCAN AVIATION IS HERE PROVIDING ANYTHING LIKE IT."

MR. RICARDO MARCOS
CEO MONTERREY JET CENTER

"No matter what the time or the need, I get quick and professional service done right, right away, every time."
- Jerry Owen, Anshutz Director of Maintenance.

Director of Maintenance Jerry Owen with Duncan Aviation's Engine Rapid Response team members Brian Weathers (left) and Eric Hanson (right).

The Customer Experience

Where Duncan Aviation Stands Apart

Business aviation is a small industry. The aircraft turbine engine business is even smaller. It goes without saying, competition is fierce.

There is something special to be said about customers who can see through all the noise and choose to do business with the same company again and again. It says they know aviation is complicated and they understand what it takes to do the work and to do it right the first time. These customers have loyalty that goes beyond the transaction and lives below the surface.

Jerry Owen, Director of Maintenance of Anschutz Corp., is one such customer. Located in Englewood, Colorado, Anschutz is a privately held company leading the world in sports and entertainment. The company owns and manages several venues around the world, as well as a number of professional sports teams like the Los Angeles Kings.

Jerry manages the maintenance and flight schedules of the company's two Falcon aircraft. For him, making the decision on where to send his engines goes beyond the business end of the deal; it is in the customer experience. And in the relationships, like the ones he has with Brian Weathers and Sharon Klose.

Engine Rapid Response

When it comes to aircraft engine maintenance service, Jerry turns to Brian, Team Leader of Duncan Aviation's Engine Rapid Response Team at Centennial Airport in Englewood.

"I've been a Rapid Response customer since they opened shop on Centennial in 2001. I have always been able to count on them. No matter what the time or the need, I get quick and professional service done right, right away, every time," says Jerry.

Case in point, on Friday, October 24, 2015, the computer tripped on one of the company's Falcon 50 engines. With a flight scheduled out early Monday morning, Jerry immediately picked up the phone and called Brian.

Although Brian was in Phoenix, Arizona, working on another customer's engines, he took the call and listened. Unable to go himself, he sent Eric Hanson, a member of his team. Eric arrived at the Anschutz hangar within the hour and had the cause of the squawk identified within two. A faulty part was replaced, and the engine was cleared back into service a short time later.

"This is the type of commitment to excellent customer service I have come to know and expect from Brian and his team."

The Falcon engines have been serviced by Duncan Aviation since Jerry took a tour of the engine MPI shop in Lincoln, Nebraska. In August of 2000, he sent his first pair of Honeywell TFE731 engines in for an MPI. Sixteen years later, he is sending those same engines back for another MPI.

Trustworthy Technical Knowledge

Another Duncan Aviation relationship Jerry says he can totally trust is the one he has with Sharon Klose, Turbine Engines Service Sales Representative. "I have known Sharon for 30 years. She knows what she's talking about, and I believe what she says. I have nothing but the utmost respect for her knowledge in the aircraft turbine engine business. She represents Duncan Aviation better than anyone."

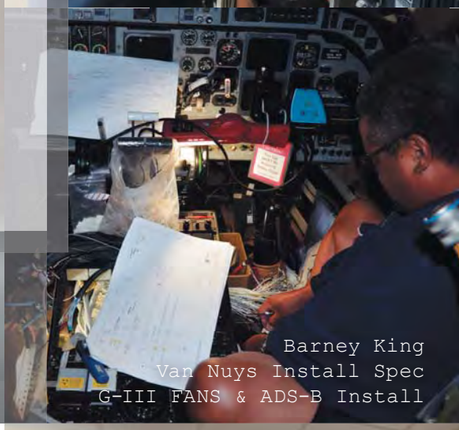
Jerry hears the noise. He sees the quotes and knows what other companies offer. What keeps him coming back? "All of my experiences with regard to the service to my aircrafts' engines, whether it is with Brian at the shop at Centennial, a sales call from Sharon Klose, or a major inspection in Lincoln, have all been excellent. That's why I go back."

Satellite Shops Provide Integral Access to Duncan Aviation Excellence

"We have the best teams in place at more shops than we've ever had."

