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Description of document: Emails, memos and documents concerning National Transportation Safety Board (NTSB) interaction with the press concerning the names of the pilots on Asiana Airlines Flight 214 and emails (to, from, cc, etc.) Kelly Nantel containing "KTVU", 2013

Request date: 2013

Released date: 28-August-2014

Posted date: 15-September-2014

Source of document: National Transportation Safety Board
Attention: FOIA Requester Service Center, CIO-40
490 L'Enfant Plaza, SW
Washington, DC 20594-2000
Fax: (240) 752-6257
[Submit an online Request](#)

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National Transportation Safety Board
Washington, D.C. 20594

August 28, 2014

Re: National Transportation Safety Board (NTSB)
Freedom of Information Act (FOIA) No. FOIA-2013-00346

This letter responds to your FOIA request regarding the names of the pilots on Asiana Flight, 214; the NTSB's interactions with and regarding KTVU; and the public affairs office's internship policies. In your request, you seek:

1. A copy of all NTSB emails, memos and documents concerning the interaction with the press concerning the names of the pilots on Asiana Airlines Flight 214.
2. A copy of all emails (to, from, cc, etc.) in the email system of Kelly Nantel that contain the word "KTVU", limited to emails in July 2013.

The Safety Board has located a number of responsive records. The 800+ pages of records they we have determined may be released are enclosed on CD-ROM. However, we have withheld certain information pursuant to the following exemptions specified below.

We have withheld, pursuant to 5 U.S.C. 552(b)(4), commercially sensitive or proprietary information voluntarily given us "of a kind that would customarily not be released to the public by the person from whom it was obtained." See *Critical Mass Project v. NRC*, 975 F.2d 871 (D.C. Cir. 1992).

Draft documents, analytical papers, notes and intra- and interagency correspondence are not released by the Board. I determined that a few other documents, which total 12 pages, are exempt from the FOIA under 5 U.S.C. § 552(b)(5) ("Exemption 5"). Pursuant to Exemption 5, the Safety Board does not release such records, because such records are privileged, preliminary or deliberative. *National Wildlife Fed'n v. Forest Serv.*, 861 F.2d 1114 (9th Cir. 1988); *Jowett, Inc. v. Department of the Navy*, 729 F. Supp. 871 (D.D.C. 1989). Overall, Exemption 5 justifies withholding material that reflects the Safety Board's deliberative process from disclosure in order to ensure the free flow of information during the course of our investigations and other projects. *Mead Data Cent., Inc. v. Department of the Air Force*, 566 F.2d 242, 256 (D.C. Cir. 1977). As such, I determined that certain information, which contain such material, are not subject to release under the FOIA.

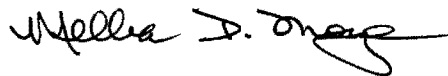
Personal information, notably employee's names, signatures, e-mail addresses, telephone numbers, and other personal identifying information, is withheld pursuant to 5 U.S.C. 552(b)(6), which exempts from disclosure "personnel and medical files and similar files the disclosure of which would constitute a clearly unwarranted invasion of personal privacy." We have redacted pages that include this information and withheld 12 pages in full.

In a number of records, I determined that exemptions to the FOIA required that I redact a limited amount of material. The redactions are clearly marked and the applicable exemption is noted at the place of the redaction. In addition, we redacted information from pages of documents that was non-responsive to this request. We also marked duplicate sections of e-mails with the comment "repeat."

The NTSB has concluded processing your FOIA request and as a courtesy, the NTSB will not charge a fee for the processing your request.

To the extent I have denied your FOIA request, you may appeal my decision by writing to: Mr. David L. Mayer, Managing Director, NTSB, Washington, DC 20594.

Sincerely,

A handwritten signature in black ink, appearing to read "Melba D. Moye", with a stylized flourish at the end.

Melba D. Moye
FOIA Officer

Enclosure

Reply Reply to all Forward Close Help

From: (b)(6)

Sent: Fri 7/12/2013 9:46 PM

To: (b)(6)

Cc:

Subject: Media Requests and Inquiries in the investigation of Asiana FL 214

Attachments:

[View As Web Page](#)

Dear Office Directors, Deputies and Chiefs,

Due to the sensitivities and complex issues involved in the investigation of Asiana Flight 214, all media inquiries must be directed specifically to Kelly Nantel, Office of Public Affairs. We appreciate the adherence to this direction by you and your staff.

Have a good weekend,

(b)(6)

(b)(6)

Deputy General Counsel

National Transportation Safety Board

Office of General Counsel

490 L'Enfant Plaza East, S.W.

Washington, D.C. 20594

(202) 314-6080 (Office)

(202) 314-(b)(6) (Direct Line)

(202) 314-6090 (Fax)



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From: Hersman Debbie Sent: Fri 7/12/2013 10:30 PM
To: Nantel, Kelly; (b)(6)
Cc: (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES
Attachments: [View As Web Page](#)

The crew names action is so hard to bear. After all the hard work on scene and at the family assistance center by so many, it is painful to now have the agency be associated with something so insensitive.

Kelly, please help (b)(6) with making sure our team is aware of appropriate responses to media inquiries if they are approached, we know Korean media is camped out at the hotel.

-----Original Message-----

From: Nantel, Kelly
Sent: Friday, July 12, 2013 08:54 PM Eastern Standard Time
To: (b)(6); Hersman Debbie; (b)(6)
Cc: (b)(6)
Subject: FW: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Folks – the below statement regarding the erroneous release of crew names has been issued and will be posted on our website shortly. As most of you know, today one of our summer interns responded to an inquiry from a media outlet asking him to confirm the crew member names from Asiana flight 214. I regret to say that not only did he attempt to confirm the identifies as they were read to him by the producer, but that the names that he confirmed were inaccurate and culturally offensive. I have reached out to (b)(6) (b)(6) and advised each of the incident and I have provided them with a copy. I have also reached out to my counterpart at Asiana Airlines and shared the release with him.

My staff and the Com Center know that any inquiries regarding this incident are to be forwarded to me for handling. I reached (b)(6) and he is in the process of posting the statement on the web and we will tweet it out as well. There is a significant amount of chatter about it on Twitter so posting our statement there is appropriate as well.

Thank you.

From: NTSB AVIATION LIST [mailto:AVIATION@LISTSERV.NTSB.GOV] On Behalf Of NTSB Press

Release

Sent: Friday, July 12, 2013 8:37 PM

To: AVIATION@LISTSERV.NTSB.GOV

Subject: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

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NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Office of Public Affairs
490 L'Enfant Plaza, SW
Washington, DC 20594

July 12, 2013

WASHINGTON – The National Transportation Safety Board apologizes for inaccurate and offensive names that were mistakenly confirmed as those of the pilots of Asiana flight 214, which crashed at San Francisco International Airport on July 6.

(202) 314-6100
Kelly Nantel
kelly.nantel@ntsb.gov

Earlier today, in response to an inquiry from a media outlet, a summer intern acted outside the scope of his authority when he erroneously confirmed the names of the flight crew on the aircraft.

The NTSB does not release or confirm the names of crewmembers or people involved in transportation accidents to the media. We work hard to ensure that only appropriate factual information regarding an investigation is released and deeply regret today's incident.

Appropriate actions will be taken to ensure that such a serious error is not repeated.

###

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From: (b)(6)
Sent: Fri 7/12/2013 11:04 PM
To: Hersman Debbie; Nantel, Kelly; (b)(6)
Cc: (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES
Attachments:

[View As Web Page](#)

I am passing the word to all the team and parties. I will speak to (b)(6) in the morning.

-----Original Message-----

From: Hersman Debbie
Sent: Friday, July 12, 2013 10:30 PM Eastern Standard Time
To: Nantel, Kelly; (b)(6)
Cc: (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

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handling. I reached (b)(6) and he is in the process of posting the statement on the web and we will tweet it out as well. There is a significant amount of chatter about it on Twitter so posting our statement there is appropriate as well.

Thank you.

From: NTSB AVIATION LIST [mailto:AVIATION@LISTSERV.NTSB.GOV] **On Behalf Of** NTSB Press Release

Sent: Friday, July 12, 2013 8:37 PM

To: AVIATION@LISTSERV.NTSB.GOV

Subject: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

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NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Office of Public Affairs
490 L'Enfant Plaza, SW
Washington, DC 20594

July 12, 2013

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Kelly Nantel
kelly.nantel@ntsb.gov

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From: Nantel, Kelly

Sent: Fri 7/12/2013 8:54 PM

To: (b)(6) Hersman Debbie; (b)(6)

Cc: (b)(6)

Subject: FW: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Attachments:

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Sent: Friday, July 12, 2013 8:37 PM

To: AVIATION@LISTSERV.NTSB.GOV

Subject: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

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NTSB STATEMENT ON ERRONEOUS CONFIRMATION Contact Information

OF CREW NAMES

July 12, 2013

Office of Public Affairs
490 L'Enfant Plaza, SW
Washington, DC 20594

WASHINGTON – The National Transportation Safety Board apologizes for inaccurate and offensive names that were mistakenly confirmed as those of the pilots of Asiana flight 214, which crashed at San Francisco International Airport on July 6. (202) 314-6100
Kelly Nantel
kelly.nantel@ntsb.gov

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From: (b)(6)
To: Nantel, Kelly
Cc:
Subject: Re: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES
Attachments:

Sent: Sat 7/13/2013 1:35 AM

[View As Web Page](#)

Who did this?

Sent from my iPhone

On Jul 12, 2013, at 8:55 PM, "Nantel, Kelly" <kelly.nantel@ntsb.gov> wrote:

Folks – the below statement regarding the erroneous release of crew names has been issued and will be posted on our website shortly. As most of you know, today one of our summer interns responded to an inquiry from a media outlet asking him to confirm the crew member names from Asiana flight 214. I regret to say that not only did he attempt to confirm the identifies as they were read to him by the producer, but that the names that he confirmed were inaccurate and culturally offensive. I have reached out to (b)(6) (b)(6) and advised each of the incident and I have provided them with a copy. I have also reached out to my counterpart at Asiana Airlines and shared the release with him.

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Thank you.

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Sent: Friday, July 12, 2013 8:37 PM
To: AVIATION@LISTSERV.NTSB.GOV
Subject: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

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NTSB STATEMENT ON ERRONEOUS CONFIRMATION [Contact Information](#)

OF CREW NAMES

July 12, 2013

Office of Public Affairs
490 L'Enfant Plaza, SW
Washington, DC 20594

WASHINGTON – The National Transportation Safety Board apologizes for inaccurate and offensive names that were mistakenly confirmed as those of the pilots of Asiana flight 214, (202) 314-6100 which crashed at San Francisco International Airport on July 6. Kelly Nantel
kelly.v.nantel@ntsb.gov

Earlier today, in response to an inquiry from a media outlet, a summer intern acted outside the scope of his authority when he erroneously confirmed the names of the flight crew on the aircraft.

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From: Nantel, Kelly
Sent: Sunday, July 14, 2013 1:25 PM
To: (b)(6)
Subject: RE: Media request - Wall Street Journal

I'm not at all aware of that.

-----Original Message-----

From: (b)(6)
Sent: Sunday, July 14, 2013 01:14 PM Eastern Standard Time
To: Nantel, Kelly; (b)(6)
Subject: RE: Media request - Wall Street Journal

Thanks, Kelly. I found the statement from Friday. Do you have a more recent comment to respond to Asiana Airlines' consideration of legal action?

NTSB statement on erroneous confirmation of crew names
July 12

The National Transportation Safety Board apologizes for inaccurate and offensive names that were mistakenly confirmed as those of the pilots of Asiana flight 214, which crashed at San Francisco International Airport on July 6.

Earlier today, in response to an inquiry from a media outlet, a summer intern acted outside the scope of his authority when he erroneously confirmed the names of the flight crew on the aircraft.

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Appropriate actions will be taken to ensure that such a serious error is not repeated.

Office of Public Affairs
490 L'Enfant Plaza, SW
Washington, DC 20594
(202) 314-6100
Kelly Nantel
kelly.nantel@ntsb.gov<<mailto:kelly.nantel@ntsb.gov>>

From: Nantel, Kelly [kelly.nantel@ntsb.gov]
Sent: Sunday, July 14, 2013 12:11 PM
To: (b)(6)
Subject: RE: Media request - Wall Street Journal

(b)(6) - our statement is posted on our website. We don't have any additional comment. Let me know if you can't find it. Thanks b

-----Original Message-----

From: (b)(6)
Sent: Sunday, July 14, 2013 12:50 PM Eastern Standard Time
To: (b)(6)
Cc: Nantel, Kelly
Subject: Media request - Wall Street Journal

Hi (b)(6) and (b)(6),

Haven't heard back from Kelly and on deadline today. Could one of you give me a call as soon as possible?

Thanks,

(b)(6)

(b)(6)

From: (b)(6)
Sent: Sunday, July 14, 2013 11:26 AM
To: kelly.nantel@ntsb.gov
Subject: Media request - Wall Street Journal

Hi Kelly,

Hope you are well. I'm working on a story related to Asiana Flight 214 and would like comment from NTSB on the criticism it has received from the airline concerning inaccurate crew names. Could you give me a call at (b)(6) as soon as possible?

Thanks very much.

Best,

(b)(6)

From: Hersman Debbie
Sent: Saturday, July 13, 2013 2:19 PM
To: (b)(6)
Subject: Any calls?

I have apologized to CEO of Asiana and Chairman of KARAIB for the pilot names.

Any follow up from Congressionals, others?

From: (b)(6)
Sent: Friday, July 19, 2013 10:20 AM
To: (b)(6) Nantel, Kelly;
(b)(6)
Cc: (b)(6)
Subject: FW: Asiana Flight 214
Attachments: NTSB.pdf
Importance: High

FYI – (b)(6) and I will work on a draft a response.

From: Hersman Debbie
Sent: Thursday, July 18, 2013 7:12 PM
To: (b)(6)
Subject: FW: Asiana Flight 214
Importance: High

Another response...

From: (b)(6)
Sent: Thursday, July 18, 2013 4:39 PM
To: Hersman Debbie
Cc: (b)(6)
Subject: Asiana Flight 214
Importance: High

Please see attached letter from (b)(6) Chairman, United Master Executive Council.

Thank you.



(b)(6)
United Airlines Master Executive Council
Air Line Pilots Association, International
(b)(6)



United Airlines Master Executive Council

MEC OFFICERS

(b)(6)



Air Line Pilots Association, International
AFL-CIO

July 18, 2013

The Honorable Deborah A. P. Hersman, Chairman
National Transportation Safety Board
490 L'Enfant Plaza, SW
Washington, DC 20594

Dear Chairman Hersman,

The rush to be first by a major local television news station and the absence of proper checks and balances at a government agency in charge of airline accident investigations led to the erroneous and offensive reporting of names which were supposedly those of the pilots of Asiana Flight 214 that crashed at San Francisco International Airport on July 7. In the case of KTVU in Oakland, the reporting of pilots' names – names that were so obviously fictional that a simple phonics test would reveal their sophomoric nature – provides another example of the media choosing expediency over accuracy, with predictably bad results.

For the NTSB, placing an "intern" in a position where he or she was allowed to answer media inquiries on a high-profile matter, such as the investigation of Asiana Flight 214, is unconscionable. For a leading news organization such as KTVU to have put the bogus, some might even say racist, names on the air in an attempt for an "exclusive story" is equally troubling.

While there is plenty of blame to go around on this issue, the core problem is one of poor protection of the integrity of an ongoing investigation. The missteps by both the media and the NTSB have turned the investigation of Asiana Flight 214 into a folly in the eyes of many.

Pilots abide by certain trained principles when faced with an emergency or critical situation. The first of those basic tenets is to *Fly the Airplane*; to not lose sight of our primary responsibility simply because there has been a change in the condition of the aircraft or the weather. Both the NTSB and the media in this case failed in executing their primary responsibilities.

I call on the NTSB and all media outlets to allow the integrity of this and all accident investigations to be maintained, and for all parties take all measures possible to ensure a competent level of accuracy and propriety in matters pertaining to any airline incident that requires a thorough investigation.

Sincerely,

(b)(6)

A rectangular box with a black border, used to redact the signature of the sender. The text "(b)(6)" is written in the top-left corner of the box.

United Master Executive Council of the
Air Line Pilots Association, International

From:

(b)(6)

Sent:

Friday, July 12, 2013 9:12 PM

To:

(b)(6)

Subject:

Fw: Breaking News: NTSB says intern confirmed fake Asiana Airlines pilot names

Not good

Sent using BlackBerry

From: Los Angeles Times [mailto:news@e.latimes.com]

Sent: Friday, July 12, 2013 09:10 PM

To: (b)(6)

Subject: Breaking News: NTSB says intern confirmed fake Asiana Airlines pilot names

Los Angeles Times

BREAKING NEWS

NTSB says intern confirme d fake Asiana Airlines pilot names

*Los Angeles Times | July 12,
2013 | 6:10 PM*

An intern at the National Transportation Safety Board confirmed to a Bay Area television station fake, racially insensitive names of the pilots flying

the ill-fated Asiana
Airlines jet that crashed
Saturday.

The segment on Friday at
noon that referred to two
of the pilots as “Captain
Sum Ting Wong,” and
“Wi Tu Lo,” has gone
viral and drawn heavy
criticism on the Internet.

Late Friday, the NTSB
apologized for the
incident. “Earlier today,
in response to an inquiry
from a media outlet, a
summer intern acted
outside the scope of his
authority when he
erroneously confirmed
the names of the flight
crew on the aircraft,” the
agency said in a
statement.

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<http://www.latimes.com/privacypolicy>

From: Hersman Debbie
Sent: Sunday, July 14, 2013 7:59 AM
To: (b)(6)
Cc: (b)(6); Nantel, Kelly; (b)(6)
Subject: FW: Google Alert - hersman ntsb

I have not seen the letter from the Korean government referenced below. Have any of you?

(b)(6), we probably need a check in with the WH on the international issues.

(b)(6) - We probably need to check in with Dept of State.

-----Original Message-----

From: Google Alerts [googlealerts-noreply@google.com]
Sent: Sunday, July 14, 2013 07:49 AM Eastern Standard Time
To: Hersman Debbie
Subject: Google Alert - hersman ntsb

News

3 new results for **hersman ntsb**

Families of Flight 3407 victims want **NTSB** to reopen investigation

Error! Hyperlink reference not valid.

That's the message that Hugh M. Russ III, a lawyer for several of the families of the crash's victims, delivered in a letter to **NTSB** Chairwoman Deborah A.P. **Hersman** last month. "I don't think that Colgan has told the full truth here. They didn't reveal ...

[See all stories on this topic »](#)

S. Korea sends protest letter to **NTSB** over plane crash probe: sources

Error! Hyperlink reference not valid.

According to the sources, South Korea's transportation ministry faxed the two-page letter written in English to **NTSB** chief Deborah **Hersman** on Friday to ask for a faithful and periodic disclosure of accident-related information. It added that the ...

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Research Shows Teamwork in the Cockpit Key Indicator in Aviation Accidents

Error! Hyperlink reference not valid.

San Francisco, CA, July 12, 2013 --(PR.com)-- Three decades of research support **NTSB** Chairman Deborah **Hersman's** comments yesterday on the role of teamwork in the cockpit and its impact on aviation accidents. Ron Warren, behavioral psychologist, ...

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From: Nantel, Kelly
Sent: Friday, July 12, 2013 8:35 PM
To: (b)(6)
Subject: FW: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

(b)(6) – as discussed....coming out shortly.

From: NTSB Press Release [<mailto:ntsbpressreleases@NTSB.GOV>]
Sent: Friday, July 12, 2013 8:25 PM
To: (b)(6); Nantel, Kelly
Subject: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

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NATIONAL TRANSPORTATION SAFETY BOARD NEWS RELEASE

An independent federal agency

NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

July 12, 2013

WASHINGTON – The National Transportation Safety Board apologizes for inaccurate and offensive names that were mistakenly confirmed as those of the pilots of Asiana flight 214, which crashed at San Francisco International Airport on July 6.

Earlier today, in response to an inquiry from a media outlet, a summer intern acted outside the scope of his authority when he erroneously confirmed the names of the flight crew on the aircraft.

The NTSB does not release or confirm the names of crewmembers or people involved in transportation accidents to the media. We work hard to ensure that only appropriate factual information regarding an investigation is released and deeply regret today's incident.

Appropriate actions will be taken to ensure that such a serious error is not repeated.

###

Contact Information

Office of Public Affairs
490 L'Enfant Plaza, SW
Washington, DC 20594

(202) 314-6100
Kelly Nantel
kelly.nantel@ntsb.gov

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From: (b)(6)
Sent: Friday, July 12, 2013 9:11 PM
To: (b)(6)
Cc:
Subject: FW: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

(b)(6)

I wanted to make you aware of a mistake made by one of our NTSB summer interns. This individual erroneously confirmed the names of Asiana Flight 214 crewmembers to a media outlet. In addition, these names were inaccurate and offensive. I wanted to let you so that you may contact appropriate individuals within your client's organization that we have publicly apologized for this action. Specifically, please make your client aware that the NTSB sincerely apologizes to Asiana and its crewmembers for this mistake. Our official statement may be found below.

(b)(6)

Deputy General Counsel
National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)

(b)(6)

(202) 314-6090 (Fax)

From: NTSB AVIATION LIST [<mailto:AVIATION@LISTSERV.NTSB.GOV>] **On Behalf Of** NTSB Press Release
Sent: Friday, July 12, 2013 8:37 PM
To: AVIATION@LISTSERV.NTSB.GOV
Subject: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

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**NTSB STATEMENT ON ERRONEOUS CONFIRMATION
OF CREW NAMES**

Contact Information

Office of Public Affairs
490 L'Enfant Plaza, SW

Washington, DC 20594

July 12, 2013

WASHINGTON – The National Transportation Safety Board apologizes for inaccurate and offensive names that were mistakenly confirmed as those of the pilots of Asiana flight 214, which crashed at San Francisco International Airport on July 6.

(202) 314-6100
Kelly Nantel
kelly.nantel@ntsb.gov

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The NTSB does not release or confirm the names of crewmembers or people involved in transportation accidents to the media. We work hard to ensure that only appropriate factual information regarding an investigation is released and deeply regret today's incident.

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AVIATION AND RAILWAY ACCIDENT INVESTIGATION BOARD
MINISTRY OF LAND, INFRASTRUCTURE AND TRANSPORT
REPUBLIC OF KOREA

12 July 2013

Ms. Deborah Hersman
Chairman
The National Transportation Safety Board
490 L'Enfant Plaza, SW
Washington, DC 20594
The United States of America

Dear Chairman Hersman,

First of all, I wish to appreciate your call this morning and your efforts in leading the investigation of the accident in person. Also, my appreciation goes to the NTSB IIC, Mr. Bill English, and his team for cooperating with the Korean investigation team.

I was informed that the KARAIB was still receiving limited information from the NTSB, and this has been a concern to me because as you are well aware of, this Asiana Airlines plane crash accident has been a matter of great interest, particularly, to the Korean people and the media.

I heard that Accredited Representative, Mr. Jeong Kwen, Park, brought out this issue in the meeting with the NTSB and that you and your team promised active cooperation from your agency. For this, I am deeply grateful but I still trust that the information available to us is not sufficient.

In this regard, I sincerely hope that, if practicable, in the future, the KARAIB can share more updated information with the NTSB regularly, including before your agency's press release, and if the briefing of the KARAIB can coincide with that of the NTSB, I believe that it will be much help to the KARAIB. Also, I have no doubt that that the investigation will be conducted in an impartial and objective manner in accordance with international standards and procedures and that this accident investigation will pave the way for the stronger relationship between the two agencies.

Once again, it gave me great pleasure to have talked to you this morning.

Sincerely yours,

(b)(6)

CHAIRMAN, KARAIB

From: Hersman Debbie
Sent: Sunday, July 14, 2013 8:09 PM
To: (b)(6)
Cc: (b)(6) Nantel, Kelly; (b)(6)
Subject: RE: Google Alert - hersman ntsb

I do not think so. It sounds like it is from the ministry/their DOT?

Just for the record, here are my contacts with Korean officials.

I had three calls with Chairman (b)(6) over the course of the launch:

1 - 7/6 pm - (Initiated by DAPH) On the satellite phone through the Comm Center on the FAA plane - good call, process discussion, no issues of concern.

