

U.S. DEPARTMENT OF TRANSPORTATION
Aviation Consumer Protection Advisory Committee



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

September 23, 2026

John Wood, Senior Attorney, DOT

John joined the Department's Office of Aviation Consumer Protection (OACP) in 2017, where he has led initiatives focused on protections for passengers affected by flight disruptions and families traveling with young children. Drawing on his previous experience as legislative counsel for the Federal Aviation Administration (FAA) during several FAA Reauthorization Acts, he also advises OACP on legislative matters. John earned his J.D. from the University of Mississippi with a certificate in Remote Sensing, Air, and Space Law from the National Center for Air and Space Law.

Nicole Bier, PhD, Vice Chair of the Board, Affordable Skies

Dr. Nicole Bier is Vice Chair of the Board at Affordable Skies, a national nonprofit consumer advocacy organization focused on air travelers. She was previously the Director of Aviation Resources and Logistics at AI-powered by Silent Falcon UAS Technologies, where she also led engagement initiatives. She is a U.S. Air Force Academy graduate as well as former U.S. Air Force Captain, U.S. Army civilian, and Associate Professor with Embry-Riddle Aeronautical University. Her career included roles as an intelligence officer and acquisitions program manager supporting \$12 billion GPS programs. Her analysis of uncrewed aircraft systems informed the U.S. Army Training and Doctrine Command's global threat perspective, and she chaired a dissertation on patented capabilities supporting the U.S. Army and Navy. Committed to the aviation industry and education, Dr. Bier volunteers as a K-5 substitute teacher and champions lifelong learning, mentorship, and community building. She currently serves in the Aviation Education Committee for the National Association of State Aviation Officials (NASAO).

Graham Keithley, Vice President and Deputy General Counsel, Regulatory Legal Affairs
Airlines for America

Graham Keithley serves as legal counsel to Airlines for America, which represents the leading U.S. airlines. He advocates on behalf of A4A's members on a range of regulatory issues at Federal, state and local levels, including safety, security, consumer protection, and accessibility for passengers with disabilities. He also facilitates A4A member committees that focus on a variety of regulatory matters, including consumer-related issues. He is currently a member of the DOT's Air Carrier Accessibility Act Advisory Committee. As a frequent traveler and father of a three-year-old, he is also personally interested in the issues being addressed by the Committee.

Kyle Joseph, Senior Attorney, DOT

Kyle Joseph is a Senior Attorney in U.S. DOT's Office of Aviation Consumer Protection. An attorney with DOT since 2014, Kyle initially joined the Department through its Honors Attorney program and currently leads complex aviation consumer protection investigations and enforcement matters involving domestic and foreign airlines, with a particular focus on passenger refunds, reimbursements, and compensation as a team lead. Kyle earned his J.D. from the University of Southern California where he served on the Executive Board of the Hale Moot Court Honors Program. Before law school, Kyle spent time working in the U.S. Senate on legislative and policy matters.

Roland D. Mair, Cabin Configuration and New Feature Development, Boeing

Roland is a subject matter expert in Cabin Configuration and Customization with 19 years of experience in the aviation industry. He has deep expertise in aircraft cabin design, LOPA (Layout of Passenger Accommodations) creation, cabin configuration, and interior certification. Roland specializes in identifying and developing advanced cabin configurations and integrated cabin solutions that elevate the passenger and crew experience, improve airline operations, and strengthen safety and accessibility. Outside of work, Roland enjoys snowboarding and skiing with his family in the winter and golfing in the summer. He lives with his wife and two daughters.

Tim Schulz, Cabin Marketing Manager North America, Airbus Americas, Inc.

Tim Nahuel Schulz works as Cabin Marketing Manager North America at Airbus Americas, Inc., based in Herndon, Virginia. He oversees all Airbus cabin-related Marketing activities across the United States and Canada. Tim partners closely with current and potential future Airbus operators in the region to define and optimize their aircraft interiors, specializing in seating solutions and cabin monuments, such as galleys and lavatories. His expertise spans the entire Airbus commercial aircraft portfolio, from the Airbus A220 to the A350. To deliver these cabin solutions, he works hand-in-hand with Airbus Engineering and Marketing teams in Germany and France. Furthermore, Tim serves as the official Airbus representative on the U.S. Department of Transportation's Air Carrier Access Act Advisory Committee, where he brings his cabin expertise to help shape the future of accessible and inclusive air travel.

David Scotland, Director of Cabin Experience, Alaska Airlines

David Scotland serves as Alaska Airlines' Director of Cabin Experience, a role he has held since January 2025. In this capacity, he oversees aircraft interior configuration and design, entertainment and Wi-Fi systems, and onboard amenities for both Alaska Airlines and Hawaiian Airlines. His team balances guest needs with business outcomes, leading strategic decision-making as well as product selection, development, and rollout. A 15-year veteran of the airline, David previously led Alaska's Social Media Team and has held roles in digital marketing, revenue management, and network planning. His experience spans both customer experience and airline operations, providing a unique perspective on how cabin design and seating configurations affect both guests and carriers.

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.

Katherine Eng, Senior ICT Accessibility Specialist, U.S. Access Board

Kathy Eng is a Senior ICT Accessibility Specialist with the Access Board. She provides technical assistance on Section 508 with a focus on conformance testing. Kathy has worked in federal accessibility and accommodations since 1999 and has a Master's degree in Rehabilitation Engineering.