



Flights 3378 and 3379 Memorial Dedication

Carpenter Park, Cary, NC

May 14, 2016

To live in the hearts we leave behind is not to die.

- Thomas Campbell, Scottish Poet

Flights 3378 and 3379 Memorial Dedication Program

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Welcome

Thank you for joining us for the dedication of the Flights 3378 and 3379 Memorial. The formal part of today's activities will be relatively brief, and this is by design. An integral part of our work at the Foundation is empowering people to honor their losses and their experiences. We have found through over three decades of research and experience that what people value most is the opportunity to connect with others — especially those with whom they have a common bond. The ceremony will thus focus on remembering the passengers and crews of Flights 3378 and 3379, telling the story of how the Memorial came to be, and acknowledging those who made it possible. This approach will maximize the time available for everyone to view the Memorial and spend time getting acquainted, or reacquainted, with other attendees.

The agenda:

- Welcome
- Opening Prayer led by Mr. Richard Davenport
- Doug McRainey, Town of Cary
- Russell Goutierrez, Family Assistance Education & Research Foundation
- Rich and Marie Anderson, Parents of Flight 3379 Passenger Survivor Lauren Anderson
- Lauren Anderson, Flight 3379 Passenger Survivor
- Captain Warren “Dee” Sherrow, Chair, Flight 3378 Memorial Committee
- Remembrance of Those Lost
 - Flight 3378
 - Flight 3379
- Recognition of Agencies and Organizations
- Blessing of the Memorial Stones
- Release of Butterflies

The Irreplaceable Souls Lost

No time on earth is long enough to share with those we love or to prepare our hearts for that last good-bye.

- Alarie Tennille, American Poet

We attempted to contact as many of the survivors and families as possible to make them aware of the Memorial and to provide an opportunity to contribute information for their loved one's biographical portrait, or their own in the case of survivors. Unfortunately, we could not reach them all and in those cases, noted with a remark following the entry, we used information from online sources such as news articles about the accidents. Where families provided input, we encouraged sharing to the extent each family was comfortable doing so.

The names are listed in alphabetical order and shown as they are inscribed on the Memorial stones.

Flight 3378

Twelve precious lives were lost on February 19, 1988, when American Eagle Flight 3378 crashed on takeoff from Raleigh-Durham International Airport:

Glenn Bogitsh

Mr. Bogitsh, 33, was a graduate of the Vanderbilt University School of Engineering and worked for a firm that built hospitals all over the country. He and his wife, Libby, were both very active in sports and physical fitness.

Libby Bogitsh

Elizabeth “Libby” Bogitsh was 27 years old and a graduate of the Vanderbilt University College of Arts and Sciences, where her major was art history. She worked as a travel agent. Libby and her husband Glenn were traveling to visit her sister. Like Glenn, Libby was very athletic and active in sports.

Terry H. Bower

Mr. Bower, 41, was living in Richmond, VA, at the time of the crash. He was traveling on business for Circuit City Stores, Inc., where he was a divisional manager for the services department. He was originally from Norristown, PA, and relocated to Virginia after 11 years of service in the US Navy as an electrician on a nuclear submarine based in Norfolk. Upon retiring from the Navy, Mr. Bower was employed as a lieutenant with the University of Richmond Police Department. He was a certified firearms instructor and enjoyed pistol competitions, hunting, and fishing. He left behind his wife, Wanda and his three sons, David, 18, Michael, 14, and Daniel, 5. He also left behind his widowed mother, Jean Bower, who has recently passed away, and a brother, Dale, who resides in Alaska.

Captain Walter R. Cole

“Walt,” of Roanoke, VA, would have turned 39 on March 5. He was an Army veteran who served in Vietnam and was known as an experienced and conscientious pilot. Walt fulfilled a lifelong dream of flying by earning his pilot’s license while working as a railroad electrician. He then landed a job as a First Officer with American Eagle before working his way up to Captain. He was survived by his son, daughter, fiancée, parents, and four siblings.

First Officer Kathleen P. Digan

Kathy was 28 years old. She was a tall and beautiful young lady. Her beauty was surpassed by her great personality and sense of humor. She was passionate about flying and like most young aviators, she took a wide variety of jobs to obtain her flight hours. She accomplished this at a time in the 1980s when aviation was truly a male dominated profession. She led by example, never complaining about the added challenges this brought to her career. To honor Kathy’s memory, her family established the Kathleen P. Digan Memorial Scholarship for the Advancement of Women in Aviation with her Alma Mater, Embry-Riddle Aeronautical University in Daytona Beach, FL. To date, this fund has assisted over 30 women from Embry-Riddle in advancing their aeronautical educations and careers.