2 - 7/18 pm - (Initiated by DAPH) On the phone traveling to/from Family Assistance Center - letting him know that we were leaving the scene the following day (7/19) and that I had given my final press conference - it was a good call, no issues of concern were raised. The language barrier does make it more difficult to communicate though. His English is good, my Korean is non-existent.

3 - 7/19 at approximate 11:30pm - (Initiated by DAPH) I called to apologize about the erroneous confirmation of pilot names. Apologized, he did not seem to be aware of the situation. I also told him I would call Asiana CEO and he said that as long as we were following our procedures, everything should be fine and he didn't think I needed to apologize to Asiana CEO. (I now think that Chairman (b)(6) thought I was calling about the letter referenced below and did not understand the erroneous information about pilot names and why I was calling to apologize.) The call was good and he did not seem to have concerns about our process that he articulated to me. He told me, "It is okay. You are doing a good job," in response to my initial apology. (In each of the calls above, I did not have any other NTSB officials on the call with me.)

I had two interactions with the Asiana CEO over the course of the launch:

1 - 7/10 - 9:30am - Met with Asiana CEO - encouraged him to ensure that Asiana took a greater leadership role at the Family Assistance Center and to help move families to their next destination (b)(6) was in attendance). There was little conversation on the investigation.

NOTE - He stayed for the meeting with the families and for much of my investigative briefing to the families which lasted at least 45 mins. Also, it is noteworthy that throughout the week, Asiana executives heard my briefings at the FAC before they were delivered to the media. We usually did this 3 or more hours in advance, however, some additional factual information was developed between the time I gave the family briefing and the time I briefed the media so it often changed a bit.

2 - 7/20 - 1pm - (Initiated by DAPH - request made the night before through (b)(6) and party reps) I apologized for the offensive pilot names, explained that we were working to address the situation so that it would not happen again. Responded to some questions from him about the information and his comments. I concluded the call by expressing appreciation for salvage cooperation on moving the fuselage and for continuing work at the FAC. He did say that they wanted to know about information like that before we released it... I committed that we would do better in the future. ((b)(6) was on the line and may have taken notes.)

From: (b)(6)
Sent: Saturday, July 13, 2013 2:01 PM
To: (b)(6)
Subject: Re: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

I did receive it! Thanks very much for following up!

From: (b)(6)
Sent: Saturday, July 13, 2013 01:36 PM
To: (b)(6)
Subject: FW: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

(b)(6)

I know this is receiving coverage locally, so I wanted to ensure you received this. I also sent it to (b)(6) and the Congresswoman and Chairman spoke about it last night.

(b)(6)

National Transportation Safety Board

(b)(6)



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NATIONAL TRANSPORTATION SAFETY BOARD NEWS RELEASE

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NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

July 12, 2013

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Earlier today, in response to an inquiry from a media outlet, a

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Office of Public Affairs
490 L'Enfant Plaza, SW
Washington, DC 20594

(202) 314-6100
Kelly Nantel
kelly.nantel@ntsb.gov

summer intern acted outside the scope of his authority when he erroneously confirmed the names of the flight crew on the aircraft.

The NTSB does not release or confirm the names of crewmembers or people involved in transportation accidents to the media. We work hard to ensure that only appropriate factual information regarding an investigation is released and deeply regret today's incident.

Appropriate actions will be taken to ensure that such a serious error is not repeated.

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Cc: (b)(6)

Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

I called Chairman (b)(6) of the KARAIB and apologized. He was very gracious, but I am not sure that he was aware of it.

(b)(6) has reached out to the Asiana's rep to set up a call with their CEO. (b)(6), you could let (b)(6) know I would like to speak to him as well.

Please advise if there are others that I should call.

-----Original Message-----

From: (b)(6)

Sent: Friday, July 12, 2013 11:13 PM Eastern Standard Time

To: (b)(6); Hersman Debbie; Nantel, Kelly; (b)(6)

Cc: (b)(6)

Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

I sent the press release to (b)(6) who is counsel for Asiana.

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)

Sent: Friday, July 12, 2013 11:04 PM Eastern Standard Time

To: Hersman Debbie; Nantel, Kelly; (b)(6)

Cc: (b)(6)

Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

I am passing the word to all the team and parties. I will speak to (b)(6) in the morning.

-----Original Message-----

From: Hersman Debbie

Sent: Friday, July 12, 2013 10:30 PM Eastern Standard Time

To: Nantel, Kelly; (b)(6)

Cc: (b)(6)

Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

The crew names action is so hard to hear. After all the hard work on scene and at the family assistance center by so many, it is painful to now have the agency be associated with something

so insensitive.

Kelly, please help (b)(6) with making sure our team is aware of appropriate responses to media inquiries if they are approached, we know Korean media is camped out at the hotel.

-----Original Message-----

From: Nantel, Kelly

Sent: Friday, July 12, 2013, 08:54 PM Eastern Standard Time

To: (b)(6); Hersman Debbie; (b)(6)

Cc: (b)(6)

Subject: FW: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Folks – the below statement regarding the erroneous release of crew names has been issued and will be posted on our website shortly. As most of you know, today one of our summer interns responded to an inquiry from a media outlet asking him to confirm the crew member names from Asiana flight 214. I regret to say that not only did he attempt to confirm the identifies as they were read to him by the producer, but that the names that he confirmed were inaccurate and culturally offensive. I have reached out to (b)(6) and advised each of the incident and I have provided them with a copy. I have also reached out to my counterpart at Asiana Airlines and shared the release with him.

My staff and the Com Center know that any inquiries regarding this incident are to be forwarded to me for handling. I reached (b)(6) and he is in the process of posting the statement on the web and we will tweet it out as well. There is a significant amount of chatter about it on Twitter so posting our statement there is appropriate as well.

Thank you.

From: NTSB AVIATION LIST [<mailto:AVIATION@LISTSERV.NTSB.GOV>] **On Behalf Of** NTSB Press Release

Sent: Friday, July 12, 2013 8:37 PM

To: AVIATION@LISTSERV.NTSB.GOV

Subject: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

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NATIONAL TRANSPORTATION SAFETY BOARD NEWS RELEASE

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(202) 314-6100
Kelly Nantel
kelly.nantel@ntsb.gov

not repeated.

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From: Nantel, Kelly
Sent: Saturday, July 13, 2013 12:09 AM
To: (b)(6); Hersman Debbie; (b)(6)
(b)(6)
Cc:
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

(b)(6) - I exchanged email with (b)(6), my counterpart of Assiana Airlines tonight.

-----Original Message-----

From: (b)(6)
Sent: Friday, July 12, 2013 11:55 PM Eastern Standard Time
To: Hersman Debbie; (b)(6); Nantel, Kelly; (b)(6)
Cc: (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

I created a chart to track the contacts made to the external parties. We don't want to duplicate efforts or fail to contact some party we should.

Please send names of individuals who should be contacted and names of individuals who you have contacted, the date and method of contact.

Thx

(b)(6)
Deputy General Counsel
National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)
(b)(6)
(202) 314-6090 (Fax)

From: Hersman Debbie
Sent: Friday, July 12, 2013 11:50 PM
To: (b)(6); Nantel, Kelly; (b)(6)
Cc: (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

I called Chairman (b)(6) of the KARAIB and apologized. He was very gracious, but I am not sure that he was aware of it.



National Transportation Safety Board

Washington, DC 20594

Office of the Chairman

(b)(6)

The Korean American Association of Greater New York
149 West 24th Street
6th Floor
New York, NY 10011

Dear (b)(6):

On behalf of the NTSB, I offer my sincere apology for the inaccurate and offensive names that were mistakenly confirmed as those of the pilots of Asiana flight 214, which crashed at San Francisco International Airport on July 6.

It is the NTSB's policy and long standing practice never to release or confirm to the media the names of crewmembers or others impacted by transportation accidents. Unfortunately, in response to an inquiry from a media outlet, these procedures were not followed, and the inaccurate names of the flight crew provided by the media outlet were erroneously confirmed.

In order to ensure that an incident like this never occurs again, I have requested an immediate and thorough review of this specific event and of the NTSB's policies and procedures regarding the public release of information. We do not have information or knowledge of the source of the names provided by the media outlet. We deeply regret this incident and will take appropriate actions to ensure that such a serious error does not occur again.

On the great seal of the United States, it says "E Pluribus Unum" – this Latin phrase translates to "Out of many, one." From many, we are one; from many cultures, from many different paths, from many states, we are one nation. I recognize the great contributions of Korean Americans to this country. The experiences of this group have been woven in to the story of this nation, and their addition has made us stronger.

Sincerely,

Deborah A.P. Hersman
Chairman

From: (b)(6)
Sent: Wednesday, July 17, 2013 11:58 AM
To: (b)(6)
(b)(6)
Subject: Comm stuff

Interesting analysis of Asiana's communications response following the SFO accident. Look forward to discussing this.....and NTSB's own response to Interngate.

http://www.insidebayarea.com/breaking-news/ci_23671825/asiana-airlines-perplexing-response-flight-214-crash?source=rss

From: (b)(6)
Sent: Friday, July 12, 2013 7:15 PM
To: Nantel, Kelly; (b)(6) Holloway Keith
Subject: Document1
Attachments: Document1.docx

Attached is the start to the statement on pilot's names.

From: (b)(6)
Sent: Friday, July 12, 2013 7:36 PM
To: (b)(6)
Subject: Draft statement

Here's what we have:

The National Transportation Safety Board apologizes for inaccurate and offensive names that were mistakenly confirmed as those of the crew of Asiana flight 214, which crashed in San Francisco on July 6.

Earlier today, in response to an inquiry from a media outlet, a summer intern acted outside his scope of his authority when he attempted to confirm the names of the crew on the aircraft.

The intern's actions violated agency policies and procedures as the NTSB does not release or confirm the names of crewmembers or people involved in transportation accidents.

Appropriate actions will be taken to ensure that such a serious error is not repeated.

From: (b)(6)
Sent: Monday, July 15, 2013 1:28 PM
To: Nantel, Kelly
Subject: FW: Intern fired?

For you..

From: (b)(6)
Sent: Monday, July 15, 2013 1:25 PM
To: (b)(6) keith.holloway@ntsb.org
Subject: Intern fired?

Hey (b)(6) and Keith,

NBC is reporting the intern who confirmed the fake names to KTVU has been let go. Can you guys confirm that? I'm at (b)(6).

Thanks,

(b)(6)

nsportation reporter

From: (b)(6)
Sent: Monday, July 15, 2013 3:40 PM
To: Nantel, Kelly
Subject: FW: SFO Asiana crash KTVU pilot names questions

Another one.

From: (b)(6) [i@ap.org]
Sent: Monday, July 15, 2013 3:37 PM
To: (b)(6)
Subject: SFO Asiana crash KTVU pilot names questions

Hello (b)(6), this is (b)(6) from the Associated Press.

We're reading that the summer intern that confirmed the erroneous pilot names to KTVU isn't with the NTSB anymore. Obviously there is a lot of interest in this situation, I was hoping you could confirm some of those details.

My # is (b)(6) I left you a message as well.

Thanks
(b)(6)

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[IP_US_DISC]

msk dccc60c6d2c3a6438f0cf467d9a4938

From: (b)(6)@yahoo.com>
Sent: Monday, July 15, 2013 11:00 AM
To: (b)(6)
Subject: FYI. Asiana says it will sue San Francisco TV station over use of bogus, racially offensive names - The Globe and Mail

<http://m.theglobeandmail.com/news/world/asiana-says-it-will-sue-san-francisco-tv-station-over-use-of-bogus-racially-offensive-names/article13215300/?service=mobile>

From: (b)(6)@yahoo.com>
Sent: Monday, July 15, 2013 11:04 AM
To: (b)(6)
Subject: Huffington Post re asiana

http://m.huffpost.com/us/entry/3588569?icid=maing-grid7%7Chtmlws-main-bb%7Cdl8%7Csec3_ink1%26pLid%3D343540

(b)(6) sending this purely FYI. Please excuse any duplication.

From: (b)(6)
Sent: Friday, July 12, 2013 8:00 PM
To: Nantel, Kelly
Subject: KTVU apology and NTSB draft statement

KTVU Apology

In KTVU's Noon newscast on Friday, July 12th, the station misidentified the pilots involved in the Asiana Airlines crash at SFO. Prior to air, the names were confirmed by an NTSB official in the agency's Washington, D.C. office. Despite that confirmation, KTVU realized the names that aired were not accurate and issued an apology later in the newscast.

"We sincerely regret the error and took immediate action to apologize, both in the newscast where the mistake occurred, as well as on our website and social media sites," said (b)(6) KTVU/KICU Vice President & General Manager. "Nothing is more important to us than having the highest level of accuracy and integrity, and we are reviewing our procedures to ensure this type of error does not happen again."

NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

The National Transportation Safety Board apologizes for inaccurate and offensive names that were mistakenly confirmed as those of the crew of Asiana flight 214, which crashed at San Francisco International Airport on July 6.

Earlier today, in response to an inquiry from a media outlet, a summer intern acted outside his scope of authority when he erroneously confirmed the names of the crew on the aircraft.

The NTSB does not release or confirm the names of crewmembers or people involved in transportation accidents to the media and deeply regret that this occurred.

Appropriate actions will be taken to ensure that such a serious error is not repeated.

From: (b)(6)
Sent: Friday, July 12, 2013 7:52 PM
To: (b)(6)
Subject: latest version

The National Transportation Safety Board apologizes for inaccurate and offensive names that were mistakenly confirmed as those of the crew of Asiana flight 214, which crashed at San Francisco International Airport on July 6.

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From: (b)(6)
Sent: Friday, July 12, 2013 7:16 PM
To: Nantel, Kelly; (b)(6)
Subject: Let me know when you want me to walk down to discuss and look at the release

(b)(6)

National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)
(202) 314-(b)(6) Direct Line)
(202) 314-6090 (Fax)

From:

(b)(6)

Sent:

Friday, July 12, 2013 9:46 PM

To:

(b)(6)

Cc:

Subject:

Media Requests and Inquiries in the investigation of Asiana FL 214.

Dear Office Directors, Deputies and Chiefs,

Due to the sensitivities and complex issues involved in the investigation of Asiana Flight 214, all media inquiries must be directed specifically to Kelly Nantel, Office of Public Affairs. We appreciate the adherence to this direction by you and your staff.

Have a good weekend,

(b)(6)

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(202) 314-(b)(6) (Direct Line)
(202) 314-6090 (Fax)

From: (b)(6)@ktvu.com>
Sent: Friday, July 12, 2013 7:53 PM
To: (b)(6)
Cc: (b)(6) (CMG-Oakland)
Subject: (b)(6) - update
Attachments: KTVUApology.doc

Hi (b)(6)

We have issued a release that mentions the NTSB in it – we did not get into specifics, and are referring those with questions about the NTSB part to you...we don't want to get into specifics and are not asking you to – we just hope a release from you will be issued asap that acknowledges the NTSB did have someone on the other side of the phone mistakenly confirm the information and you are addressing what happened...Will you let us know, asap? I see some websites have spoken with you and they say you deny our statement – it is attached to this email. Best, (b)(6)

KTVU 2 NEWS

(b)(6) News Director | KTVU Channel 2 News
2 Jack London Square | Oakland, CA 94607
Ph: (b)(6) | 24/7 News Desk: (510) 874-0242
Connect with KTVU News: 



FOR IMMEDIATE RELEASE

July 12, 2013

CONTACT

Jeff Holub (510) 874-0542

KTVU Apology

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"We sincerely regret the error and took immediate action to apologize, both in the newscast where the mistake occurred, as well as on our website and social media sites," said Tom Raponi, KTVU/KICU Vice President & General Manager. "Nothing is more important to us than having the highest level of accuracy and integrity, and we are reviewing our procedures to ensure this type of error does not happen again."

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Cox Media Group is an integrated broadcasting, publishing, direct marketing and digital media company that includes the national advertising rep firms of CoxReps. Additionally, CMG owns Cox Target Media, which operates Valpak, one of North America's leading direct marketing companies, and Savings.com, a leading online source for savings. The company's operations currently include 14 broadcast television stations and one local cable channel, 57 radio stations, eight daily newspapers and more than a dozen non-daily publications, and more than 100 digital services. CMG currently operates in more than 20 media markets and reaches approximately 52 million Americans weekly, including more than 30 million TV viewers, more than 4 million print and online newspaper readers, and 14 million radio listeners. For more information about Cox Media Group, please check us out online at www.coxmediagroup.com.

From: (b)(6)
Sent: Monday, July 15, 2013 3:01 PM
To: (b)(6)
Subject: RE: Did you guys fire the intern

Yes, he was in intern in PA studying government. He got quite a lesson in it.

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 10:13 AM
To: (b)(6)
Subject: RE: Did you guys fire the intern

I hope the student's school goes nuts too and puts him on academic probation or expels him. Was he in public affairs?

(b)(6)

American Bus Association, Senior Director, Communications, Media and Marketing Washington D.C.

Toll Free: (800) 283-2877 (b)(6)

Office: (b)(6)

Fax: (202) 842-0850

(b)(6)

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 10:12 AM
To: (b)(6)
Subject: RE: Did you guys fire the intern

And the fact that the crew names had been released 5 days earlier should have given them pause.

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 10:06 AM
To: (b)(6)
Subject: RE: Did you guys fire the intern

The station needs to take a serious look at its editorial policies today as well. I could not believe that someone at KTVU, which has a decent reputation, didn't look at the script and say 'huh' this isn't right....

(b)(6)

American Bus Association, Senior Director, Communications, Media and Marketing Washington D.C.

Toll Free: (800) 283-2877 (b)(6)

Office: (b)(6)

Fax: (202) 842-0850

Cell: (b)(6)

(b)(6)

-----Original Message-----

From: (b)(6)@ntsb.gov]

Sent: Monday, July 15, 2013 10:02 AM

To: (b)(6)

Subject: RE: Did you guys fire the intern

(b)(5),(b)(6)

-----Original Message-----

From: (b)(6)@buses.org]

Sent: Sunday, July 14, 2013 11:53 PM

To: (b)(6)

Subject: Did you guys fire the intern

Wi Too Low, you've got to be kidding me and the moron anchor and producer at KTVU I'd fire them and the intern in .5 seconds.

Sent from my iPhone

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From: (b)(6)
Sent: Friday, July 12, 2013 7:45 PM
To: (b)(6)
Subject: RE: Draft statement

Do we need to say summer intern? Can we just a staff member? Can we also add a final line about sincerely apologizing for this mistake?

(b)(6)
Director, Office of Communications
National Transportation Safety Board
490 L'Enfant Plaza, SW
Washington, DC 20594

-----Original Message-----

From: (b)(6)
Sent: Friday, July 12, 2013 07:36 PM Eastern Standard Time
To: (b)(6)
Subject: Draft statement

Here's what we have:

The National Transportation Safety Board apologies for inaccurate and offensive names that were mistakenly confirmed as those of the crew of Asiana flight 214, which crashed in San Francisco on July 6.

Earlier today, in response to an inquiry from a media outlet, a summer intern acted outside his scope of his authority when he attempted to confirm the names of the crew on the aircraft.

The intern's actions violated agency policies and procedures as the NTSB does not release or confirm the names of crewmembers or people involved in transportation accidents.

Appropriate actions will be taken to ensure that such a serious error is not repeated.

From: Nantel, Kelly
Sent: Monday, July 15, 2013 10:06 AM
To: (b)(6)
Cc: Holloway Keith
Subject: RE: Intern questions

(b)(6) - I'm in a meeting but will call you soon.

-----Original Message-----

From: (b)(6)@politico.com]
Sent: Monday, July 15, 2013 09:32 AM Eastern Standard Time
To: Nantel, Kelly
Cc: (b)(6)
Subject: FW: Intern questions

Wanted to make sure this got in front of someone in a position to answer -- thanks,

(b)(6)

From: (b)(6)
Sent: Monday, July 15, 2013 8:53 AM
To: (b)(6)
Subject: Intern questions

Hi (b)(6)

Could you give me a call this morning? I'd like to ask you a few more questions about what happened last week with the list of names on KTVU.

Thanks
(b)(6)

=====
(b)(6)
Senior reporter, transportation
POLITICO Pro

1100 Wilson Blvd.
Arlington, VA 22209

(b)(6)

From: (b)(6)
Sent: Friday, July 12, 2013 9:03 PM
To: (b)(6)
Subject: RE: KTVU

Indeed it is.

From: (b)(6) [redacted]@abc.com]
Sent: Friday, July 12, 2013 8:55 PM
To: (b)(6)
Subject: Re: KTVU

This is legit?

(b)(6)

ABC News
1717 DeSales Street, NW
Washington, DC 20036

(b)(6)

@ABCaviation

On Jul 12, 2013, at 8:44 PM, (b)(6) wrote:

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NTSB_NEWS@LISTSERV.NTSB.GOV to your address book.

NATIONAL TRANSPORTATION SAFETY BOARD NEWS RELEASE

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NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

July 12, 2013

WASHINGTON – The National Transportation Safety Board apologizes for inaccurate and offensive names that were mistakenly confirmed as those of the pilots of Asiana flight 214, which crashed at San Francisco International Airport on July 6.

Earlier today, in response to an inquiry from a media outlet, a summer intern acted outside the scope of his authority when he erroneously confirmed the names of

Contact Information

Office of Public Affairs
490 L'Enfant Plaza, SW
Washington, DC 20594

(202) 314-6100
Kelly Nantel
kelly.nantel@ntsb.gov

the flight crew on the aircraft. .

The NTSB does not release or confirm the names of crewmembers or people involved in transportation accidents to the media. We work hard to ensure that only appropriate factual information regarding an investigation is released and deeply regret today's incident.

Appropriate actions will be taken to ensure that such a serious error is not repeated.

###



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From: (b)(6) [mailto:(b)(6)@abc.com]
Sent: Friday, July 12, 2013 4:33 PM
To: (b)(6)
Subject: KTVU

<https://twitter.com/search?q=%23ktvu&src=typd>

<image001.jpg>

1.

2. [KTVU Flight 214 Fail - YouTube](#)

► 0:28 ► 0:28

www.youtube.com/watch?v=VqjlhtKIToo

13 mins ago - Uploaded by supernatty121

Confirmed Pilots' names aboard flight: Sum Ting Wong **Wi Tu Lo** Ho ... Boeing 777 by **Asiana** Airlines ...

(b)(6)

Producer, ABC News
1717 DeSales Street NW
Washington, DC 20036

(b)(6)

@ABCaviation

From: (b)(6)
Sent: Monday, July 29, 2013 1:28 PM
To: (b)(6)
Subject: RE: KTVU producer

I did see that. Thanks for sending though.

-----Original Message-----

From: (b)(6) [mailto:(b)(6)@faa.gov]
Sent: Friday, July 26, 2013 12:06 PM Eastern Standard Time
To: (b)(6)
Subject: KTVU producer

http://www.huffingtonpost.com/2013/07/26/ktvu-fired-producer-fake-pilot-names_n_3658308.html

(b)(6) FYI - sending in unlikely event you haven't already heard the news. NTSB intern also mentioned in story.

(b)(6)
Senior Technical Writer
Beacon Management Group
Contract Support
FAA NextGen Performance & Outreach
(b)(6)

From: (b)(6)
Sent: Friday, July 12, 2013 9:11 PM
To: (b)(6)
Subject: RE: KTVU

I think that he won't be by Monday.

From: (b)(6)@abc.com]
Sent: Friday, July 12, 2013 9:05 PM
To: (b)(6)
Subject: Re: KTVU

Wow. Does the intern still work for the NTSB ?

(b)(6)

ABC News
1717 DeSales Street, NW
Washington, DC 20036

(b)(6)
@ABCaviation

On Jul 12, 2013, at 9:03 PM, (b)(6) wrote:

Indeed it is.

From: (b)(6)
Sent: Friday, July 12, 2013 8:55 PM
To: (b)(6)
Subject: Re: KTVU

This is legit?

(b)(6)

ABC News
1717 DeSales Street, NW
Washington, DC 20036

(b)(6)
@ABCaviation

On Jul 12, 2013, at 8:44 PM, (b)(6) wrote:

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From: (b)(6)
Sent: Friday, July 12, 2013 4:33 PM
To: (b)(6)
Subject: KTVU

<https://twitter.com/search?q=%23ktvu&src=typd>

<image001.jpg>

- 1.
2. KTVU Flight 214 Fail - YouTube

► 0:28 ► 0:28

www.youtube.com/watch?v=VqjlhtKIToo

13 mins ago - Uploaded by supernatty121

Confirmed Pilots' names aboard flight: Sum Ting Wong **Wi Tu Lo**

Ho ... Boeing 777 by **Asiana** Airlines ...

