

*55th Annual Conference of
the Aviation Technician
Education Council
April 2016*

Today's Topic:

The Importance of Ensuring a
Steady Stream of Skilled, Technical
Workers.

INTRODUCTIONS

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Background:

- Delta Air Lines **serves more than 185 million customers** each year.
- Headquartered in Atlanta, Delta **employs 80,000 employees worldwide** and operates a mainline **fleet of more than 800 aircraft**.

- With an industry-leading global network, Delta and the Delta Connection carriers offer service to over **343** destinations in **62** countries on six continents.
- Including its worldwide alliance partners, Delta offers customers more than **3400** mainline daily flights, with hubs in **Amsterdam, Atlanta, Cincinnati, Detroit, Minneapolis-St. Paul, New York, Paris-Charles de Gaulle, Salt Lake City and Tokyo-Narita.**



Over **10,000 Technical Operations employees** system-wide provide full-service maintenance to **more than 150 other operators.**

As a **full-service MRO**, Delta TechOps also provides comprehensive services including technical training, engineering support, line maintenance services, inventory management, component support, engine overhaul, and engine condition monitoring.

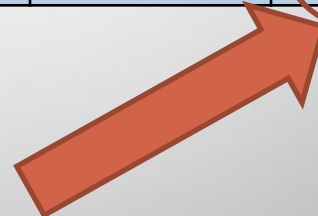
Current State of Delta's TechOps Technician Workforce

Current Delta TechOps Technicians

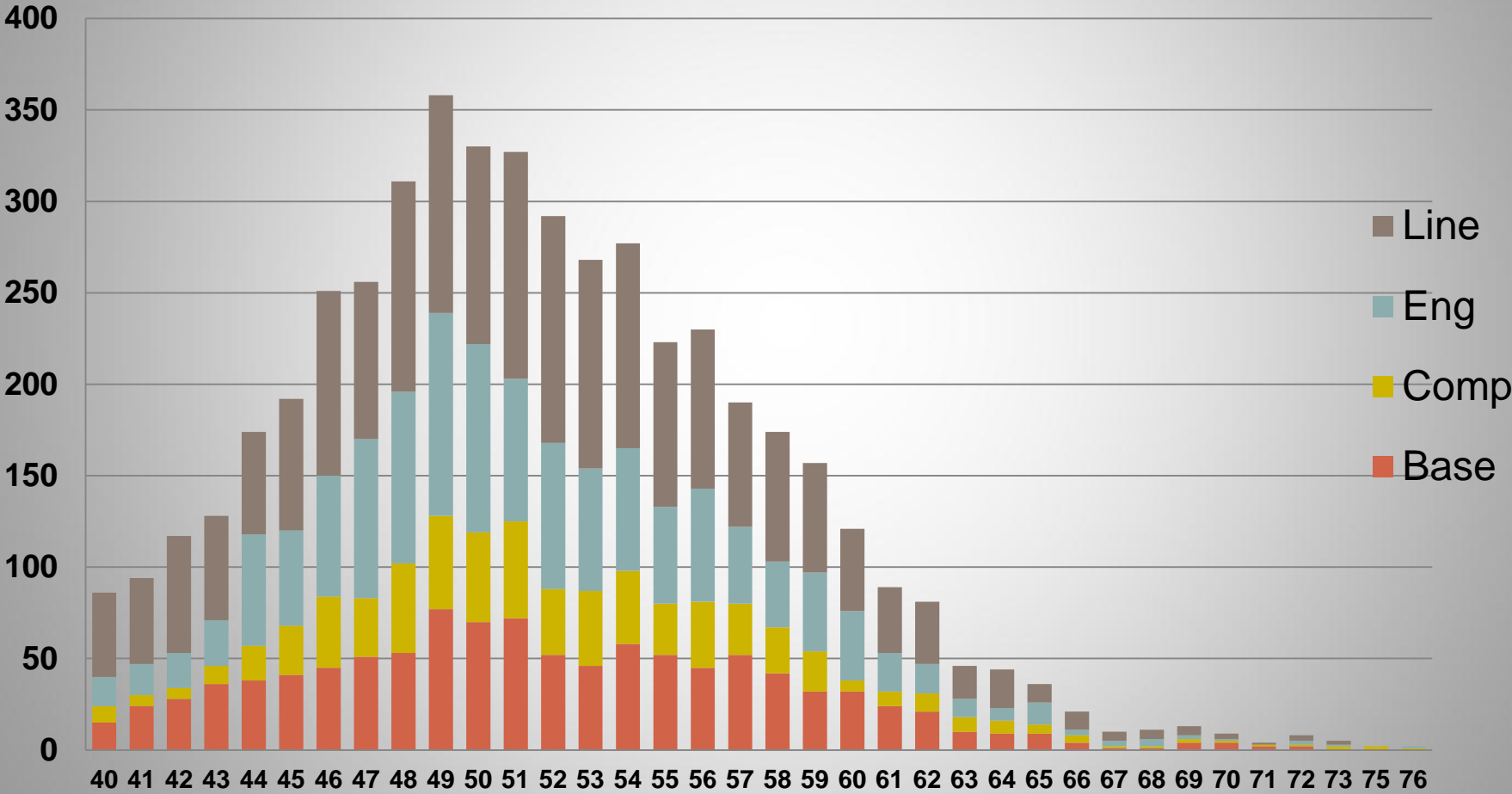
Seniority of People					
	0 - 5	5 - 10	10 - 20	20+	Avg
Base	126	122	315	662	20.3
Component	67	41	144	488	21.8
Engine	85	56	295	949	22.4
Line	672	456	539	1081	16.2