Marcia B. Ferris

Ms. Ferris, 33, was returning home to Richmond, VA, after a business trip. She was survived by her husband Charles W. Ferris, III, and 3-year-old daughter, Betsy, as well as her brother, Paul Bass, and sisters, Frances Carwile and Donna Davenport. Her parents, Paul Bass, Sr., and Manola Bass, passed away in 2005 and 2009, respectively.

Michael E. Grindle

Michael was a 25-year-old chemical engineer. He and his wife, Julie Beckett, lived in Richmond, VA. Michael's parents described him as a good student with a thirst for knowledge and a drive to accomplish his goals, and a good employee who was working his way up in his job. Michael was a good son, a good brother to Troy, a good, helpful, loving husband to Julie, and had many great and loyal friends with whom he and Julie enjoyed spending time. His family's wonderful memories of Michael have comforted them during the difficult years since his passing.

Henry A. Lewis

Staff Sergeant Lewis was in the Army and based at Fort Lee, VA. He was an instructor who taught aircraft and ground vehicle refueling. Staff Sgt. Lewis was survived by his six-year-old son and was posthumously awarded the Meritorious Service Medal. His mother described him as a good son and a good soldier. (We were unable to reach Staff Sgt. Lewis' family.)

John V. Oliver

Mr. Oliver, 54, of Richmond, VA, was known as "Skinny." His wife, Cynthia, described him as a quiet, calm, and kind-hearted man who always saw the best side of everything. She said Mr. Oliver encouraged others not to put off their dreams because tomorrow is never promised. He first worked as a teacher who helped his students build better futures and worked with people who wanted to earn their GED. He later joined the US Postal Service and was traveling to train a colleague when he boarded Flight 3378. Mr. Oliver also left an 8-year-old son, Christopher.

Richard W. Ross

Richard W. Ross (Dick), was a native of North Carolina. He grew up in Henderson, attended Wake Forest University and graduated from the University of North Carolina at Chapel Hill. Dick was an experienced actor and director, appearing in many community theatre productions. He had worked for 15 years in advertising, marketing, and public relations, and was Vice President of Marketing and Public Relations for Redmond, Fugate, Amundson, Rice and Ross. On February 19, 1988, Mr. Ross was in Raleigh for a presentation to his client, a Raleigh financial institution. The meeting ran late and he missed his 4PM flight home to Richmond. He rebooked on Flight 3378. Richard was loved and admired by many for his enthusiasm, creativity, warmth and positive attitude. To him, life was a bowl of cherries without any pits, and he lived his 44 years to the fullest. He is greatly missed by his wife, daughter, extended family, and his many friends and colleagues.

Christopher Bage Wells

Bage was just 13 years old when he died. His loving parents described Bage as "God's gift to us - thirteen years of joy, wonder, and love," and went on to say, "While his life may have been short, his kind and gentle nature blessed all of us who knew him. His greatest bequest was the unconditional love he taught us with his life. He is carved upon our hearts forever."

Roger I. Wilcox

Mr. Wilcox was 43 and lived in Bradenton, FL. He was traveling to spend time with his fiancée when he died in the accident. The engagement ring he had ordered had arrived and his fiancée brought it with her, as she knew he was going to give her the ring. Mr. Wilcox was a nursing home administrator. (We were unable to reach Mr. Wilcox's family.)

Flight 3379

Fifteen precious lives were lost when American Eagle Flight 3379 crashed on approach to Raleigh-Durham International Airport on December 13, 1994. Eleven passengers and both crew members died at the scene; two passengers succumbed to their injuries shortly after reaching the hospital. Five passengers survived but one, Donald Merkel, has subsequently passed away.

Dennis Allain

Mr. Allain, 38, was a contractor from Kennesaw, GA. He had been away for a month working on a project in North Carolina. Dennis was headed to another job but was comforted by the fact he had already booked a ticket home to Georgia for Christmas. His wife Deborah and her children from a former marriage survived him. (We were unable to reach Mr. Allain's family.)

William Gibson

Mr. Gibson, 39, was from Kernersville, NC, and left a wife and three children. "Bill," as he was known, was traveling on business when the accident occurred. (We were unable to reach Mr. Gibson's family.)

Captain Michael P. Hillis

Captain Hillis, 29, of Raleigh, NC, was the pilot-in-command. Michael was very active in his church and attended NC State University. His father was also a pilot. Michael was single at the time of the accident.