(b)(6)
Producer, ABC News
1717 DeSales Street NW
Washington, DC 20036

(b)(6)
@ABCAviation

From: (b)(6)
Sent: Saturday, July 13, 2013 12:33 PM
To: (b)(6)
Subject: RE: KTVU's Asiana pilot "names"

I don't know his fate. That will be for mgmt to determine.

-----Original Message-----

From: (b)(6)
Sent: Saturday, July 13, 2013 10:45 AM Eastern Standard Time
To: (b)(6)
Subject: Re: KTVU's Asiana pilot "names"

Thanks again.

What happened to the intern?

Sent from my iPhone

On Jul 12, 2013, at 8:43 PM, (b)(6) wrote:

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NATIONAL TRANSPORTATION SAFETY BOARD NEWS RELEASE

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NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

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Earlier today, in response to an inquiry from a media outlet, a summer intern acted outside the scope of his authority when he erroneously confirmed the names of the flight crew on the aircraft.

The NTSB does not release or confirm the names of crewmembers or people involved in transportation

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Office of Public Affairs
490 L'Enfant Plaza, SW
Washington, DC 20594

(202) 314-6100
Kelly Nantel
kelly.nantel@ntsb.gov

accidents to the media. We work hard to ensure that only appropriate factual information regarding an investigation is released and deeply regret today's incident.

Appropriate actions will be taken to ensure that such a serious error is not repeated.

###



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From: (b)(6)
Sent: Friday, July 12, 2013 5:42 PM
To: (b)(6)
Subject: FW: KTVU's Asiana pilot "names"

Looping you in, haven't heard back.

From: (b)(6)
Sent: Friday, July 12, 2013 4:58 PM
To: kelly.nantel@nts.gov; keith.holloway@nts.gov
Subject: KTVU's Asiana pilot "names"

Hey guys,

I'm sure you have approximately a million better things to do, but considering that KTVU is basically deflecting blame onto you I wanted to ask whether you in fact did confirm to them this set of offensive and obviously fake pilot names referenced here.

<http://gawker.com/ktvu-reports-asiana-air-pilots-were-sum-ting-wong-and-759185714>

Here's to this day/week ending soon,

(b)(6)

(b)(6) nsportation
POLITICO Pro

1100 Wilson Blvd.
Arlington, VA 22209

(b)(6)



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From: (b)(6)
Sent: Friday, July 12, 2013 8:55 PM
To: (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Unfortunately. Amazing, huh?

From: (b)(6)
Sent: Friday, July 12, 2013 8:53 PM
To: (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

so this intern confirmed the erroneous names that the tv station read? (i'm not writing on this.)

----- Original Message -----

From: (b)(6)
To: (b)(6)
At: Jul 12 2013 20:51:57

I'm afraid so!

From: (b)(6)
Sent: Friday, July 12, 2013 8:47 PM
To: (b)(6)
Subject: Fwd:NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Is this a real press release????!!

----- Original Message -----
From: LISTSERV-No-Reply@NTSB.GOV
To: AVIATION@LISTSERV.NTSB.GOV
At: Jul 12 2013 20:41:10

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NTSB STATEMENT ON ERRONEOUS CONFIRMATION

Contact Information

From: (b)(6)
Sent: Friday, July 12, 2013 8:39 PM
To: (b)(6)
Cc:
Subject: RE: (b)(6) - update

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NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

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###

Contact Information

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(202) 314-6100
Kelly Nantel
kelly.nantel@ntsb.gov

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From: (b)(6)
Sent: Friday, July 12, 2013 8:34 PM
To: (b)(6)
Cc: (b)(6)
Subject: RE: (b)(6) - update

Excellent, thank you.

KTVU 2 NEWS

(b)(6) | News Director | KTVU Channel 2 News
2 Jack London Square | Oakland, CA 94607
Ph: (b)(6) 24/7 News Desk: (510) 874-0242
Connect with KTVU News: 

From: (b)(6)
Sent: Friday, July 12, 2013 5:32 PM
To: (b)(6)
Cc: (b)(6)
Subject: RE: (b)(6) - update


Thanks much. We will have a statement out shortly. I will send it to you as soon as it's approved.

From: (b)(6)
Sent: Friday, July 12, 2013 7:53 PM
To: (b)(6)
Cc: (b)(6)
Subject: (b)(6) - update

Hi (b)(6)

We have issued a release that mentions the NTSB in it – we did not get into specifics, and are referring those with questions about the NTSB part to you...we don't want to get into specifics and are not asking you to – we just hope a release from you will be issued asap that acknowledges the NTSB did have someone on the other side of the phone mistakenly confirm the information and you are addressing what happened...Will you let us know, asap? I see some websites have spoken with you and they say you deny our statement – it is attached to this email. Best, (b)(6)

KTVU 2 NEWS

(b)(6) | News Director | KTVU Channel 2 News
2 Jack London Square | Oakland, CA 94607
Ph: (b)(6) 24/7 News Desk: (510) 874-0242
Connect with KTVU News: 

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From: (b)(6)
Sent: Monday, July 15, 2013 3:41 PM
To: (b)(6)
Subject: RE: SFO Asiana crash KTVU pilot names questions

Kelly Nantel is handling the questions on this issue. I forwarded her your email so you should hear from her soon.

From: (b)(6) [REDACTED]@ap.org]
Sent: Monday, July 15, 2013 3:37 PM
To: (b)(6) [REDACTED]
Subject: SFO Asiana crash KTVU pilot names questions

Hello (b)(6) [REDACTED], this is (b)(6) [REDACTED] from the Associated Press.

We're reading that the summer intern that confirmed the erroneous pilot names to KTVU isn't with the NTSB anymore. Obviously there is a lot of interest in this situation, I was hoping you could confirm some of those details.

My # is (b)(6) [REDACTED] I left you a message as well.

Thanks,

(b)(6) [REDACTED]

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[IP_US_DISC]

msk dccc60c6d2c3a6438f0cf467d9a4938

Statement on Asiana flight crew names incident

This is my recollection of the events of Friday afternoon, July 12, 2013, in the chronological order in which they occurred.

At around 3:15 pm, our PA summer intern, (b)(6) came to my office and asked me if the NTSB confirmed the names of crewmembers. I told him that it was our policy not to confirm names and asked him if the caller was inquiring about Asiana crewmember names. He indicated that they were. I told him that he could simply tell the caller that the NTSB does not release crew names but that Asiana had already done so earlier in the week and that the crew names were widely cited by many news outlets so that the caller could easily find the names by checking reputable news sources online. (b)(6) thanked me and left.

Sometime between 4 and 5 pm I received a call from a media outlet asking if we confirmed crew names for KTVU. I told them that the NTSB did not release crew names. The reporter said that someone at the NTSB had verified crew names for a media outlet in San Francisco.

I then called Kelly on her cell phone just to verify that the NTSB had not released or confirmed crew names. Kelly told me that they had not done so. I then called back the reporter and told them that we had not released or confirmed crew names but that Asiana had previously released the names and that they were widely available in news stories online. I received several more calls asking if we had confirmed crew names and I responded that we had not.

Sometime around 5 pm, I received a call from someone asking for (b)(6). I told him that (b)(6) had left for the day and asked him if there was something I could help him with. He identified himself as the KTVU station manager, (b)(6). He said that one of his producers called NTSB earlier that day and spoke with (b)(6). The KTVU producer had a list of crew names that the producer spelled out for (b)(6). The producer said that (b)(6) had confirmed the names as the crewmembers on the Asiana accident flight. I told him that I would need to get in touch with (b)(6) to find out what had happened and that I would call (b)(6) back after I had the chance to talk with (b)(6).

It took me about 30 minutes or so to locate (b)(6) cell phone number. As soon as I had his number, I called him and he answered. I told him that I understood he had a phone conversation with a producer at KTVU earlier in the day and asked him to describe that conversation with me. He said that he had two phone calls with a KTVU producer. The first one occurred sometime in the afternoon when a producer called him with a list of Asiana accident flight crew names and wanted to confirm them. He told me that he wanted to be helpful so he went online to search for the crew names but said that he made it clear to the KTVU producer that he was getting the information from an internet search. I asked him if he confirmed the names that KTVU provided and he said that the names he was given sounded like the ones that he had seen referenced on the internet so he told me that he told the producer that he "believed" that those were the names. He said that when he was asked by the producer if the names she had given him were accurate, he replied as follows: "I believe so."

The second call (b)(6) handled from the KTVU producer, came within 30 minutes of the first call. He said that the producer wanted to double-check that he had accurately confirmed the names during the first phone call. (b)(6) said that's when he came to me to ask if the NTSB confirms crew names. After getting my answer, he went back to the phone and told the producer that the NTSB did not in fact confirm the names but that they had previously been released by Asiana.

After talking to (b)(6) I immediately called Kelly and gave her a rundown of what was going on. I offered to get (b)(6) on the phone so Kelly could hear directly from him. Kelly agreed and I got (b)(6) on the phone with Kelly and me. Kelly told (b)(6) that what had occurred was a very big deal and a serious mistake and that it was very important that he be up front with us and provide accurate detail about his interactions with the KTVU producer. (b)(6) recounted the same information to Kelly that he had given to me in the previous phone call. We wrapped up the call with (b)(6) and Kelly told him that we would likely be in touch later.

I then called (b)(6) back and told him what (b)(6) told me, that (b)(6) had made it clear to the producer that he was looking for the names online and that he said that he believed that the names KTVU provided him with were accurate. (b)(6) said that his producer told him that (b)(6) said that he could confirm the names through the NTSB but not to use (b)(6) name in the reporting. I told (b)(6) that I would need to talk to (b)(6) again and would get back to him after I did so.

I then called (b)(6) back and told him what (b)(6) had just told me. I asked (b)(6) if he had used the word "confirm" with the producer. He said that he may have used that word. I asked him if he disagreed with the producer's recounting of their interaction with (b)(6) saying that KTVU could confirm the crew names through the NTSB but not to use (b)(6) name in the report. (b)(6) said he did not disagree with that recount.

I ended my call with (b)(6), called Kelly and provided these new details. We agreed that we needed to get a statement out as quickly as possible.

I then called (b)(6) back and told him that (b)(6) did not disagree with the producer's characterization of their interaction. I also told him that we would be drafting up a statement and said that I would send it to him as soon as it was approved and publically released, which I did.

I hereby make the above statements freely and voluntarily. My statements are true and correct to the best of my knowledge and belief.

(b)(6)

(Date)

National Transportation Safety Board

From: (b)(6)
Sent: Friday, July 12, 2013 7:48 PM
To: (b)(6)
Subject: updated

The National Transportation Safety Board apologizes for inaccurate and offensive names that were mistakenly confirmed as those of the crew of Asiana flight 214, which crashed at San Francisco International Airport on July 6.

Earlier today, in response to an inquiry from a media outlet, a summer intern acted outside his scope of his authority when he attempted to confirm the names of the crew on the aircraft.

The NTSB does not release or confirm the names of crewmembers or people involved in transportation accidents to the media.

Appropriate actions will be taken to ensure that such a serious error is not repeated.

From: Nantel, Kelly
Sent: Monday, July 29, 2013 4:06 PM
To: (b)(6)
Subject:
Attachments:

Importance: High

Categories: Blue Category

(b)(6) - attached is a draft letter for (b)(6). As you may recall, we discussed this letter with the (b)(6) early. I'd like your feedback.

Thank you.



National Transportation Safety Board

Washington, D.C. 20594

July 29, 2013

TO: Whom it May Concern
FROM: Kelly A. Nantel, Director of Public Affairs
RE: (b)(6)

(b)(6)

From: (b)(6)
Sent: Tuesday, July 16, 2013 1:14 PM
To: (b)(6)
Subject: DRAFT Q&A Statements
Attachments: (b)(6) Statement.docx; Nantel Statement.docx; (b)(6) Statement.docx; Korean Assoc Ltr.pdf

Importance: High

Follow Up Flag: Follow up

Flag Status: Flagged

Categories: Blue Category

I brainstormed a little on questions. Please review and make them better. Also attached is the letter from Korean American Assoc.

(b)(6)



THE KOREAN AMERICAN ASSOCIATION
OF GREATER NEW YORK

July 14, 2013

NATIONAL TRANSPORTATION SAFETY BOARD
Chairman Deborah A.P. Hersman
490 L'Enfant Plaza, SW
Washington, DC 20594
Re: Coverage of Asiana Flight 214

Dear Chairman Hersman,

We are writing to you concerning the National Transportation Safety Board (NTSB) investigation with regards to Asiana Airlines Flight 214, and more importantly the apology that you have issued.

Please note that we find the apology to be seriously lacking in detail.

Korean-Americans throughout the country have been ridiculed as a result of the incorrect and racially offensive names confirmed by your Board and we write this letter demanding more information on behalf of those whom we represent - the Korean-American residents of the Greater New York area.

Accordingly, we respectfully but firmly demand a full explanation of the situation including but not limited to responses to the following questions:

1. Please provide any information you have with regards to where the racially insensitive information originated from
2. Please describe how the 'summer intern,' referenced in your apology was placed in a position to confirm or deny information of such a sensitive nature
3. Please provide us the basis on which the summer intern confirmed the information
4. Your apology states that, "[A]ppropriate actions will be taken to ensure that such a serious error is not repeated." Please provide the full details concerning what actions will be taken.

We wish to know because we fully intend to hold you to those actions, assuming they are sufficient. And we are prepared to mobilize not only the half a million Korean-American residents in the Greater New York area, but also our fellow Asian Communities to ensure that our children and grandchildren will be free from further instances of ridicule.

We look forward to your immediate and detailed response.

Sincerely,

(b)(6)

(b)(6)

President, Korean American Association of Greater New York

뉴욕한인회
www.nykorean.org

149 WEST 24TH STREET, 8FL, NEW YORK, NY 10011 / TEL. (212) 255-8989 / FAX. (212) 833-1627 / E-mail : office@nykorean.org

On July 12, 2012, an OC intern, (b)(6) responded to an inquiry from a media outlet (KTVU) asking for confirmation of the crew members' names from Asiana flight 214, which crashed at San Francisco International Airport on July 6th. The names provided by KTVU were fake and part of a hoax perpetrated by unknown sources.

Please describe when and how you learned of this incident.

Please describe in detail the substance of any interaction(s) and/or discussion(s) you had with (b)(6) after learning of this incident.

Did you speak to any representative/staff member of KTVU?

If so, please explain when the conversation(s) occurred, who initiated the conversation(s), who you spoke to, the substance of the conversation(s), specifically, what the KTVU person asked/said, and what you asked/said.

When the conversation occurred:

Who initiated the conversation and who you spoke to:

The substance of the conversation:

What the KTVU person asked/said:

What you asked/said to the KTVU person:

What guidance, procedures and/or instructions did you provide to (b)(6) about his telephone duties/responsibilities at any time before his conversation with the KTVU person on July 12th? Please explain in detail.

Did you have any interaction(s) and/or discussion(s) with any other public affairs staff member after learning of (b)(6) telephone conversation with the KTVU person on July 12th?

If so, please explain the substance of the interaction(s) and/or discussion(s).

Is there any other factual information that you can provide relating to (b)(6) conversation with the KTVU person, or about this situation in general?

If so, please explain in detail.

I hereby make the above statements freely and voluntarily. My statements are true and correct to the best of my knowledge and belief.

(b)(6)

Office of Communications
National Transportation Safety Board

(Date)

On July 12, 2012, an OC intern, (b)(6), responded to an inquiry from a media outlet (KTVU) asking for confirmation of the crew members' names from Asiana flight 214, which crashed at San Francisco International Airport on July 6th. The names provided by KTVU were fake and part of a hoax perpetrated by unknown sources.

Please describe how and when you learned of this incident.

We understand that at some point during this incident you also spoke to a person from KTVU. Please explain when the conversation occurred, who initiated the call, who you spoke to, what the call was about, what the KTVU person asked/said, and what you asked/said.

When the conversation occurred:

Who initiated the call and who you spoke to:

The substance of the call:

What the KTVU person asked/said:

What I asked/said to the KTVU person:

Did you have any interaction(s) and/or discussion(s) with (b)(6) about his telephone duties/responsibilities at any time before his conversation with the KTVU person on July 12th?

If so, please explain the substance of the interaction(s) and/or discussion(s).

Did you have any interaction(s) and/or discussion(s) with (b)(6) after his telephone conversation(s) with KTVU on July 12th about the substance of his conversations with KTVU?

If so, please explain the substance of the interaction, discussion, and/or conversation.

Did you have any interaction(s) and/or discussion(s) with any other public affairs staff member after learning of (b)(6) telephone conversation with the KTVU person on July 12th?

Did you have any interaction(s) and/or discussion(s) with any other public affairs staff member after learning of (b)(6) telephone conversation with the KTVU person on July 12th?

If so, please explain the substance of the interaction(s) and/or discussion(s).

Please describe in detail the substance of any interaction(s) and/or discussion(s) you had with any other NTSB employee or person external to the NTSB relating specifically to this incident.

(b)(5),(b)(6)

Is there any other factual information that you can provide relating to (b)(6) telephone conversation(s) with KTVU, or about this situation in general?

If so, please explain in detail.

I hereby make the above statements freely and voluntarily. My statements are true and correct to the best of my knowledge and belief.

Kelly A. Nantell
Chief, Public Affairs Division
National Transportation Safety Board

(Date)

From: (b)(6)
Sent: Monday, July 15, 2013 12:41 PM
To: (b)(6)
Subject: DRAFT Questions
Attachments: (b)(6) Statement.docx

Categories: Blue Category

You may want to change around the format...

(b)(6)

On July 12, 2012, you responded to an inquiry from a media outlet (do we want to identify) asking for confirmation of the crew members' names from Asiana flight 214, which crashed at San Francisco International Airport on July 6th. Please explain who the call was from, who you spoke to, what the caller asked of you, specifically, and what you did/told the caller.

Call was received from:

Spoke to:

Caller asked:

What I did/told the caller:

Unless described above, did the caller identify the names for which confirmation was requested?

Did you seek guidance from any NTSB employee before responding to the media outlet?

Did you tell any NTSB employee about the call from the media outlet and/or the information you provided to the media outlet before the story broke in the media?

Is there any other factual information that you can provide about this situation?

I hereby make the above statements freely and voluntarily. My statements are true and correct to the best of my knowledge and belief.

(Typed Name)

(Date)

From: (b)(6)
Sent: Monday, July 15, 2013 4:06 PM
To: (b)(6)
Subject:

Categories: Blue Category

From: (b)(6)
Sent: Monday, July 15, 2013 4:02 PM
To: (b)(6)
Cc:
Sub

(b)(6)

From: (b)(6)
Sent: Monday, July 15, 2013 3:58 PM
To: (b)(6)
Cc:
Sub

Thank you so much!!!

From: (b)(6)
Sent: Monday, July 15, 2013 3:55 PM

(b)(6)

From: (b)(6)
Sent: Monday, July 15, 2013 3:49 PM
To: (b)(6)
Sub

Per our conversation – Thanks!!

From: (b)(6)
Sent: Monday, July 15, 2013 3:48 PM
To: (b)(6)
Cc: Nantel, Kelly
Subject: (b)(6)

From: Nantel, Kelly
Sent: Monday, July 15, 2013 11:18 AM
To: (b)(6)
Subject:

Categories: Blue Category

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 11:08 AM
To: Nantel, Kelly
Subject: (b)(6)

Kelly, thanks for speaking with me this morning.
I can only imagine how busy you and your team are.

(b)(6)

I have two previously scheduled commitments beginning at 1pm today. I would greatly appreciate it the meeting be set is at or before noon.

Thanks for your consideration.

My best -- (b)(6)

Non Responsive

From: (b)(6)
Sent: Friday, July 12, 2013 8:36 PM
To: (b)(6)
Cc: Nantel, Kelly; (b)(6)
Subject: FW: Draft statement

Categories: Blue Category

(b)(6)

Earlier today one of our summer interns responded to an inquiry from a media outlet asking him to confirm the crew member names from Asiana flight 214.

As you know NTSB never releases or confirms the names of crew or victims. Kelly is currently handling the media fall out resulting from this.

(b)(6)

appreciated.

Thanks,

(b)(6)

-----Original Message-----

From: (b)(6)
Sent: Friday, July 12, 2013 07:36 PM Eastern Standard Time
To: (b)(6)
Subject: Draft statement

Here's what we have:

The National Transportation Safety Board apologizes for inaccurate and offensive names that were mistakenly confirmed as those of the crew of Asiana flight 214, which crashed in San Francisco on July 6.

Earlier today, in response to an inquiry from a media outlet, a summer intern acted outside his scope of his authority when he attempted to confirm the names of the crew on the aircraft.

The intern's actions violated agency policies and procedures as the NTSB does not release or confirm the names of crewmembers or people involved in transportation accidents.

Appropriate actions will be taken to ensure that such a serious error is not repeated.

From: Nantel, Kelly
Sent: Monday, July 15, 2013 10:43 AM
To: (b)(6)
Subject: FW: This morning's meeting

Categories: Blue Category

(b)(6)

I wanted to pass this along.

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 8:45 AM
To: Nantel, Kelly
Subject: This morning's meeting

Hi Kelly,

Please listen to your voicemail from about a minute ago. I look forward to meeting with you. Please call (b)(6) at your earliest convenience.

Thanks again,

(b)(6)

Sent from my iPhone

From: (b)(6)
Sent: Monday, July 22, 2013 11:21 AM
To: (b)(6)
Subject:
Attachments: (b)(6).docx

Categories: Blue Category

How's this?

From: (b)(6)
Sent: Monday, July 15, 2013 12:57 PM
To: (b)(6) Nantel, Kelly
Subject: nt
Attachments: nt.docx

Categories: Blue Category

I think this covers the basics. Anything else we should add?

Thanks,
(b)(6)

From: (b)(6)
Sent: Tuesday, July 16, 2013 10:28 AM
To: (b)(6)
Cc:
Subject: Intern

Importance: High

Categories: Blue Category

Hi,

I left you a VM but thought I'd better email too. If you have time to talk, I'd like to follow up with you today on our plan for obtaining statements from (b)(6). Kelly, you and any other person you think has information we should collect. (b)(6) is very busy today, but we've discussed a plan to collect the information that is a little different than what we've done before. I can fill you in when we talk, but in the meantime, I think it is prudent for you to tell (b)(6) and Kelly to make some notes, today (if they haven't already), of what they remember (who, what, when, where, how, etc.) in preparation for their statements, but to standby for specific instructions on the format to be used in finalizing their notes.

Thanks,

(b)(6)

From: Nantel, Kelly
Sent: Monday, July 15, 2013 4:49 PM
To: (b)(6)
Cc:
Subject:

Categories: Blue Category.

Thanks.

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 03:56 PM Eastern Standard Time
To: Nantel, Kelly
Cc: (b)(6)
Sub

Kelly,

(b)(5),(b)(6)

From: (b)(6)
Sent: Monday, July 15, 2013 3:48 PM
To: (b)(6)
Cc:
Sub

(b)(6)

From: Nantel, Kelly
Sent: Tuesday, July 30, 2013 8:57 AM
To: (b)(6)
Subject:

Categories: Blue Category

Thanks (b)(6). I'll do that!!

(b)(6)?

From: (b)(6)
Sent: Tuesday, July 30, 2013 8:09 AM
To: Nantel, Kelly; (b)(6)
Subject: RE: (b)(6) Letter

Kelly,
I think the letter is okay. One small tweak - I would change the second to last para. To start, "
(b)(6) needed ..."

(b)(6)

-----Original Message-----

From: Nantel, Kelly
Sent: Monday, July 29, 2013 04:06 PM Eastern Standard Time
To: (b)(6)
Subj

(b)(6)

Thank you.

From: (b)(6)
Sent: Tuesday, July 30, 2013 9:54 AM
To: (b)(6)
Subject:

Categories: Blue Category

The letter is okay. I agree with the change recommended by (b)(6).

