



***Family Assistance:  
Promoting an International Approach for the Transportation Industry***

**March 28 and 29, 2011  
NTSB Conference Center**

***Panelist Biographies***

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***Commemorating the 15<sup>th</sup> Anniversary of the Aviation Disaster  
Family Assistance Act***

**Jim Hall  
Former NTSB Chairman**

Jim Hall is a leading expert on crisis management and government relations, and transportation safety and security, having served government and private clients for more than five decades.

Mr. Hall served as member of staff for two U.S. Senators and a governor before he was appointed by President Bill Clinton as a member of the National Transportation Safety Board in 1993 and as its Chairman in 1994. He led the Board through January 2001.

During his chairmanship, Mr. Hall worked tirelessly to improve safety in all modes of transportation in the U.S. and abroad. He visited more than 30 nations as chairman, and oversaw a period of unprecedented activity as the NTSB investigated numerous major aviation, rail, pipeline and maritime accidents in the U.S. During his tenure on the Board, Mr. Hall also assisted in many international accident investigations. Among the major investigations the NTSB conducted while Jim Hall was chairman were the aviation cases of USAir 427, TWA 800, and EgyptAir 990; the Olympic Pipeline accident in Bellingham, Washington; the AMTRAK crash in Bourbonnais, Illinois; and a Carnival Cruise Line accident near Miami. In 1996, President Clinton named Mr. Hall to the White House Commission on Aviation Safety and Security. Under Jim Hall's leadership, the NTSB issued landmark safety studies on commuter airlines, the air tour industry, the performance and use of child restraint systems, personal watercraft, transit bus operations, passive-grade railway crossings and the dangers posed to children by passenger-side airbags in automobiles.

Today, Mr. Hall serves as an adviser to governments and private clients on transportation safety and security, crisis management and government relations. He has given congressional testimony before numerous House and Senate committees, including the House Committee on Transportation and Infrastructure (aviation and railroad subcommittees) and the Senate Committee on Commerce, Science and Transportation (transportation and surface transportation/merchant marine subcommittees).

Mr. Hall graduated from the University of Tennessee in 1967 with a baccalaureate of legal letters degree. He served as a commissioned officer in the U.S. Army from 1967 to 1973, receiving the Bronze Star for Meritorious Service in Vietnam in 1969.

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**Rodney Slater**  
**Former DOT Secretary**

Former U.S. Secretary of Transportation Rodney E. Slater helps clients integrate their interests in the overall vision for the transportation system of the 21st Century—a vision he set as transportation secretary to promote a safer, more efficient, environmentally sound and sustainable worldwide transportation infrastructure. Mr. Slater also helps state and local government clients address the vexing challenge of closing the gap between transportation demand and capacity by employing public/private strategies and innovative financing solutions. Mr. Slater's practice focuses on many of the policy and transportation objectives that were set under his leadership, including aviation competition and congestion mitigation, maritime initiatives, high-speed rail corridor development, and overall transportation safety and funding. He continues to embrace the framework he established as secretary for making transportation decisions that called for more open, collaborative and flexible decision making across the transportation enterprise here and abroad.

Mr. Slater's bipartisan and inclusive approach to problem solving has earned him tremendous respect and admiration on both sides of the aisle, enabling him to have one of the best relationships with the White House, Congress, and business, labor and political leaders worldwide in the history of the Department of Transportation (DOT). His work at DOT forever altered America's and the world's appreciation of transportation as more than just concrete, asphalt and steel. Mr. Slater brings the same strategic, results-oriented and collaborative approach to his public policy practice.

As secretary of transportation under President Bill Clinton, Mr. Slater passed several historic legislative initiatives over his tenure, including the Transportation Equity Act for the 21st Century (TEA-21), which guaranteed a record \$200 billion in surface transportation investment through 2003, and the Wendell H. Ford Aviation Investment Reform Act for the 21st Century (AIR-21), which provides a record \$46 billion to improve the safety and security of the nation's aviation system. Under his leadership, the federal transportation budget doubled and in the department's "best in government" strategic and performance plans, the scope and definition of transportation was expanded to include a focus on safety, mobility and access, economic development and trade, the environment and national security.

Previous to his tenure as transportation secretary, Mr. Slater served as director of the Federal Highway Administration, where—as the agency's first African-American Administrator in its century-long history—he oversaw the development of an innovative financing program that resulted in hundreds of transportation projects being completed two to three years ahead of schedule with greater cost efficiencies. Over that time, the federal transportation budget increased an unprecedented 104 percent. Additionally, the department's FY2001 budget of nearly \$60 billion is the largest ever.

He is a partner in the law firm Patton Boggs LLP, where he heads the transportation and infrastructure practice group.