Scott A. Johnson

Mr. Johnson, 41, of Hawthorn Woods, IL, was president of his own company. He was traveling on business when he died, leaving behind his widow, Debra, and two sons, Grant and Lee.

Pauline C. Josefson

Ms. Josefson, 70, was from Warwick, RI, and had just spent ten days visiting with former schoolmates, friends, and family in her childhood hometown of Horsepasture, VA. She had also helped decorate the Horsepasture Christian Church for Christmas. She was returning home to Rhode Island at the time of the accident and was looking forward to spending Christmas with her family. Ms. Josefson was survived by four sons, Jeffrey, Douglas, Wayne, and Dean; siblings Ernest Campbell, Connie Campbell, and Glenda Mays; and six grandchildren.

Jonathan B. Kast

Mr. Kast, 35, was a computer systems analyst from Franklin, MA, who left a loving wife and three beautiful children. He was the oldest of nine children, a beloved role model to his siblings, and a foundational figure in the lives of his parents and family. Jonathan loved life and lived with a sense of adventure and intense curiosity. He is missed each day by his children, his wife, his siblings, parents, and all those he touched in his all too short life.

Bryan V. Kerchal

Bryan was 23 years old and grew up near Taunton Lake in Newtown, CT. He was six when he discovered fishing, a passion that would bring him lifelong joy. At age nine, when a friend's father introduced him to bass fishing, Bryan was awestruck on his very first cast when a largemouth bass hit his lure and leaped from the water. He became an avid student of bass fishing and eventually began competing in tournaments. His enthusiasm, skill, determination, and preparation paid off in July 1994 when Bryan became the first amateur in history to win the ultimate competition in fishing, the Bass Masters Classic. Five months later, he was headed home from a sponsor appearance when he boarded Flight 3379. Bryan's ashes were scattered at his beloved Taunton Lake, where he spent thousands of hours lost in the peace he felt while fishing. Bryan was survived by his parents, Dennis (Ray) Kerchal and Floronne (Ronnie) Griffin, sister Deana, girlfriend Suzanne Dignon, and many loving family members, friends, and fans. The Bryan V. Kerchal Memorial Fund, established just after the accident, continues to honor Bryan's legacy by promoting fishing activities that help young people follow their dreams.

Keith J. Korhorn

Mr. Korhorn, 40, grew up in Merrionette Park, IL. He graduated from Dwight D. Eisenhower High School and Purdue University and was an engineer for RWT Corporation in Mount Prospect, IL, installing factory automation software systems for clients across the country. He was on his way home from a business trip at the time of the accident. Keith left behind a wife, Mary Beth, two small children, Luke and Benjamin, his parents, Henry and Beverly, and brother, Kenneth. Keith had a life-long interest and fascination in music and everything electrical. He was deeply religious and fully believed in Jesus Christ as his Lord and Savior. He was a loving son and father and was loved equally by family and friends. He is sincerely missed by all.

David M. Parker, Jr.

Officer Parker, 39, was a beloved member of the Zion, IL, Police Department. He was remembered as a mentor and role model for many people and a man who exemplified qualities like respect, honor, and personal integrity. Officer Parker earned a teaching degree from Carthage College but chose a career in public service instead. His visit with family in North Carolina was scheduled in early December so he could be back in Illinois in time to work with the department's Officers With Kids Christmas program. He left to cherish his memory a loving brother and best friend, Michael "Tony" Parker, his stepmother Tabitha Oglesby and family, and many other family members and friends.

William Peters

Mr. Peters, 26, of Woodstock, IL, was booked on an earlier flight but gave up his seat since the flight was oversold. An employee of Sears, Bill left a wife, Cheryl Peters, and two small children — daughter, Jennifer Peters (2.5 years old), and son, William K. Peters (3 months old). He was traveling with his supervisor, Ronald Lewis, who survived the accident.

Kelly Ryan-Ciulla

Ms. Ryan-Ciulla was a 26-year-old resident of Long Island, NY. Kelly was a person who was full of life, very outgoing, and as for most of the Irish, was a very good talker! Kelly had just finished school as a Paralegal, and loved the law so much that she was going to apply to law school the

following year. Her husband, John, survived the accident. The couple had been married since October of 1993.