(b)(6)

From: (b)(6)
Sent: Tuesday, July 30, 2013 8:09 AM
To: Nantel, Kelly (b)(6)
Subject: RE:

Kelly,

I think the letter is okay. One small tweak - I would change the second to last para. To start, "
(b)(6) needed ..."

-----Original Message-----

From: Nantel, Kelly
Sent: Monday, July 29, 2013 04:06 PM Eastern Standard Time
To: (b)(6)
Subj:

(b)(5),(b)(6)

Thank you.

From: (b)(6)
Sent: Wednesday, July 17, 2013 2:07 PM
To: (b)(6)
Subject: RE: DRAFT Q&A Statements
Attachments: (b)(6) edits.docx

Categories: Blue Category

Let's talk.

From: (b)(6)
Sent: Tuesday, July 16, 2013 1:14 PM
To: (b)(6)
Subject: DRAFT Q&A Statements
Importance: High

I brainstormed a little on questions. Please review and make them better. Also attached is the letter from Korean American Assoc.

(b)(6)

From: (b)(6)
Sent: Saturday, July 13, 2013 7:19 AM
To: (b)(6)
Subject: RE: Draft statement

Categories: Blue Category

Thank you

-----Original Message-----

From: (b)(6)
Sent: Friday, July 12, 2013 10:30 PM Eastern Standard Time
To: (b)(6)
Cc: (b)(6)
Subject: RE: Draft statement

(b)(6)

Thanks for the heads up. Lets talk Monday morning.

(b)(6)

-----Original Message-----

From: (b)(6)
Sent: Friday, July 12, 2013 08:35 PM Eastern Standard Time
To: (b)(6)
Cc: (b)(6)
Subject: FW: Draft statement

(b)(6)

Earlier today one of our summer interns responded to an inquiry from a media outlet asking him to confirm the crew member names from Asiana flight 214.

As you know NTSB never releases or confirms the names of crew or victims. Kelly is currently handling the media fall out resulting from this.

(b)(5),(b)(6)

appreciated.

Thanks

(b)(6)

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 2:50 PM
To: (b)(6); Nantel, Kelly
Subject: RE: (b)(6)

Categories: Blue Category

I have not spoken with either of them.

(b)(6)

From: (b)(6)
Sent: Monday, July 15, 2013 2:50 PM
To: (b)(6); Nantel, Kelly
Subject: RE: (b)(6)

Just checking to see whether you heard back from (b)(6) on the statement? Thanks

From: (b)(6)
Sent: Monday, July 15, 2013 1:06 PM
To: (b)(6); Nantel, Kelly
Su (b)(6)

I think this looks fine. I don't have any questions to add.

(b)(6)

From: (b)(6)
Sent: Monday, July 15, 2013 12:57 PM
To: (b)(6); Nantel, Kelly
Sub (b)(6)

I think this covers the basics. Anything else we should add?

Thanks,

(b)(6)

From: Nantel, Kelly
Sent: Monday, July 15, 2013 2:51 PM
To: (b)(6)
Subject:

Categories: Blue Category

I have (b)(6) Will bring down.

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 02:49 PM Eastern Standard Time
To: (b)(6) Nantel, Kelly
Subject:

Just checking to see whether you heard back from (b)(6) on the statement? Thanks

From: (b)(6)
Sent: Monday, July 15, 2013 1:06 PM
To: (b)(6) Nantel, Kelly
Subject:

I think this looks fine. I don't have any questions to add.

(b)(6)

From: (b)(6)
Sent: Monday, July 15, 2013 12:57 PM
To: (b)(6) Nantel, Kelly
Subject:

I think this covers the basics. Anything else we should add?

Thanks,

(b)(6)

From: (b)(6)
Sent: Tuesday, July 16, 2013 11:00 AM
To: (b)(6)
Subject: RE: Statement and letter

Categories: Blue Category

Thanks (b)(6) I got your message about the statements too. Thanks for the heads up.

-----Original Message-----

From: (b)(6)
Sent: Tuesday, July 16, 2013 9:49 AM
To: (b)(6)
Subject: Statement and letter

Here are the two documents that (b)(6) early.

(b)(6)

-----Original Message-----

From: Lexmark_MFD@ntsb.gov [mailto:Lexmark_MFD@ntsb.gov]
Sent: Tuesday, July 16, 2013 9:47 AM
To: (b)(6)
Subject: Scanned file

See Attached

From: (b)(6)
Sent: Wednesday, July 17, 2013 4:48 PM
To: (b)(6)
Subject: RE: Statement document
Attachments: (b)(6) Statement - 1.docx

Categories: Blue Category

Attached is the formatted statement for (b)(6)

(b)(6)

From: (b)(6)
Sent: Wednesday, July 17, 2013 3:31 PM
To: (b)(6)
Cc: (b)(6)
Subject: RE: Statement document

(b)(6)

Please let us know if you think we've got the important bases covered. Also, we were thinking that the questions to (b)(6) can also be used for (b)(6). Do you agree?

Thanks,
(b)(6)

From: (b)(6)
Sent: Wednesday, July 17, 2013 1:54 PM
To: (b)(6)
Subject: RE: Statement document

No problem. Just checking.
(b)(6)

From: (b)(6)
Sent: Wednesday, July 17, 2013 1:53 PM
To: (b)(6)
Subject: RE: Statement document

I'm just making a few small edits and will forward shortly.

Sorry for the delay.
(b)(6)

From: (b)(6)
Sent: Wednesday, July 17, 2013 1:51 PM
To: (b)(6)
Subject: Statement document

(b)(6)

Is the statement document ready to be distributed? I have asked the identified individuals to write their thoughts down while they are fresh in their mind. I also told them that there would be a document provided for them to complete.

Just wanted to check in on this issue.

(b)(6)

(b)(6)

Office of Communications
tation Safety Board

From: (b)(6)
Sent: Tuesday, July 16, 2013 4:32 AM
To: (b)(6)
Subject: RE: Student Volunteer issue

Categories: Blue Category

(b)(6),

Could you email me a copy of the (b)(6) statement.

Thanks.

(b)(6)

From: (b)(6)
Sent: Monday, July 15, 2013 4:03 PM
To: (b)(6)
Subject: Student Volunteer issue

Hello (b)(6)

I wanted to touch base with you on this issue when you have a few minutes.

The student (b)(6) and complied with our request to submit a statement of the event.

Just let me know when it's convenient and I'll give you a call or call me please at (b)(6).

Thanks,

(b)(6)

From: (b)(6)
Sent: Tuesday, July 16, 2013 5:14 PM
To: (b)(6)
Cc:
Subject: RE: Talking points.

Categories: Blue Category

Agree as edited.

(b)(6)

From: (b)(6)
Sent: Tuesday, July 16, 2013 5:01 PM
To: Nantel, Kelly; (b)(6)
Cc: (b)(6)
Subject: RE: Talking points

A few suggestions, attached.

From: Nantel, Kelly
Sent: Tuesday, July 16, 2013 4:44 PM
To: (b)(6)
Cc:
Subject: RE: Talking points

Slight edits from me.

From: (b)(6)
Sent: Tuesday, July 16, 2013 4:40 PM
To: Nantel, Kelly; (b)(6)
Cc:
Subject: Talking points

Attached is the draft in our earlier meeting. Please provide comment/corrections ASAP. I would like to provide these to the Chairman by 5pm.

Thank you,

(b)(6)

Office of Communications
National Safety Board

From: (b)(6)
Sent: Tuesday, July 16, 2013 4:55 PM
To: (b)(6)
Cc:
Subject: RE: Talking points

Categories: Blue Category

Looks good to me

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Tuesday, July 16, 2013 04:40 PM Eastern Standard Time

(b)(6)

Subject: Talking points

Attached is the draft in our earlier meeting. Please provide comment/corrections ASAP. I would like to provide these to the Chairman by 5pm.

Thank you,

(b)(6)

Office of Communications
Station Safety Board

From: (b)(6)
Sent: Tuesday, July 16, 2013 4:53 PM
To: (b)(6)
Cc:
Subject: RE: Talking points

Categories: Blue Category

Looks good with those edits.

(b)(6)
ortation Safety Board



From: (b)(6)
Sent: Tuesday, July 16, 2013 4:45 PM
To: (b)(6)
Cc:
Subject: RE: Talking points

I concur with Kelly's edits.

-----Original Message-----

From: Nantel, Kelly
Sent: Tuesday, July 16, 2013 04:43 PM Eastern Standard Time

(b)(6)

Subject: RE: Talking points

Slight edits from me.

From: (b)(6)
Sent: Tuesday, July 16, 2013 4:40 PM
To: (b)(6)
Cc:
Subject: Talking points

Attached is the draft in our earlier meeting. Please provide comment/corrects ASAP. I would like to provide these to the Chairman by 5pm.

Thank you,

(b)(6)

Office of Communications
ation Safety Board

From: Nantel, Kelly
Sent: Wednesday, July 17, 2013 9:55 AM
To: (b)(6)
Cc:
Subject: RE: Talking points

Categories: Blue Category

Great! Thank you. Can you also send to (b)(6)? She needs them as well.

From: (b)(6)
Sent: Wednesday, July 17, 2013 9:47 AM
To: (b)(6)
Cc: (b)(6)
Subject: Talking points

Attached are the talking points developed yesterday to address the recent incident involving confirmation of erroneous crew names from flight 214. I forwarded these to the Board Members last night and want to be sure everyone has the same information.

The Chairman also asked last night that I send these to Office Directors today. I'll do that in a few minutes.

Thanks,

(b)(6)

Office of Communications
tation Safety Board

From: (b)(6)
Sent: Monday, July 15, 2013 9:48 AM
To: (b)(6)
Subject: Student Volunteer Issue
Attachments: (b)(6).doc

Categories: Blue Category

(b)(5),(b)(6)



National Transportation Safety Board

Operations Bulletin HR-STF-002 NTSB Student Volunteer Program

1. Issuing Organization. Operations Bulletin HR-STF-002 was developed by the Human Resources Division, AD-30, and was issued July 12, 2011. It is due for review by July 12, 2013.
2. Purpose. Operations Bulletin HR-STF-002 provides policies and procedures for staff to use to process volunteers at the NTSB.
3. Policy. It is NTSB policy to clarify and establish procedures, policies, and guidelines related to hiring and processing volunteers at the NTSB.
 - A. Generally speaking, Federal agencies are prohibited by law (section 1342 of title 31, United States Code) from accepting volunteer service. No person may provide unpaid service to the Government or provide service with the understanding that he or she will waive pay. One exception to this prohibition is provided for employment of students to further their educational goals.
 - B. The NTSB offers unpaid training opportunities to students in high school and college. These opportunities provide students with work experience related to their academic program. Student volunteers are exposed to the NTSB work environment and learn about the mission and responsibilities of its components.
 - C. Some of the benefits of the program include:
 - (1) Career exploration, early in the student's academic studies.
 - (2) Exposure to new and emerging occupations and professions.
 - (3) Academic credit for the work performed. (This is determined by the academic institution.)
 - (4) Work experience, which will enhance the student's ability to obtain paying jobs in the future.
 - D. Authority.
 - (1) Section 301 of the Civil Service Reform Act of 1978, Public Law 95-454, authorized Federal departments and agencies to establish programs designed to provide educationally related work assignments for students in a non-pay status.
 - (2) Volunteer Service under the Act is limited to services performed by a student, with the permission of the institution at which the student is enrolled, as part

of an agency program established for the purpose of providing educational experience for the student. Such service is to be uncompensated and will not be used to displace any employee or to staff a position, which is a normal part of the agency's work force.

E. Requirements.

- (1) **Eligibility.** A Student is an individual who is enrolled not less than half-time in a high school, trade school, technical or vocational institute, junior college, college, university or other accredited educational institution. An individual who is a student is deemed not to have ceased to be a student during an interim between school years, if the interim is not more than 5 months and if such individual shows to the satisfaction of the NTSB a bona fide intention of continuing to pursue a course of study or training in the same or different educational institution during the school semester (or other period into which the school year is divided) immediately after the interim. Students must provide the NTSB Volunteer Coordinator with proof of course enrollment or a transcript to verify eligibility for the program
- (2) **Citizenship.** Non-citizens should not serve as student volunteers, unless the Human Resources (HR) Director makes an exception to determine when it is in the best interest of the NTSB. Exceptions must be in harmony with the annual appropriations bill, which restricts the employment of non-citizens to those of certain nations.
- (3) **Minimum Age.** The selection of students to participate in the program should be in conformance with Federal, State, or local laws and standards governing the employment of minors. Volunteers appointed to NTSB should be at least age 16 or in the tenth grade or at an equivalent level of schooling. Under no circumstances, may a student younger than 14 serve, regardless of grade in school, without the prior approval of the HR Director. Students who are between grades (for example, during summer breaks) are considered to be in the grade or class in which they will be enrolled.
- (4) **Status.** A participant in the NTSB volunteer program is not considered to be a Federal employee for any purpose other than injury compensation or laws related to the Tort Claims Act. Service is not creditable for leave accrual or any other employee benefits

F. **Length of Volunteer Service and Extending Volunteer Service.** Volunteers may serve no longer than one year. If the starting and ending date of service was initially requested for three to four months, the Selecting Official may request an extension by resubmitting the required forms for approval.

4. **Cancellation.** Operations Bulletin HR-STF-002 cancels Human Resources Operating Procedures document, NTSB Student Volunteer Program, dated January 30, 2003.

5. References/Links.

- A. U.S. Office of Personnel Management (Guide to Processing Personnel Actions).

B. 5 CFR, Part 308, Volunteer Service.

6. Responsibilities.

A. The Human Resources Division, AD-30, is responsible for:

- (1) Ensuring compliance with the procedures set forth in this bulletin.
- (2) Updating this bulletin according to the schedule or earlier if there is an identified need.

B. The Volunteer Program Coordinator is responsible for the following:

- (1) Posting opportunities on the NTSB website.
- (2) Forward applicants' packages to the Agency Ethics Official.
- (3) Informing the Selecting Official of any conflicts of interest and providing a copy of the written statement to the Selecting Official and volunteer.
- (4) Notifying the Selecting Official when all phases of processing have been completed.
- (5) Providing the Hire Team (via e-mail) with the name, reporting date, end date, duty location, and supervisory contact for each student volunteer.

C. The Selecting Official is responsible for the following:

- (1) Contacting, interviewing, and selecting volunteers for their Regional Office.
- (2) Ensuring that the appropriate forms and documents are completed and submitted to the NTSB Volunteer Program Coordinator.
- (3) Contacting the student to establish a reporting date.
- (4) Coordinating the request of picture identification and fascards with the Volunteer Coordinator

D. The Agency Ethics Official is responsible for the following:

- (1) Interviewing the volunteer to determine any conflicts of interest prior to the effective date of the volunteer appointment.
- (2) Providing the Volunteer Coordinator with a copy of the ***New Employee Briefing of Standards of Conduct/Assessment of Financial Interests & Conflicts of Interest Form.***
- (3) Notifying the Volunteer Coordinator in writing, if a conflict of interest exists.

E. The HR Director is responsible for the following:

- (1) Reviewing and approving the completed applicant package.

F. The Hire Team is responsible for the following:

- (1) Ensuring access to equipment and building access.

G. Volunteers are responsible for the following:

- (1) Mailing their applications directly to the NTSB Regional Office.

- (2) Completing an exit form upon completion of service.
 - (3) Signing an agreement, restricting him/her to any involvement with certain investigations, if there is a conflict of interest.
7. Procedures. To process volunteers for the Office of Aviation Safety, follow steps A through L as described below. Follow the procedures described in steps C through L to process student volunteers for other NTSB offices.
- A. The Volunteer Program Coordinator will post opportunities on the NTSB website.
 - B. Volunteers must mail their applications directly to the NTSB Regional Office, as indicated in the announcement.
 - C. After reviewing applications, the Selecting Official will contact, interview, and select volunteers for their Regional Office.
 - D. Selecting Officials must ensure that the following forms and documents are completed and submitted to the NTSB Volunteer Program Coordinator, prior to establishing an effective date:
 - (1) Student Volunteer Service Agreement (Attachment A)
 - (2) Waiver of Compensation (Attachment B)
 - (3) Documentation of Volunteer Service (Attachment C)
 - (4) Resume
 - (5) Transcript or Copy of Student's School Enrollment Forms
 - (6) Note: All documents must be completed, signed and forwarded to the Volunteer Coordinator prior to participation in the program.
 - E. After review and verification of the information submitted, the Volunteer Coordinator will forward the package to the Agency Ethics Official. This Official will interview the volunteer to determine any conflicts of interest prior to the effective date of the volunteer appointment.
 - F. After the interview, the Ethics Officer will provide the Volunteer Coordinator with a copy of the ***New Employee Briefing of Standards of Conduct/Assessment of Financial Interests & Conflicts of Interest Form***. If the Agency Ethics Official has determined that a conflict of interest exists, he/she will notify the Volunteer Coordinator in writing. The Volunteer Coordinator will inform the Selecting Official and will provide a copy of the written statement to the Selecting Official and volunteer. The volunteer will be required to sign an agreement, restricting him/her to any involvement with certain investigations.
 - G. The completed package, with appropriate signatures and clearances, will be forwarded to the HR Director for final review and approval.
 - H. The Volunteer Coordinator will notify the Selecting Official when all phases of processing have been completed. Notification will consist of an e-mail or faxed copy of the Documentation of Volunteer Service Form.
 - I. The Selecting Official will contact the student to establish a reporting date.

- J. The Volunteer Coordinator will provide the Hire Team (via e-mail) with the name, reporting date, end date, duty location, and supervisory contact for each student volunteer. The Hire Team will ensure access to equipment and building access.
 - K. If picture identification and fascards are required for access within NTSB Headquarters, the Selecting Official must coordinate the request with the Volunteer Coordinator.
 - L. Volunteers must complete an exit form upon completion of service. The form accomplishes two objectives. The first is to ensure that all NTSB property is returned no later than the ending date of volunteer service. The second is verification of time served. Attachment D must be used for this purpose and submitted to the Volunteer Coordinator on the volunteers last day.
8. External Reporting Requirements. None.
9. Definitions. None.
10. Attachments.
- A. Attachment 1, NTSB Student Volunteer Service Agreement.
 - B. Attachment 2, Waiver of Compensation.
 - C. Attachment 3, Documentation of Student Volunteer Service.
 - D. Attachment 4, Student Volunteer Service Exit Form.

Attachment 1
Operations Bulletin HR-STF-002
NTSB Student Volunteer Service Agreement

The Civil Service Reform Act of 1978, Public Law 95-454, Section 301 (5 U.S.C. 3111), authorizes federal departments and agencies to accept volunteer service from certain students on behalf of the United States government. The National Transportation Safety Board requires that the terms of the volunteer service be agreed upon in writing by the appropriate management officials, the participating operating unit within the NTSB, the student's educational institution, and by the student.

This agreement is between the National Transportation Safety Board, hereinafter called the "Agency", and the _____ (Name of Educational Institution) _____, hereinafter called the "School".

The terms of the agreement are as follows:

1. The student is enrolled at least half time at an accredited school, is recommended by the School, and is acceptable to the Agency.
2. The student is nominated and selected without regard to considerations of race, color, national origin, religion, sex, marital status or handicap condition.
3. The student's service is to be uncompensated and will not be used to displace any employee or to staff a position that is a normal part of the Agency's workforce.
4. The School will notify the agency contact, Shawne Boddie, at 202-314-6238, if the student terminates his/her enrollment at the School during the period of volunteer service, or if the student will have more than five months between school semesters.
5. The student's work assignment shall be in the public interest, and to the maximum extent possible, shall provide the appropriate educational experience for the Student.
6. The student is not considered to be a federal employee for any reason other than injury compensation and laws related the Tort Claims Act.
7. The student is not entitled to benefits, i.e., leave, retirement, and health benefits.
8. The agency will establish and maintain records of student volunteer services at the NTSB. Records will include documentation of the work assignment, start and end dates of assignment, and work schedule.

9. Evaluations or reports of the student's performance and attendance will be provided to the School as requested, subject to the regulations governing (1) the protection of privacy in personnel records and (2) the availability and disclosure of official information.
10. The agency shall be responsible for briefing the Student on Program requirements.
11. Either the School or the Agency upon written notice to the other party may effect termination of the agreement prior to the planned ending date of the volunteer assignment.
12. Nature of the Assignment:
 1. The student will be provided a written statement of duties.
 2. The student will be responsible for maintaining a work schedule of his/her choice, and at the end of the assignment, provide the School with a record of his/her attendance.
 3. The student is expected to maintain a standard of conduct and dress code appropriate for conducting government business.
 4. The student understands that his/her participation in this program may be terminated at the discretion of the Agency or School for failure to comply with program requirements or Agency regulations and standards of conduct.

Signature of Agency Official /Supervisor

Date

Title

Name of Operating Unit

Signature of School Official

Date

Title

Name of School

As a student volunteer, I agree that:

- I waive any and all claims for compensation from the Government of the United States for any service performed.
- I accept accountability for loss or damage to Government property caused by my negligence or willful action.
- My activities on the premises will at all times conform, in all regards, to satisfy the standards of behavior and professionalism of the appointing office in which I shall work.
- I will likewise conform and comply with the Standards of Conduct found in statute and government regulation, 5 CFR, Part 2635.
- I understand that NTSB restrictions concerning non-public information that I may obtain in my capacity as an NTSB student volunteer intern prohibit me from sharing any such information with any individuals who are not employees of the NTSB and who are not authorized to receive such information. I agree that I will comply with agency procedures and that I will not disclose non-public information to any person without proper authority from my supervisor to make such a disclosure.

Signature of Student

Date

Attachment 2
Operations Bulletin HR-STF-002
Waiver of Compensation

NTSB STUDENT VOLUNTEER PROGRAM

In consideration of the acceptance of my offer for service as a volunteer to the National Transportation Safety Board, I hereby affirm that I will not expect or demand any compensation for my service. I, the undersigned, having made an offer of my services to the Government of the United States on a voluntary basis without payment of a salary or other benefits, do hereby for myself, my heirs, and assigns forever discharge and release the Government of the United States from any claims, suits, or demands which I or my heirs or assigns may, can or shall have in connection with regards to compensation for these volunteer services.

Signature of Volunteer/Date:

Organizational Assignment:

Signature of Witness:

Attachment 3
Operations Bulletin HR-STF-002
Documentation of Student Volunteer Service



**National Transportation
Safety Board**

DOCUMENTATION OF STUDENT VOLUNTEER SERVICE

NAME:	SSN	DOB
OFFICE/DUTY LOCATION:	POSITION/TITLE:	
STATEMENT OF DUTIES: (If additional space is needed, attach an additional sheet.)		
Recommending Official	Date:	
Office Director	Date:	
Under 5 U.S.C. 3111, a student volunteer is not a Federal employee for any purposes other than injury compensation and law related to the Tort Claims Act. Service is not creditable for leave or any other employee benefits.		
Designated Agency Ethics Official	Date:	
APPROVED		
Director of Human Resources	Date:	
Candidate is approved for a student volunteer appointment with the National Transportation Safety Board.		
START DATE:	ENDING DATE:	WORK SCHEDULE & WORK HOURS PER WEEK

Human Resource Specialist	Date:
----------------------------------	--------------

Instructions: Complete this form for each volunteer participant. After approval by the HR Director, the Volunteer Coordinator will notify the submitting office. The Human Resources Division will maintain records of volunteer services and provide verification of service with NTSB, as required. Volunteer participants must complete an exit form at the end of their service.

Attachment 4
Operations Bulletin HR-STF-002
Student Volunteer Service Exit Form

STUDENT VOLUNTEER SERVICE PROGRAM

EXIT FORM



_____ has served as a volunteer at
(Name)

the NTSB starting on _____ and ending on _____
(Date) (Date)

All items or property of NTSB have been returned.

Volunteer Signature

Date

NTSB Supervisor

Date

New Volunteer/Student Intern/Detailee¹ Briefing on Standards of Conduct & Assessment of Financial Interests & Potential Conflicts of Interest

Date: May 17, 2013

To: Human Resources Division (AD-30)

Thru:

(b)(6)

Designated Agency Ethics Official (DAEO)

From:

(b)(6)

I spoke with this candidate on May 6, 2013, concerning volunteer employment with the NTSB.

