



## **Delta Cargo to Enhance Atlanta Operations**

ROBERT W. MOORMAN - AIR CARGO WORLD

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Delta Cargo, in what is viewed as a radical departure from the industry trend of outsourcing freight handling services, will soon redeploy experienced Delta personnel to its Atlanta cargo operations.

Delta will begin implementing a phased transition program Sept. 15 to replace third-party contractors with its personnel. Delta is replacing Air Serv ground handlers with 250 Delta employees. The transition is expected to be completed by mid-November, said the airline.

"We have elected to make this move in order to ensure greater accountability and control over the movement of both freight and information through Atlanta," said Neel Shah, vice president of cargo.

Delta is among several carriers, forwarders said, that have seen a sharp decline in service levels since outsourcing cargo handling.

"This certainly represents a radical departure from what is going on in the industry where everyone is going off to third-parties to handle cargo operations," said Brandon Fried, executive director of the **Airforwarders Association**. "I would say that Delta is getting serious." [Delta Air Lines](#) Chief Executive Officer Richard Anderson said at the Cargo Network Services conference in May that there would be greater emphasis on cargo. Industry observers view this announcement as the first of several by Delta to enhance its cargo network.