First Officer Matthew I. Sailor

First Officer Sailor was 25 and lived in Miami, FL. He grew up in Cannon Falls, MN, and earned his pilots license while still in high school. His dad, also a pilot, flew with Northwest Airlines. Matt graduated cum laude with a degree in aviation from the University of North Dakota. He was single at the time of the accident. In his 25 years, Matt collected friends, young and old, wherever he went. He was survived by his parents, Robert and Mary Ellen, a brother Lee, and a sister Rachel.

Salvatore "Sam" J. Stellato

Mr. Stellato was 43 and worked as a computer software sales executive. He was from Glenview, IL, and his colleagues described him as a consummate professional. In his time off, he liked to ride his Harley-Davidson. Known as a family man, Sam left behind a wife, Ann; two children, Anthony and Deanna; his parents, Frank and Edith, who have since passed away; a brother, Frank, and sister, Emile; his mother-in-law, brothers-in-law, and sisters-in-law; and nephews, nieces, and many friends, all of whom dearly miss Sam and cherish his memory.

Douglas T. Suckow

Mr. Suckow, 22, of Holmdel, NJ, was traveling home after finishing his first semester at Elon College north of Greensboro. Douglas was also a tennis player and was single. (We were unable to reach the Mr. Suckow's family.)

Katanisha L. Turner

Known as "Kate" to her family, Katanisha was born October 26, 1974. She was the youngest of three siblings from the union of Solomon and Mildred Turner. Kate, a smart and beautiful woman, was the "the apple of her mother's eye" and a "daddy's girl." She received an honors education at Thurston High School in Redford, MI, and was a rising sophomore at Bennett College, where she was studying Education. Kate was a bright and shining star whose legacy lives on in her sister, Rhonda Elliott, her nieces and nephews, and her mother Mildred Turner.

Flight 3379 Survivors

Five passengers survived the crash of Flight 3379:

Lauren S. Anderson

Ms. Anderson was 18 at the time of the accident. A native of Stony Brook, NY, Lauren was traveling home for Christmas after completing her first semester at Elon College. Lauren is Co-Chair of the Memorial Committee.

John Ciulla, Jr.

Mr. Ciulla, 30, of Long Island, NY, survived the accident but his bride, Kelly, did not. The couple had been married for just over a year. (We were unable to reach Mr. Ciulla.)

Ronald R. Lewis

Mr. Lewis was a Sears employee living in Crystal Lake, IL, when he survived the Flight 3379 accident. Born and raised in American Fork, UT, Ron was the second of a pair of identical twins. He was active in athletics through high school and served an LDS Mission to Los Angeles before attending Utah Valley State College and Brigham Young University, where he met his wife. The couple has five children, three boys and two girls. Ron earned a history degree from BYU before joining Sears as a trainer and later a Training Manager. After posts in Arizona and Utah, the Lewis family moved to Chicago, where Ron took a position in the home office. He was on a business trip when Flight 3379 went down. Following his recovery, Sears asked Ron to establish a training program in Georgia. The family returned to Utah in 2000. Today, Ron teaches 5th grade.

Richard Mann

Mr. Mann, 47, of Greensboro, NC, survived the crash in fair condition and returned home to be with his wife and other family members. (We were unable to reach Mr. Mann.)

Donald Merkel

Mr. Merkel was 60 when Flight 3379 went down. From Wheaton, IL, Mr. Merkel worked in marketing research for an insurance company. Sadly, he has since passed away. (Mr. Merkel's family preferred not to be contacted.)

Remembrance of Those Lost

We will honor those who perished by tolling a bell and reciting the name of each person lost on Flights 3378 and 3379. Family members and friends may come forward when their loved one's name is spoken to lay flowers and/or mementos on the empty seat representing their loved one.

Name Recital

Two individuals with close ties to these tragedies will recite the names of the deceased:

Captain Warren "Dee" Sherrow (Retired)

Dee, who retired as a JetBlue captain, flew for AvAir at the time of the accident. In fact, the aircraft he was piloting was in line for takeoff behind Flight 3378. He was a close friend of Captain Walter Cole and had the sad duty of notifying the Captain's fiancée of the accident. Dee was also part of the Air Line Pilots Association (ALPA) onsite investigation team assigned to the Flight 3378 crash. The accident affected him deeply and Dee resolved to find a way to honor everyone who had perished. In 2014, he learned of the Foundation's efforts to establish a Memorial for the families and survivors of Flight 3379 and shared his vision to develop a memorial for Flight 3378. The Foundation and the Town of Cary quickly embraced Dee and the Flight 3378 families and are grateful for Dee's determination to include those families in the Memorial.