Candidate:

(b)(6)

Position/Gr:

Student Intern (Volunteer), GS-NA

Office of Communications, Public Affairs Division (OC-10)

We covered the basics of the Standards of Conduct as they are found in regulations published by the Office of Government Ethics (OGE). This included a brief discussion of topics such as misuse of position, gifts from outside sources, and off-duty employment. The intent of the discussion was to provide notice to (b)(6) of the requirement for federal employees and the necessity for volunteers to comply with standards of conduct as defined in statute or articulated in regulation or directive promulgated by the OGE or the NTSB.²

Additionally, during this briefing, we discussed prohibited financial interests as the subject relates to federal employment in general (see 5 C.F.R. § 2635.403) and, more specifically, the types of financial interests that could be problematic for the candidate, given his proposed duties with the NTSB and the mission of the NTSB. In the course of this discussion, we also covered the definition of the term *transportation enterprise*, particularly with regard to the conflicts of interest and/or questions concerning impartiality that investments in such entities could raise as to an employee, student, or volunteer's ability to work in support of the NTSB's investigative functions. Further, (b)(6) reviewed an email I sent him on May 3, 2013, discussing prohibited financial interests, the definition of transportation enterprise, and disqualifying interests. The e-mail also included, as an attachment, a copy of the Executive Order detailing the principles of ethical conduct for government employees. The Executive Order includes information regarding conflicts of interest and impartiality.

¹ This briefing and assessment is conducted with all potential and new employees of the NTSB, part time and full time. It is also conducted with volunteers; detailees or interns from other agencies, state or federal; and with student interns.

² The Standards of Conduct found at 5 C.F.R. Part 2635 apply, by law, to federal employees, whether they are employees of the NTSB or are detailed from another federal agency to the NTSB. As a matter of practicality, a volunteer intern's service with the NTSB is contingent upon him or her complying with the Standards of Conduct, as well.

Conflict of Interest (Financial) Evaluation/Determination: (b)(6) reported no financial interests that disqualify him for work with the NTSB.

Conflict of Interest (Appearance) Evaluation/Determination: Under 5 C.F.R. § 2635.502, in order to avoid any suggestion of a loss of impartiality with regard to duties performed for the NTSB, a new employee or volunteer is typically disqualified from participating in specific matters (including investigations and other matters before the NTSB) involving parties with whom he or she has a "covered relationship."³ In my review of (b)(6) résumé and my discussion with him, and after discussion regarding impartiality and the appearance of impartiality in the performance of official duties as the topics are addressed in § 2635.502, I determined that (b)(6) has no covered relationships that could present issues with regard to his performance of assigned tasks while a Volunteer Intern with the NTSB.

Findings: First (b)(6) reported no financial interests that disqualify him for employment as a Volunteer Intern with the NTSB. Additionally, with regard to his impartiality and the appearance of impartiality under 5 C.F.R. § 2635.502, there is no evidence of a covered relationship or anything else that would negatively impact his impartiality as he performs the duties of a Volunteer Intern in OC-10.

cc: AD-30 (b)(6)
OC-1 (b)(6)
OC-10 (Nantel)
GC-1 (b)(6) Ethics)

³ The covered relationship is typically one that involves a certain level of personal knowledge and/or commitment such that, where one's duties would impact the financial interests of the party with whom you have the covered relationship, questions of impartiality may arise, even in the mind of the reasonable third party. Per the regulation, a government employee (or volunteer) is considered to have a covered relationship with a former employer.

Volunteer/Intern/Detailee: (b)(6)

(b)(6)

Current Address

(b)(6)

Permanent Address

(b)(6)

Education

(b)(6)

Policy Experience

Policy Analyst

September 2012 - present

(b)(6)

Policy Debater/Assistant Coach

August 2008 - present

(b)(6)

Additional Experience

Outreach and Communications Intern

June - August 2012

(b)(6)

Related Skills

(b)(6)

Activities

(b)(6)



National Transportation
Safety Board

DOCUMENTATION OF STUDENT VOLUNTEER SERVICE

NAME: (b)(6)		SSN (b)(6)	DOB (b)(6)
OFFICE/DUTY LOCATION: WFO of D. M. M.		POSITION/TITLE: IAPIC	
STATEMENT OF DUTIES: (If additional space is needed, attach an additional sheet.) (b)(6) WILL BE INTERFACING WITH THE OFFICE OF PUBLIC AFFAIRS & WILL BE WORKING W/ PAO'S AS WELL AS THE WEB TEAM.			
Recommending Official (b)(6)		Date: 4/23/2013	
Office Director (b)(6)		Date: 4/23/2013	
Under 5 U.S.C. 3111, a student volunteer is not a Federal employee for any purposes other than injury compensation and law related to the Tort Claims Act. Service is not creditable for leave or any other employee benefits.			
Designated Agency Ethics Official (b)(6)		Date: MAY 21 2013	
APPROVED Chief Director of Human Resources		Date: 5/23/2013	
Candidate is approved for a student volunteer appointment with the National Transportation Safety Board.			
START DATE: 4/3/13	ENDING DATE: 8/2/13	WORK SCHEDULE & WORK HOURS PER WEEK	
Human Resource Specialist		Date:	

Instructions: Complete this form for each volunteer participant. After approval by the HR Director, the Volunteer Coordinator will notify the submitting office. The Human Resources Division will maintain records of volunteer services and provide verification of service with NTSB, as required. Volunteer participants must complete an exit form at the end of their service.



APPLICANT AUTHORIZATION AND CONSENT FOR RELEASE OF INFORMATION

We truly welcome your application with the National Transportation Safety Board. We're proud that our success is the result of the quality and caliber of our employees. You are applying for a position whose acceptance will place you in a category of recognized professionals. In pursuit of that excellence, we require, as a condition of employment, and/or continued employment, that all applicants consent to and authorize a pre-employment verification of their background, including, but not limited to, information submitted on their application or résumé.

I, the undersigned applicant, do hereby certify that the information provided by me for the purpose of employment is true and complete to the best of my knowledge. I understand that if I am employed, any false statements will be considered as cause for possible dismissal.

This release and authorization acknowledges that the Safety Board may now, or at any time while I am employed, conduct a verification of my education, previous employment/work history, credit history, motor vehicle records, contact personal references, require that I provide a urine specimen to be tested for the presence of drugs or alcohol, investigate worker's compensation claims and obtain any criminal or civil history record information pertaining to me which may be in the files of any Federal, State or Local criminal justice agency in any state or province or any information as deemed necessary to fulfill the job requirements.

I authorize Safe Advantage Services (SAS) and any of its agents to disclose orally and in writing the results of this verification process and/or interview to the designated authorized representatives of the Safety Board.

I have read and understand this release and consent, and I authorize the background verification. I authorize persons, schools, current and former employers and other organizations and Agencies to provide SAS with all information that may be requested, and I hereby release all of the persons and Agencies providing such information from any and all claims and damages connected with their release of any requested information. I agree that any copy of this document is as valid as the original.

I do hereby agree to forever release and discharge the Safety Board, its agent, SAS, and their associates to the full extent permitted by law from claims, damages, costs, and expenses, for any errors, omissions or any other charge or complaint filed with any agency arising from the retrieving and reporting of information.

You may contact my current and former supervisors/ references: / ☒ Yes / No. NOTE: Birth date is used only to verify criminal and civil records and will not be used by the Safety Board to make a hiring decision.

APPLICANT:	(b)(6)	SSN:	(b)(6)
SIGNATURE:		DATE	4/25/13
ADDRESS		DATE OF BIRTH:	(b)(6)
CITY:		STATE/ZIP:	

LICENSE(S) (drivers, pilot, professional engineer, etc.): NUMBER/TYPE/STATE

(b)(6)



REPORT REQUEST FORM

Client: National Transportation Safety Board

Client #: _____ (BCI will complete) Date: 4/25/03

Applicant's Name: (b)(6)

Social Security #: (b)(6) Date of Birth: (b)(6)

Address: (b)(6)

City, State, _____

School
Last Attend _____

City, State _____

Supervisor
Year(s): _____
Phone # _____

Supervisor # 2 _____
Year(s): _____
Phone # _____

Supervisor # 3 _____
Year(s): _____
Phone # _____

Special Instructions: The following services are needed:

Civil records
Criminal Search
Medical Record
Education
Motor Vehicle

Bankruptcy/Subject to
Outside Financial Influence
Professional License
Employment
Credit History
Worker's Compensation

Federal Records Search
Marital Status
Alcohol/drug activity
Foreign activity/travel
Citizenship

Authorized Signature: _____
Human Resources Representative



CREDIT REPORT CONSENT FORM

I authorize the use of a credit report, consumer report, or investigative consumer report in connection with my consideration for employment or continued employment with the National Transportation Safety Board.

I understand that if the Safety Board denies employment or takes any other adverse action based on information in any of the above reports, the Safety Board will notify me of the following:

the name, address and phone number of the credit reporting agency that provided the report;

a statement that the credit reporting agency did not make the adverse decision and is not able to explain why the employer made the decision;

a statement setting forth my right to obtain free disclosure of my file from the credit reporting agency if I request it within 60 days;

a statement setting forth my right to dispute directly with the credit reporting agency the accuracy or completeness of any information it provided.

Name Printed

Authorization Signature

Date

(b)(6)

4/28/13

The Civil Service Reform Act of 1978, Public Law 95-454, Section 301 (5 U.S.C. 3111), authorizes federal departments and agencies to accept volunteer service from certain students on behalf of the United States government. The National Transportation Safety Board requires that the terms of the volunteer service be agreed upon in writing by the appropriate management officials, the participating operating unit within the NTSB, the student's educational institution, and by the student.

This agreement is between the National Transportation Safety Board, hereinafter called the "Agency", and the (b)(6) hereinafter called the "School".

The terms of the agreement are as follows:

1. The student is enrolled at least half time at an accredited school, is recommended by the School, and is acceptable to the Agency.
2. The student is nominated and selected without regard to considerations of race, color, national origin, religion, sex, marital status or handicap condition.
3. The student's service is to be uncompensated and will not be used to displace any employee or to staff a position that is a normal part of the Agency's workforce.
4. The School will notify the agency contact, (b)(6), if the student terminates his/her enrollment at the School during the period of volunteer service, or if the student will have more than five months between school semesters.
5. The student's work assignment shall be in the public interest, and to the maximum extent possible, shall provide the appropriate educational experience for the Student.
6. The student is not considered to be a federal employee for any reason other than injury compensation and laws related the Tort Claims Act.
7. The student is not entitled to benefits, i.e., leave, retirement, and health benefits.
8. The agency will establish and maintain records of student volunteer services at the NTSB. Records will include documentation of the work assignment, start and end dates of assignment, and work schedule.
9. Evaluations or reports of the student's performance and attendance will be provided to the School as requested, subject to the regulations governing (1) the protection of privacy in personnel records and (2) the availability and disclosure of official information.

10. The agency shall be responsible for briefing the Student on Program requirements.

11. Either the School or the Agency upon written notice to the other party may effect termination of the agreement prior to the planned ending date of the volunteer assignment.

12. Nature of the Assignment:

1. The student will be provided a written statement of duties.
2. The student will be responsible for maintaining a work schedule of his/her choice, and at the end of the assignment, provide the School with a record of his/her attendance.
3. The student is expected to maintain a standard of conduct and dress code appropriate for conducting government business.
4. The student understands that his/her participation in this program may be terminated at the discretion of the Agency or School for failure to comply with program requirements or Agency regulations and standards of conduct.

(b)(6)

Signature of Agency Official /Supervisor

4/23/2013

Date

Director of Public Affairs

Title

Office of Public Affairs

Name of Operating Unit

(b)(6)

Signature of School Official

4/22/13

Date

Assistant Director, Arts & Sciences Career
Title Services

(b)(6)

Name of School

College of Arts & Sciences

As a student volunteer, I agree that:

- I waive any and all claims for compensation from the Government of the United States for any service performed.
- I accept accountability for loss or damage to Government property caused by my negligence or willful action.
- My activities on the premises will at all times conform, in all regards, to satisfy the standards of behavior and professionalism of the appointing office in which I shall work.
- I will likewise conform and comply with the Standards of Conduct found in statute and government regulation, 5 CFR, Part 2635.
- I understand that NTSB restrictions concerning non-public information that I may obtain in my capacity as an NTSB student volunteer intern prohibit me from sharing any such information with any individuals who are not employees of the NTSB and who are not authorized to receive such information. I agree that I will comply with agency procedures and that I will not disclose non-public information to any person without proper authority from my supervisor to make such a disclosure.

(b)(6)

Signature of Student

10/19/2023
Date

NTSB STUDENT VOLUNTEER PROGRAM

In consideration of the acceptance of my offer for service as a volunteer to the National Transportation Safety Board, I hereby affirm that I will not expect or demand any compensation for my service. I, the undersigned, having made an offer of my services to the Government of the United States on a voluntary basis without payment of a salary or other benefits, do hereby for myself, my heirs, and assigns forever discharge and release the Government of the United States from any claims, suits, or demands which I or my heirs or assigns may, can or shall have in connection with regards to compensation for these volunteer services.

Signature of Volunteer/Date:

(b)(6)

Organizational Assignment:

Office of Public Affairs, NTSB

Signature of Witness:

(b)(6)

From: (b)(6)
Sent: Tuesday, July 16, 2013 8:19 AM
To: (b)(6) Nantel, Kelly
Subject: "InternGate" in the news

You may already have seen this; article found via Twitter:

[http://thedesk.\(b\)\(6\).net/2013/07/16/exclusive-ntsb-intern-at-center-of-ktvu-gaffe-identified/](http://thedesk.(b)(6).net/2013/07/16/exclusive-ntsb-intern-at-center-of-ktvu-gaffe-identified/)

(b)(6)

Web Content Developer
National Transportation Safety Board

From: Office Staff <office@nykorean.org>
Sent: Monday, July 22, 2013 5:00 PM
To: Nantel, Kelly
Subject: [KAAGNY]FOR IMMEDIATE RELEASE

KOREAN AMERICAN ASSOCIATION OF GREATER NEW YORK
149 West 24th Street Floor 6
New York, New York 10011
www.nykorean.org
For more information contact:

(b)(6)

FOR IMMEDIATE RELEASE

Manhattan, NY (July 18, 2013) - The Korean American Association of Greater New York Demands Additional Information from KTVU-TV and the NTSB Concerning Their Coverage and Investigation of Asiana Flight 214

On July 14, President Sung K. Min of the Korean American Association of Greater New York ("KAAGNY") sent letters to the National Transportation Safety Board ("NTSB") and KTVU-TV with regards to the racially offensive names that were recently confirmed by the former and announced on the air by the latter entity.

Although both the NTSB and KTVU-TV have issued apologies, they had failed to provide information as to how the mistake, which ridiculed the Korean pilots of Asiana Airlines Flight 214 by announcing erroneous and insulting names, was made.

The letters requested information concerning where the racially insensitive names originated, the full circumstances that led to the mistake and the measures taken with respect to the individuals involved in the incident. (It has since been reported that the intern at the NTSB responsible for erroneously confirming the names has been released.)

With regards to KTVU-TV, President Min stated, "We feel it is not too much to ask such details of a news organization, especially if you would have Korean-Americans accept your apology."

Indicating the action he was prepared to take, the KAAGNY president also stated that, "We are prepared to mobilize not only the half a million Korean-American residents in the Greater New York area, but also our fellow Asian Communities to ensure that our children and grandchildren will be free from further instances of ridicule."

On July 17, KTVU-TV responded in the form of a letter with further apologies, but none of the information requested, other than to deny that the racially insensitive names originated from their station.

Accordingly, on July 19, KAAGNY has sent a follow up letter.

After thanking KTVU-TV for its apology to KAAGNY, President Min noted that, "[W]hat concerns us most at this moment is obtaining an accurate picture of what happened," and asked that KTVU-TV share all information in its possession. President Min also stated, "logically speaking, someone from your station presented the names to the NTSB. Accordingly, clearly there is information in your possession that you are not sharing with us."

He further stated that nothing would assist in the restoration of Korean-Americans' confidence in the station than KTVU's assistance in compiling a true and complete record of the incident.

From: (b)(6)
Sent: Friday, July 19, 2013 12:01 AM
To: Nantel, Kelly
Subject: 1pm Call

(b)(6) are good for a 1pm call.
Not sure that I need to be on the call.

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Wednesday, July 17, 2013 03:00 PM
To: (b)(6)
Subject: RE: Your letter regarding (b)(6) summer wok at NTSB

You bet.

From: (b)(6)
Sent: Wednesday, July 17, 2013 2:54 PM
To: Nantel, Kelly
Subject: Re: Your letter regarding (b)(6) summer wok at NTSB

Understand. Have my cell w/me. Call at anytime.

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Wednesday, July 17, 2013 02:42 PM
To: (b)(6)
Subject: RE: Your letter regarding (b)(6) summer wok at NTSB

I'm am slammed today and out of the office tomorrow but I will try to call you as soon as I catch a breath.

From: (b)(6)
Sent: Wednesday, July 17, 2013 2:21 PM
To: Nantel, Kelly
Subject: Your letter regarding (b)(6) summer wok at NTSB

Kelly, please give me a call re the above.

I know that you are swamped, but it would be great to complete the last item that we discussed on Monday.

My cell phone number is (b)(6)

Thanks - (b)(6)

(b)(6)

Please Do Not Print Unless You Have To

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Monday, July 15, 2013 4:53 PM
To: (b)(6)
Subject: RE: (b)(6)

I'm on a meeting. We are NOT releasing info on (b)(6).

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 04:40 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Re: (b)(6)

Kelly, please give me a call regarding a recent published news report.
Thx -- (b)(6)

----- Original Message -----

From: (b)(6)
Sent: Monday, July 15, 2013 11:08 AM
To: 'kelly.nantel@ntsb.gov' <kelly.nantel@ntsb.gov>
Subject: (b)(6) This Morning's Meeting

Kelly, thanks for speaking with me this morning.
I can only imagine how busy you and your team are.
In regards to this morning's meeting, please advise as to what time you want (b)(6) to come over to NTSB.
I have two previously scheduled commitments beginning at 1pm today. I would greatly appreciate it the meeting be set is at or before noon.
Thanks for your consideration.
My best -- (b)(6)

U.S. Treasury Circular 230 Notice: Any tax advice contained in this communication (including any attachments) was not intended or written to be used, and cannot be used, for the purpose of (a) avoiding penalties that may be imposed under the Internal Revenue Code or by any other applicable tax authority; or (b) promoting, marketing or recommending to another party any tax-related matter addressed herein. We provide this disclosure on all outbound e-mails to assure compliance with new standards of professional practice, pursuant to which certain tax advice must satisfy requirements as to form and substance.

This electronic mail transmission may contain confidential or privileged information. If you believe you have received this message in error, please notify the sender by reply transmission and delete the message without copying or disclosing it.

U.S. Treasury Circular 230 Notice: Any tax advice contained in this communication (including any attachments) was not intended or written to be used,

From: Nantel, Kelly
Sent: Friday, July 19, 2013 7:30 AM
To: Hersman Debbie
Subject: 1pm

Chairman - how about 1pm call with (b)(6)?

He called me last night.

From:

(b)(6)

Sent:

Saturday, July 13, 2013 1:34 AM

To:

Nantel, Kelly

Subject:

A few questions

Kelly

How are you doing?

I have a few questions/comments on the "NTSB statement on erroneous confirmation of crew names". The statement said that a summer intern acted outside of the scope of his authority. .

I wonder what is the NTSB's policy to disclose names who are involved with an incident which is under investigation. Is it NTSB's practice to disclose names before an investigation is completed or no to disclose names until a full investigation is completed? Who is responsible for announcing names?

Also I wonder if NTSB properly trains the policy to employees, including interns, so that employees are fully aware of the policy. I work for a global company and have to be aware of many policies. When I'm not certain, it is my job to ask appropriate resource about policies and comply policies. I, as a tax payer, expect US government employees have the same level of professionalism if not more.

This plane crash was a major incident. Three kids' lives were taken and many more are seriously injured. It is extreme inappropriate to use profane words when many people mourn and suffer.

I hope that NTSB communicates their employees clearly about showing professionalism as a US government employee and respect to the people who are suffering.

Best regards.

(b)(6)

From: Nantel, Kelly
Sent: Monday, July 29, 2013 4:06 PM
To: (b)(6)
Subject: (b)(6)
Attachments: (b)(6)

Importance: High

(b)(6) - attached is a draft letter for (b)(6). As you may recall, we discussed this letter with the (b)(6) on the day that (b)(6) early. I'd like your feedback.

Thank you.



National Transportation Safety Board

Washington, D.C. 20594

July 29, 2013

TO: Whom it May Concern
FROM: Kelly A. Nantel, Director of Public Affairs
RE: Volunteer Internship of (b)(6)

On June 3, 2013, (b)(6) began a voluntary internship with the NTSB's Office of Public Affairs. (b)(6) government, worked closely with a number of the public affairs officers throughout the summer.

(b)(6) was given blog, speech and press release writing and research assignments, assisted with Board Meeting press actions, attended and assisted during meetings with high level leaders, and participated in practice sessions and preparation meetings for speeches and testimonies.

(b)(6) was able to quickly digest complicated and technical aviation, marine and rail information and translated the new knowledge into thorough, well thought-out materials. (b)(6) was mentored by public affairs officers and routinely received constructive feedback about his work products. He internalized the feedback and adjusted his efforts accordingly.

(b)(6) completed his assignments on time and in good order.

As a rising (b)(6) will have numerous internship opportunities ahead of him. I believe that the assignments he was given while interning with the NTSB in the Office of Public Affairs prepared him well for his future opportunities. He is a very intelligent young man, a hard and honest worker who will continue to grow in experience and maturity.

From: (b)(6)
Sent: Sunday, July 14, 2013 2:52 PM
To: Hersman Debbie
Cc: (b)(6) Nantel, Kelly;
Subject: All Hands Message to NTSB Employees
Attachments: AllHandsBulletin3pm.docx

(b)(6) have both reviewed. Please see attached.

(b)(6)
Counsel
Transportation Safety Board
Legal Counsel
Plaza East, S.W.
C. 20594
(Office)
(Direct Line)
(202) 314-6090 (Fax)

From: (b)(6)
Sent: Sunday, July 14, 2013 12:31 PM
To: Nantel, Kelly; (b)(6)
Cc: (b)(6)
Subject: AllHandsBulletin
Attachments: AllHandsBulletin.docx

Here is my first draft. As Kelly and I discussed, we are seeking to add more detail so the vacuum in the hallways is not filled with rumors. The Chairman wants us to tie this into safety culture and learning from our mistakes.

Please send edits by hitting reply all so we call all weigh in.

(b)(6)

From:

(b)(6)

Sent:

Friday, July 12, 2013 11:22 PM

To:

Nantel, Kelly

Subject:

apology for my mistakes

Dear Kelly,

(b)(6)

Sincerely,

(b)(6)

From: (b)(6)
Sent: Friday, July 12, 2013 5:03 PM
To: Nantel, Kelly
Subject: Asiana 214 pilot names
Attachments: KTVU Apology.MOV

KTVU-TV states that an NTSB official confirmed that the name of one of the pilots of Asiana 214 is named Captain Sum Ting Wong. Clearly that is a fictitious name. Did someone at the NTSB really validate this?

Thank you,

(b)(6)

Oakland, CA

From: (b)(6)@optusnet.com.au>
Sent: Monday, July 15, 2013 5:12 AM
To: Nantel, Kelly
Subject: Asiana flight 214 - Pilot identification.

July 12

The National Transportation Safety Board apologizes for inaccurate and offensive names that were mistakenly confirmed as those of the pilots of Asiana flight 214, which crashed at San Francisco International Airport on July 6.

Earlier today, in response to an inquiry from a media outlet, a summer intern acted outside the scope of his authority when he erroneously confirmed the names of the flight crew on the aircraft.

The NTSB does not release or confirm the names of crewmembers or people involved in transportation accidents to the media. We work hard to ensure that only appropriate factual information regarding an investigation is released and deeply regret today's incident.

Appropriate actions will be taken to ensure that such a serious error is not repeated.

Where is your sense of humour? I can't believe the stupid woman from KTVU read out the fake names, without batting an eyelid, but she did and that what makes it so funny.

(b)(6) - Below is some information on the staffing timeline for the period of July 6, 2013 – July 12, 2013.

