



FOR IMMEDIATE RELEASE
CONTACT: MICHELE MARTINEZ
(505) 761-9000
March 13, 2014

**CSI Aviation Congratulates its Medical Transport Team for Going “Above and Beyond”
in Patient, Customer Care**

***Medical emergency response on New Year’s Eve just one example- Team’s efforts
result in a quick, safe air transport of critically ill child***

Albuquerque, NM – CSI Aviation, a global aviation services and air logistics management company, today congratulated its in-house medical transport team for the exceptional work it has done on behalf of the company’s most fragile clients; critically ill patients in need of emergency air transport. In particular, the company cites a 2014 New Year’s Eve emergency transport operation that successfully moved a six-year old girl who was in renal failure from El Paso, TX to Phoenix AZ for specialty care.

“We received the call to move her at 8 pm on January 31st and she was en route before midnight,” said CSI Aviation President Rock Collins. “Our team went to work without hesitation, coordinated with the hospitals in both cities, outfitted the flight with the needed personnel and equipment, kept the family and the ground transportation providers in constant contact, and more. It was an exceptional effort and we’re very proud of our team for completing this successful mission. We congratulate them.”

The CSI Aviation medical transport team, headed by Marc Ramthun Director of Sales, and Joseph Boyd Account Executive, has seen steady growth in requests for air ambulance flight arrangements for the past 5 years, and in particular, for the transport of military veterans and their families.

“We have transported a lot of children,” said Ramthun. “You always have to be very delicate with children and we knew that going in. We made sure that she had everything she needed and we didn’t quit for the night until we knew that she had arrived safely.”

According to Collins, it’s the team’s attention to detail and commitment to quality customer service that has positioned CSI Aviation as a leading provider in this field.

“CSI Aviation did not start out as an air ambulance company, but nonetheless, we are seeing an increased demand for our company’s expertise in this field,” said Collins. “Emergency medical transport is logistically complicated and emotionally sensitive. We credit CSI Aviation’s 30 years of air transport experience as well as our sensitivity to the needs of military servicemen and women, for the company’s growth in medical transport missions.”

CSI Aviation is a veteran owned and veteran run business with a management team that holds a combined 175-plus years of military experience. The New Year’s Eve patient is the daughter of an active-duty serviceman. In addition to company leadership, CSI Aviation’s medical transport team is also military trained with Marc Ramthun serving for eight years as a flight operation specialist with the Army National Guard and Joseph Boyd serving for seven years as a Navy medic.

According to Ramthun, the CSI Aviation team has conducted so many flights for veterans moving between various VA hospitals that they have gotten to know the people and the processes “inside and out”. As an example, he recalls a time-sensitive transport made in January of this year for a critically ill veteran who had to be moved from Fort Bragg, California to the VA hospital in San Francisco. He credits the team’s relationship and understanding of VA and military operations for the smooth and successful transport.

According to Kathleen Gotschall, manager of the benefits unit for the San Francisco VA Hospital, CSI Aviation has been a top provider of air transport services for their patients. “They make my job handling patient travel much easier and their company values match our own,” she said. “CSI Aviation transports our patients with great care and concern and we know that every detail of transport from hospital room to hospital room is taken care of.”

“A few months ago we received word that we needed to move a heart transplant patient from Pittsburg to a city in the upper Midwest. We got the call at 4 pm and we were there for him within an hour and half,” said Ramthun. “We are quick because most transplants have to happen within 5 hours of finding a donor. In this case, we were able to bring the gentleman’s wife on the plane with him. We can relate to what these veterans have been through and we take it very seriously. We feel as if we are moving one of our fellow family members. We want to make sure it’s perfect.”

More about CSI Aviation... Established in 1979, CSI Aviation, Inc. (CSI) has grown into an integrated, global aviation company providing diverse and complex solutions to commercial and government clients. In addition to providing corporations, government agencies, athletic teams, commercial groups and private individuals air charter services, aviation logistics, and program management among other services, CSI fills a unique niche in the aviation industry – solving complex aviation requirements. CSI arranges commercial aircraft using a wide variety of certified air carriers as agents for its customers and provides aircraft purchase, leasing and maintenance support.

CSI also holds a GSA Schedule for Air Charter and Aircraft Leasing and provides fuel and ground services worldwide.

####

Reporter's Note: For more information about CSI Aviation, go to www.csiaviation.com