Lauren S. Anderson, Flight 3379 Passenger Survivor

Ms. Anderson was 18 at the time of the accident. A native of Stony Brook, NY, Lauren was traveling home for Christmas after completing her first semester at Elon College. Lauren is Co-Chair of the Flight 3379 Memorial Committee.

The Memorial

Thank you for all that you have done. I truly believe those who perished in these two accidents are smiling down from heaven, patting each other on the back and enjoying the fact they are not forgotten and will be remembered for generations to come.

- Ron Lewis, Flight 3379 Passenger Survivor

Background

The dedication of the Flights 3378 and 3379 Memorial culminates a six-year effort led by the Foundation and a Memorial Committee comprised of people directly involved with both accidents.

Rich and Marie Anderson's daughter **Lauren** survived the Flight 3379 accident. She was rescued by volunteer Morrisville Fire Department **Captain David Ferrell**. The Andersons kept in touch with David through the years and all felt that the accident should be memorialized. **Jeff Josefson**, who lost his mother **Pauline C. Josefson** on Flight 3379, also put forward the idea of a memorial.

Their dream began slowly morphing into reality around 2010. By then, Rich and Marie had worked with the Foundation for many years and David, a long-time area resident, had learned about a new park being planned by the Town of Cary. Discussions became meetings with the interested parties, which in turn led to plans for a Flight 3379 Memorial.

When the plans were announced, **Captain Warren "Dee" Sherrow** suggested that the Memorial include Flight 3378 as well. As a pilot for the same company at the time, a member of the investigation team, and a personal friend of Flight 3378's captain, the accident had affected Dee deeply. His suggestion led to expanding the Memorial to also honor those lost on Flight 3378.

The Memorial could not have been built without the support of the Town of Cary and the amazing generosity from the many individuals and organizations that contributed their time, money, services, and materials. Indeed, one of the most powerful aspects of the Memorial project has been its remarkable reach across time and distance. Countless lives converged at those two terrible moments in 1988 and 1994, but then, as naturally happens, the paths of most of the people involved drifted apart again as the years passed. The Memorial project reconnected many and brought others into the fold who had never had any acknowledgement of their losses.

We have learned through the years that survivors' and families' journeys are never easy, but sharing that journey with others who understand can help make it easier to bear. The Memorial's purpose is to help bring people together and to foster hope and healing, and its ability to do exactly that became evident even before the first concrete was poured.

Features

The Memorial is intended to provide a quiet place for reflection and remembrance. The names of those aboard each flight are inscribed on the wing-shaped stones along with a quote from Scottish poet Thomas Campbell and messages of gratitude to the many people who responded to help the passengers and crews of Flights 3378 and 3379.

Specific features of interest include:

- The stones are oriented to point toward the accident site of the flight each represents.
- Twenty-seven plants of various types behind the seat wall represent the twelve lives lost on Flight 3378 and the fifteen lost on Flight 3379. The plant species were specifically chosen for winter interest in keeping with the dates on which the accidents occurred.
- Five tall, slender pond cypress trees point toward the sky to represent the survivors of Flight 3379 and, more generally, life and aspiration.

Design and Construction

The Foundation and Memorial Committee gratefully acknowledge the contributions of the following organizations, each of which played an essential role in creating the Memorial:

DHM Design of Raleigh, the landscape architectural consultants that planned the layout of Carpenter Park, created the original design.

Town of Cary staff further developed the details for the Memorial stones and the site, prepared several renderings, researched materials, costs, and manufacturers, and coordinated with the contractors involved. The project evolved into a true community effort; a local graphic designer, whose connection to the Memorial initially consisted only of being a neighbor of the Town's Landscape Architect, pitched in to help with the fonts and layout of the text on the monuments.

Lucas Concrete Products of Charlotte constructed the precast Memorial stones and overcame a number of challenges involved in their creation.

Fred Smith Company of Raleigh constructed the Memorial site itself – the walls, paving, and general site-work – and coordinated with the contractors handling other aspects of the project.

Apex Nurseries of Apex donated the plants.

Chatham Landscapes of Pittsboro donated the landscaping installation.

The Responders

The people that responded to our accident that night are ANGELS in my eyes and will always be such. They risked their lives to get us out and I have never forgotten it. Whenever I tell the plane crash story, I talk a lot about the people who risked their lives for complete strangers. I have never forgotten how Christlike that was...

- Ron Lewis, Flight 3379 Passenger Survivor

Responding Agencies and Organizations

The Memorial includes an inscription expressing the survivors' and families' appreciation for the efforts and support of responders, airline employees, and the community. Listed below are agencies and organizations that responded to Flight 3378 and/or Flight 3379, or supported those involved in the aftermath of the accidents.