Saturday, July 6, 2013

Upon receiving notice of the crash of Asiana Airlines flight 214 in San Francisco, the following staff from the Offices of Public Affairs, Safety Advocacy and Government Affairs reported to headquarters to address media and governmental inquiries:

Kelly Nantel, Director of Public Affairs

(b)(6), Director of Government Affairs

Keith Holloway, Public Affairs Officer and Duty Officer

(b)(6)

Kelly, Keith and (b)(6) were preparing to launch for public affairs and (b)(6) was preparing to launch to handle government affairs issues. Due to personal reasons, (b)(6) did not launch on Saturday but rather (b)(6) launched in support of government affairs. (b)(6) continued to assist with the launch from Washington, DC, working all weekend.

Sunday, July 7, 2013

Kelly, Keith, (b)(6) were working the accident from San Francisco. (b)(6) both provided assistance from Washington, DC. (b)(6) called my cell phone on Sunday and offered to go into the office and assist if it was needed. I told him it wasn't necessary on Sunday but that his help would definitely be needed on Monday. In addition to (b)(6) also offered assistance over the weekend.

In addition to the Asiana launch, we received word about a 10-fatal aviation accident in Alaska. I called back to the office and caught both (b)(6). I explained the circumstances and because we were preparing to hold an investigative hearing on Tuesday and Wednesday of the upcoming week, I asked (b)(6) to stay back and to continue to work those issues as well as provide assistance to both launches from Washington, DC.

I spoke with (b)(6) about the launch and then reached out to (b)(6) was launching with the team from DC and (b)(6) was to meet them in Alaska (as he was spending the weekend in Minnesota). At this point, the Office of Public Affairs had only one staff member remaining in DC – (b)(6)

Monday, July 8, 2013

Kelly, Keith, (b)(6) were at the launch in San Francisco. (b)(6) arrived in San Francisco late on Monday.

(b)(6) were at the launch in Alaska.

(b)(6) were working to support both accidents from Washington, DC. They were being assisted by (b)(6) who were covering the phone lines and forwarding messages to the appropriate public affairs officer. (b)(6) was preparing the two-day investigative hearing as well.

Tuesday, July 9 and Wednesday, July 10, 2013

Kelly, (b)(6), Keith, (b)(6) were at the launch in San Francisco.

(b)(6) were at the launch in Alaska.

(b)(6) was working the two-day investigative hearing and providing support for the accidents from Washington, DC. (b)(6) assisted by covering the phones and forwarding messages to the appropriate public affairs officer.

Thursday, July 11, 2013

Kelly, (b)(6), Keith, (b)(6) were at the launch in San Francisco.

(b)(6) completed their on-scene work and were traveling back to DC from Alaska.

(b)(6) continued to provide assistance to both launches and handles numerous media calls regarding regional accidents. (b)(6) assisted by covering the phones and forwarding messages to the appropriate public affairs officer.

Friday, July 12, 2013

Kelly, (b)(6), Keith, (b)(6) wrapped up on-scene work in San Francisco and were traveling back to DC.

(b)(6) were in the office and continued to provide assistance to the San Francisco launch while the team was in route back as well as handling calls about the Alaska accident and several regional accidents. (b)(6) assisted by covering the phones and forwarding messages to the appropriate public affairs officer.

From: (b)(6)@buzzfeed.com>
Sent: Monday, July 15, 2013 12:03 PM
To: Nantel, Kelly
Subject: Asiana suing KTVU - Can you comment?

Hi Kelly -

Looking to get comment from NTSB on the report today that Asiana Airlines will sue KTVU over Friday's broadcast.

Let me know. Thanks.

(b)(6)

--

(b)(6)
Reporter, @BuzzFeedNews
Twitter: (b)(6)

From: (b)(6)@dpa.com
Sent: Saturday, July 13, 2013 10:41 AM
To: Nantel, Kelly
Subject: AW: Press inquiry

If KTVU called to have the names confirmed, that means that they originated on KTVU's side, not the NTSB, correct?

Von: Nantel, Kelly [<mailto:kelly.nantel@ntsb.gov>]

Gesendet: Samstag, 13. Juli 2013 10:39

An: (b)(6)

Betreff: RE: Press inquiry

The statement is really all there is to say.

-----Original Message-----

From: (b)(6)@dpa.com]

Sent: Saturday, July 13, 2013 10:29 AM Eastern Standard Time

To: Nantel, Kelly

Subject: Press inquiry

Kelly,

could you please give me a quick call regarding the NTSB's statement from yesterday regarding the erroneous confirmation of crew names. I'm writing a story that will go on our wire (German Press Agency) in half an hour. I only have one or two questions.

Phone: 202 662 (b)(6)

Thanks

(b)(6)

dpa

dpa German Press Agency

1112 National Press Building 529

14th Street NW

Washington, D.C. 20045

USA

Tel.: +1 202 662 (b)(6)

Mobile: +1 202 3

E-mail: (b)(6)@dpa.com

Web: www.dpa.com

(b)(6) Vors.)

(b)(6)

From: (b)(6)@nbcuni.com>
Sent: Monday, July 15, 2013 12:26 PM
To: Nantel, Kelly
Cc: (b)(6) (NBCUniversal)
Subject: Checking in

Hey Kelly –

The Today Show is asking – any developments regarding the intern?
Does he still have an internship?

Also – any idea where in the world those fake names came from?

and lastly – any investigation update>?

Thanks

(b)(6)

From: (b)(6)@turner.com>
Sent: Sunday, July 14, 2013 8:01 PM
To: Nantel, Kelly; Holloway Keith
Subject: CNN - legal action on pilot names?

Hi Kelly and Keith -

Sorry to bother you on a weekend - but a pr person for Asiana Airlines tells CNN they are "reviewing possible legal action against KTVU-TV and the NTSB" in connection with the fake names that were broadcast.

Has the NTSB been made aware of this possible legal action and would you like to comment at all?

Thanks

(b)(6)
CNN Washington.

From: (b)(6)@turner.com>
Sent: Sunday, July 14, 2013 7:58 PM
To: Nantel, Kelly
Subject: CNN Question

Hello,
What is the ntsb's comment on Asiana considering legal action?

Thank you,
(b)(6)
CNN Washington

ASIANA pr officer (b)(6) has the following statement for CNN:

“Regarding the KTVU-TV's demeaning report of the pilots on July 12, ASIANA Airlines is reviewing possible legal action against KTVU-TV and the NTSB. In a news report about the NTSB's investigation announcement, KTVU-TV, a local network in San Francisco, used racially offensive names for Asians in their report. According to the NTSB, a summer intern working for them had confirmed the names to the network. The reputation of the four pilots and of the company had been seriously damaged by this report. The company is reviewing taking legal action against both KTVU-TV and the NTSB.”

From: (b)(6)@live.com>
Sent: Sunday, July 14, 2013 10:43 PM
To: Nantel, Kelly
Subject: Considered.

Hello. My name is (b)(6) and I'm grossly shocked and appalled over your interns racist fake names given out to news station for the public. The plane crash was a travesty. Not a laughing or joking manner. It's down right disrespectful.

If this intern still has its job (I sincerely hope not) then I a very disappointed in your board.

Thank for taking the time to read this.

(b)(6)

From: (b)(6)@yahoo.com>
Sent: Saturday, July 13, 2013 3:06 AM
To: Nantel, Kelly
Subject: Demand Full Investigation!!

I cannot accept your apology today.

Today's terrible mistake by KTVU and your organization was not just simple "inaccurate and offensive names", said in your statement.

They were the acts of racially motivated person(s) who disparaging over a horrible accident. Pilots' names have been released from the day one by many news medias and there is no way to check them again.

I want to know your summer intern confirmed this stupid question because either he is a bonehead or he's influenced by NTSB's general culture towards races.

I checked your website today and found all of your photos in the website showing only white employees.

I wonder if it represents the current employee mix of your organization.

If so, I demand to see any reason behind that and to know how your organization try to improve.

I have never seen this kind of terrible thing before, even in SNL or Comedy Central.

Please do something and build our trust on organization.

Otherwise, it would be very hard for me to believe any report generated by you.

Thanks,

(b)(6)

ps Hope you're not playing with my name.

Sent from Yahoo! Mail for Windows 8

From: (b)(6)@hotmail.com>
Sent: Friday, July 12, 2013 10:28 PM
To: Nantel, Kelly
Subject: Erroneous confirmation of Asiana flight crew

Importance: High

Montreal, July 12

Ms Nantel,

I just read the NTSB press release regarding the erroneous information given to KTUV by a NTSB summer intern.

I must say I was shocked and appalled by such disgraceful behavior, that at first I thought it was KTUV's responsibility and I strongly complained to KTUV (please see e-mail below to KTUV management).

Now that the NTSB has acknowledged the action of this summer intern, I sincerely hope that strong and meaningful measures will be taken against this person, in order that such offenses won't happen again.

The Asiana tragedy is personal to me, as I have friends who have been injured in this plane crash... T

his tragic situation is much too serious to make any kind of fun or jokes out of it.

Regards,

(b)(6)

To: general.manager@ktvu.com; news@ktvu.com; viewer.comments@ktvu.com
Subject: Disgraceful and insensitive
Date: Fri, 12 Jul 2013 22:58:18 +0000

Montreal, July 12

To whom it may concern,

I just watched the news this evening in Montreal and saw your stupid, insensitive and disgraceful comments regarding the pilots of Asiana Airlines crash in San Francisco.

How can your people be so dumb, especially when viewers count on the news to be updated on this tragic event?

There is nothing to laugh about this sad event, specially when the dead count is now of 3 people! How insensitive of your station. And this sick joke of yours is now the headline on major foreign news stations:

http://www.upi.com/Odd_News/Blog/2013/07/12/Sum-Ting-Wong-named-by-news-station-as-Asiana-pilot/1521373666606/

Just put yourselves for one minute in the shoes of people who were caught in this tragedy, the ones that have been severely injured and perhaps you will gain some wisdom and be more respectful in the future.

Truly shameful and disgusting.

(b)(6)

From: (b)(6)@gmail.com>
Sent: Saturday, July 13, 2013 4:24 AM
To: Nantel, Kelly
Subject: Erroneous confirmation of crew names

Hi Kelly,

Regarding the press release on the erroneous confirmation of crew names for the Asiana flight 214. Will the name of the intern and the intern's supervisor be released? Did the intern create the names by him or herself or was this information passed to the intern? Was this a running joke within the NTSB? Please respond at your earliest convenience. I'm just a concerned citizen.

Regards,

(b)(6)
Austin, Texas

From: (b)(6)@nbcuni.com>
Sent: Friday, July 12, 2013 9:07 PM
To: Nantel, Kelly
Subject: False names

Did intern provide names or only confirm names that KTVU already had?

(b)(6)

Anchor/ Reporter
NBC Bay Area

Sent from my iPhone

From: (b)(6)@gmail.com>
Sent: Saturday, July 13, 2013 7:21 PM
To: Nantel, Kelly
Subject: Firing the idiot who passed along the names to KTVU?

Hi Kelly,

Will the idiot at the NTSB who passed along the offensive names to KTVU be fired? You should make an example of him/her. Look at the Twitter feeds of racist Americans laughing at the news broadcast, a broadcast about a tragic air accident.

Sincerely,

(b)(6)

From: (b)(6)@gmail.com>
Sent: Friday, July 12, 2013 11:39 PM
To: Nantel, Kelly
Subject: Flight 214 Racial Bigotry

Hello Kelly,

I hope the NTSB has a very serious and humble discussion regarding the intern's actions. I've worked for fortune 500 companies who's reputations depend on EVERYONE'S integrity. Such an action which negatively impacts billions of people would result in termination.

I have no faith that the NTSB will hold to equally high morals and standards of conduct being a government entity, but I sincerely hope I'm completely wrong. The proof is in the lack of self governance and commitment to respect that is in place to allow such slander and bigotry to be released to the press.

As anyone inside your organization with interaction with an outside source, their activities ARE representative of you. As to us, they are the voice of the NTSB as in your case. I've seen interns terminated for much less, but I fear this intern in question will likely remain part of your tainted image and remain indicative of government image. After the IRS and NSA scandals of late, and being a safety professional of 12+ years myself, I am offended not only on a human level, but as a professional in the safety field.

I recently lost my job as a safety engineer in aerospace, and knowing there are short sighted INTERNS getting a chance in my field when I work HARD furthering my career and losing my job is VERY painful to hear. Our jobs are difficult as is. We do NOT need such adolescence further making our fight for a safer world that much more difficult. It's respect earned that, over time, allows us to gain more influence on matters of safety in a world where safety is hindsight.

Thank you for your time,

(b)(6)

From: (b)(6)@tv-asahi.net>
Sent: Monday, July 15, 2013 3:00 PM
To: Nantel, Kelly
Subject: follow up on KTVU issue

Hi, this is (b)(6) at the Washington bureau of TV Asahi. I have the statement issued Friday night, but do you have any further info on the "*Appropriate actions will be taken to ensure that such a serious error is not repeated?*". For example, has the intern had more training, been re-assigned, or asked to stop as an intern? And has there been any additional training or new procedures for other interns?

Thank you,

(b)(6)

From: Nantel, Kelly
Sent: Monday, July 22, 2013 5:02 PM
To: (b)(6)
Subject: FW: [KAAGNY]FOR IMMEDIATE RELEASE

FYI

From: Office Staff [mailto:office@nykorean.org]
Sent: Monday, July 22, 2013 5:00 PM
To: Nantel, Kelly
Subject: [KAAGNY]FOR IMMEDIATE RELEASE

KOREAN AMERICAN ASSOCIATION OF GREATER NEW YORK

149 West 24th Street Floor 6

New York, New York 10011

www.nykorean.org

For more information contact:

(b)(6)
@gmail.com

FOR IMMEDIATE RELEASE

Manhattan, NY (July 18, 2013) - The Korean American Association of Greater New York Demands Additional Information from KTVU-TV and the NTSB Concerning Their Coverage and Investigation of Asiana Flight 214

On July 14, (b)(6) of the Korean American Association of Greater New York ("KAAGNY") sent letters to the National Transportation Safety Board ("NTSB") and KTVU-TV with regards to the racially offensive names that were recently confirmed by the former and announced on the air by the latter entity.

Although both the NTSB and KTVU-TV have issued apologies, they had failed to provide information as to how the mistake, which ridiculed the Korean pilots of Asiana Airlines Flight 214 by announcing erroneous and insulting names, was made.

The letters requested information concerning where the racially insensitive names originated, the full circumstances that led to the mistake and the measures taken with respect to the individuals involved in the incident. (It has since been reported that the intern at the NTSB responsible for erroneously confirming the names has been released.)

With regards to KTVU-TV, (b)(6) stated, "We feel it is not too much to ask such details of a news organization, especially if you would have Korean-Americans accept your apology."

Indicating the action he was prepared to take, the KAAGNY president also stated that, "We are prepared to mobilize not only the half a million Korean-American residents in the Greater New York area, but also our fellow Asian Communities to ensure that our children and grandchildren will be free from further instances of ridicule."

On July 17, KTVU-TV responded in the form of a letter with further apologies, but none of the information requested, other than to deny that the racially insensitive names originated from their station.

Accordingly, on July 19, KAAGNY has sent a follow up letter.

After thanking KTVU-TV for its apology to KAAGNY, (b)(6) noted that, "[W]hat concerns us most at this moment is obtaining an accurate picture of what happened," and asked that KTVU-TV share all information in its possession. (b)(6) also stated, "logically speaking, someone from your station presented the names to the NTSB. Accordingly, clearly there is information in your possession that you are not sharing with us."

He further stated that nothing would assist in the restoration of Korean-Americans' confidence in the station than KTVU's assistance in compiling a true and complete record of the incident.

From: Nantel, Kelly
Sent: Friday, July 12, 2013 8:15 PM
To: Holloway Keith
Subject: FW: Asiana 214 pilot names

If not on our list....please add (b)(6) for the 777 list. Thanks.

From: (b)(6).net]
Sent: Friday, July 12, 2013 6:33 PM
To: Nantel, Kelly
Subject: Re: Asiana 214 pilot names

Thank you for the prompt response. Someone might want to clarify that point with KTVU since their on-air apology clearly stated that an NTSB official confirmed a list of fictitious names.

(b)(6)

On Jul 12, 2013, at 3:30 PM, "Nantel, Kelly" <kelly.nantel@ntsb.gov> wrote:

The NTSB does not release the name of crew members.

From: Holloway Keith
Sent: Tuesday, July 16, 2013 10:06 AM
To: Nantel, Kelly
Subject: FW: Asiana Flight 214

Kelly – Here is one of the inquiries I received. I spoke to (b)(6) and he gave me some info regarding the family visit but wanted to check with you on how we should answer the other questions, if at all.

From: (b)(6)@mercurynews.com]
Sent: Monday, July 15, 2013 3:53 PM
To: Holloway Keith
Subject: Asiana Flight 214

Keith,

(b)(6) here from the San Jose Mercury News again.

I'm writing a story about the communication aspects of the July 6 crash of Asiana 214 and have several questions for you:

Who arranged for the passengers to visit the crash site last week? Did Asiana request permission -- or was it the passengers themselves? Did the NTSB have to authorize that visit? When was the last time passengers did something similar following a plane crash on U.S. soil?

Can you elaborate on the NTSB's role in the bogus KTVU report naming the four "pilots" in the crash? Did KTVU have those names that it checked with your intern? Or did those names originate with the NTSB at some point?

Asiana said it plans to sue KTVU, but not the NTSB over its bogus report. Did the NTSB discuss the possibility of a lawsuit with Asiana before Asiana announced it won't sue the NTSB?

I can be reached at 408 271-(b)(6). Thanks in advance.

--

(b)(6)

(b)(6)

From: (b)(6)
Sent: Thursday, July 25, 2013 9:16 AM
To: Nantel, Kelly
Subject: FW: Have you seen this?

You may have seen this already . . .

-----Original Message-----

From: (b)(6)
Sent: Thursday, July 25, 2013 08:51 AM Eastern Standard Time
To: (b)(6)
Cc: (b)(6)
Subject: Have you seen this?

<http://nymag.com/daily/intelligencer/2013/07/heads-have-finally-rolled-at-ktvu.html>

Since San Francisco station KTVU reenacted a scene from Anchorman: The Legend of Ron Burgundy while reporting on the crash of Asiana Flight 214, broadcasting the pilots' names as "Sum Ting Wong," "Wi Tu Lo," and so on, the only consequences we'd heard about were for the NTSB intern who confirmed the bogus names to the station. That changed on Wednesday, when the Fox affiliate fired

(b)(6) and writes

that he's hearing more could follow. The fake names "came to the station via e-mail from an expert source who had provided information to the station in the past," according to the San Francisco Chronicle. Stay classy, San Francisco.

KTVU producers fired over Asiana pilots' fake names

<http://www.sfgate.com/bayarea/article/KTVU-staff-fired-over-fake-Asiana-pilots-names-4685627.php>

From: (b)(6)
Sent: Tuesday, July 16, 2013 8:30 AM
To: Nantel, Kelly
Subject: FW: Hello (b)(6) grad!

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 11:54 PM Eastern Standard Time
To: (b)(6)
Subject: Re: Hello (b)(6) grad!

Okay (b)(6) says the intern is (b)(6). Appreciate anything you can tell me; it seems like (b)(6) is a smart kid who did something stupid and is now going to be vilified for it because (b)(6) revealed his name. That's a shame.

(b)(6)

On Mon, Jul 15, 2013 at 4:53 PM, Morrison, Sara (b)(6) wrote:
Hey (b)(6) --

I'm writing about the KTVU/NTSB thing. Trying to find the name of the NTSB intern who confirmed those names to the TV station and has since been let go because I'm hoping he/she might be able to tell me what happened.

I saw you went to the (b)(6) (and wrote for the (b)(6), my hometown paper!) and thought it was worth a try to see if you might be able to help me. Long shot, but ...

Thanks --

(b)(6)

From: (b)(6)
Sent: Thursday, July 18, 2013 8:23 PM
To: (b)(6)
Cc: Nantel, Kelly.
Subject: FW: Inquiry about fall internship.

Do you want to respond to this email?

-----Original Message-----

From: (b)(6)@gmail.com
Sent: Thursday, July 18, 2013 07:45 PM Eastern Standard Time
To: (b)(6)
Subject: Inquiry about fall internship.

Dear (b)(6)

My name is (b)(6). I'm a South Korean student in the WEST exchange program (<http://www.state.gov/r/pa/prs/ps/2013/05/209073.htm>)
I am majoring in Air transport at Korea Aerospace University, Korea. Now, I'm studying in Washington DC with J-1 visa.

I'm very interested in safety management and accident investigation. So, I want to inquire as to if NTSB offered any fall unpaid internship opportunities for international students. Is there anyone to whom I can send a resume and cover letter for consideration?

Thank you very much for your time.

Sincerely,

(b)(6)

--
(b)(6)
(b)(6) Exchange Program Round 11 Participant
NOVA alexandria
Washington DC
(b)(6) Alington, VA22206

From: (b)(6)
Sent: Tuesday, July 16, 2013 8:50 AM
To: (b)(6); Nantel, Kelly
Subject: FW: Intern article

It appears that (b)(6) name is out on the web.

-----Original Message-----

From: (b)(6)
Sent: Tuesday, July 16, 2013 08:46 AM Eastern Standard Time
To: (b)(6)
Subject: FW: Intern article

Regards.

(b)(6)

Comm Center 202-314-6290

-----Original Message-----

From: (b)(6) (Contractor)
Sent: Tuesday, July 16, 2013 07:30 AM Eastern Standard Time
To: (b)(6)
Cc: CmCtr
Subject: Intern article

[http://www.wwtdd.com/2013/07/\(b\)\(6\)ntsb-ktvu-asiana-airlines/](http://www.wwtdd.com/2013/07/(b)(6)ntsb-ktvu-asiana-airlines/)

From: Nantel, Kelly
Sent: Tuesday, July 16, 2013 9:42 AM
To: (b)(6)
Subject: FW: Intern fired?

About (b)(6)

From: (b)(6)
Sent: Monday, July 15, 2013 11:46 PM
To: Nantel, Kelly
Subject: Re: Intern fired?

(b)(6) (who was fired from Reuters for inaccurate tweets and is currently under a federal indictment, so, grain of salt...) is saying he has ID'd the intern who confirmed those names --
(b)(6)

Anything you can tell me on background? I was hoping to find out who it was just to ask him what happened. I wasn't going to name the poor guy.

(b)(6)

On Mon, Jul 15, 2013 at 4:46 PM, (b)(6) wrote:
Thanks Kelly. It's up now. I had "let go" and "is no longer with" the NTSB. My editor changed those to "fired" and posted it. I tried!

[http://www.\(b\)\(6\).com/media/column-post/ntsb-intern-who-confirmed-asiana-pilot-names-ktvu-tv-let-go-103396](http://www.(b)(6).com/media/column-post/ntsb-intern-who-confirmed-asiana-pilot-names-ktvu-tv-let-go-103396)

(b)(6)

On Mon, Jul 15, 2013 at 3:50 PM, Nantel, Kelly <kelly.nantel@ntsb.gov> wrote:

How about a government source with knowledge.

From: (b)(6) [redacted].com]
Sent: Monday, July 15, 2013 6:49 PM

To: Nantel, Kelly
Subject: Re: Intern fired?

can I say "an insider close to the situation said the intern was no longer with NTSB?"

(b)(6) [redacted]

On Mon, Jul 15, 2013 at 3:44 PM, Nantel, Kelly <kelly.nantel@ntsb.gov> wrote:

(b)(6) [redacted]

From: (b)(6) [redacted]
Sent: Monday, July 15, 2013 6:42 PM
To: Nantel, Kelly
Subject: Re: Intern fired?

Thanks, Kelly. Would it be possible to confirm or deny the reports on background?

(b)(6) [redacted]

On Mon, Jul 15, 2013 at 3:39 PM, Nantel, Kelly <kelly.nantel@ntsb.gov> wrote:

(b)(6) - I'm sorry but I can't confirm that information for you. We don't disclose personnel related info.

From: (b)(6) [redacted]@thewrap.com]

Sent: Monday, July 15, 2013 6:38 PM

To: Nantel, Kelly

Subject: Intern fired?

Hi Kelly,

Just saw reports that the intern who confirmed those fake names to KTVU has been fired. Can you comment please?

