

HORIZONS

The Official Newsletter of **CSSI, Inc.**

Winter 2010

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online and to learn more
about CSSI, please visit us at
www.cssiinc.com

CSSI Wins ATO Safety Management Services (SMS II) Contract

CSSI, Inc. recently won the Federal Aviation Administration's Air Traffic Organization (ATO) Safety Management Services (SMS II) contract. The contract covers one base year with four option years and has a total estimated value of \$20.5 million.

The SMS program concentrates on integrating safety and risk management into daily airspace operations. Under the contract, CSSI will support core SMS initiatives and will help the ATO identify and develop ways to improve system safety and performance.

"We are proud to support the ATO in its mission to improve performance and enhance the safety of the air traffic system," said Al Tiedman, CSSI president. "We look forward to leveraging our expertise to help the ATO continue to develop this essential program."

"We are proud to support the ATO in its mission to improve performance and enhance the safety of the air traffic system."

CSSI's work will include developing safety policy and performing safety risk management and assurance activities such as audits, evaluations, and qual-



ity assurance and control. CSSI will also support safety promotion initiatives, including training and promoting an open and proactive safety culture.

CSSI has served the aviation industry for almost 20 years and has a long track record of providing expert solutions to critical safety issues. It has a team of internationally recognized safety experts and a division dedicated to safety services. Most recently, CSSI has worked with the ATO to develop the Air Traffic Safety Action Program (ATSAP), a non-punitive safety reporting system for air traffic controllers.

Through ATSAP, the Federal Aviation Administration (FAA) can use voluntarily-supplied safety information to track trends and develop ways to identify and resolve issues that improve system safety and performance. ■

*For more information about ATSAP,
see article on page 7*

Letter from the CEO and President

Dear Customers and Employees,

It's been a very exciting year for CSSI. As we get closer to celebrating our 20th anniversary, we've continued to make a difference in all that we do. And as you can see in this issue of Horizons, we've been very busy.

One of the major milestones we celebrated this year was 10 years of providing reduced separation vertical minimum (RVSM) services to public and private organizations alike. In that time, we have monitored thousands of flights, thereby enabling our customers to gain the certification they need to fly in special RVSM airspace.

Because of our great word-of-mouth reputation in providing RVSM services, we have had the privilege of supporting customers throughout North America, the Middle East, and even China and beyond. In fact, we've consistently maintained a 60-percent market share in the past 10 years – a testament to the fact that we're the best in the industry.

Top of the Heap

We're also extremely proud to have won the Federal Aviation Administration's Air Traffic Organization (ATO) Safety Management Services (SMS II) contract. The contract covers one base year with four option years and has a total estimated value of \$20.5 million. As you may know, the SMS program concentrates on integrating safety and risk management into daily operations, and we have a team of experts – and a division dedicated to safety and environmental services – ready for the job.

This was a major accomplishment for CSSI. We're now officially one of the top aviation safety companies, and at the top of the heap for the FAA. We look forward to working with our customers to enhance the safety of the air traffic system and to a long and successful partnership.



Growth and Success

Part of the reason we've recently experienced a good amount of growth and success this year especially is because we include front-line employees in everything we do – from strategy to proposal work and beyond. They're the ones who work so closely with our customers, and understand their needs and challenges. They see what's happening on the front lines. And, if you've worked closely with anyone from CSSI, you know that they're very intelligent, sharp people. Just read the profile of Anya Berges in this issue of Horizons, or read about Doug Hartman, who was the only individual contractor to receive a prestigious award from the ATO.

Next year, we'll celebrate 20 years in business. Rest assured, we will do that by maintaining and enhancing the exemplary level of service we provide day in and out.

After all, our customer's success is our success, and we look forward to celebrating the accomplishments we'll certainly achieve together.

Sincerely,



Cynthia Castillo, CEO
Allen J. Tiedman, President

CSSI Employee Receives ATO's Outstanding Achievement Award

Only Contractor to Receive Award at 2009 ATO Safety Summit

Employee Doug Hartman recently received the Outstanding Achievement Award for Partners in Safety at the 2009 ATO Safety Summit in Dallas, Texas this summer. Hartman was the only individual contractor to receive the award.

Hartman works on the Chicago O'Hare Modernization Project, supporting ATO System Operations. In receiving the Outstanding Achievement Award, he was cited for his contribution to the successful integration of safety risk management (SRM) in the modernization of O'Hare and the Airspace Redesign effort. His achievements on the project include developing a SRM document tracking system and facilitating many SRM panels.