Special thanks to **David Ferrell** and **Tony Chiotakis**, both Flight 3379 first responders for the Morrisville Fire Department, and **Lt. Will Patterson** of RDU Fire-Rescue for their assistance in compiling what we hope is a comprehensive list.

American Airlines

American Airlines CARE Team

American Red Cross

Apex Fire Department

Cary Fire Department

Cary Police Department

Cary Rescue Squad (Cary EMS)

Duke University Medical Center

Durham Highway Fire Department

Federal Aviation Administration (FAA)

Morrisville Fire Department

Morrisville Police Department

National Transportation Safety Board (NTSB)

North Carolina National Guard

North Carolina Office of the Chief Medical Examiner

North Carolina State Highway Patrol

Parkwood Volunteer Fire Department

RDU Fire-Rescue

RDU Law Enforcement

RDU Operations

Six Forks Rescue Squad

Wake County City-County Bureau of Identification (CCBI)

Wake County Emergency Management

Wake County Emergency Medical Services (Wake EMS)

Wake County Fire Marshal's Office

Wake County Sheriff's Office

WakeMed

Western Wake Fire Rescue

Music

Recorded

The recorded music for the dedication was selected by Marie Anderson, mother of Flight 3379 survivor Lauren Anderson and one of the primary organizers of the movement to create the Memorial. Tracks include *Amazing Grace* and *Over the Rainbow*.

Charlotte Adams, Violin

Ms. Adams, a recent graduate of UNC-Chapel Hill, grew up in Carpenter/Morrisville. Her uncle, David Ferrell, was one of the firefighters who responded to the Flight 3379 accident. Mr. Ferrell requested that Charlotte perform *Ashokan Farewell* at today's dedication.

Composed by Jay Ungar in 1982, *Ashokan Farewell* is a waltz in the style of Scottish laments. Described by *The Atlantic* magazine as "haunting and mournful and hopeful and beautiful," the song was used by director Ken Burns in his 1990 television mini-series *The Civil War*.

Charlotte will also perform *Pachelbel's Canon*.

Prayers and Blessings

We are honored to be joined today by:

Richard Davenport

Richard will deliver an opening prayer. His wife, Donna, lost her sister, Marcia Bass Ferris, on Flight 3378. Richard serves as a Deacon and is very active in the couple's church.

Pastor Josh Franklin, Good Hope Baptist Church

Pastor Franklin will bless the Memorial stones at the conclusion of the Dedication and has kindly made the Good Hope Baptist Church available for our post-dedication reception. He is Senior Pastor at the church and has been serving in local church ministry since April 2002. Josh began his journey with Jesus Christ in 1995, surrendering to Him as Lord and trusting Him as Savior. Pastor Josh has two earned degrees, including his Masters of Divinity in Christian Education from Southeastern Baptist Theological Seminary in Wake Forest, NC, where he is also currently pursuing his doctorate in expository preaching. He has also written several books. Josh and his lovely wife, Lydia, reside in North Carolina along with their three wonderful sons, Josiah, Caleb, and Levi.

Reverend Ervin E. Milton, Pastor, Union Chapel Church of Christ

Rev. Milton will bless the Memorial stones at the conclusion of the Dedication. He is the Pastor for the family of Officer David Parker, Jr., who perished on Flight 3379. Rev. Milton grew up on a farm in rural North Carolina before earning a degree in Sociology from Barber Scotia College in Concord and a Master of Divinity from Duke University Divinity School in Durham. He has held a wide variety of spiritual leadership roles and served numerous organizations in the Raleigh-Durham area. Rev. Milton is married to the former Louise Thompson. The couple has four children: Terrill Eugene (Georgette), Catherine Elizabeth (Tony), Gregory Ervin (Tracey), and Rodney Eric (Jennifer), six grandchildren, and several other children they have taken into their home as sons and daughters.

Speakers

In alphabetical order:

Rich Anderson, Father of Flight 3379 Survivor Lauren S. Anderson

Rich is the father of Flight 3379 survivor Lauren Anderson and a long-standing member of the Foundation's Board of Directors. After receiving his BA in Industrial Technology, Rich began

teaching in Long Island, NY, and taught junior and high school technology classes for 33 years. His love of athletics drew him into coaching, and he coached soccer, baseball, wrestling and basketball. After retiring, Rich and his wife, Marie, relocated to Weaverville, NC, which is outside Asheville. He has taken an active role with the Foundation since its inception and always finds time to be a great Pop to Lauren's two children, Elizabeth, 16, and Patrick, 13.