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**Doug Smith**  
**Former President of the National Air Disaster Alliance/Foundation**

Mr. Smith lost his daughter, Alison on American Eagle flight 4184. Following the accident, he became a member of Families of Flight 4184 and went on to become a founding member and President of the National Air Disaster Alliance and Foundation (NADA/F). During his tenure as the NADA/F President, MR. Smith testified before the U.S. House Transportation

Subcommittee on Aviation regarding the proposed legislation that would eventually be signed into law as the Aviation Disaster Family Assistance Act of 1996. Mr. Smith introduced President William J. Clinton at the ADFAA signing ceremony. In 1997, U.S. Secretary of Transportation, Rodney E. Slater appointed Mr. Smith to the Task Force on Assistance to Families in Aviation Disasters. Also in 1997, Mr. Smith retired after a successful 35 year career in materials management as Director of Purchasing of a division of Maytag. Mr. Smith currently works as a realtor and CEO of Courtney Duff Construction Co., a 56 year old industry leader in land development and real estate in the Dayton and Cincinnati regions of Ohio.

Mr. Smith is married and is the father of Alison and two sons; a grandfather of 11 grandchildren, and one great-grandson.

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## ***Panel 1***

### ***Family Members***

#### **Hans Ephraimson-Abt**

##### **Air Crash Victims Families Group**

Hans Ephraimson-Abt lost his oldest daughter on September 1, 1983, during Korean Airlines Flight 007 from New York to Seoul via Anchorage, Alaska. The plane strayed into Soviet airspace, was tracked by a fighter plane, disabled and crashed off the coast of Sakhalin Island with the loss of 269 passengers and crew – none of which have ever been accounted for. The victims' families in Japan, Korea and in the United States formed three family groups that dedicated their "pro bono" support to the "International Civil Aviation Organization" to assist in obtaining all documentation needed to complete their incident fact finding report – to improve air transportation safety, security, to institute post crash crisis management worldwide, and relate to victims of future tragedies - as a living memorial for the loved ones that were never returned to them.

Since 1985, Hans Ephraimson has been the Chairman of "The American Association for Families of KAL007 Victims." Since 2000 he has been the spokesman for the "Air Crash Victims Families Group" and is also an invited observer delegate at the "International Civil Aviation Organization." He has stakeholder status at the European Union. During the past 26 years, he has participated and served in various capacities in workgroups at the National Security Council, the National Economic Council, two Presidential Commissions, the Task Force that implemented the "Aviation Disaster Family Assistance Act of 1996" and subsequently the ICAO "Guide on Assistance to Aircraft Accident Victims and their Families" of 2001. He has been invited to testify before Committees of the US Senate and the House of Representatives. He was one of the original members of the air carrier focus groups that developed and subsequently implemented post-crash crisis management plans in the United States. Since 1996, he has been asked to assist airlines and governments with the resolution of air transportation tragedies, including the "September 11, 2001 Victims Compensation Fund" and as the Chairman of the Advisory Board of the "Families of September 11<sup>th</sup> Association." He is often invited to participate and speak at international conferences and he is a published author.

Hans Ephraimson is a business man, now retired, the father of two remaining children with three grandchildren.

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#### **Kendra St. Charles**

##### **Air Crash Victims Families Group**

Kendra St. Charles was a passenger on US Airways Flight 405 that crashed into the Long

Island Sound upon takeoff on March 22, 1992. She survived the crash suffering second and third degree burns and a punctured lung. Others seated nearby did not survive.

Ms. St. Charles joined other victims and survivors whose post-crash support was very limited with the goal of improving air transportation safety and security including post-incident crisis management. Together they founded the "National Air Disaster Alliance (NADA)" in 1995. In 1996, Ms. St. Charles testified in Congress to encourage legislation of what became the Aviation Disaster Family Assistance Act of 1996, which created the Office of Transportation Disaster Assistance (TDA) at the NTSB.

Since 2000, she has worked with the "Air Crash Victims Family Group" on issues regarding air transportation safety, security, and post-crash crisis management worldwide. By invitation, Ms. St. Charles has assisted multiple air carriers with the development of training for key personnel in being responsive to family needs in the event of a major accident. Currently, Ms. St. Charles participates in the provision of crisis training and emergency response planning by sharing her experience as a survivor of an aviation accident.

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**Stephane Gicquel**  
**Fédération Nationale des Victimes d'Accidents Collectifs**  
**(French National Federation of the Victims of Catastrophes)**

Stephane Gicquel is the Secretary General of the FENVAC – the National Federation of Victims of Catastrophes. Since 1994, this French organization has assisted victims of more than 74 major accidents and catastrophes, including 12 aviation tragedies, that occurred in France and abroad whenever French citizens were involved. The FENVAC is operated exclusively by victims' families whose mission is the moral support of and the solidarity with these victims, the defense of their rights, accountability, justice, accident prevention and the preservation of their loved one's memory. By contract with the French Department of Justice, the FENVAC and its representatives are integrated into the official victims support and crisis management system – triggered after a disaster occurs – including participation in compensation committees. Under the law, the FENVAC has the position of a quasi public defender in criminal proceedings. Mr. Gicquel is a Member of the "National Victims Council," a multidisciplinary body attached to the Ministry of Justice to address victims' needs and concerns. Since 2008, he has been a member of the "Air Crash Victims Families Group" and an observer delegate at the "International Civil Aviation Organization." The FENVAC has also stakeholder status at the European Union.