Thanks,

(b)(6) [redacted]

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From: (b)(6)@politico.com>
Sent: Monday, July 15, 2013 9:33 AM
To: Nantel, Kelly
Cc: Holloway Keith
Subject: FW: Intern questions

Wanted to make sure this got in front of someone in a position to answer -- thanks,

(b)(6)

From: (b)(6)
Sent: Monday, July 15, 2013 8:53 AM
To: (b)(6)
Subject: Intern questions

Hi (b)(6),

Could you give me a call this morning? I'd like to ask you a few more questions about what happened last week with the list of names on KTVU.

Thanks,

(b)(6)

(b)(6)

Senior reporter, transportation
POLITICO Pro

1100 Wilson Blvd.
Arlington, VA 22209

(b)(6)

From: (b)(6)
Sent: Friday, July 12, 2013 6:39 PM
To: (b)(6) Nantel, Kelly
Subject: FW: KTVU

From: (b)(6)@abc.com]
Sent: Friday, July 12, 2013 4:33 PM
To: (b)(6)
Subject: KTVU

<https://twitter.com/search?q=%23ktvu&src=typd>

<image001.jpg>

1.

2. KTVU Flight 214 Fail - YouTube

► 0:28 ► 0:28

www.youtube.com/watch?v=VqjlhtKIToo

13 mins ago - Uploaded by supernatty121

Confirmed Pilots' names aboard flight: Sum Ting Wong **Wi Tu Lo** Ho ... Boeing 777 by **Asiana** Airlines ...

(b)(6)
News
street NW
20036
(desk)
(mobile)

suggests pilot error, a spokesman for the agency said that the probe into the accident had not yet been completed. According to the Times, Port Authority officials said that the 11 people who were injured in the accident had been released from the hospital.

Citing the NTSB, the Los Angeles Times (7/25, Mueller, 692K) reports that when it landed, the Southwest Airlines jet "was pitched downward at an angle of 3 degrees." The Times adds that the NTSB also said that the Boeing 737 "slid on the runway for 19 seconds" before it stopped.

Bloomberg News (7/26, Levin) reports that the NTSB's finding on Thursday may indicate that the accident at LaGuardia happened "because of a hard landing rather than an equipment or maintenance failure." According to the article, the NTSB said in a press release that investigators with the agency plan to gather witness accounts "and videos of the collapse," interview the pilots, and examine maintenance records.

CNN (7/25, Ahlers) reports online that the recent news that the landing of the Southwest jet "was unusual could remove suspicion of a mechanical failure," adding that such a finding may have significant "implications for commercial aviation worldwide, given the 737's status as the most widely used commercial jet."

Also covering the story are FOX News Fox Report with Shepard Smith (7/26, 7:20 p.m. ET, 1.41M), CNN Situation Room (7/25, 6:07 p.m. ET, 555K), Reuters (7/25), the Dallas Morning News (7/26, Maxon, 430K) "Airline Biz Blog," the Queens (NY) Gazette (7/24, Goff, 90K), NBC News (7/25, Black), Business Insider (7/26, Davies), WCBS-TV New York (7/25), and the New York Daily News (7/26, Morales, 543K).

Southwest CEO Thankful There Were Only Minor Injuries From LaGuardia Accident. CNBC (7/26, Belvedere) reports online that on Thursday, Gary Kelly, the Chairman and CEO of Southwest Airlines, said that he is "thankful there were only minor injuries as a result of" Monday's rough landing at LaGuardia. However, he added that "any injuries are too many," and said that the carrier will work to ensure that the accident does not happen again. During an interview with CNBC, Kelly said that he is "very pleased" with how the investigation is going." CNBC Squawk Box (7/25, 6:46 a.m. ET, 89K) also aired coverage of the story.

The Dallas Morning News (7/26, Maxon, 430K) "Airline Biz Blog" reports that in response to questions concerning the accident at LaGuardia, Kelly said that he couldn't comment on the matter since the NTSB is conducting an investigation. Kelly added that Southwest is "in full support" of the NTSB's probe.

FAA Directs Airlines To Inspect Or Remove Beacons In 787 Dreamliners. Reuters (7/26) reports

that on Thursday, the FAA issued an airworthiness directive, which advised airlines to inspect or remove emergency locator transmitters in Boeing's 787 Dreamliner jets. The directive was published in the wake of a fire that was linked to one of the devices.

Bloomberg News (7/26, Levin, Wall) reports that the FAA "estimated it would take a mechanic one hour per plane to follow the directive, at a cost of \$85 per hour." However, the article notes that the FAA's directive did not indicate "what mechanics should look for" in their inspections of the emergency beacons. According to the article, the FAA said in its order that United Continental Holdings Inc., which is the only US carrier operating the 787, must finish the inspections "on its six planes by Aug. 5."

The Seattle Times (7/25, Gates, 236K) reports that the FAA, "citing 'the risk to the flying public,'" waived the normal "notice and comment period" that precedes "requiring implementation of the rule."

Also covering the story are the Los Angeles Times (7/25, Hennigan, 692K) and the Wall Street Journal (7/26, Ostrower, Subscription Publication, 2.29M).

Yellow Phosphorus Was On Asiana Flight 214.

KTVU-TV San Francisco (7/26) reports online that according to a source, at least 45 pounds yellow phosphorus was in the cargo hold of the Asiana plane that crashed in San Francisco. According to the article, the material "could have posed a danger to fire crews both during the rescue and after." The article quotes an NTSB spokesman as saying in an email Thursday, "The FAA's ash security and hazmat division determined the shipment was actually yellow phosphor, which is not classified as hazardous material."

KTVU Fires Three Producers Over Fake Asiana Pilots' Names. In continuing coverage, the Washington Post (7/26, Farhi, 489K) reports that Oakland, California-based television station KTVU "has reportedly fired three producers" for the airing of fake names for the pilots on Asiana Flight 214. Later, the article notes that the station confirmed the names with an intern at the NTSB.

Also similarly covering the story are NBC Today Show (7/26, 7:07 a.m. ET, 4.57M), The Hill (7/26, Laing, 21K) "Transportation" blog, the NPR (7/25, Memmott) "Two-Way" blog, the Los Angeles Times (7/25, Serna, 692K), and the Washington Times (7/26, Chumley, 76K).

Families Of Asiana Flight 214 Victims Hire Law Firm. Reuters (7/25, Sullivan, Levine, McBride) reports that family members of the three Asiana Flight 214 passengers who died have retained the law firm Kreindler & Kreindler to represent them. The New York law firm specializes in aviation law. The article notes that following the crash of the Asiana plane in San Francisco, the NTSB sent an email to attorneys warning them not to contact victims until 45 days after the crash date, as mandated by law.

From: Nantel, Kelly
Sent: Friday, July 12, 2013 10:10 PM
To: Holloway Keith
Subject: FW: NTSB Statement

Please add (b)(6) to the list for the 777.

From: (b)(6)@waff.com]
Sent: Friday, July 12, 2013 10:04 PM
To: Nantel, Kelly
Subject: RE: NTSB Statement

Both, if you don't mind, please.

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Friday, July 12, 2013 9:00 PM
To: (b)(6)
Subject: RE: NTSB Statement

Do you want to be on our distro list generally or specifically for the 777 accident??

From: (b)(6)@waff.com]
Sent: Friday, July 12, 2013 9:57 PM
To: Nantel, Kelly
Subject: RE: NTSB Statement

Thanks Kelly. Please add me to your press list(s) if you don't mind. No rush, though. Enjoy your weekend.

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Friday, July 12, 2013 8:54 PM
To: (b)(6)
Subject: RE: NTSB Statement

Yes.

From: (b)(6)@waff.com]
Sent: Friday, July 12, 2013 9:53 PM
To: Nantel, Kelly
Subject: RE: NTSB Statement

So, KTVU provided the false names to the intern?

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Friday, July 12, 2013 8:45 PM
To: (b)(6)
Subject: RE: NTSB Statement

KTVU asked him to confirm the names.

From: (b)(6)@waff.com]
Sent: Friday, July 12, 2013 9:44 PM
To: Nantel, Kelly
Subject: RE: NTSB Statement

Thanks Kelly – final question and I'll leave you be the rest of the evening. Did the names originate from KTVU or the intern?

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Friday, July 12, 2013 8:41 PM
To: (b)(6)
Subject: RE: NTSB Statement

Yes, it was KTVU..

From: (b)(6)@waff.com]
Sent: Friday, July 12, 2013 9:37 PM
To: Nantel, Kelly
Subject: RE: NTSB Statement

Thanks Kelly – can you confirm that KTVU is the outlet in question here?

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Friday, July 12, 2013 8:34 PM
To: (b)(6)
Subject: RE: NTSB Statement

The intern received an inquiry from a news outlet who asked him to confirm the names. He did so erroneously..

From: (b)(6)@waff.com]
Sent: Friday, July 12, 2013 9:11 PM
To: Nantel, Kelly
Subject: NTSB Statement

Hi Kelly –

This is (b)(6) with an NBC affiliate in Alabama (WAFF-TV). Regarding the statement tonight released about "confirmation of crew names," could you please tell me where the names originated from? Was it the intern who originally stated the names or someone else?

Also, in reference to "a media outlet," could you please confirm that this statement is in response to the crew members' names that aired on KTVU's newscast?

Thanks!

(b)(6)

From: Nantel, Kelly
Sent: Tuesday, July 30, 2013 9:02 AM
To: (b)(6) hyphenmagazine.com'
Subject: FW: Public Correspondence

I'm sorry (b)(6) - I cannot confirm that information.

-----Original Message-----
From: Pub Inq Web Mailbox
Sent: Tuesday, July 30, 2013 8:58 AM
To: Nantel, Kelly
Subject: FW: Public Correspondence

For your response.

(b)(6)

-----Original Message-----
From: publicmail@ntsb.gov [mailto:publicmail@ntsb.gov]
Sent: Friday, July 26, 2013 6:05 PM
To: Pub Inq Web Mailbox
Subject: Public Correspondence

The following request was received from the NTSB web site:

(b)(6)
U. Lum Place
San Francisco California 94108
Hyphen Magazine
(b)(6) hyphenmagazine.com
(b)(6)

Aviation

Message: Hello--

Can you please confirm that (b)(6) was the person who confirmed the Asiana Airlines Flight 214 pilot names to KTVU, and that he is/was a student at (b)(6)?

Thank You,

(b)(6)

*** THIS REQUEST FOR AN INFORMATION PRODUCT REQUIRES A RESPONSE ***

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 9:33 AM
To: (b)(6)
Subject: FW: reporter tried to contact me

-----Original Message-----

From: (b)(6)@gmail.com]
Sent: Saturday, July 13, 2013 09:02 AM Eastern Standard Time
To: Nantel, Kelly
Subject: Re: reporter tried to contact me

I understand and will do exactly what you tell me to.

(b)(6)

On Jul 13, 2013, at 7:41 AM, Nantel, Kelly wrote:

(b)(5),(b)(6)

Thank you.
Kelly

-----Original Message-----

From: (b)(6)@gmail.com]
Sent: Saturday, July 13, 2013 12:54 AM Eastern Standard Time
To: Nantel, Kelly
Subject: reporter tried to contact me

A reporter from Reuters, (b)(6), emailed me about if I knew anything about the incident. I believe he got my information because I have listed on my (b)(6) don't have any information about it."

He then replied and asked me if I could tell him (b)(6) to that.

(b)(6)

From: Nantel, Kelly
Sent: Monday, July 15, 2013 10:43 AM
To: (b)(6)
Subject: FW: This morning's meeting

(b)(6) - I received an email and phone call from (b)(6) this morning. (b)(6) is a "close family friend" and he told me that he and (b)(6) are ready to come in and talk with us whenever we're ready.

I wanted to pass this along.

-----Original Message-----

From: (b)(6) [mailto:(b)(6)@gmail.com]
Sent: Monday, July 15, 2013 8:45 AM
To: Nantel, Kelly
Subject: This morning's meeting

Hi Kelly,

Please listen to your voicemail from about a minute ago. I look forward to meeting with you. Please call (b)(6) at your earliest convenience.

Thanks again,

(b)(6)

Sent from my iPhone

From: (b)(6)@aol.com
Sent: Friday, July 19, 2013 12:56 PM
To: Nantel, Kelly
Subject: Fwd: CNN...

kelly Forwarding to you

(b)(6)

Begin forwarded message:

(b)(6)

(b)(6)

ucer
Live
com

From: (b)(6)
Sent: Wednesday, July 17, 2013 1:49 PM
To: (b)(6)@AOL.COM
Subject: CNN...

From: (b)(6)@gmail.com>
Sent: Thursday, August 08, 2013 8:09 PM
To: Nantel, Kelly
Subject: Fwd: Interview request

Sent from my iPhone

Begin forwarded message:

From: (b)(6)@sactownmedia.com>

Date: August 8, 2013, 7:06:03 PM EDT

(b)(6)

Subject: Interview request

(b)(6)

Cheers,

(b)(6)

--
(b)(6)

([twitter](#) / [facebook](#) / [tumblr](#) / [website](#))

From: (b)(6)@gmail.com>
Sent: Monday, July 22, 2013 6:04 PM
To: Nantel, Kelly
Subject: Fwd: Job / Internship

Sent from my iPhone

Begin forwarded message:

From: (b)(6)@truechoicetelecom.com>
Date: July 22, 2013, 3:55:15 PM EDT
To: (b)(6)
Subject: Job / Internship

Hey (b)(6),

(b)(6)

Congratulations and enjoy !

Best,
Nantel

(b)(6)

From: (b)(6)@gmail.com>
Sent: Saturday, July 13, 2013 1:59 AM
To: Nantel, Kelly
Subject: Fwd: KTVU Reports Racist Joke As Names Of Asiana 214 Pilots

Good job Kelly...

----- Forwarded message -----

From: (b)(6)@gmail.com>
Date: Fri, Jul 12, 2013 at 10:48 PM
Subject: KTVU Reports Racist Joke As Names Of Asiana 214 Pilots
To: kicu.public@coxmg.com, news@ktvu.com

http://www.huffingtonpost.com/2013/07/12/asiana-pilots-fake-names-racist_n_3588569.html?utm_hp_ref=media

(b)(6) - How on Earth could this get past your fact checkers, editors, reporters, assistant producers, executive producers, graphics department, etc and anyone else who previewed these names under your organization that NO ONE would notice the obvious racism? Shame on you (b)(6)! And don't blame the "unnamed" rogue NTSB intern either. It's obvious to me that your "news" organization has no problem reporting blatant, insulting, discriminatory racism.

Wow, just wow in this day and age. Especially when it's so easy to confirm facts. I guess being "first" is more important than being "correct."

An extremely insulted non-Asian American,

(b)(6)

From: (b)(6)@gmail.com>
Sent: Tuesday, July 16, 2013 12:50 PM
To: Nantel, Kelly
Subject: Fwd: Looking for your side of the story

Sent from my iPhone

Begin forwarded message:

From: (b)(6)@businessinsider.com>
Date: July 16, 2013, 12:36:01 PM EDT
To: (b)(6)
Subject: Looking for your side of the story

Hi (b)(6),

(b)(6)

Let me know, you can also reach me at (b)(6).

Thanks!

Best,
(b)(6)

(b)(6)
Business Insider
E. South, 13th Floor
NY 10010
businessinsider.com

<http://www.businessinsider.com/transportation>

From: (b)(6)
Sent: Tuesday, July 16, 2013 6:48 AM
To: Nantel, Kelly
Subject: Fwd: (b)(6)

Sent from my iPhone

Begin forwarded message:

From: (b)(6) <(b)(6)@media.com>
Date: July 16, 2013, 12:33:14 AM EDT

(b)(6)

Thanks for your time and I look forward to talking with you.

Warm regards,

(b)(6)
(b)(6)@media.com
(b)(6)@media.com

Sent from my iPad

From: (b)(6)@gmail.com>
Sent: Tuesday, July 16, 2013 4:51 PM
To: Nantel, Kelly
Subject: Fwd: Quick Question

Sent from my iPhone

Begin forwarded message:

From: (b)(6)
Date: July 16, 2013, 4:42:35 PM EDT
To: (b)(6)
Subject: Quick Question

Hey (b)(6),

(b)(6)

From: (b)(6)@nbcuni.com>
Sent: Friday, July 12, 2013 9:58 PM
To: Nantel, Kelly
Subject: Hello and Thank you

Hi Kelly- what a whirlwind 6 days! It was really nice meeting you and Chairman Hersman. Thank you for providing great information and access. We were extremely impressed with the level of professionalism exhibited by the Chairman and everyone else at NTSB. You guys all did a great job with information and access to the Chairman.

It's unfortunate about that incident with the Asiana pilot names. I guess he won't be getting a job after his internship!

Thank you again! (b)(6)

(b)(6)
Producer
NBC News
Office: +1 (818) 840-(b)(6)
Mobile: +1 (818) 98
Newsdesk: +1 (818)

Sent from my BlackBerry Wireless Handheld

From: (b)(6)@buffalo.edu>
Sent: Monday, July 15, 2013 9:51 AM
To: Nantel, Kelly
Subject: I am appalled

I hope you seriously reconsider the character and fitness of the interns that you hire. I cannot believe that the standards of federal agencies have fallen so low.

--
(b)(6)
Associate Professor of Law
State University of New York at Buffalo

View my research on my SSRN Author page:

(b)(6)

From: (b)(6)@yahoo.com>
Sent: Friday, July 12, 2013 11:43 PM
To: Nantel, Kelly
Subject: Inept

Describes your agency and the entire administration as well as the poor response. Want to save tax dollars? Cut NTSB's internships and management.
Sent from my iPhone

From: (b)(6) propublica.org>
Sent: Monday, July 15, 2013 12:03 PM
To: Nantel, Kelly
Subject: Inquiry about internship program

Dear Kelly,

I'm a reporter with ProPublica, a non-profit news organization in New York, and I have a few questions about the National Transportation Safety Board internship program. I also left you a voicemail, but I wanted to email you my questions in case that is easier.

- 1) How many interns are at the National Transportation Safety Board this summer?
- 2) Does the NTSB offer different internships in different offices? If so, which ones and how many?
- 3) Are any of the internships paid? If so, how many, and how much?
- 4) What was the specific title of the intern who confirmed the fake names to KTVU? What office was he in?
- 5) What were that intern's daily responsibilities?
- 6) Was that intern paid? If so, how much?
- 7) How did that intern's daily responsibilities differ from that of a full-time employee?
- 8) What has happened to the intern since the incident?
- 9) Has the NTSB determined where the fake names came from?

My deadline is 4 pm today. You can also reach me at 917-51 (b)(6). Thanks so much for your help.

Best,

(b)(6)

From: (b)(6) latimes.com>
Sent: Monday, July 15, 2013 2:54 PM
To: Nantel, Kelly
Subject: inquiry from L.A. Times

Importance: High

Hi Kelly,

Can you confirm or offer any statement on the reports going around that the summer intern involved in the KTVU Asiana Airlines broadcast has been fired?

Thanks,

(b)(6)

Los Angeles Times

(b)(6)

From: (b)(6)@illinois.edu>
Sent: Wednesday, July 17, 2013 4:58 AM
To: Nantel, Kelly
Subject: Inquiry

Hello,

I am contacting you on behalf of the Asiana flight 214 name issue that occurred largely due to the NTSB.

To me, it still does not make sense that the summer intern made the decision to confirm those ridiculous and derogatory names when she was in fact just an intern and not a formal employee. The fact that the intern had the audacity to do so seems not only irresponsible on the intern's part but also on NTSB. The NTSB should 1. hire more capable interns and 2. CLEARLY designate the degree of authority that the interns have.

As a Korean-American, this name blunder was very offensive and ignorant. I know many are enraged by this mess.

I hope that in the future, NTSB will make better decisions in the face of a serious catastrophes.

From: (b)(6) com>
Sent: Saturday, July 13, 2013 8:07 AM
To: Nantel, Kelly
Subject: Intern Confirmed or Originated the erroneous names?

Hi Kelly,

Were the erroneous names both created by and confirmed by the intern at the NTSB?

The use of the term "confirm" is vague as to whether it was from KTVU or the NTSB that the erroneous names originated.

Thanks,

(b)(6)

From: (b)(6)@gmail.com>
Sent: Saturday, July 13, 2013 1:05 AM.
To: Nantel, Kelly
Subject: Interns at NTSB

Hi Kelly:

Does the NTSB pay their interns?

Regards,

(b)(6)

--
(b)(6) B.A. (Hons.), J.D., LL.M.

Barrister & Solicitor

(b)(6)

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From: (b)(6)@socal.rr.com>
Sent: Sunday, July 14, 2013 8:33 PM
To: Nantel, Kelly
Cc: (b)(6)
Subject: July 12th Press Release

Dear Kelly Nantel,

I do not mean to be rude but must admit that I feel very angry over what happened.
I read your press release and find it very hard to believe how
it was possible that just a mere intern could have confirmed the names without checking with
anyone in the chain of command or in charge of the department the intern was assigned to.

Is it a general practice of NTSB that you just let an intern handle, without any kind of
supervision,
an inquiry from news agencies for a matter of this magnitude?
I really think the whole thing stinks, and there is a cover-up here.

The following are your own statements from the press release.

" Earlier today, in response to an inquiry from a media outlet, a summer intern acted outside the
scope of his authority when he erroneously confirmed the names of the flight crew on the
aircraft.

The NTSB does not release or confirm the names of crewmembers or people involved in
transportation accidents to the media.

When it is your policy to neither release nor confirm the names of people involved,
how was it possible that the intern could have confirmed the names?
Can someone please explain this in a logical way?

I have always had high respect for NTSB and the work you guys do.
NTSB better pay attention to your interns and be responsible, for
a press release of apology after the fact does not undo the offense inflicted upon people at all.

(b)(6)

Sincerely,

From:

(b)(6)

Sent:

Monday, July 29, 2013 7:33 PM

To:

(b)(6)

Subject:

Nantel, Kelly
Karma

<http://slothead.com/2013/07/23/korean-news-station-pokes-fun-at-ktvu-with-fake-american-pilot-names-after-southwest-airlines-landing-gear-failure/>

From: (b)(6)
Sent: Thursday, July 25, 2013 9:23 AM
To: Nantel, Kelly (kelly.nantel@ntsb.gov)
Subject: KTVU Article in Today's News Summary

Hi Kelly,

Does PA plan on contacting the SF Chronicle about this misstatement (highlighted below)?

Thanks.

KTVU-TV has dismissed at least three veteran producers over the on-air gaffe involving the fake names of those Asiana airline pilots that became an instant YouTube hit - and a major embarrassment to the station.

Station sources confirmed late Wednesday that (b)(6) special (b)(6) were all sent packing following an in-house investigation into the July 12 broadcast of four fake names of the pilots involved in the Asiana Flight 214 crash at San Francisco International Airport on July 6.

A fourth - (b)(6) - told colleagues he was leaving for health reasons.

News of the firings was first reported on (b)(6) 415 Media blog.

During its noon newscast on July 12, anchor (b)(6) announced that "KTVU has just learned the names of the four pilots who were on board" the ill-fated plane - then proceeded to read from a teleprompter while the phony names were displayed on a graphic.

The names she gave were Capt. Sum Ting Wong, Wi Tu Lo, Ho Lee Fuk and Bang Ding Ow.

Only after the station returned from a break did (b)(6) - who had clearly been unaware of the mistake - read an on-air correction, telling viewers that the station had confirmed the names with the National Transportation Safety Board.

By day's end, the NTSB issued its own apology for "inaccurate and offensive names that were mistakenly confirmed" to KTVU. Soon after, the NTSB announced that it had fired a summer intern over the incident.

During the evening newscast, anchor (b)(6) also apologized to viewers, and the station vowed to review its own policies. It has kept largely mum since.

Two days ago, blogs began posting that Cox Communications, KTVU's parent company, had sent copyright infringement notices to YouTube - demanding that the offensive video of Campbell's newscast be removed.

In a statement that appeared on TVSpy.com, KTVU (b)(6) said the move was made out of consideration for the Asian American community. "Consistent with our apology, we are carrying through with our responsibility to minimize the thoughtless repetition of the video by others," he said in the statement.

(b)(6) added, "Most people have seen it," and that "continuing to show the video is also insensitive and offensive, especially to the many in our Asian community."

Sources tell us the fake names - which had been posted on the Internet at least two days before - came to the station via e-mail from an expert source who had provided information to the station in the past.

KTVU News (b)(6) called newsroom staff into a conference room Wednesday and informed them of the dismissals.

