



Meeting of the Aviation Consumer Protection Advisory Committee (ACPAC)
Speakers Biographical Information

September 22, 2026

Gregory Zerzan, DOT General Counsel

Gregory Zerzan serves as the 25th General Counsel of the U.S. Department of Transportation. In this capacity, Mr. Zerzan leads the Office of the General Counsel and is the final authority for the work of the more than 400 lawyers who serve the department. He provides legal counsel to the Secretary of Transportation and departmental offices, ensuring consistency and legal soundness across the agency. As a senior official his role is crucial for facilitating the Department's mission while maintaining legal integrity and compliance. Mr. Zerzan has extensive experience in public service, having held several prominent roles within the U.S. government. Prior to his current position, he served as the Acting Solicitor of the Department of the Interior, as well as the Principal Deputy Solicitor at DOI. He has also served as Deputy Assistant Secretary and Acting Assistant Secretary of the U.S. Treasury. He has also served in senior counsel roles for the House Committees on Energy & Commerce, Financial Services, and Agriculture. In the private sector, Mr. Zerzan has served as General Counsel of a publicly traded company, counsel at a trade association, and as a shareholder and of counsel at various law firms. Academically, Greg has served as an adjunct professor at law schools including the University of Buffalo and the University of Melbourne (Australia). Mr. Zerzan is a native of Oregon and a resident of Texas.

Heather Filemyr, Senior Attorney, DOT

Heather Filemyr is a Senior Attorney in the U.S. Department of Transportation's Office of Aviation Consumer Protection. Since joining DOT in 2022, Heather has focused primarily on aviation consumer protection rulemaking matters, including 2024 and 2026 rulemakings on airline ancillary service fees. Before joining DOT, Heather was an attorney at both the Federal Election Commission and the U.S. Department of Labor. Heather is a graduate of the George Washington University Law School and Middlebury College.

Cristina Draguta, Senior Attorney, DOT

Cristina Draguta is a Senior Attorney in the U.S. Department of Transportation's Office of Aviation Consumer Protection (OACP). Joining OACP in 2020, Cristina has conducted multiple enforcement actions involving major U.S. and foreign carriers. She also serves as the tarmac delay co-team lead and is the lead staff attorney assisting the ACPAC in its work. Cristina holds both a J.D. and an LL.M. from Florida State University College of Law. Before joining U.S. DOT, Cristina served as Senior Assistant General Counsel for Florida Department of Transportation.

John Breyault, Vice President, Public Policy, Telecommunications, and Fraud at National Consumers League

John Breyault is a nationally-recognized consumer advocate with more than 20 years of experience championing the rights of consumers and the underserved. At the National Consumers League, he advocates for stronger consumer protections before Congress and federal agencies on issues related to technology, fraud, data security, privacy, aviation, live event ticketing, video gaming, and more. From 2021-2025, John was the consumer representative on the Department of Transportation's Aviation Consumer Protection Advisory Committee (ACPAC). In addition, John manages NCL's Fraud.org and #DataInsecurity Project campaigns. John has testified multiple times before Congress and federal agencies and is regular contributor to national press outlets including the Washington Post, New York Times, and Wall Street Journal.

James Stevens, Legal Counsel, Lufthansa Group the Americas

James Stevens is in-house counsel for the Lufthansa Group, which includes Lufthansa German Airlines, Swiss International Air Lines, Austrian Airlines, Brussels Airlines, and Discover Airlines, as well as Lufthansa Cargo and Lufthansa Technik. Along with his team in the Lufthansa Group's Uniondale, New York office, James provides legal support and guidance to all Lufthansa Group companies operating in the U.S. on a wide range of topics, including litigation, regulatory, and commercial matters.

Fred Taylor, Liaison to the Department of Transportation, Southwest

Fred Taylor serves as Southwest Airlines' Department of Transportation (DOT) Liaison, a role he has held for more than a decade. Since joining Southwest in 1997, he has served in a variety of leadership and advisory positions across the Company's operational and corporate organizations. Throughout his nearly 30-year career, Fred has developed and led numerous Proactive Customer Service initiatives, projects, and teams. His guiding philosophy is to find common ground and create win-win solutions for both Customers and the Company. Outside of work, Fred enjoys spending time with his wife, four children, two grandchildren, and their dachshund.