Criteria for the award included:

- ✦ Making an exemplary effort in leading safety excellence through an outstanding display of integrity, vision, and direction
- ✦ Exceeding required responsibilities
- ✦ Serving as a role model to other safety organizations
- ✦ Working cooperatively across corporate or government agencies in an effort to improve safety
- ✦ Actively engaging in safety culture initiatives

Hartman's work has had far-reaching results. "The work performed by (Hartman) with regards to the SMS Program ultimately had impacts that were national and international in scope," wrote Pené Kedzorski, Modernization Program Coordinator at the Chicago Area Modernization Program Office, in Hartman's nomination. "Since O'Hare operations have both nationwide and international air traffic flow, it's clear that the

"Doug represents what's best about our company, and this award makes it official."

impacts of (Hartman) as the leader of the core OMP SMS Team in terms of safely increasing airport capacity and efficiency while reducing delays will be profoundly beneficial to the flying public and the airlines on a very broad scale."

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Prior to joining CSSI in 2007, Hartman was an air traffic controller at Chicago Center for 25 years. Today, he is also involved in the Air Traffic Safety Action Program (ATSAP), providing field logistical and consulting support to the ATSAP National Training Team, as well as design and development support to the project.

"Doug represents what's best about our company, and this award makes it official," said CSSI president Al Tiedman. "He's knowledgeable and a hard worker who's dedicated to his customers' mission. We're very proud of him." □

CSSI's Thompson Named to Journal Board

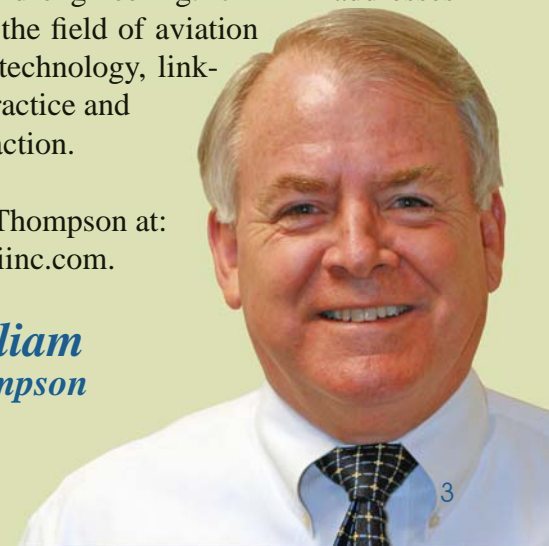
CSSI employee William Thompson has been selected to serve on the Editorial Review Board of the International Journal of Aviation Technology, Engineering and Management (IJATEM).

Thompson has a great deal of experience, and has worked as a physicist, analyst, and engineer. Currently, he works on mid-term automation requirements, supporting the National Airspace System (NAS) Integration and Implementation Office for NextGen under REAPS.

IJATEM analyzes and discusses current developments and solutions in information technology pertaining to aeronautics technical knowledge, administration, and engineering. IJATEM addresses current issues in the field of aviation and information technology, linking research to practice and stimulating interaction.

You can contact Thompson at: wthompson@cssiinc.com.

**William
Thompson**



CSSI Celebrates 10 Years of RVSM Work

CSSI proudly marked its 10-year anniversary as the leading provider of reduced vertical separation minimum (RVSM) monitoring services this year.

Just how prominent is CSSI as a RVSM service provider?

CSSI has supported more than 6,500 of the 11,000 monitoring flights conducted since 1999, consistently maintaining a 60-percent market share in the past 10 years.

“We’re very proud of our work. We are truly the world’s leading provider of RVSM monitoring services,” said Carol Clarke, RVSM project manager.

“There’s something very gratifying about knowing that you have helped someone, whether it be in providing a monitoring flight, or answering a question.”

About RVSM

Reduced vertical separation minimum (RVSM) airspace, implemented in North America in 2005, saves fuel and allows more planes to fly in congested airspace by increasing the number of flight levels between 29,000 and 41,000 feet.

However, before commercial and private aircraft operate in RVSM airspace, they conduct a height monitoring flight to verify that their altitude-keeping systems meet RVSM requirements.

This is where CSSI comes in. CSSI experts – mostly air force and airline veterans – board an airplane during regularly scheduled flights or special test flights with a GPS-Based Monitoring Unit (GMU), which includes special antennae, a recording device, and other custom tools. Flights generally last no more than two hours, during which time a monitoring technician will temporarily set-up the GMU in the aircraft and collect approximately 30 minutes of data at an RVSM altitude. You can watch a video illustrating the process at <http://www.rvsm-monitoring.com/gms.htm>.