Matt Nelson, Manager of Satellite Operations

Edward Knyff
Teterboro Install Spec
EGPWS Software Update



Barney King
Van Nuys Install Spec
G-III FANS & ADS-B Install

Brian Redondo (right)
Ft. Lauderdale Manager

Ned Shanks
Ft. Lauderdale Install Spec
Relocating a VHF Com Antenna

Duncan Aviation customers have come to expect superior support and our satellite facilities are committed to providing just that. With more than 20 locations at busy corporate airports around the United States, most operators don't have to travel far for the Duncan Aviation support and service that has become synonymous with excellence.

Matt Nelson, Manager of Satellite Operations for Duncan Aviation, says that won't change. In fact, satellite services are evolving to meet the needs of even more operators.

"We have a great mix of personnel at every shop, and they're all clicking," Matt says. "We have the best teams in place at more shops than we've ever had. And there are some exciting changes underway."

A New Satellite

One of the most exciting prospects for 2016 is the opening of a new satellite facility in SAT (San Antonio, Texas). A grand opening date hasn't been set, but Duncan Aviation technicians are already serving customers in the area and plans are in work to bring a team to the airport permanently.

"Numerous customers have asked us to open a facility in San Antonio," says Matt. "We especially like the area because SAT is one of the few airports in the country with an aircraft mix that matches our model, and the city has a diverse economic base."

Right now, a team from Duncan Aviation's Austin satellite shop is travelling 80 miles to SAT to meet with customers and perform needed avionics repairs and installations. Having a shop at the airport will just be easier for everyone, Matt says, and allow us to meet those customer needs even faster.

Filling Larger Spaces

In addition to a new location, two satellite facilities outgrew their space in 2015 and have moved to larger hangars: TEB (Teterboro) and FXE (Fort Lauderdale). Jeff Glanville's team at TEB serves customers from all over the United States and touches European drop-ins in need of AOG service.

Mexican Authority

Another milestone is that the Houston satellite shop, under the capable leadership of Manager Mark Winter, received its certification from Mexico's DGAC (Direccion General de Aeronautica Civil) in July 2015. It's now a certified DGAC repair station through April 2017, which will greatly simplify securing DGAC approvals for our customers with aircraft registered in Mexico.

"This certification allows us to provide return-to-service approval for our customers," says Mark. "We also have bi-lingual technicians on staff to help make the experience at our facility more relaxing for our customers."

Installations

All of the Duncan Aviation Satellite facilities have seen an increase in avionics installations over the last year.

In 2015, the Van Nuys facility installed Universal Avionics Systems Corporation FMSes (Flight Management Systems) to satisfy the NextGen mandates for FANS (Future Air Navigation System 1A+) and ADS-B (Automatic Dependent Surveillance-Broadcast) on two Boeing 727s and a McDonnel Douglas 87 (DC-9). Although Duncan Aviation doesn't typically work on these aircraft, meeting customer needs is at the root of our culture.

"When a customer needed FANS and ADS-B on his vintage 727s and MD-87, we decided to make it happen," says Van Nuys Manager Tony Russo. "We have now modified the aircraft with upgraded dual Universal FMSes, a UniLink CMU (Communications Management Unit), a new cockpit voice recorder and Iridium to include ADS-B."

The shops are also ramping up to help operators install the equipment needed to satisfy the mandates for NextGen (*www.DuncanAviation.aero/nextgen*).

"We expect installation work to really pick up in the next few months as operators plan ahead to ensure their aircraft are ready before the expected installation frenzy associated with the mandates begins," says Matt.

RAMPED UP AND READY FOR TRANSPONDER SERVICE

WE CAN OFFER THE REPAIR, INSTALLATIONS AND UPGRADE MODIFICATIONS OF THESE UNITS.

DUNCAN AVIATION WAS RECENTLY APPROVED BY ROCKWELL COLLINS AS AN AUTHORIZED SERVICE PROVIDER FOR REPAIR, SERVICE, AND MODIFICATION OF TDR-94 AND TDR-94D TRANSPONDERS. This transponder is a solid-state, crystal-controlled receiver/transmitter specifically designed for TCAS II-equipped business aircraft. The units can be upgraded and when professionally installed and certified will meet the upcoming ADS-B mandate for 2020.