TechOps	950	675	1293	3180	19.1
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AMT and
ASM



Current Delta TechOps Technicians # of People per Age



Current Delta TechOps Technicians

*AMT & ASM Potential Retirement Based on Age (60+)					
Area	Total Assigned	end of 2015	%	by end of 2020	%
TechOps	6098	659	10.8%	1753	28.7%

Base	1225	155	12.7%	404	33.0%
Components	740	82	11.1%	239	32.3%
Engine	1385	164	11.8%	424	30.6%
Line	2748	258	9.4%	686	25.0%

* based on staffing 3/16/2015

Current Delta TechOps Technicians
How long does it take to become proficient in your job?

	Avg Seniority	Avg Years
Base	25.9	3.0
Component	26.0	3.3
Engine	25.3	2.7
Line	19.6	4.5
TechOps	22.2	3.9

Internal AMT Survey

Skills needed now or in near future																		
Avionics / Computer / electronics	TS or Adv TS	Computer Systems and Programs	Sheetmetal	Systems	Communications	Use of Manuals	Line or hangar exp	Composites	Wiring diagrams	Decision Making	Machine / Tooling use	Specific fleet training	Taxi / Eng Run	Other	Rigging	Leadership	Structures	

Base	44	26	24	51	33	14	14	3	28	9	2	4	5	7	2	19	8	10
	67%	39%	36%	77%	50%	21%	21%	5%	42%	14%	3%	6%	8%	11%	3%	29%	12%	15%

Component	11	4	12	6	0	2	6	0	5	2	0	10	1	0	7	0	2	0
	37%	13%	40%	20%	-	7%	20%	-	17%	7%	-	33%	3%	-	23%	-	7%	-

Engine	17	9	20	10	5	5	24	0	0	5	3	22	0	0	11	0	11	0
	23%	12%	27%	14%	7%	7%	32%	-	-	7%	4%	30%	-	-	15%	-	15%	-

Line	169	109	86	62	42	56	34	63	19	32	33	0	24	23	7	3	0	0
	79%	51%	40%	29%	20%	26%	16%	29%	9%	15%	15%	-	11%	11%	3%	1%	-	-

TechOps	241	148	142	129	80	78	77	66	52	48	38	36	30	30	27	22	21	10
	62%	38%	37%	33%	21%	20%	20%	17%	13%	12%	10%	9%	8%	8%	7%	6%	5%	3%

Potential Solution - Partner with schools to place emphasis on 8 items of special interest to Delta TechOps.

Avionics

Troubleshooting

Systems

Sheetmetal
/Composites

Engines

Real World /
Ethics

Compliance /
Paperwork
Read /write

Manuals

Questions?