Appreciating the Past, Looking to the Future

RVSM has been an important part of CSSI’s history and Clarke and her team feel privileged to have supported thousands of customers as varied as Japan Airlines, Air China, and Aloha Airlines. “There’s something very gratifying about knowing that you have helped someone, whether it be in providing a monitoring flight, or answering a question,” said Clarke.

That commitment to service and quality has paid off. Many of the firms, both public and private, that have hired CSSI to conduct monitoring flights over the past 10 years have done so because of a great word-of-mouth reputation. “We take pride in our customer service,” Clarke said.

She concluded: “We look forward to 10 more years supporting the program and will do so with the same honor, integrity, and commitment of the first 10 years!”



How CSSI has Made a Difference

- ✦ RVSM increases airspace capacity and efficiency by allowing more planes to fly in limited airspace
- ✦ CSSI has supported more than 6,500 of the 11,000 monitoring flights conducted since 1999
- ✦ RVSM customers are throughout the U.S. and around the globe -- as far away as China

Roger Greenawalt monitors a flight to verify that its altitude-keeping systems are compliant with RVSM requirements. Roger was the first recipient of the Founders Day Award.

Meet The RVSM Team



Randall Brooks

Highlights: Air Force veteran with 20 years of service. Taught school at the U.S. Air Force Academy and Air University's Squadron Officer School; was Squadron Commander twice. An airline pilot for 13 years for Atlantic Coast Airlines (United Express); started flying airplanes at young age and received private license at 17. Still maintains CFI, CFII, and CFIME certifications.

Interesting Fact:

"I'm currently doing a complete restoration of a 1968 Buick (my second frame-off restoration)."



Bobbie Williams

Highlights: An Air Force veteran with 24 years of service, 13 as an Avionics Technician, and 11 as a flight attendant.

Interesting Fact:

"I was an Avionics Research and Development technician for 3 years at Andrews AFB. We installed new electronic systems on a Boeing 707, developed schematics, and conducted test flights to determine if the systems should be utilized for military aircraft."



Grover C. Brown

Highlights: Federal service career spans 44 years; 22 active Air Force as an Air Traffic Controller and 22 years in civil service with jobs ranging from a Management Analyst to Chief of Airspace Management.

Interesting Fact:

"I am a car nut. I enjoy everything about cars except for maybe working on them; did more than my share of that as a young Airman in order to put food on the table."



Bobby Miller

Highlights: Has helped customers with RVSM certification tests in countries around the world. A subject matter expert providing training on the GPS Based Monitoring Unit.

Interesting Fact:

"I was very fortunate to be staying in a hotel in Beijing just prior to the 2008 Olympics with an authentic Brazilian Churrascaria restaurant in the lobby with an actual Brasileiro chef."



Carol Clarke

Highlights: Project manager at CSSI; supported implementation of RVSM in the first region in which it was implemented; worked at Goddard Space Flight Center for almost 10 years.

Interesting Fact:

"I have two beautiful daughters (Amy and Christine), a loving husband of 26 years (Bill) a dog (Minnie) and a bird (Petie)! I love spending time with family – but a perfect day is being out with my girls!"



Daniel Veiga

Highlights: Served for 21 years in Air Force and worked for 14 years as part of the first RVSM Monitoring Program.

Interesting Fact:

"I enjoy home remodeling, landscaping, and model trains."



Roger Greenawalt

Highlights: Has monitored aircraft around the world, particularly those in the Asia Pacific Region, including China.

Interesting Fact:

"I collect and repair cuckoo clocks."



Bruce Mathews

Highlights: Retired USAF Colonel, with 29 years of service. Flew reconnaissance missions over Cuba during the Cuban missile crisis and did one tour in South East Asia. Was employed for seven years by Good-year Aerospace and then Loral as a Program Director.

Interesting Fact:

"I was raised on a ranch in Wyoming."

(continued on page 8)

Employee Profile: Anya Berges Aviation Research Analyst



Anya Berges, a CSSI aviation research analyst, is an engineer whose journey has taken her from Russia to Florida to CSSI in New Jersey.

Berges was born in the Northwest part of Russia near St. Petersburg. When she began college at 16, she was unsure of what course of study to pursue. Because she was always great with math, her parents recommended engineering, and she began work on a degree in electrical engineering at Polotsk State University in Belarus.