"We have been servicing the -003 TDR-94 transponders for several years and are able to offer customers excellent turntimes," says Kevin Miesbach, Components/OEM New Business Development Manager with Duncan Aviation. "We can offer the repair, installations and upgrade modifications of these units at our main facility in Lincoln, Nebraska, as well as through our avionics satellites located throughout the United States."

The new agreement allows the repair and service of transponders with the Rockwell Collins part numbers of 622-9352-002 through -008; -108; -207; -308-311; -408-411; -500-501 and 622-9210-002 through -008; -108; -207; -308-311; -408-411; -500-501. We are also able to modify earlier transponders to the -5xx series, which will meet the ADS-B mandate when properly installed and certified. Duncan Aviation's authorization is for transponders from aircraft in North and South America, Europe, the Middle East, and Africa. The agreement with Rockwell Collins is exclusive as Duncan Aviation and Rockwell Collins will be the only shops able to repair and upgrade these units.

BENCH CAPABILITY

Duncan Aviation has serviced thousands of the TDR-94-003 transponders over the last 15 years and the DME bench technicians are familiar with the units. Our in-house research and development team worked with Rockwell Collins this winter to develop and fabricate a full test set that Duncan Aviation technicians are now using to service the units. The technicians received extensive training from Rockwell Collins and, when combined with their previous transponder experience, are working efficiently and thoroughly to support customers.

"We are thrilled to be working with Rockwell Collins on this new capability," says Dustin Johnson, DME Team Leader for Duncan Aviation. "Our mutual customers will receive excellent service that includes work done correctly and quickly. That's just what Duncan Aviation does."

Customers with TDR-94s will have access to loaner units, and work will be supported with an extensive inventory of parts. Duncan Aviation also has access to the upgrade kits and the ability to upgrade the transponders to meet the upcoming ADS-B mandate, Johnson says.

"Duncan Aviation and Rockwell Collins have a longstanding relationship based on trust and collaboration in an effort to provide the highest level of quality and customer service to operators," Kevin says. "One of the benefits for customers is that these additional capabilities allow Duncan Aviation installation facilities to support customers with the entire modification process of these units from component modification and upgrade to system installation and certification."

INSTALLATION SERVICES

"One of the main things operators need to keep in mind as the ADS-B mandate approaches is that in addition to having ADS-B-capable equipment installed in their aircraft, the FAA requires that equipment to be tested and certified through an STC," explains Duncan Aviation Manager of Satellite Operations Matt Nelson.

Through its ODA (Organization Designation Authorization), Duncan Aviation is working to develop STCs for some aircraft models, including the recently certified Challenger 601 3A/3R. The company also has access to the majority of TDR-94/D STCs developed by others.

Installations can be performed at Duncan Aviation's three main full-service locations in Battle Creek, Michigan; Lincoln, Nebraska; Provo, Utah and at more than 20 avionics satellite facilities located at high-traffic corporate jet airports throughout the United States.

OUR MUTUAL CUSTOMERS WILL RECEIVE EXCELLENT SERVICE THAT INCLUDES WORK DONE CORRECTLY AND QUICKLY. THAT'S JUST WHAT DUNCAN AVIATION DOES.

DUSTIN JOHNSON, DME TEAM LEADER

News
& Tech Updates

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

The Pro Line Fusion® Upgrade for the CJ3 is expected to certify at the end of 2016.

Internationally Accredited Tool Calibration Available

Did you know you can bring tools with you when you visit a Duncan Aviation facility, and we'll get them calibrated for you through our Cal Lab located in Lincoln, Nebraska. Our Calibration Lab recently received accreditation with the A2LA (American Association for Laboratory Accreditation), certificate #3908.01, to the international standard of ISO/IEC 17025. This accreditation recognizes our commitment to quality and shows our competency in the field of calibration.

