

# **MIDWEST FLYER**

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# WATA *Difference*

**WISCONSIN AVIATION TRADES ASSOCIATION**



## Milwaukee's Cessna Citation Service Center...

*Working Around The Clock, 7 Days A Week!*

*by Dave Weiman*

(TOP LEFT PHOTO) Paul Boucher, General Manager of the Cessna Citation Service Center in Milwaukee, Wis. with pilot Peter Laper of the Oldenburg Group.

MILWAUKEE, WIS. – While there are literally thousands of aircraft



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maintenance shops around the country that can maintain small single and twin piston aircraft, many shops are getting specialized in make and model and service a particular region. One such maintenance facility is the Cessna Citation Service Center, which specializes in Cessna Citation jets.

Ten Cessna-owned Citation Service Centers around the world provide maintenance, inspections, parts, repairs, modifications, equipment installations, refurbishment and other specialized services. Centers are located in Wichita, Kansas; Sacramento, Calif.; Orlando, Fla.; Newburgh, N.Y.; Long Beach, Calif.; Toledo, Ohio; San Antonio, Texas; Greensboro, N.C.; Paris, France; and Milwaukee, Wis. In addition, there are 17 Authorized Citation Service Centers throughout the world. U.S. locations include Alton, Ill.; Battle Creek, Mich.; Dallas, Texas; Grand Junction, Colo.; Lincoln, Neb.; and Portland, Oregon. Worldwide, there are 11 Authorized Citation Service Centers in Ontario, Canada; Brazil, Mexico, Paraguay, Germany, Switzerland, England, Italy, Austria, Australia, and South Africa.

To supplement Cessna Citation Service Centers and Authorized Citation Service Centers, there are Authorized Citation Service "Stations" in Australia, Colombia, Venezuela, Chile, Singapore, Argentina, and Japan.

The Milwaukee Citation Service Center is a 45,715 square foot facility located on the southwest corner at General Mitchell International Airport, and is dedicated to the support of Citation aircraft in the upper Midwest. The facility can accommodate up to 13 jets, and is well staffed by 81 employees with technicians working 24 hours a day, 7 days a week, and the reason is obvious: downtime is expensive for corporations that depend on their aircraft.

Managing the Cessna Citation Service Center in Milwaukee is Paul Boucher, who was born and raised in the area. Boucher is a 1993 graduate of Gateway Technical College in Kenosha, Wis., and holds an Airframe & Powerplant Certificate.

Boucher went to work for Cessna immediately upon graduation, and has progressively worked through the ranks, cleaning aircraft his first year, working as a technician from 1994-2000, in sales and marketing in 2000, as a maintenance manager in 2001, and as the general manager beginning in 2007.

Boucher and his team have received specialized training at Flight Safety International.

Citations have specific maintenance schedules involving different procedures on different components of the aircraft. There are 150-hour regular inspections, 300-hour moderate inspections, and 1200-hour major inspections.

Aircraft can operate under a Maintenance Steering Group (MSG), and inspections are broken up into different chunks of work to eliminate unnecessary inspection items.

With the Citation ProAdvantage Programs, accurate budget forecasting is as simple as averaging an operator's accrual of flight hours. Program expenses are based on that one figure, providing a fixed monthly cost, which covers the aircraft virtually nose to tail. With this level of predictability, planning maintenance expenditures can be done months - even years - in advance.

Depending on the aircraft, Citations can have either a Rolls Royce and Williams jet engine. Most of the avionics are "Collins," and each service center has its own avionics department.

Citation Parts Distribution (CPD) supplies parts worldwide to aircraft owners, operators, fixed base operators, and service centers. CPD is also the place to call for information on ProParts and PowerAdvantage, two of the fastest growing aircraft cost of operations programs in the world. For additional information call 316-517-1001.

Milwaukee is expecting to receive a "mobile service center" in 2010, so technicians can go to the airplane when an aircraft is disabled and cannot be flown to Milwaukee, or when it is less costly and more feasible to do the work at the aircraft's home base. The mobile service center will be equipped with tools and spare parts, and has the capability of replacing the engine on a Citation 10.

For additional information on the Cessna Citation Service Center in Milwaukee, Wisconsin (FAA Repair Station CNQ3918C), call 414-744-1500 or toll free at 1-800-848-5181. The parts department's WATS phone number is 1-800-258-6272. You can also reach Milwaukee by air on Unicom 123.20.

The Cessna Citation Service Center in Milwaukee is a proud member of the Wisconsin Aviation Trades Association. □

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