During a summer off in college, Berges took advantage of a work opportunity in Orlando, FL. It was that summer, while still a college student, that she met her husband. They were married four months later and continued living in Orlando. They eventually relocated to the South Jersey area, and Berges completed her degree at Stockton College.

Shortly afterward, CSSI hired her as an Aviation Research Analyst.

Making a Difference at CSSI

When she first joined the CSSI team, Berges worked on Performance Data Analysis and Reporting System (PDARS). She easily recognized opportunity for improvement in its programming and was assigned to improving scheduling. Berges's work made the scheduling process more maintainable, user friendly, and


*All told, a process that might
have taken more than a week
now takes less than an hour.*

faster. Before, users would have to set up input files themselves, which required about a week's worth of work on the schedule files. Now, the process allows users to use templates that require minor modifications and the creation of schedule files is automated. In sum, a process that might have taken more than a week now takes less than an hour.

Today, Berges works on rewriting the scheduling process for Modeling and Simulation at the William J. Hughes Technical Center in New Jersey. Her group makes recommendations for increasing efficiency and expanding airports.

Berges's programs have been used to complete the study for Boise airport. The programs she has worked on are currently being used for building schedules and other inputs for several initiatives for the New York area (JFK, Newark, and La Guardia airports).

Berges agrees that her course of study has been a great fit, and she still loves what she is learning. In fact, she is enrolled in a Masters Program in Computer Science at Drexel University to help take her career to the next level.

For more information about Berges's work, contact her at: 609-485-5722 or aberges@cssiinc.com. 

Special thanks to Cara Kurtz for contributing this article.

Call for Articles

If you would like to submit an article or want us to write about something (or someone), please contact **Denise Watters** at dwatters@cssiinc.com. We also welcome photos or other images.

CSSI Awarded Air Traffic Separation Standards Contract

CSSI, Inc. recently increased the scope of its already wide-ranging separation activities by winning a new five-year, \$9.5 million contract to work with the Federal Aviation Administration (FAA) and International Civil Aviation Organization (ICAO), aviation's international governing body, on vertical, lateral and longitudinal separation standards for air traffic.

Under the new contract, CSSI will support the FAA to ensure that aircraft in United States, Canada and Mexico operate safely when separated vertically by 1,000 feet.

Aircraft separation reductions provide more efficient flight routes, significant fuel savings and emission reductions.

The 1,000-foot standard is known as the reduced vertical separation minimum (RVSM). CSSI is the leading provider of RVSM altitude-monitoring services in the United States and provides RVSM-monitoring services to airlines and business jets worldwide.



Additionally, CSSI, Inc. will support the reduction of lateral and longitudinal separation standards in Arctic and North Atlantic airspace. Aircraft separation reductions provide more efficient flight routes, significant fuel savings and emission reductions.

In addition to other activities under the new contract, CSSI, Inc. will provide expert support to the FAA's representatives on the ICAO Separation and Airspace Safety Panel. This international group of experts is responsible for developing global aircraft separation requirements.

"CSSI is the market leader in this area," said Al Tiedman, CSSI president. "Our team understands what is needed to make these significant airspace changes and make them safely." ■