The application process was arduous, taking several years and a detailed documentation of processes and procedures. The requirements included the creation and implementation of a quality management system that provides high data integrity, verifies measurements are traceable to national standards, and continually tests the technical abilities of all lab technicians, among many other quality requirements.

Duncan Aviation's Calibrations Team located in Lincoln, Nebraska.

James Hood, Duncan Aviation's Calibrations Team Leader, says the recognition by A2LA was well worth the effort. "It all comes down to data integrity. Many companies, both in and outside of the aviation industry, are adhering to stricter quality standards that require them to use only certified calibration laboratories," James says.

A2LA is a member of ILAC (International Laboratory Accreditation Cooperation). ILAC members mutually recognize the accreditation status of the laboratories of its membership, making it easier for customers to readily use the accredited calibration services from other countries.

Five-Year Contract with Egyptian Air Force Inked

We recently entered into a five-year direct contract agreement with the (EAF) Egyptian Air Force for aircraft maintenance services. Duncan Aviation has been managing the maintenance and repair of the EAF fleet of Falcon 20 aircraft since 1999.

Our Manager of Government & Special Programs Dave Shipperbottom says the fact that the EAF has chosen to fly over closer maintenance companies and bring their aircraft to Duncan Aviation "reveals a lot about our relationship with them. All the technicians and pilots at the squadron level are great to work with. They know us and we know them. It is a good relationship."

Dave Shipperbottom

The first EAF aircraft arrived at Duncan Aviation's Lincoln, Nebraska, facility on October 20 for a Z-check. A second arrived in November for a C-check, Major Corrosion Inspection and complete paint. The latest arrived in December for a 2A+.

Pro Line Fusion® Flight Deck Upgrade for Citation CJ3

Rockwell Collins and Duncan Aviation are working together to provide Citation CJ3 owners with a new aftermarket option for meeting mandates while simultaneously enhancing ownership and the flying experience—the Pro Line Fusion® flight deck upgrade. The system is expected to certify for the CJ3 at the end of 2016.

Pro Line Fusion for the CJ3 replaces the factory-installed portrait displays with larger 14.1-inch landscape touchscreen primary flight displays. The new system includes intuitive, touch-interactive maps, and easy-to-use icons, giving the pilot the ability to control items on the screen through touch. Also, it eliminates the need for FMS (Flight Management System) control display units originally installed in the pedestal.

"CJ3 owners have an extraordinary, all-in-one alternative for complying with airspace modernization deadlines," says Craig Olson, Vice President and General Manager, Business and Regional Systems for Rockwell Collins. "This upgrade brings turn-key compliance with ADS-B, WAAS, and more, plus pilots will enjoy extensive situational awareness and a revolution in simplicity."

"We are excited about partnering with Rockwell Collins on the CJ3 Pro Line Fusion program," says Steve Gade, Vice President of Business Development and Aircraft Sales for Duncan Aviation. "Our enthusiasm is based on the confidence and trust we have in on our working experience with Rockwell Collins, the excellent platform represented by the CJ3 in its loyal ownership group, the proven features and functions of the Fusion product, the timing of the solution, and the fact that Duncan Aviation is experienced with these types of avionics installations."

Rockwell Collins' Pro Line Fusion ushers in a new era for CJ3 owners with:

- A fully loaded package of baseline equipment for operation in modernizing global airspace: DO-260B compliant ADS-B, SBAS-capable GNSS, LPV (localizer performance with vertical guidance) approaches, radius-to-fix (RF) legs and more
- Three 14.1-inch widescreen LCDs with advanced graphics, configurable windows, and touchscreen or point-and-click navigation
- Market-leading high-resolution synthetic vision as a standard feature, including Rockwell Collins' patented airport dome, and extended runway centerlines with mile markers to better orient the pilot from top of descent through final approach
- Touch-interactive maps with eyes-forward flight planning, high-resolution topography, real-time onboard weather radar overlays, obstacles, and special-use airspace and search patterns for expanded situational awareness and reduced workload
- Geo-referenced electronic navigation charts that display own-ship aircraft position for enhanced situational awareness during approaches
- Easy and fast database updates using a standard USB drive port on the front of the displays, or the optional Aircraft Information Manager wireless data loading service

Pro Line Fusion is software-upgradeable for easy updates and also provides the backbone for integrating future enhancements such as Rockwell Collins' HGS™-3500 Head-up Guidance System, EVS-3000 Enhanced Vision System, MultiScan™ weather radar and Airport Moving Map.