In 2004 Stephane lost four loved ones in a major disaster. He has a law degree cum laude and has been the Federation's legal representative since 2007.

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**Elmar Giemulla**  
**Family member and aviation law consultant**

Mr. Giemulla is a consultant for governments regarding redrafting of their aviation laws as well as the restructuring of their aviation administrations. He is a representative of the Air Crash Victims Family Group (ACVFA) at the International Civil Aviation Organization (ICAO). He is also a consultant to victims from different aviation crashes such as Lockerbie, BirgenAir, and Air France Flight 447. On a personal level, Mr. Giemulla's father-in-law was killed in the crash of BirgenAir Flight 301 shortly after takeoff from the Dominican Republic on February 6, 1996.

Elmar Giemulla has been an honorary professor of aviation law at the Berlin Institute of Technology since 2005. He has been a trainer at the European Aviation Safety Agency (EASA) since 2006 and an adjunct professor of aviation law and aviation security law at Embry-Riddle Aeronautical University (Berlin campus) since 2008.

**Christophe Haddad****Associação Brasileira de Parentes e Amigos das Vítimas de Acidentes Aéreos  
(Brazilian Association of Relatives and Friends of Aviation Accident Victims)**

Christophe Haddad lost his 14 year old daughter, Rebeca, when TAM Airlines Flight JJ3054 overshot the runway at Congonhas Airport, Sao Paulo, Brazil, and crashed on July 17, 2007. None of the 181 passengers, including 19 TAM employees and six crew members, survived. Four persons were victims on the ground.

In the aftermath of this tragedy, Mr. Haddad joined other victims' families to form the "Associação dos Familiares de Vítimas de Voo TAMJJ 3054." Currently he is the General Secretary of the "Associação Brasileira Parentes de Vítimas de Acidentes Aéreos," relating to victims' family associations worldwide.

Christophe Haddad worked for five years for VASP Brazilian Airlines in various capacities. He was an in-flight instructor for cabin safety and emergencies, as well as an instructor for cabin safety at the Cabin Crew School, which was supervised by DAC (formerly the Brazilian Civil Authority, which is now ANAC). He is an international business graduate from the Unisinos University, Sao Leopoldo/RS, Brazil.

Christophe Haddad is a native of Chambéry, France. His family moved to Brazil in 1973. He is a businessman, married, and the father of a surviving child.

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**Sandra Assali****Associação Brasileira de Parentes e Amigos das Vítimas de Acidentes Aéreos  
(Brazilian Association of Relatives and Friends of Aviation Accident Victims)**

Sandra Signorelli Assali worked in Brazil as an executive secretary of a multinational company until October 31, 1996, when her husband died in the crash of TAM Airlines Flight 402 (99 victims) in Sao Paulo. From that day forward, Sandra has devoted herself to seeking rights and assistance for victims' relatives, including legal action. She was elected as the President of ABRAPAVAA, Brazilian Association of Relatives and Friends of Victims of Air Accidents, and has held that position since its founding in May 1997.

In 1998, Sandra visited Washington, D.C., to learn about the National Transportation Safety Board's family assistance model. She hoped to introduce the model in Brazil. After Sandra worked with the Brazilian National Congress and the Brazilian House of Representatives, the Board to Assist Families of Air Accidents in Brazil was created in 2001.

Sandra has contributed to courses conducted about the safety and prevention of air accidents. She has participated in meetings, seminars, and debates related to assistance to families of victims of aviation accidents, as well as for security and airport infrastructure. She has supported and advised family members of victims of more than 40 aviation accidents throughout Brazil. Additionally, Sandra has worked closely with key personnel of Brazil's Legislative Assemblies and the National Congress in Brasilia regarding changes in the regulation of flight safety and improved assistance to families of victims of aviation accidents. Sandra was recognized by the Civil Defense of the State of Sao Paulo for service to support the family members of the crash of TAM flight 3054 (199 fatalities) in July 2007.

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**Paolo Pettinaroli****Comitato e Fondazione 8 Ottobre 2001  
(Committee and Foundation 8 October 2001)**

Paolo Pettinaroli primarily worked in the fashion industry. He began his career with Colmar in Monza, and then worked for Trabaldo Togna, Ermenegildo Zegna Group, Gianni Versace and, ultimately, for Marzotto Group.

When his 28-year-old son, Lorenzo, died in the crash of Scandinavian Airlines Flight 686 at the Linate airport in Milan, Italy, on October 8, 2001, Mr. Pettinaroli resigned from his job and founded *Comitato 8 Ottobre per non dimenticare* of which he is the President. This association was originally composed of the families of the 118 Linate victims. The purpose of the association was to establish the truth and, consequently, discover the civil and penal responsibilities for the disaster. It also aimed to do everything possible to prevent similar tragedies caused by negligent and reckless behavior from ever happening again.

