

Aviation Consumer Protection Advisory Committee First Meeting - December 2, 2021

Speaker Biographies

Bryan Baszczewski

Bryan Baszczewski is a Senior Operations Research Analyst in the Strategic Analysis and Benchmarking Group within the FAA's Air Traffic Organization. He currently develops future demand scenarios for investment analysis and strategic planning purposes. Prior to joining the FAA in 2009, he supported the Operations Research group within the office of Investment Analysis. Mr. Baszczewski graduated with a Bachelor of Science in Management Science and Information System from Pennsylvania State University.

Jonathon Foglia

Jonathon Foglia is a Washington, D.C. based member of Cozen O'Connor. He routinely represents airlines and other aviation entities before the DOT, FAA, CBP, and TSA, and advises on a range of regulatory matters, including compliance with DOT's aviation consumer protection requirements. Mr. Foglia also is on the adjunct faculty at Georgetown University Law Center, where he has taught aviation law for the past seven years. He is active in the ABA Forum on Air & Space Law and currently serves as Editor-in-Chief for the Forum's quarterly publication, The Air & Space Lawyer. Mr. Foglia holds a B.A. from American University and a J.D. from Northeastern University School of Law.

David Heffernan

David Heffernan is a member in the Washington, D.C. office of the law firm Cozen O'Connor, where he co-chairs the firm's Transportation & Trade Group and Aviation Industry Team. Mr. Heffernan's practice focuses primarily on advising companies in the aviation industry on legal and regulatory issues. He is the author of the book "Aviation Regulation in the United States," published by the American Bar Association (ABA). He is also a former Editor-in-Chief of the ABA Forum on Air & Space Law's journal, The Air and Space Lawyer.

John Heimlich

John Heimlich joined Airlines for America (A4A) in April 2001 and currently serves as Vice President and Chief Economist. He is responsible for matters pertaining to economics and energy and frequently engages with members of the media. Prior to A4A, Heimlich spent five years at United Airlines in financial planning, financial analysis and international and regulatory affairs. In the latter role, he worked on competition matters, mergers, route cases and antitrust immunity for alliances. A native of Kent, Ohio, Mr. Heimlich holds a Bachelor of Arts degree magna cum laude, Phi Beta Kappa, from Cornell University and a master's degree in public policy from Harvard University's John F. Kennedy School of Government.

Doug Lavin

Doug Lavin represents the interests of IATA's 290 international airline members both in the United States and Canada and is the head of IATA's Washington, D.C. office. He and his team address a number of issues impacting our member airlines, including safety, security, facilitation and environment, consumer protection and disability rights, economic regulation, charges, taxes,

distribution and, today, all issues related to COVID-19 and the industry restart. Doug's career has included work in both public and private sectors. He joined IATA from the FAA where he was the Assistant Administrator for International Aviation from 2003 to 2005. Immediately prior to the FAA, Doug was Vice President of Portfolio Management for American Express. Doug is a graduate of the Boston University School of Law, where he was a member of the law review, and the University of New Hampshire.

William McDonald

William McDonald was named Managing Director Flight Operations for Airlines for America (A4A) in May 2019. In this role, Mr. McDonald serves as facilitator to member airlines on a range of operational issues interfacing with regulatory entities in areas to include safety, domestic and international flight operations, training, staffing, meteorology, airports, and air traffic management. Mr. McDonald also serves on three FAA Aviation Rulemaking Committees: Air Carrier Training, Performance Based Operations, and the Part 135 Pilot Rest and Duty Rules committees. Prior to joining A4A, Mr. McDonald was line pilot operating both domestically and internationally, also serving as a manager within Flight Operations. He began his aviation career in the United States Navy as an officer and pilot.

William McGee

William J. McGee is the Aviation Adviser for Consumer Reports Advocacy. He is the author of ATTENTION ALL PASSENGERS, an exposé on the airline industry, and is the former Editor of Consumer Reports Travel Letter. He has testified before both Houses of Congress on airline mergers, passenger rights, and aviation safety and in 2010 he served as the lone consumer advocate on DOT Secretary Raymond LaHood's Future of Aviation Advisory Committee. Mr. McGee's aviation journalism work has received numerous awards. He spent seven years in airline flight operations management; he is an FAA-licensed aircraft dispatcher and served in the USAF Auxiliary. He has an MFA from Columbia University and is an adjunct college professor, most recently at Vaughn College of Aeronautics.