Pro Line Fusion is already certified as an upgrade for King Air aircraft that originally delivered with Pro Line 21™ and this upgrade for the CJ3 follows the same approach. The pilot displays and controls are replaced with Pro Line Fusion products, while the CJ3's modern and reliable autopilot and radios remain on the airplane.

Mike Minchow and Doug Alleman Join Duncan Aviation's Senior Team


Mike Minchow


Doug Alleman

Two well-respected leaders at Duncan Aviation, Doug Alleman and Mike Minchow, recently joined the company's Senior Management Team.

Doug joined Duncan Aviation as an A&P Mechanic in the engine shop in 1988. As Vice President of Customer Service, Doug leads the customer service team in Lincoln, Nebraska, and also oversees those efforts for the Duncan Aviation facilities in Battle Creek, Michigan, and Provo, Utah.

"Although the company has grown over the years, it's still a family environment," he says. "I especially appreciate the opportunities I've had here. The Duncan family cares about every one of its customers and employees and has created an environment for each of us to succeed."

Mike joined the Duncan Aviation team in 1993 as a Designer, specializing in paint and interior specifications, after completing his bachelor's degree in architecture at the University of Nebraska Lincoln. As Vice President of Sales, Mike leads the airframe, engine, paint, interior, and avionics installations sales teams in Battle Creek, Lincoln, and Provo.

Throughout both Doug and Mike's tenure at Duncan Aviation, the industry has changed, with aircraft increasing in size and complexity; however, business aviation is still a relatively small industry where everyone knows everyone else.

"The business aviation industry is a small, tightly knit community. To me, the success of our company and our future role in the business aviation industry is centered on the relationships we have now with our customers, vendors, OEMs, and other strategic partners, as well as the new relationships we look forward to building," Mike says.

Duncan Aviation Assists Rockwell Collins with ADS-B Package on King Air B300

Rockwell Collins and Duncan Aviation's Provo, Utah, facility recently worked together to install and certify the first Pro Line 21 Airspace Modernization package featuring an integrated ADS-B solution for the King Air B300 aircraft.

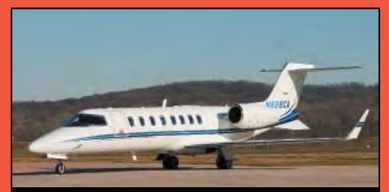
This bundled solution brings PL21-equipped aircraft above production baseline configuration and maintains the aircraft's viability in NextGen airspace. A SVS (Synthetic Vision System), integrated ADS-B Out Version DO-260B and an FMS update that enables LPV in Europe were installed and certified in the B300 with certification for the C90 and B200 following closely behind.

"We are thrilled that we could provide Rockwell Collins with the installation expertise for this project," says Mark Francetic, Duncan Aviation Regional Avionics Sales Manager and NextGen expert. "This dovetails nicely with Duncan Aviation's expertise and developing NextGen programs. In addition to the King Air, there will be additional Pro Line 21 Airspace Modernization packages that will be tested and conformed under a Rockwell Collins STC."

Aircraft Listings

Our inventory is always changing. Visit *www.DuncanAviation.aero/aircraftsales* for more information on our current aircraft listings.


2013 Cessna Mustang, SN 436


2002 Learjet 45, SN 159

1Q 2016 Edition of Business Jet Model/Market Summary Available

www.da.aero/market-sum

Duncan Aviation recently compiled and published a new edition of its Business Jet Model/Market Summary. The 1Q 2016 Edition of this quick reference guide is compiled to show the most recent published market pricing/valuation information from 1Q 2016 in an easy-to-use and easy-to-compare format.