In May 2004, Mr. Pettinaroli established *Fondazione 8 ottobre 2001*, which has received much international recognition. Its purpose is to promote activities and projects contributing to air transportation safety and to improve safety in flight. The Foundation has organized numerous conferences, seminars and other meetings about air transport safety, some of which have been sponsored by the Ministry of Transport. In 2010, the Foundation October 8, 2001, in cooperation with the Flight Safety Foundation, organized the 63rd International Air Safety Seminar (IASS) in Italy, which saw the participation of delegates from all over the world.

In 2005, the Italian President awarded Mr. Pettinaroli with the title of "Knight of the Italian Republic." In 2008, the city of Milan honored him with the Ambrogino D'oro gold medal for civic merit, and in 2009, he received the Merit Diploma of the Italian Red Cross and the Isimbardi Award of the Province of Milan.

Mr. Pettinaroli has been an elected member of the Flight Safety Foundation Board of Governors since January 1, 2011.

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**Matthew Ziemkiewicz**  
**President, National Air Disaster Alliance/Foundation**

Matthew Ziemkiewicz has experienced family assistance planning firsthand when he lost his sister Jill, a rookie flight attendant, on TWA Flight 800. As a result of this experience, he was compelled to become a vocal advocate promoting aviation safety and family support.

Mr. Ziemkiewicz is currently the President of the National Air Disaster Alliance and Foundation, a Washington, DC based aviation advocacy group representing over 6000 family members and survivors of air disasters worldwide. He has been appointed to F.A.A. aviation rule making committees and advisory groups. Matt has been invited to assist in airport training programs and emergency operation plan development throughout the country. Also, he has appeared on television documentaries and news programs promoting increased safety and family assistance issues.

Matthew Ziemkiewicz has twenty five years of public safety and emergency management experience. He responded to the 1993 WTC bombing, NJ Transit Secaucus train crash, and was the Jersey City Fire Department duty supervisor for the 9/11 WTC attacks. His awards include EMT of the Year and Chief of the Year awards.

Currently, Mr. Ziemkiewicz is an Emergency Manager with the Bergen County, NJ, Office of Emergency Management and holds a degree in Emergency and Disaster Management.

Mr. Ziemkiewicz' approach to emergency planning and response offers a unique perspective between family, victims and emergency response personnel. Everything he does to promote aviation safety and support for families he does as a tribute to his sister Jill and to all those whose lives were forever changed by TWA Flight 800.

## ***Panel 2***

### ***Transportation Industry, Vendors, and Non-governmental Organizations***

#### **James L. Casey**

##### **Vice President, Industry Services and Deputy General Counsel, Air Transport Association**

In addition to his ongoing role as deputy general counsel, Jim Casey was named vice president, industry services and deputy general counsel for the Air Transport Association (ATA) in June 2007. In that role, Mr. Casey coordinates the association's passenger processing, passenger facilitation and cargo programs. Mr. Casey was named deputy general counsel in 1994. He joined the association's legal department in 1980 and has also served as a senior attorney and assistant general counsel.

Prior to joining ATA, Casey served five years with the Civil Aeronautics Board in a variety of roles, including as an attorney in the office of general counsel, an attorney in the Bureau of Consumer Protection, an assistant to a member of the board, and as executive assistant to the vice chairman.

A native of Garden City, N.Y., Casey holds a Bachelor of Arts degree from the State University of New York at Stony Brook, and a law degree from St. John's University of Law of Jamaica, N.Y.

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#### **Raynel Gonzalez**

##### **Manager, CareTeam Services, Carnival Cruise Lines**

Ray Gonzalez, a 7 year veteran of Carnival Cruise Lines, manages Carnival's award winning CareTeam, comprised of a group of 515 company volunteers who are activated to assist guests and employees in a variety of crises. This team, which has received formal training ranging from the handling of displaced guests caused by itinerary deviations, to the grief and trauma resulting from a more devastating event, was formed in 1999 and travels to different homeports and ports of call to help guests in various emergency situations.

In addition to the responsibility of recruiting and maintaining this team, Mr. Gonzalez oversees and facilitates all CareTeam related training programs for shipboard, shore side, port agents, and tour operators, and is involved in day to day operational decisions concerning the level of care that is extended to individuals in their time of need with the support of two Family Support Specialists under his direct supervision.

Mr. Gonzalez is Carnival's representative on the Family Assistance Foundation's Cruise Line Advisory Panel. The Foundation is an independent, Atlanta based non-profit corporation that supports businesses and victims of emergencies and disasters. Ray is also an active member of CLIA's Guest Care Committee for the establishment of best practices in the cruise industry.

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#### **Robert A. Jensen**

##### **Chief Executive Officer and President, Kenyon International Emergency Services**

Robert Jensen has been with Kenyon since 1998 serving as President since May 2003. On 1 October 2007, he acquired Kenyon, at which time it became a private company. Robert Jensen leads an international corporation which provides disaster management services to air, maritime and rail interests, as well as local, state and national governments. He has directed response efforts to numerous mass fatality incidents including terrorist bombings, mass murder criminal investigations, and transportation disasters. He has also coordinated the

operations of incident management, call center, family assistance and anniversary/memorial services.