Matthew du Mee

Since 2017, Matthew du Mee has served as the Consumer Litigation Unit Chief under Arizona Attorney General Mark Brnovich. Under Attorney General Brnovich's administration, the Consumer Litigation Unit has recovered over \$200 million in restitution and other forms of consumer relief, shattering previous records. Prior to working for Attorney General Brnovich, Mr. du Mee graduated from Harvard Law School with honors, clerked for the Arizona Supreme Court, and did commercial litigation work at a large law firm.

Vinh Nguyen

Vinh Nguyen is a Senior Attorney in the Office of Aviation Consumer Protection at the United States Department of Transportation. Mr. Nguyen has been an attorney in the office for over 13 years. His practice has focused on investigating and enforcing compliance with DOT's aviation consumer protection, civil rights, and economic licensing requirements. Additionally, Mr. Nguyen has worked on several rulemaking initiatives, including accommodating air travelers with disabilities, lengthy tarmac delays, and reporting animal incidents during air transport. He has also supported several of the Department's advisory committees related to enhancing consumer protections and disability-related accommodations for air travelers. Mr. Nguyen received his J.D. from Ohio Northern University Pettit College of Law and a B.A. in Government from the University of Virginia.

Eben Peck

Since 2012, Eben Peck has served in various government affairs and advocacy roles at the American Society of Travel Advisors (ASTA), most recently as Executive Vice President, Advocacy. Currently, he is responsible for ASTA's work to advocate for the travel agency community at all levels of government, within the travel industry and before the traveling public. This includes management of ASTA's Government Affairs, Communications, Research and Legal functions. Prior to ASTA, he served on the staff of the Corporation of Public Broadcasting and U.S. Senator Olympia Snowe (R-ME). Between 2019 and 2020, Mr. Peck represented ASTA as the national travel organization representative on the U.S. Department of Transportation's In-Flight Sexual Misconduct Task Force and sits on the governing boards of the U.S. Travel Insurance Association and the California Coalition of Travel Organizations.

Cecelia Robinson

Cecelia Robinson is a Transportation Industry Analyst in the Office of Airline Information at the United States Department of Transportation. Ms. Robinson has been an analyst for over 15 years. Her focus and expertise are in the areas of cancellations, delays, tarmac delays, mishandled baggage and oversales. Ms. Robinson has worked on several technical directives providing information for reporting carriers. She received her AAS in Business Administration from the College of Southern Maryland.

Steve Shur

Steve Shur is the President of the Travel Technology Association (Travel Tech), representing the world's leading online travel agents, metasearch platforms, global distribution systems, travel management companies and short-term rental platforms. Travel Tech is the industry's leading voice on public policy impacting the independent distribution of travel. Prior to joining Travel Tech, Mr. Shur was a partner in a public affairs consultancy and served as the executive director of several trade organizations and coalitions as well as strategic advisor to corporate and industry association clients.

Serena Viswanathan

Serena Viswanathan is the Associate Director of the FTC's Division of Advertising Practices, which promotes truth in advertising through law enforcement, guidance, and policy initiatives. Prior to her current appointment, she was the Acting Deputy Director in the FTC's Bureau of Consumer Protection, where she advised senior agency leaders on pending enforcement matters and policy issues. She joined in the FTC in 2000 as a staff attorney.

James Wiltshire

James Wiltshire has been Assistant Director of External Affairs at the International Air Transport Association (IATA) since January 2019. In this role, he is responsible for developing global policy for IATA across a broad range of topics, but with a particular focus on consumer issues. As part of his role, Mr. Wiltshire is the assistant to IATA's Medical Advisor and has therefore been at the forefront of IATA's response to the Coronavirus pandemic and its engagements with UN agencies such as ICAO and WHO. He is a professional economist by background and joined IATA's Economics Department in 2013. Mr. Wiltshire also has government and regulatory experience having worked for over 10 years within the UK Government Economic Service and the Civil Aviation regulator. He has a bachelor's degree in Economics with Hispanic Studies from the

University of Nottingham, UK and a master's degree in International Relations from the Graduate Institute Geneva, Switzerland.

John Wood

John Wood is a Senior Attorney in DOT's Office of Aviation Consumer Protection (OACP). Before joining OACP, Mr. Wood served as a DOT Honors Attorney and as a staff attorney in the Federal Aviation Administration Office of the Chief Counsel. He earned his Bachelor of Business Administration from the Southern Methodist University Cox School of Business and Juris Doctor, cum laude, from the University of Mississippi School of Law.