"An important thing to remember when viewing this report is that it is a snapshot of what took place in the business aircraft marketplace in the first quarter rather than a prediction of the future," explains Marc McKenzie, Duncan Aviation's Aircraft Sales Lead Market Analyst. "It is a compilation of data that when used correctly can help operators better understand the ever-changing value of their aircraft to determine when it might make sense for them to make changes in their fleet."

Duncan Aviation's Aircraft Sales and Acquisitions team summarizes the data from well-known industry sources and their own market knowledge and experience. They then compile it quarterly for the light jet, mid-size jet and long-range jet categories. Working with Vref Publishing's Aircraft Value Reference, Conklin de Decker Associates, Inc. and the aircraft manufacturers, the team regularly updates the data in these lists with the latest market intelligence on business aircraft models in operation today and how they compare to others in the same size category.

The tool was originally compiled for a client to help him easily identify the aircraft models he wanted to consider purchasing. It was such a quick and concise way to compare all the data that the Duncan Aviation Aircraft Sales team decided others could benefit from it as well. So they expanded it for other size models and started publishing it quarterly.

The Business Jet Model/Market Summary is sorted by the seats-full range for light, mid-size and large aircraft. It displays one-line descriptions detailing several attributes.

To view the new report, visit *www.da.aero/market-sum*.

Mark Your Calendar for the Free NextGen Seminar Closest to You

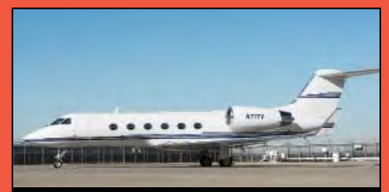
Over the last two years, Duncan Aviation and Mark Francetic, our Regional Avionics Sales Manager, have made it our mission to provide useful educational information about NextGen technology, initiatives and the equipment owners/operators will need to outfit and/or retrofit their aircraft to comply with the worldwide mandates.

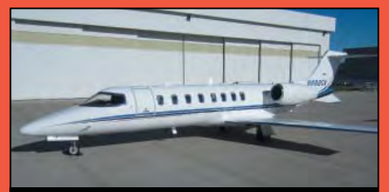
Along with our channel partners, we have provided free day-long NextGen seminars around the country. At these events, Duncan Aviation and up to seven other companies present practical information about ADS-B, FANS, related STCs and certified equipment currently available for business jets. Seminar dates for 2016 were recently announced. They include the following:

- White Plains, New York, June 23
- Minneapolis, Minnesota, July 13
- Dulles, Virginia, Sept. 22
- Nashville, Tennessee, Oct. 13
- Oakland, California, Dec. 8

We also launched a web resource to help operators access the latest and most complete information about all things NextGen: *www.DuncanAviation.aero/nextgen*

To see details about the events listed above, visit *www.DuncanAviation.aero/events*.


2000 Gulfstream GIVSP, SN 1430


2001 Learjet 45, SN 155


1984 King Air 350, SN FL-559

Two Mechanics with Duncan Aviation Ties Receive Coveted Charles Taylor Master Mechanic Award

Joe Huffman, Sr., an FAA Certification Engineer with Duncan Aviation, and Bernard Michael, a former long-time technician with Duncan Aviation, were recently honored as recipients of the Charles Taylor Master Mechanic Award.

The Charles Taylor Master Mechanic Award is named in honor of Charles Taylor, the first aviation mechanic in powered flight. Taylor served as the Wright brothers' mechanic and is credited with designing and building the engine for their first successful aircraft. The award recognizes the lifetime accomplishments of senior mechanics.

Award recipients are required to have worked for a period of 50 years in an aviation maintenance career and must have been an FAA-certificated mechanic or repairman working on N-registered aircraft maintained under the Federal aviation regulations for a minimum of 30 of the 50 years required.

Joe has been employed in aviation for 50 years, 48 of those years being dedicated to serving at Duncan Aviation. He was initially hired at Duncan Aviation as a mechanic in 1967.

Bernard served his country by joining the Air Force and then attended Spartan College of Aeronautics and Technology, where he graduated with an Airframe/Powerplant license and a commercial pilot certificate. In January 1966, he started his 50-year aircraft maintenance career moving around the Midwest where he repaired flight controls for Douglas Aircraft Co. in Oklahoma, performed IA inspections in Iowa, conducted agricultural spraying in Kansas, and was a jet airframe shop supervisor for Duncan Aviation.