He serves as an international advisor to both government officials and members of the private sector on disaster management issues and is a member of the American Academy of Forensic Sciences and International Association of Emergency Managers. He is the former Chairman of the Board for the Virginia Institute of Forensic Science and Medicine, and authored the only guide of its kind- Mass Fatality and Casualty Incidents, a Field Guide.

Prior to joining Kenyon, Mr. Jensen was a commissioned officer in the US military. He supervised on ground military mortuary operations in Haiti, Bosnia-Herzegovina, and Croatia. While in the military, Jensen was instrumental in developing the first and only joint publication on mortuary affairs, which includes protocols for responding to incidents involving contaminated deceased. Mr. Jensen was a deputy sheriff and was a NFPA certified firefighter. He earned a Bachelor of Science in Criminology and Law Enforcement from California State University, Fresno.

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### **Frank A. Ciaccio**

#### **Vice President, Commercial Services, Kenyon International Emergency Services**

Frank A. Ciaccio is the Vice President of Commercial Services for Kenyon International Emergency Services, Inc. He joined Kenyon International in June 2004, bringing with him over 11 years of experience in the field of forensics working in law enforcement and medical examiner agencies. Prior to joining Kenyon International he spent 6 years at the National Transportation Safety Board (NTSB) where he was a Forensic Investigator in the Office of Transportation Disaster Assistance (TDA).

Mr. Ciaccio received a Bachelor of Science degree in Physical Anthropology and Biology and a joint Master's degree in Physical Anthropology and Public Administration from the University of New Mexico. He is board certified as a death investigator by the American Board of Medicolegal Death Investigators. He has an extensive teaching background lecturing both nationally and internationally to medical examiners/coroners, law enforcement and airlines in the areas of forensic anthropology, injuries associated with aviation disasters, family assistance and recovery and identification procedures.

He is a Fellow of the American Academy of Forensic Science and serves on the forensic advisory committee for the National Center for Forensic Sciences and currently on the forensic technical advisory panel for the National Institute of Justice. He was appointed the U.S. Representative for the NTSB to the committee on Disaster Victim Identification at INTERPOL and served from 1999-2003.

Most recently Mr. Ciaccio was the Operations Site Director for the recovery of two United Nations planes that crashed in Angola, Africa involving 24 fatal victims. In addition, during Hurricane Katrina and the Tsunami Disaster in Phuket, Thailand Mr. Ciaccio was in charge of victim recovery operations. Mr. Ciaccio has participated in the recovery and identification of human remains following the aviation disasters of several major and high profile crashes including, United Express flight 5926, Quincy, Illinois, Comair flight 3272, Ida, Michigan and Korean Airlines flight 801, Agana, Guam. He was a member of the survival factors group while at the NTSB for several major commercial bus accidents, an Amtrak train accident, marine accidents, and regional aviation accidents. In addition, he has participated in the investigation of several general and commercial aviation accidents both nationally and internationally; to include the investigation of Singapore Airlines flight 006 in Taiwan, Swiss Air flight 111 in Canada, American Airlines flight 1420 in Arkansas, EgyptAir flight 990 over the Atlantic Ocean, Alaska Airlines flight 261 over the Pacific Ocean and most recently American Airlines flight 587 in New York City. He was in charge of recovery operations of high profile accidents such Payne Stewart, John F. Kennedy Jr. and the NASA Space Shuttle STR-7 (Columbia) crashes.

During the terrorist attack on the World Trade Center in NYC, Mr. Ciaccio worked closely with the FBI and the New York City Office of the Chief Medical Examiner on the recovery and identification of remains and the collection of evidence at ground zero and Fresh Kills landfill in Staten Island.

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### **Ken Jenkins**

#### **Director of Emergency Services, BMS Global, LLC**

Mr. Jenkins is the Director of Emergency Services for BMS Global in Fort Worth, TX. BMS Global specializes in transportation accident response - specifically, recovery, restoration, inventory and control of personal effects, documentation of recovery efforts, personal effects claims handling, temporary mortuary and repatriation of remains on-site as well as recovery and disposal of wreckage.

Before joining the BMS Global team, Ken was the Manager for American Airlines Emergency Response and CARE Program. As a volunteer he was assigned to work with families for two American Eagle accidents in 1994. In 1995, he was a Command Center Leader at AA's Telephone Enquiry Center for the accident response in Cali, Columbia and in 1999 served as the Family Assistance Site Manager in Little Rock, AR (AA 1420). As the manager of emergency Response he was responsible for AA's Family Assistance response for the events of September 11, 2001 (Flight 11 and 77), the response to AA Flight 587 in New York in 2001 and the response for Corporate Airlines (American Connection) Flight 5966 in Kirksville, MO in 2004.

Mr. Jenkins is currently completing his Master's Degree in Aeronautical Science at Embry-Riddle Aeronautical University. He also holds a Bachelor of Arts in Political Science as well as a Bachelors degree in History. He is the recipient of the prestigious Who's Who Among Students in American Colleges and Universities. He served as the Chairman of the IATA Emergency Response Planners Task Force and as the Team Leader of the **oneworld** Emergency Planners Working Group.