Russell Goutierez, Family Assistance Foundation

Russell is the Foundation's Vice President, Operations and Member Support. His background includes over two decades of emergency planning, operations and real-world responses. Russell worked in various functional areas at American Airlines and in 1993, he was among the first volunteers for that carrier's groundbreaking CARE Team. Flight 3379 was the second of his three major CARE deployments as a team member. Later, Russell became the program's manager and directed the team's well-regarded 1999 response to the Flight 1420 accident in Little Rock, AR. His other notable contributions include principal authorship of American's Survivor/Family Assistance Plan; serving as a liaison to family advocacy groups, government and non-government agencies; mentoring other airlines that were developing their own family assistance teams; and testifying at the invitation of the federal Task Force on Assistance to Families of Aviation Disasters.

Doug McRaine, Town of Cary

Mr. McRaine is the Town of Cary's Director of Parks, Recreation and Cultural Resources and served as the Town's Parks Planning Manager prior to his promotion in 2012. As Director, Mr. McRaine oversees a team of nearly 70 regular employees and 900 temporary employees who support the nationally accredited department's system of almost 30 parks and 70 miles of greenway. He holds a Bachelor of Arts degree in History from Cleveland State University and a Master's degree in Landscape Architecture from The Ohio State University. The Foundation deeply appreciates the support provided by Mr. McRaine and his staff, who were instrumental in helping bring the Memorial project to a successful conclusion.

Public Safety

The Foundation wishes to thank the Cary Police Department, Cary Fire Department, and the Morrisville Fire Department for their service at the dedication ceremony, with special gratitude to the firefighters of both towns for the beautiful American flag tribute.

Town of Cary

The Memorial would not exist without the exceptional level of support we have received from the Town of Cary. Under the leadership of Mayor **Harold Weinbrecht** and Director of Parks, Recreation and Cultural Resources **Doug McRaine**, every Town employee we have worked with has done their utmost to ensure the Memorial, and today's event, became what the Memorial Committee wanted and envisioned them to be. Extra special thanks go to **Amy Mackintosh**, Landscape Architect, and **Sonya Snyder**, Special Services Supervisor, for their patience, professionalism, and commitment to the Memorial project.

The Family Assistance Education & Research Foundation, Inc.

Our Work

The Family Assistance Foundation, Inc. is an independent 501(c)(3) non-profit corporation founded in 2000 for the purpose of empowering people following tragedy. Our mission is to support and improve business and industry responses to emergencies and disasters. The Foundation's unique, research-based Human Services Response™ model helps organizations successfully meet survivors' needs. We define "survivor" as the people directly affected by a crisis and their families along with the employees and customers of the organization involved. Meeting their needs involves coordinating and mobilizing resources during the acute phase of a crisis and beyond.

The Foundation's conferences and meetings provide member organizations, as well as survivors, the opportunity to share lessons learned and information about how to continually improve response efforts and business practices. Foundation education and training programs support members by monitoring the long-term outcomes of those impacted by tragedy. Promoting awareness and building skills and knowledge for those who are charged with responding are crucial elements of the Foundation's fully integrated training and support programs for business and industry.

Many who work with the Foundation, including members of our trained Care Team that responds to support survivors and families following accidents and disasters, are themselves survivors and family members from previous accidents. For example, attending the Memorial dedication are **Jim Hurd**, whose son **Jamie** perished on TWA Flight 800 in 1996, and **Joan Pontante**, who lost her brother, **William Best**, his wife, **Kathryn**, and their three children, **Billy, Jr., Hillary**, and **Katelyn** in the 1987 crash of Northwest Airlines Flight 255.

Please contact Dede Young at dede.young@fafonline.org or 404-881-2895 if you are interested in learning more about becoming involved in the Foundation's work.

Our People

Carolyn V. Coarsey, Ph.D.

Carolyn is the Foundation's President, Executive Director, and Co-Founder. She created the Foundation with Jeff Morgan in 2000 with the goal of providing mutual aid for airlines and other organizations in response to family, passenger, and employee survivors of workplace tragedies. Carolyn, an airline industry veteran, worked at Eastern Airlines in the 1970s when the airline had three fatal crashes. She experienced firsthand the emotional devastation that ensues when a company is completely unprepared to support those involved, the public, and their own employees following a disaster. Then, in 1985, Carolyn's own fiancé was one of the 137 passengers killed in the crash of Delta Flight 191. She recognized the need to create training that would empower employees to respond quickly and mindfully to those who need them most during a crisis. Her doctoral research, sponsored by the Civil Aeromedical Research Institute (CAMI) of the Federal Aviation Administration, was the first to document the effects of employee behavior on the long-term psychological impact of families and other survivors.