Jonathon Freye, Executive Director, Association of Value Airlines

Jonathon Freye is the Executive Director of the Association of Value Airlines based in Washington, DC, representing Allegiant, Avelo, Frontier, Spirit, and Sun Country Airlines. In his role, he leads the Association's advocacy across all branches of government and external stakeholders to ensure that value airlines are able to continue providing safe and competitive transportation for nearly one hundred million passengers annually. Jonathon previously served as the chief lobbyist for an aerospace division of the Hyundai Motor Group, and as the Vice President of Government and Public Affairs for the National Air Transportation Association before that. He has twice served as a transportation policy advisor to members of the U.S. Senate and House of Representatives, and as the Federal Government Affairs Representative of the Metropolitan Washington Airports Authority between his time on Capitol Hill. As a certified commercial pilot and flight instructor with a Bachelor of Science in Aviation from Western Michigan University, he brings a unique, practical familiarity with the impact of government policy proposals to his role advocating for the value airline industry.

Stuart Hindman, Senior Attorney, DOT

Stuart is a Senior Attorney in the U.S. Department of Transportation's Office of Aviation Consumer Protection (OACP). Since joining OACP in 2014, Stuart has been an integral member of the Office, focusing on enforcement matters. Stuart has been the lead attorney on several major cases. His enforcement portfolio focuses on the areas of tarmac delays, operational disruptions, oversales, and civil rights. Stuart also serves as the co-lead for OACP's internship program. He recruits, interviews, and supervises the work of summer law students. Prior to joining OACP, Stuart was an Assistant Attorney General with the Maryland Office of the Attorney General from 2012-2014, representing Maryland State agencies in federal and state litigation. He holds a J.D. from the University of Maryland School of Law and a B.S. from the University of Central Florida.

Jonathan Klein, Acting Director, National External Operations, Policy, and Compliance Programs at FAA Office of Civil Rights

Jonathan Klein is the Acting Director for the National External Operations, Policy, and Compliance Programs at the Federal Aviation Administration (FAA) Office of Civil Rights. The team oversees airport program compliance with Americans with Disabilities Act, Title VI of the Civil Rights Act of 1964, Disadvantaged Business Enterprise, and related requirements, ensuring nondiscrimination and compliance in airport programs and contracting opportunities. The team conducts compliance reviews, complaint investigations, consultations, and trainings, and advises the agency on related policy matters. Mr. Klein has worked at the FAA since 2015, following nine years with the Federal Transit Administration, where he focused on civil rights matters and oversight of transit services and major infrastructure projects. Mr. Klein earned his undergraduate degree at Columbia University and law degree at the University of Southern California and is a member of the California State Bar.

Tony Cugno, Chief Operating Officer, Jacksonville Aviation Authority

Tony Cugno serves as the Chief Operating Officer for the Jacksonville Aviation Authority (JAA) and its four-airport system. In this role he is responsible for all daily operational activities, engineering and construction and customer service for Jacksonville International Airport (JAX), Cecil Air and Spaceport (VQQ), Jacksonville Executive (CRG) and Herlong Recreational Airport (HEG). Tony has been with the JAA since 2002, he is a native of the "Great State of North Carolina" and is an alumnus of Jacksonville University where he earned a Bachelor of Science in Aviation Management and a Master's in Business Administration (MBA).

Kathy Kennedy, Senior Consumer Protection Auditor, Alaska Airlines

Kathy Kennedy is the Senior Principal Auditor for the United States Department of Transportation Consumer Protections at Alaska Airlines, bringing over 17 years of aviation compliance leadership to the conversation. She leads critical compliance auditing frameworks, ensuring operational alignment with complex consumer safety and protection guidelines. She specializes in bridging the gap between high-level airline operations and rigid federal mandates, keeping passenger advocacy at the forefront of commercial aviation strategy. She has deep expertise in the Air Carrier Access Act (ACAA) and digital accessibility infrastructure. Previously serving as the Manager of ACAA Compliance for JetBlue Airways, Kathy holds a degree from San Diego State University and is a recognized leader in designing operational frameworks that ensure equitable, dignified travel experiences for passengers with disabilities.