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### **Armond T. Mascelli**

#### **Vice President of Disaster Services Operations, American Red Cross**

Mr. Mascelli is responsible for initiating and coordinating the American Red Cross response to major domestic disasters, and for managing the organization's Disaster Logistics, Technology and Human Resources Systems. At the American Red Cross national headquarters he oversees a 24-hour Disaster Operations Center that provides technical assistance, guidance and resource support to American Red Cross Chapters and disaster relief operations.

Mr. Mascelli has held a variety of positions with the American Red Cross. He has served on and directed numerous American Red Cross disaster relief operations throughout the United States, Puerto Rico and the US Virgin Islands. He has also served on Red Cross assignments in South Vietnam, Thailand, Japan, Canada, Mexico, Turkey and Guam.

He represented the American Red Cross on the Task Force on Assistance to Families in Aviation Disasters and during the development of the Department of Homeland Security's National Response Plan.

Mr. Mascelli received a Bachelor of Science degree from the University of Scranton and a Master's degree from Marywood University, Scranton, Pennsylvania.

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## ***Panel 3***

### ***Government***

#### **Dr. Harold Demuren**

##### **Director General, Nigerian Civil Aviation Authority**

Dr. Demuren received a Doctor of Science (D.Sc.) in Aircraft Gas Turbine & Jet Propulsion Engines from the Massachusetts Institute of Technology. His research work was on the Aerodynamics Design, Manufacturing and Testing of High Temperature, High Pressure Ratio Transonic Turbine Blades for advance gas turbines and jet aircraft engines for the United States Air Force and Navy.

Dr. Demuren joined the Federal Ministry of Aviation in 1976 as Senior Airworthiness Surveyor and rose to become Assistant Director, Airworthiness in June 1989. He was appointed Deputy Director Air Transport, Economic Regulations and Licensing for the Federal Civil Aviation Authority, where he rose to become the Director of Safety Services in 1991 – a post he held until he retired in August 1995.

After retirement, Dr. Demuren worked as an aviation consultant and later formed Afrijet Airlines. He was the Managing Director/Chief Executive of Afrijet Airlines until he was appointed in late December 2005 as Director General, Nigerian Civil Aviation Authority.

He is the President of the Flight Safety Foundation-West Africa, and currently serves on the International Advisory Committee of the Flight Safety Foundation, the first and only African member on the Board of Governors of the Flight Safety Foundation. Most recently, Dr. Demuren, was elected president of the 37th General Assembly of the International Civil Aviation Organization held in Montreal, Canada from 28th September to 8th October, 2010.

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#### **Nancy Graham**

##### **Director, Air Navigation Bureau, International Civil Aviation Organization**

Ms. Graham is the Director of the Air Navigation Bureau of the International Civil Aviation Organization (ICAO), the United Nations specialized agency whose mandate is to establish and revise the international standards for safe, efficient and economical air navigation. Ms. Graham is responsible for ICAO's Safety and Efficiency programs. Ms. Graham served as the United States Federal Aviation Administration's (FAA) Asia Pacific Regional Director from 2005 to 2007. Ms. Graham led the FAA's Asia Pacific efforts to strengthen safety in the region while encouraging procedural and system harmonization, and promoting a safe and efficient global aviation system. Prior to this assignment, Ms. Graham served as the Senior ATM Advisor to both the Chief Operating Officer for the Air Traffic Organization and the Director of the European and Middle East International Area Office, representing the FAA in a variety of ICAO venues. She formerly served as the Director for the FAA's International Oceanic and Offshore Programs, responsible for the development and implementation of communication, navigation and surveillance programs in the oceanic operational environment. Ms. Graham holds a Master of Science Degree in Technology Management, a Bachelor's Degree in Management and is an avid scuba diver and gardener.

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#### **Deborah A.P. Hersman**

##### **Chairman, National Transportation Safety Board**

Please refer to Chairman Hersman's biography included as a separate handout.

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**Wendy A. Tadros**  
**Chair, Transportation Safety Board of Canada**

Wendy A. Tadros was born in Winnipeg, Manitoba. As the daughter of a navigator in the Canadian Forces, she travelled extensively. Mrs. Tadros holds a Bachelor of Arts in History and Philosophy from Trent University and a Bachelor of Law from the University of Western Ontario.

Mrs. Tadros is a lawyer with extensive experience in the transportation sector. She held a variety of management and legal positions with the National Transportation Agency (NTA) of Canada and its predecessor, the Canadian Transport Commission. In the late 1980s, as lead counsel, she represented the Canadian Transport Commission before the Commission of Inquiry into the Hinton Train Collision, headed by Mr. Justice René Foisie. In the early 1990s, as Assistant General Counsel for the NTA, she worked on the Agency's input into a national review of transportation.

In 1992, Mrs. Tadros was appointed Inquiry Coordinator for "The Road to Accessibility: An Inquiry into Canadian Motor Coach Services."

During her tenure as Director of Legal Services for the NTA, Mrs. Tadros worked on the development of a training program for tribunal members and helped deliver the training at the Canadian Centre for Management Development.