Joe Huffman, Sr. and Bernard Michael

A third aviation technician, George Czarnecki of Central Cylinder Service in Omaha, Nebraska, was also presented with the Charles Taylor Master Mechanic Award at the same time.

Duncan Aviation to Provide Gogo Business Aviation Customers with AOG Service

We are pleased to announce that Duncan Aviation has been chosen as the exclusive AOG service partner for Gogo Business Aviation. The company will now work with Gogo Business Aviation to support Gogo customers 24 hours a day, seven days a week and 365 days per year with LRU (Line Replacement Unit) serviceable units and spare parts that are strategically placed at Duncan Aviation's network of facilities and avionics satellite locations located within the United States.

Matt Nelson, the Manager of Duncan Aviation's Avionics Satellite Network, says Duncan Aviation was an excellent choice for Gogo because of the company's ability to provide fast service at a wide variety of geographic locations.

"With the world we live in today, connectivity in the air has become a true AOG item," Matt says. "People don't want to fly without it. And with Duncan Aviation's numerous locations and strategically positioned parts and spares inventory, we are in a position to provide Gogo with quick connectivity solutions for their customers from high-volume business airports across the United States."

As part of the agreement, Duncan Aviation has invested in Gogo system spares and distributed this inventory across 17 Duncan Aviation locations in the United States. The spares support Gogo's air-to-ground Internet and voice systems with Wi-Fi, Iridium-based phone systems and the UCS smart cabin system.

Business aircraft operators in need of Gogo AOG support should contact Gogo Business Aviation at +1 303.301.3278 from anywhere in the world.

Three New Regional Managers Named

Vincent Antignani
+1 215.452.3937

Alfredo Garcia
+1 310.975.3916

Lee Bowes
+1 402.730.3786

Duncan Aviation is pleased to announce the appointments of three new Regional Managers. They support operators in the field to help them become more familiar with the capabilities and services offered by Duncan Aviation.

Vincent Antignani, Northeast Regional Manager

Vincent began his aviation career more than 30 years ago by attending a VoTech program while still in high school. After graduation and a short time in the cargo airline industry, he signed on with Atlantic Aviation in New Castle, Delaware, as a structures and airframe mechanic. In 2000, Dassault Falcon Jet Wilmington Corporation purchased Atlantic, where for the next 15 years, he worked and was a key individual in the development and management of several Dassault Falcon Jet programs including their structural repair center and NetJets Maintenance program, eventually becoming the MRO Manager of Operations. Just prior to joining Duncan Aviation, he was the Director of both the structural repair center and the NetJets Maintenance program.

"I am very familiar with Duncan Aviation, having worked on a number of special projects alongside several Duncan Aviation team members over the years," he says. "The company is one of the leaders in the business aircraft maintenance world and consistently delivers excellent customer service. I am pleased to be a part of the Duncan Aviation team and will work hard to exceed customer expectations."

Vince has been married to his wife Vicki for 23 years. Together they have four children. His free time is spent playing golf, watching his kids play sports year-round, and being a volunteer firefighter and EMT.

Alfredo Garcia, Southwest Regional Manager

Alfredo comes to Duncan Aviation with more than 20 years of aviation experience. From a young age living in the Los Angeles area, he was fascinated with aircraft, always looking up in the sky, visiting the local library to read about WWII and aviation history and studying current events that involved aircraft. It was during his high school years that this fascination turned into a passion and where he earned his A&P while working as an intern washing aircraft parts for Garrett Aviation.

Throughout his career he has remained in the southwestern United States taking care of business aviation operators in many capacities including customer service representative, inspector, regional sales and customer project manager for companies such as Cessna Citation, StandardAero and West Coast Aircraft Maintenance.

Just prior to joining Duncan Aviation, Alfredo was the General Manager and FAA Accountable Manager for West Coast Aviation Maintenance Services. He is fluent in English and Spanish and has a deep understanding of Mexican regulations and customer culture.