For an article related to RVSM, see article on page 4

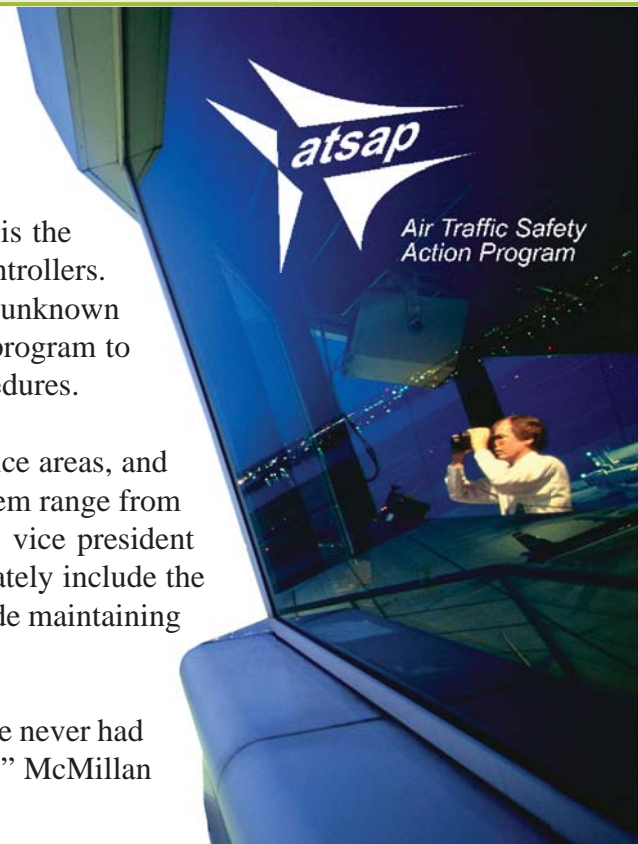
ATSAP Update

CSSI recently marked one year of providing services to develop and support the Air Traffic Safety Action Program (ATSAP).

One of the cornerstones of a Safety Management System, ATSAP is the voluntary, non-punitive safety reporting system for FAA air traffic controllers. The reports submitted through ATSAP helps identify here-to-fore unknown risks in the NAS. The FAA will use the data gathered through the program to design safer systems as it develops NextGen technologies and procedures.

So far, ATSAP has been implemented in two of the three ATO service areas, and will soon be rolled out nationwide. Issues reported through the system range from inadvertent employee errors to procedural issues. Mary McMillan, vice president of Safety and Environmental Services, says the program will ultimately include the technical operations employees – those whose responsibilities include maintaining the air traffic infrastructure and facility repair.

"Information gathered from the front line employees gives us data we never had before – it is data that we need to help make the entire system safer," McMillan said. "It's a really exciting thing to be a part of." ■



Castillo Profiled in Washington Smart CEO

CEO Cindy Castillo recently shared her story of taking the reins at CSSI at age 27 with Washington Smart CEO magazine.

In “The Unexpected CEO,” Castillo talks about losing her father (the founder of CSSI), leaving her home in California to lead the company, and the challenges and advantages of growing a business.



The story provides an overview of CSSI’s history, mission and values, and Castillo also offers insights on CSSI traditions like the Founder’s Award.

To read the story, visit www.smartceo.com, and click on the “Digital Magazine” link. ■

Meet the RVSM Team continued from page 5

William Allcorn

Highlights: Since 1979 and prior to joining CSSI, has worked with many types of mainframe and PC-based computer systems and networks.

Interesting Fact: “I learned magic as a way to entertain the elderly and underprivileged children for the American Red Cross. I even used magic shows to help promote children’s education in Pittsburgh’s inner-city summer school programs for a few years.”

Thomas Curtis

Highlights: A recent CSSI retiree, Curtis is a retired Air Force pilot and decorated Vietnam veteran.

Interesting Fact: Curtis tours the U.S. in his motor home. ■

CSSI Supports Charitable Causes

CSSI has a very active Charity Committee that donates to and/or participates in local and national organizations, including:

- Air Traffic Control Association Scholarship Fund
- ALS Walk (Lou Gehrig’s Disease)
- Alzheimer’s Association
- American Cancer Society
- American Heart Association
- Angel Flight East
- ARCH Riding Program
- Ark of Southern Maryland
- Avon Foundation for Breast Cancer
- Bargaintown Voluntary Fire Company
- Bread for the City
- CFC Jeans for Genes Campaign
- Children’s Hospital(s)
- Children’s Miracle Network
- Cobb County School Foundation
- Covenant House
- Cystic Fibrosis Foundation
- Darkness to Light
- DC Department of Parks & Recreation
- Florida Hospital/Stuart Meyer Hospice Care
- Fox Chase Cancer Center
- Generals Police and Fire Football Club
- Good Council, Inc.
- Juvenile Diabetes Foundation
- Leukemia & Lymphoma Society
- Making Strides Against Breast Cancer
- March of Dimes
- Multiple Sclerosis
- ProSol
- Ronald McDonald House
- St. Francis Table
- Thomas Jefferson High School for Science & Technology
- Women Aviation Network WAVNET Habitat for Humanity, New Orleans

CSSI is a dynamic engineering, IT, and applied research company providing innovative solutions to very tough and high-consequence problems facing our government customers. What sets us apart from other small businesses is our ongoing investment in technology and an uncommon commitment to truly understand our customers’ needs. With an in-house think tank and a high-level technical team that includes a CTO, and CIO, we are moving research to reality, making our tagline very real and part of our overall mission.

CEOCynthia Castillo
President Allen J. Tiedman
Editor Meg Jones
Publisher Carl Williams

For more information about the company visit us online at www.cssiinc.com.