Mrs. Tadros was appointed as a Member of the Transportation Safety Board of Canada on July 1, 1996. She was appointed Acting Chair on December 9, 2005, and as Chair on August 23, 2006. Mrs. Tadros was reappointed Chair on April 23, 2009 – with an effective date of August 21, 2009.

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**Jean-Paul Troadec**  
**Director, Bureau d'Enquêtes et d'Analyses pour la sécurité de l'aviation civile**

Jean-Paul Troadec was appointed as Director of the "Bureau d'enquêtes et d'analyses pour la sécurité aérienne" (BEA) in October 2009. Mr. Troadec has extensive experience in the field of aviation and transport safety. He began his career as an engineer in charge of aircraft certification and manufacturing issues. In 1987, he was appointed as Director of the national airline pilot training school. In 1993, Jean-Paul Troadec took charge of the French ATC Service, participating in the establishment of the Eurocontrol Central Flow Management Unit and the modernization of the French air traffic services. He was subsequently appointed as Director of Human Resources at the French Civil Aviation Authority. In 2005, in the framework of the rail liberalization policy, he was nominated by the French government to set up the National Rail Safety Authority, of which he then became the first Director General.

Jean-Paul Troadec is a graduate of the "Ecole Polytechnique" and the "Ecole Nationale de l'Aviation Civile." During his military service he served as an officer in the French Navy. As an IFR pilot, he has been type-rated on various aircraft, including twin turboprops. He is the holder of the "Médaille de l'Aéronautique," is an officer of the "Ordre du Mérite National" and a Chevalier of the "Légion d'Honneur".

He is married and has three children, and spends any free time sailing off the coast of Brittany.

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**William R. Voss**  
**President and CEO, Flight Safety Foundation**

William R. Voss became president and CEO of the Flight Safety Foundation on October 1, 2006. He had been director of the Air Navigation Bureau at the International Civil Aviation Organization (ICAO) since January 2004. During his time with ICAO, he oversaw development

of major international safety initiatives and gained a reputation for working collaboratively in the international arena.

Prior to joining ICAO, Mr. Voss spent 23 years at the U.S. Federal Aviation Administration (FAA), focusing on air traffic management and control. He rose through the ranks to become director of air traffic systems development, a position he held from 1999 to 2001. In that role, he was responsible for the development and acquisition of major automation systems in en route, terminal and oceanic centers. Before leaving the FAA, Mr. Voss oversaw the development and implementation of the FAA's major systems components that deliver integrated terminal air traffic control capabilities, as well as facility design, modernization and surveillance.

At ICAO and the FAA, Mr. Voss was responsible for the coordination of multiple programs that required managing staffs numbering in the hundreds with multi-million-dollar budgets. He has developed global safety plans and led reform plans to expedite the process in which critical needs are identified and addressed.

He is a certified air transport pilot, a certified flight and ground instructor, a licensed airframe and power plant mechanic, and a qualified FAA control tower operator. He holds a Bachelor of Science degree in aviation maintenance and management and a Masters in public administration.

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## ***Panel 4***

### ***Media***

#### **Peter Goelz Former NTSB Managing Director**

As a senior vice president at O'Neill and Associates, Peter Goelz offers decades of experience in national crisis communications and federal relations, with a specialty in aviation and transportation. Most recently, Mr. Goelz worked for an international public relations firm where his clients included major airlines, aviation maintenance companies and leading transportation safety and security firms.

Previously, Mr. Goelz served as managing director of the National Transportation Safety Board. He is widely hailed as one of the country's most experienced coordinators in disaster situations.

After joining the NTSB in 1995, Mr. Goelz served as director of the offices of government affairs, public affairs and family affairs. As managing director, his responsibilities included handling the day-to-day operation of the agency and serving as chief policy advisor to the chairman. In addition, he managed the passage of the agency's reauthorization and appropriations legislation.

Mr. Goelz was instrumental in organizing and coordinating the NTSB's efforts to support the families of victims and survivors of major transportation disasters, a role Congress gave to the NTSB in 1996 following the TWA accident off the coast of New York. During his tenure, Mr. Goelz directed family support and communication efforts for numerous accidents, including aviation, highway, railroad, marine and pipeline.

Mr. Goelz was on the scene and directed investigative activities at several aviation accidents, including ComAir in Monroe, Michigan; ValuJet in Miami; TWA off the coast of New York; EgyptAir off the coast of Rhode Island; American Airlines in Arkansas; and J. F. Kennedy, Jr.'s accident off the coast of Massachusetts.

In addition to working at the NTSB, Mr. Goelz was also assigned to the White House to work on trade issues and the logistics of the WTO Ministerial Conference in Seattle. Prior to joining the NTSB, Mr. Goelz was a partner in a Kansas City, Missouri, public affairs and public relations firm, whose clients included the City of Kansas City and the Public Securities Association of America.

Mr. Goelz's New England roots include public service in New Hampshire where he served as a top aide to Governor Hugh Gallen and directed two state agencies. He resides in Alexandria, Virginia.