Jeff Morgan

Jeff is Chairman and Co-Founder of the Foundation, joining Carolyn to start the Foundation after a twenty-year career with Delta Air Lines. Jeff established Delta's first dedicated emergency management office. Among his many accomplishments, Jeff established the department that housed the Care Team and all family assistance for the airline, which at the time served over 200 destinations in 44 countries. Shortly before leaving to start his own business, Aviem International, and the non-profit Foundation, Jeff led Delta's response with its partner Swissair to the Flight 111 accident off the coast of Nova Scotia. All 228 souls on board perished. Jeff's leadership set the bar for excellence in how codeshare partners should work together to put needs of families first. Recognizing that many airlines do not have enough employees to respond on their own, the experience of jointly handling the family survivors following the Swissair 111 crash led to the creation of the Foundation, which has grown to serve numerous industries worldwide and has demonstrated how companies can share resources to meet survivors' needs.

Dede Young

Dede is Administrator of the Foundation and has been deeply involved in the Memorial efforts since joining the organization in 2012. She is also responsible for the planning and logistics of FAF sponsored conferences and meetings as well as overseeing fundraising for memorials. She manages the Foundation's database containing our corporate and individual Members, as well as over 9,100 trained response team members around the world. Dede interacts with corporate members on training programs and membership details and is the creative director for FAF's newsletter, *Sharing the Journey*. On a daily basis, Dede ensures all aspects of the Foundation's operations are running smoothly. She is also the proud mother of our latest staff addition, Stephen Young.

Amy Cann

Amy is Vice President of Family Support Services for the Foundation. Amy joined the team in 2006 after working as a corporate recruiter for Delta Air Lines for 10 years. She serves as the Foundation's liaison with its own team of responders. Amy recruits and interviews volunteers for FAF's response teams and helps plan and schedule training for new team members. During emergency activations, Amy deploys team members to assist families and oversees the Atlanta (home) Command Center. She has managed Foundation responses for numerous individual family losses as well as larger emergencies involving corporate FAF members.

Russell Goutierez

Russell is the Foundation's Vice President, Operations and Member Support. He works to bring new Members onboard, facilitates Human Services Response™ training classes, manages special projects, contributes technical and creative writing, conducts drills and exercises, delivers presentations on the organization's mission and work, and is one of the leaders of the Foundation's new Airport Community Response™ initiative. During activations, Russell either coordinates the Foundation's response with the Member involved or serves as part of the leadership team in larger emergencies. His experience includes nearly twenty years in the airline industry, half of which was spent in emergency management roles, as well as eight years in public safety. Russell also worked for a company specializing in the recovery and return of personal belongings following accidents and disasters.

Jennifer Kinney

Jennifer is Vice-President, Member Services for the Foundation. After supporting FAF on several special projects since its inception, Jennifer joined the team full-time in 2011. As part of the leadership team, she helps coordinate the 9100+ worldwide trained family assistance representatives during emergency responses. Jennifer also trains the FAF Support Team members on custom software applications and conducts drills and webinars to ensure deployment readiness. As part of the “Home Team” in Atlanta, she works diligently behind the scenes to keep things running smoothly on the operations and technology front.

Heather Ramsey

Heather is Finance Manager for the Foundation. Heather works closely with the Foundation’s Executive Director and Administrator to oversee all financial operations for FAF. She is a native of Atlanta, Georgia, and is a graduate of Georgia Tech, where she earned her degree in Management with concentrations in Accounting & Finance. She has also earned the Chartered Financial Analyst (CFA) designation. Before joining the Foundation, Heather worked as an Investment Analyst for a variety of organizations including a large public pension plan, a major university, and a global investment firm.

Stephen Young

Stephen is Manager of Production & Marketing for the Foundation. In this role, he produces the Foundation’s monthly podcasts, often including interviews with family survivors, and he manages FAF’s bi-weekly Wednesday Wisdom series. Stephen also oversees social media for the Foundation and helps support Spanish corporate members with translations and other needs. Stephen is the newest Foundation team member, recently graduating from the University of Georgia, where he received a Bachelor of Arts in Communication with a minor in Spanish.

Thank you for joining us at the dedication of the Flights 3378 and 3379 Memorial.