Alfredo has been married for 19 years to his wife Maribel. Together they have three active children. In his free time, he likes working on classic muscle cars and inviting people to his house for barbecues. And if that isn't enough, he mentors aviation students with the Southern California Aviation Association.

Lee Bowes, Central Regional Manager

With 17 years of experience in business aviation, Lee was most recently Duncan Aviation's Southwest United States Regional Manager. Prior to that, he spent many years representing the company's avionics, accessory, and parts teams across the United States.

Lee began his career with Duncan Aviation in 1999 as a Marketing Specialist, where he worked on marketing materials including press releases, magazine articles, postcards, and presentations. In 2006, Lee began working to educate operators about Duncan Aviation's accessory, avionics, and instrument shops, as well as parts and the company's satellite avionics network. In the summer of 2008, he helped organize Duncan Aviation's "Straight Talk Live" satcom van, which travelled to each of the satellite shops and many stops between. This tour covered 14,000 miles and had Lee on the road for nearly three consecutive months.

Bowes grew up around Duncan Aviation, spending countless hours at the facility while helping his father, who was a metal fabricator and pilot for Duncan Aviation from 1974 to 1989. He has a bachelor's degree in communications from Union College in Lincoln, where he has also served as an adjunct professor. He is an instrument-rated pilot, has more than 100 skydives, races sprint cars, and enjoys playing music locally and regionally. He also enjoys spending time with his wife, Michelle, and son, Henlee.

Unique Global Express Step Tread

We recently designed and fabricated a new and innovative airstair and entryway treatment for a Bombardier Global Express.

"The Global Express was a recent purchase and the operator had seen a new stainless steel airstair treatment on a different model of aircraft at an aviation trade show," says Matt Spain, a Duncan Aviation Completions and Modifications Sales Rep. "He was impressed with how clean and modern it looked and approached Duncan Aviation to see if we could duplicate the look for their aircraft."

Duncan Aviation's Fabrication Shop has talented team members who love to meet challenges like this, says Bryan Hart, Fabrication Shop Team Leader. The team accepted the challenge and jumped in feet first. They developed a concept and design going on nothing but a few pictures sent by email while researching a step tread material that matched the customer's vision and met required flammability requirements. They found the perfect materials and went to work. They were soon able to present a sample to the customer that had the brushed stainless and black rubber accents they had envisioned. "He was more than impressed," Hart says.

After the design was approved, Duncan Aviation's Fabrication Team stepped into action and created the unique airstair and entryway shown here.

To see more unique interior and paint solutions by Duncan Aviation, visit *www.DuncanAviation.aero/gallery*.

Now Embraer Base Maintenance Authorized for Legacy 450 & 500 Aircraft

Duncan Aviation was recently granted Base Maintenance authorization on Embraer Legacy 450 and 500 aircraft. This new Embraer Executive Jets authorization lets us offer full maintenance support and service for all scheduled maintenance events on these aircraft models.

"We're delighted that an OEM of Embraer Executive Jets' stature in the industry has chosen Duncan Aviation as a Base Maintenance facility, and we're quite pleased to offer expanded services to our Embraer customers," says Duncan Aviation CEO Todd Duncan. "As more and more of our customers buy Legacy 450 and 500 aircraft, it's an added convenience that we can now do Base Level maintenance at our Lincoln, Nebraska, facility. We're proud to be one of the Legacy 450 and 500 authorized Embraer Service Centers in the United States."

Duncan Aviation has performed Line maintenance, which includes routine checks and servicing, troubleshooting, replacing LRUs and unscheduled maintenance, on Legacy 500 aircraft. The company is pleased to be able to provide these additional services to Embraer customers.

"The Legacy 450 and 500 are impressive and sophisticated aircraft," says Embraer Tech Rep Brad Kluthe. "We are excited to have the Base Maintenance endorsement from Embraer that will allow us to expand our capabilities on these aircraft."

Duncan Debrief

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Duncan Aviation Falcon Program Manager and Technical Specialist Ron Grose and Falcon Airframe Lead Mechanic Brad Sides discuss a 1C inspection underway on a Dassault Falcon 7X.

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