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**John Hughes**  
**Reporter, Bloomberg News Service**

John Hughes, Aviation Reporter, Bloomberg News, has been with the company since 2000, covering a range of topics, including the effects of the Sept. 11 attacks on the aviation industry, airline industry bankruptcies, the crash of American Airlines Flight 903, the so-called Miracle on the Hudson landing in New York and the government bailout of General Motors and Chrysler. While his coverage for a decade ranged across a variety of transportation topics, while always focusing on aviation, he began 2011 with an assignment to exclusively cover aviation.

Mr. Hughes' work has been transmitted over the Bloomberg News wire and appeared in newspapers including the New York Times, Chicago Tribune and Los Angeles Times. He has discussed transportation issues on TV and radio stations including C-SPAN and Bloomberg Television. Mr. Hughes also serves as a board member at the National Press Club.

Mr. Hughes graduated from the University of Minnesota in Minneapolis with a degree in political science and received a Master's Degree in Journalism from the Medill School of Journalism at Northwestern University in Evanston, Illinois. Before joining Bloomberg he spent 13 years working at newspapers in St. Cloud and Rochester, Minnesota; for a chain of small newspapers in Washington, D.C.; and at The Associated Press wire service in Detroit and Washington, D.C.

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**Alan Levin**  
**Reporter, USA Today**

Alan Levin has been an aviation safety reporter for USA TODAY since joining the paper in 1998. Since then, he has covered all the major aviation accidents, including Alaska Airlines Flight 261, EgyptAir Flight 990, American Airlines Flight 587 and Continental Connection Flight 3407. He has also written extensively about the Sept. 11, 2001, terrorist attacks, airline delays, safety problems on medevac flights, and the Federal Aviation Administration.

Prior to joining USA TODAY, Mr. Levin worked at The Hartford Courant, The Boston Herald and The New Bedford Standard-Times. He has covered a variety of topics, including law enforcement, politics and government. He also has extensive experience as an investigative reporter. At the Courant, he oversaw the paper's computer-assisted reporting program.

He is a graduate of the University of Massachusetts.

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**Dennis Powell**  
**Former producer, ABC News**

Dennis Powell is a media consultant and a former producer for ABC News (1980-2010) and a veteran reporter at many transportation related accidents.

During 10 years covering the Department of Transportation, National Transportation Safety Board, and the Department of Homeland Security, Dennis reported on multiple accidents including Egypt Air, JFK Junior, American Airlines in Queens, New York, the Columbia Space Shuttle, Comair in Lexington, Kentucky, and the events around 9/11.

Dennis received an "Emmy" from the *National Academy of Television Arts and Sciences* and a *George Foster Peabody Award* for coverage of 9/11.

Dennis is currently a freelance Media Consultant offering crisis communications, media strategies, training, and production advice to a wide range of clients.

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**Lisa Stark**  
**Correspondent, ABC News**

Lisa Stark was named a correspondent for ABC News in 1994. In her current position she specializes in reporting on federal agencies, covering the Food and Drug Administration, Federal Aviation Administration, National Transportation Safety Board, the Department of Transportation and the Transportation Security Administration. She also reports on the Federal Communications Commission, Federal Trade Commission, Consumer Product Safety Commission and others. She reported extensively on the bombing in Oklahoma City, the crash of TWA Flight 800, the space shuttle Columbia disaster, the Sept. 11, 2001 terrorist attacks, and the Firestone tire crisis.

Ms. Stark joined ABC News in 1993 as Washington correspondent for "NewsOne," ABC's affiliate news service. In that capacity she reported on the Rodney King and O.J. Simpson trials, the Midwest floods, and the funerals of former President Richard Nixon and Jacqueline Kennedy Onassis.

Prior to joining ABC News, Ms. Stark was a reporter and substitute anchor for KGO-TV, the ABC owned-and-operated station in San Francisco. She joined KGO-TV in 1984 and reported extensively on AIDS and politics, covering international AIDS conferences and Democratic and Republican National Conventions. She reported from Capitol Hill during the Persian Gulf War. She also co-hosted a weekly interview program and was substitute host for KGO-TV's morning talk show.

Before joining KGO-TV, Ms. Stark was anchor/reporter for ABC affiliates KATU-TV in Portland, Oregon and KEZI-TV in Eugene, Oregon. At KATU-TV she was responsible for all political and presidential election coverage, and she anchored both the 6:30 and 11:00 p.m. newscasts. At KEZI-TV she anchored the 5:30 p.m. news and covered breaking stories, including the 1980 eruption of Mount St. Helens.

Ms. Stark began her broadcasting career as a reporter/researcher at National Public Radio in Washington, D.C. She was news director at KALX-FM, the University of California at Berkeley radio station, and subsequently held reporting jobs at KNBR/KYUU radio in San Francisco, KGAY in Salem, Oregon and KQFM in Portland, Oregon.

Ms. Stark was valedictorian and graduated Phi Beta Kappa in political science from the University of California at Berkeley in 1978. She is married and lives in Maryland.

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