(b)(6) did not return our calls late Wednesday seeking comment.

Colleagues said they were saddened, but not completely surprised by the dismissals given the international attention the gaffe got, including a threat - later dropped - by Asiana to sue to the station.

"People are definitely down about it," one source said.

(b)(6) who left the station 2 1/2 years ago, because "people were working harder and harder and feeling less secure about what was hitting the air," said Wednesday the episode was emblematic of the pressure news reporters everywhere are under to get information out as quickly as possible.

At Channel 2 and elsewhere, "People are overtaxed and have more responsibility sometimes than they can handle. And sometimes, in situations like this, terrible mistakes happen that are bigger than one person. It's systemic."

From: (b)(6)@media.com>
Sent: Saturday, July 13, 2013 7:50 PM
To: Nantel, Kelly
Subject: KTVU names

Hi Kelly,

I'm covering the KTVU gaffe for The Desk and was hoping you might be able to confirm a few things for me:

- I've seen it reported that the names KTVU reported originated at the station and were only confirmed (erroneously) by the NTSB, they did not originate at the NTSB, correct?
- Is the intern who confirmed the names still working with the NTSB?
- Multiple sources have pointed to (b)(6) as the intern who confirmed the names to KTVU. Can the NTSB deny or confirm that name?

Thanks for your time.

Cheers,

(b)(6)
media.com

([twitter](#) / [facebook](#) / [tumblr](#) / [website](#))

From: (b)(6)@turner.com>
Sent: Friday, July 12, 2013 11:15 PM
To: Nantel, Kelly
Subject: KTVU offensive pilot names

Kelly,

I see the SF Gate cites you as saying the KTVU offensive pilot names originated from the station? Can you provide me a bit more detail and confirm?

Best,

(b)(6)

From: (b)(6)@me.com>
Sent: Saturday, July 13, 2013 12:36 AM
To: Nantel, Kelly
Subject: KTVU Racist Pilot "Names"

Dear Kelly,

I am extremely disappointed to read the racist names that were confirmed by your organization. Where did the original names come from? Somewhere in the NTSB? Are American Tax payers spending money for government officials to make fun of people who have been maimed and killed in an unfortunate plane accident?

If the KTVU people called to get the names confirmed we should also be informed. Where did KTVU get the original list?

What are the "appropriate actions" that being taken?

Sincerely,

(b)(6)

San Francisco, CA 94114

From: (b)(6)@gmail.com>
Sent: Friday, July 12, 2013 9:29 PM
To: Nantel, Kelly
Subject: KTVU

Hi Kelly,

Yes, we've heard the news about this even in China. The TV station is also at fault for not fact-checking with other sources. The pilots' correct names are all over other news outlets. That intern needs to be shown the consequences of his actions though - please fire him!

--
(b)(6)
63163
gmail.com
Shanghai, China

From: (b)(6)
Sent: Tuesday, July 16, 2013 8:49 AM
To: Nantel, Kelly
Subject: (b)(6) story

[http://thedesk\(b\)\(6\) .net/2013/07/16/exclusive-ntsb-intern-at-center-of-ktvu-gaffe-identified/](http://thedesk(b)(6) .net/2013/07/16/exclusive-ntsb-intern-at-center-of-ktvu-gaffe-identified/)

(b)(6)

Public Affairs Officer
National Transportation Safety Board
Washington, D.C.
Main: 202-314-6100
Direct: 202-314-(b)(6)
Cell: 202-297-(b)(6)
Fax: 202-459-9374
Subscribe to NTSB News: <http://go.usa.gov/xnA>
Twitter: <http://www.twitter.com/ntsb>
YouTube: <http://www.youtube.com/ntsbgov>

From: (b)(6)@theblaze.com>
Sent: Tuesday, July 16, 2013 4:53 PM
To: Nantel, Kelly
Subject: Media Inquiry Regarding Asiana Fake Names

Hi Kelly,

I'm writing a story about the list of fake names that were reported by KTVU of the Asiana pilots last week. I'm wondering if you can provide a statement regarding the summer intern who confirmed the names -- was that person's internship terminated?

To your knowledge, was KTVU calling NTSB to confirm the names the first NTSB had heard of the names?

Also, can you please elaborate on what procedures NTSB takes to ensure accuracy of information when a media outlet calls to confirm facts?

Thank you for any help you might be able to provide..

I can also be reached at (b)(6) if you would like to discuss over the phone.

Best,

(b)(6)

ty and Science Editor
E
[theblaze.com](mailto:(b)(6)@theblaze.com)

From: (b)(6)@gmail.com>
Sent: Friday, July 12, 2013 10:03 PM
To: Nantel, Kelly
Subject: Media Inquiry

Dear Ms. Nantel,

I am a reporter for US media ethics news website iMediaEthics (more about us below my signature).

We're working on a brief report about KTVU's apologies for misreporting the names of the Asiana pilots and wanted to reach out to ask if KTVU approached the NTSB intern if the names were accurate or if the intern offered the names to KTVU.

Thanks very much for your help. Regards,

(b)(6)
reporter

--

iMediaEthics | Art Science Research Laboratory
62 Greene Street, New York, New York 10012
phone: 212-925-(b)(6)9
e-mail: [info@in\(b\)\(6\).org](mailto:info@in(b)(6).org)
Twitter: www.twitter.com/imediaethics
Facebook: www.facebook.com/imediaethics

As background : Art Science Research Laboratory is a not-for-profit, co-founded and directed by (b)(6), an artist, art historian and adjunct journalism lecturer at the School of Journalism and Mass Communication, University of Iowa, and her late husband, Harvard professor and scientist, (b)(6). ASRL has a non-partisan journalism ethics program in which students and young journalists work with professional researchers to promote the media's use of scientific methods and experts before publication. We also publish investigations of factual errors and ethical breaches by media outlets on iMediaEthics (formerly known as StinkyJournalism.org).

From: (b)(6)
Sent: Wednesday, July 17, 2013 3:18 PM
To: Nantel, Kelly; Holloway Keith
Subject: Media Request - Internship program info

(b)(6) Caller
callerfoundation.com

From: (b)(6)@FOXNEWS.COM>
Sent: Monday, July 15, 2013 4:46 PM
To: Nantel, Kelly
Subject: Media Request

Good Afternoon Kelly,

I was wondering if you could provide an update for us on the status of the intern who incorrectly confirmed the names of the Asiana pilots to KTVU? Is he still interning with the NTSB?

Thanks very much

Best

(b)(6)
Fox News Channel
Los Angeles Bureau
(310) 571 (b)(6)

On July 12, 2012, an OC intern, (b)(6), responded to an inquiry from a media outlet (KTVU) asking for confirmation of the crew members' names from Asiana flight 214, which crashed at San Francisco International Airport on July 6th. The names provided by KTVU were fake and part of a hoax perpetrated by unknown sources.

Please describe when and how you learned of this incident.

I learned of this incident upon landing at Dulles International Airport after traveling back to DC from San Francisco. I received several emails from various reporters asking me if I could confirm that the NTSB has confirmed the names of the four pilots on Asiana flight 214. I responded that the NTSB doesn't provide names of individuals involved in transportation accidents. While in the car on the way home (in the passenger seat), I received a phone call on my cell phone from (b)(6) began telling me that there seemed to be some confusion about whether or not someone at the NTSB had erroneously confirmed the names of the four pilots. He told me we attempting to reach (b)(6), who had been answering the office phones, and that when he did, he would get back with me.

A short time later (b)(6) called me back and said that he had spoken with (b)(6) and that it appeared that (b)(6) may have confirmed the names. I asked (b)(6) to conference (b)(6) in with us on the call because I wanted to understand exactly what happened and why. (b)(6) placed me on hold and then conferenced (b)(6) into the call. This was at approximately 5:30pm.

Please describe in detail the substance of any interaction(s) and/or discussion(s) you had with Mr. (b)(6) after learning of this incident.

Once (b)(6) was conferenced into the call, I told him I needed to understand exactly what had happened. I stressed to him that this was a very serious issue and that I needed him to explain to me precisely what had occurred. (b)(6) said he understood and he recounted the incident. (b)(6) said that he received a call from a KTVU producer asking him to confirm the names of the pilots. (b)(6) said that because he didn't have the names, he conducted a Google search on the internet and that when the producer read the names to him, he responded to her by saying "I believe that's right".

(b)(6) said that a short time later, the producer called him back and asked him again to confirm the names. He said at that point he told her that the NTSB doesn't provide crew names and that the names were available through other sources. He also explained that he had asked (b)(6) for guidance upon receiving the second call.

I asked (b)(6) if that was everything. He responded that it was. I again stressed to him how significant a break in our policy his actions were and that he had created a major incident for the agency. I told him that he wasn't to do anything until we met up again on Monday morning. He stated that he understood and he apologized for the mistake. I told him that he not only provided names in violation of our policy, but that the names he said he "believed" were right were wrong and offensive. He again apologized.

(b)(6) and I talked again, and I asked him to reach back out to the news director at KTVU and explain what we had learned from (b)(6). After doing so (b)(6) called me back a third time. He explained that the news director claimed that (b)(6) had actually used the term "confirm" when the producer ask him about the names. Specifically, the producer claimed and later in a subsequent phone call with (b)(6)

confirmed that he had actually told the producer that she could say that the names were “confirmed by the NTSB” but that she couldn’t use his name. Both (b)(6) and I were quite disappointed that (b)(6) had failed to provide this important piece of information during our first phone call. I instructed (b)(6) to reach back out to the news director to tell him that his account of the situation was correct and that we would be putting out a statement that evening and that we would share it with him right away.

Did you ask him to describe the incident? What did he say?

See above.

Did you speak to any representative/staff member of KTVU?

No, I did not.

If so, please explain when the conversation(s) occurred, who initiated the conversation(s), who you spoke to, the substance of the conversation(s), specifically, what the KTVU person asked/said, and what you asked/said.

When the conversation occurred:

Who initiated the conversation and who you spoke to:

The substance of the conversation:

What the KTVU person asked/said:

What you asked/said to the KTVU person:

Please describe the procedures in place in the Public Affairs Division regarding interactions with the press and, specifically, the release of information by the agency during phone call inquiries.

It is a well communicated policy in the Office of Public Affairs that the agency does not release the names of individuals involved in transportation accidents. This policy is described to every new employee. Generally, the duty officer answers the main telephone line for the office and distributes the calls to the correct person. When we have interns, we work towards allowing them to answer the telephones. They are instructed to get as much information about what the caller needs and to forward the information along with call back information, to the appropriate public affairs officer.

In addition to not releasing the names of individuals, personnel are also instructed to advise callers who are inquiring about fatality numbers associated with an accident to speak with the local responders or medical examiner offices.

What guidance, procedures and/or instructions did you provide to (b)(6) telephone duties/responsibilities at any time before his conversation with the KTVU person on July

12th, specifically relating to the release of information during phone call inquiries? Please explain in detail.

(b)(6) had begun to answer the public affairs telephone lines at the end of June. He was instructed on how to use the phone, how to transfer calls, what type of information would be helpful to collect and what to do should he be asked questions that he can't answer. For example, when he received a call from a reporter asking if he could provide details regarding the number of fatalities associated with a regional accident, (b)(6) knew to instruct the caller to reach out to the local coroner's office. I know he understood this instruction because I had heard him do it several times from my office. I had instructed (b)(6) to always err on the side of caution – to place the caller on hold if he didn't know how to handle an inquiry and to ask for advice if anything is ever unclear.

Is there any other factual information that you can provide relating to (b)(6) telephone conversation(s) with KTVU, or about this situation in general?

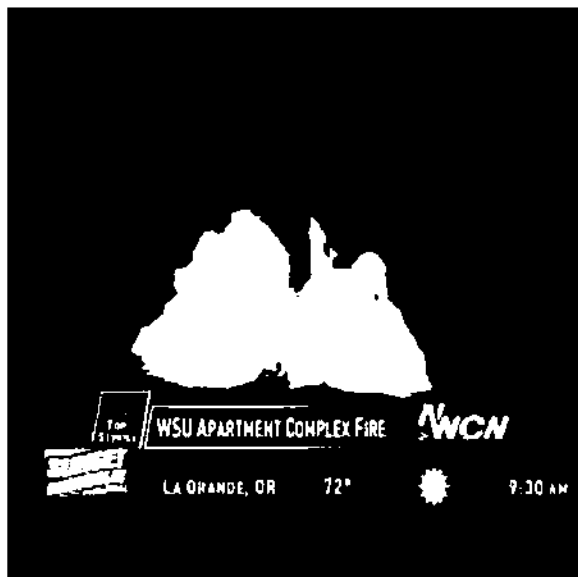
If so, please explain in detail.

Nothing more to add.

I hereby make the above statements freely and voluntarily. My statements are true and correct to the best of my knowledge and belief.

Kelly A. Nantel
Chief, Public Affairs Division
National Transportation Safety Board

(Date)



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N-T-S-B on Northwest Cable News - Seattle, WA

07/15/2013 09:30:21

Northwest News First Edition (News)

... fake and offensive pilot names - after it was confirmed by an n-t-s-b summer intern. asiana says the broadcast damaged the airline's reputation. hundreds of washington state ...



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NTSB on News Radio KEX - Portland, OR

07/15/2013 09:35:08

... related autograph or debris or less than somebody airlines release the names of a flight crew and got these names and by the way the ntsb approved this the apparent release came from the national transportation safety board's omb imprimatur all government sites across appointment and tournament are presently of cincinnati ...



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● **NTSB on KFBK-AM (Radio) - Sacramento, CA**

■ 07/15/2013 09:35:28

■ ... the airline release the names of the flight crew and got these names and by the way the NTSB approved this the apparent release came from the National Transportation Safety Board 's would have the imprimatur all government sites are sublime an internal mirror was a million Cincinnati as I have ...



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● **NTSB on KOGO-AM (Radio) - San Diego, CA**

■ 07/15/2013 09:38:13

■ ... of Waylon Munoz yesterday gives some names of pilots involved in the Israel Airlines groceries names were monocular despite an NTSB official in Washington confirming late this morning we apologize league are family NTSB released a statement confirming that an intern confirm the names of the flight crew at the KTVU Channel two in ...



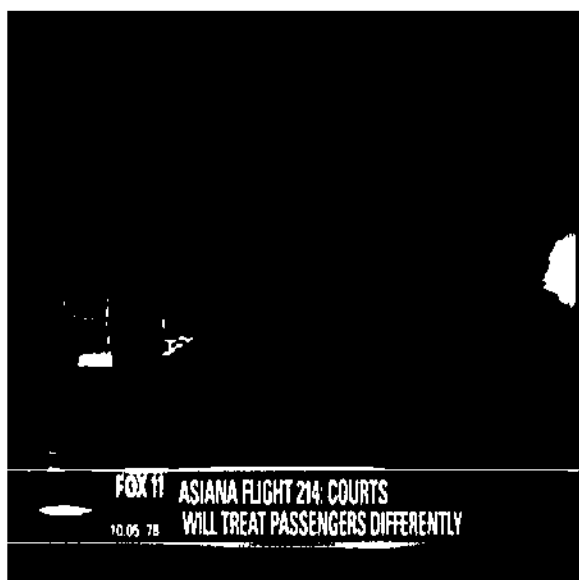
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NTSB on KCRA-SAC (NBC) - Sacramento, CA

07/15/2013 10:02:27

Today (News)

... victims of a hoax using those names to identify the pilots. the ntsb apologized for inaccurate and offensive names mistakenly confirmed as those of the pilots. the ntsb acted outside the scope ...



(click thumbnail to play)

NTSB on KTTV-LA (FOX) - Los Angeles, CA

07/15/2013 10:05:39

FOX 11 Morning News at 10 AM (News)

... the anchor apologized after a commercial break. the ntsb also apologised and blamed a summer intern for saying the false names. >> an international treaty governs payouts to passengers, ...



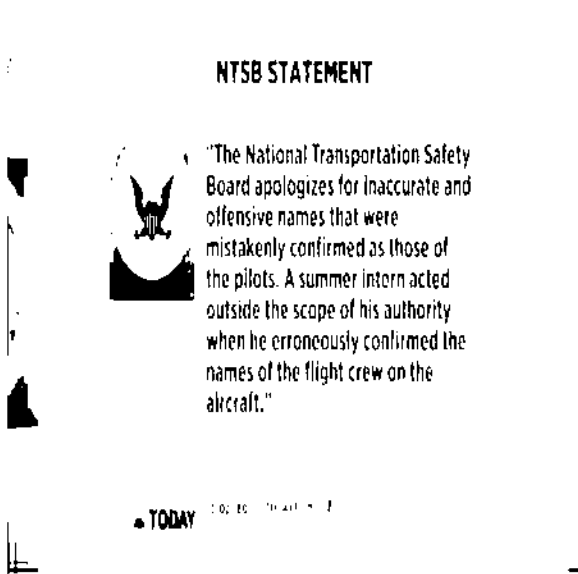
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N-T-S-B on Northwest Cable News - Seattle, WA

07/15/2013 10:06:50

Northwest News Today (News)

... station aired the names of the pilots - confirmed by an n-t-s-b summer intern, but the names were fake and offensive. the station immediately apologized asiana says it's suing because ...



(click thumbnail to play)

NTSB on WOAI-SAT (NBC) - San Antonio, TX

07/15/2013 11:02:20

Today (News)

... take all. well, ktvu were t unwitting a hoax, the ntsb apologized ashey said for inaccurate and offensei names that were conf pilots and a summe acted ...



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NTSB on KRNV (NBC) - Reno, NV

07/15/2013 11:03:55

News 4 Forum (News)

... justin, do you think that asiana should be suing or focus more on the ntsb, and going after them instead? >> a tough one to answer, really. i peen, i think the ntsb, ...



(click thumbnail to play)

NTSB on KSTP-MIN (ABC) - Minneapolis, MN

07/15/2013 11:07:17

5 Eyewitness News Midday (News)

... considering legal action against a san francisco tv station and the ntsb. on friday station ktvu broadcast what they said were inaccurate and fen sive names like sum tinge wong and wi tu lo. ...



(click thumbnail to play)

NTSB on KGO-SF (ABC) - San Francisco, CA

07/15/2013 11:07:59

ABC7 News 11:00AM (News)

... the fuselage being sloely moved from the tarmac.
the ntsb has taken what its needed for its
investigation back to washington, d.c. and turned the
rest of the wreckage over to the airport. ...



(click thumbnail to play)

NTSB on KGO-AM (Radio) - San Francisco, CA

07/15/2013 11:09:55

... was I feel so bad for Torri and everybody general to
I really truly do I have the NTSB got involved I don't
know the latest on hearing is that somebody was an
inside joke or something within KTVU and by the way
every newsroom everywhere just like every stock
market any business you have as some area ...



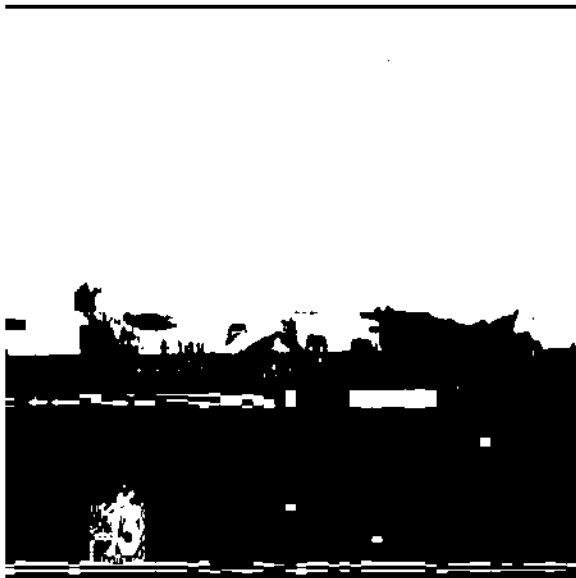
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N-T-S-B on KSHB-KC (NBC) - Kansas City, MO

07/15/2013 11:10:52

41 Action News Midday (News)

... it will file a lawsuit against a san francisco t-v station and the n-t-s-b. on friday--- the station broadcast fake and racially in- sensitive names of the pilots. the n-t-s-b said a ...



(click thumbnail to play)

N-T-S-B on WBKO (ABC) - Bowling Green, KY

07/15/2013 11:11:41

WBKO at Midday (News)

... asiana airlines may be suing a san francisco t-v station and the n-t-s-b after fake pilot names were read on air. station k-t-v-u read "inaccurate and offensive" names of the pilots of flight ...



(click thumbnail to play)

NTSB on KTVI-STL (FOX) - St. Louis, MO

07/15/2013 11:11:48

Fox 2 News Mid-Day (News)

... the television station has apologized. the ntsb is also apologizing they erroneously confirmed the incorrect names of the cruise. >> and hotel staff found him dead in his hotel room sunday ...



(click thumbnail to play)

**National Transportation Safety Board on KCBS-
LA (CBS) - Los Angeles, CA**

07/15/2013 11:14:42

CBS 2 News at 11am (News)

... the flight 214 on the noon newscast. the national transportation safety board says a summer intern confirmed the madeup names. the airline says it is reviewing ...



(click thumbnail to play)

National Transportation Safety Board on KJRH (NBC) - Tulsa, OK

07/15/2013 11:16:07

2News Works For You Midday (News)

... anchor apologized after a commercial for the mistake. the national transportation safety board has also apologized, saying a summer intern erroneously confirmed the names. asiana hasn't ...



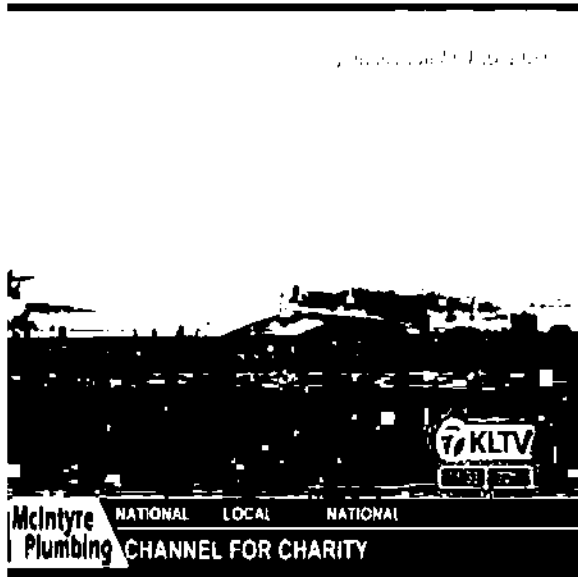
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NTSB on KNXV-PHX (ABC) - Phoenix, AZ

07/15/2013 11:30:16

ABC15 News at 11AM (News)

... offensive names of the pilots of flight 214. the ntsb says that a summer intern mistakenly confirmed the names. we're hearing that. we're hearing it might have ...



(click thumbnail to play)

National Transportation Safety Board on KLTN (ABC) - Tyler, TX

07/15/2013 11:33:55

East Texas News Midday (News)

... t-v station and the national transportation safety board. the n-t-s-b says a summer intern mistakenly ...



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NTSB on KOMO-SEA (ABC) - Seattle, WA

07/15/2013 11:35:20

KOMO 4 News 11:00am (News)

... it had confirmed the names with federal investigators. the ntsb blames a summer intern for overstepping his authority. asiana is not suing the ntsb. >>> there was an emotional scene in china yesterday as 31 ...



(click thumbnail to play)

● **NTSB on News Radio 1330 - Green Bay, WI**

■ 07/15/2013 11:36:03

■ ... renato grvida we are ostensibly the airline release the names of the flight group and then got these names and by the way the ntsb approved this the apparent release came from the national transportation safety board have the imprimatur all its government sites across employment under their price on ...



(click thumbnail to play)

● **NTSB on KLBJ-AM (Radio) - Austin, TX**

■ 07/15/2013 11:36:20

■ ... ostensibly the airline released the names of of Michael and him got these names and by the way the NTSB approved this the apparent release came from my National Transportation Safety Board would have preempting the same ninety nine . seven and twenty nine Diane ...



(click thumbnail to play)

● **NTSB on KMOX-AM (Radio) - St. Louis, MO**

■ 07/15/2013 11:37:46

■ ... written to record their ostensibly the airline release the names of a flight crew and got these name and by the way the NTSB approved this the apparent release came from the National Transportation Safety Board would have been imprimatur all the government sites across Buenaventura Tamir proximally of Cincinnati ...

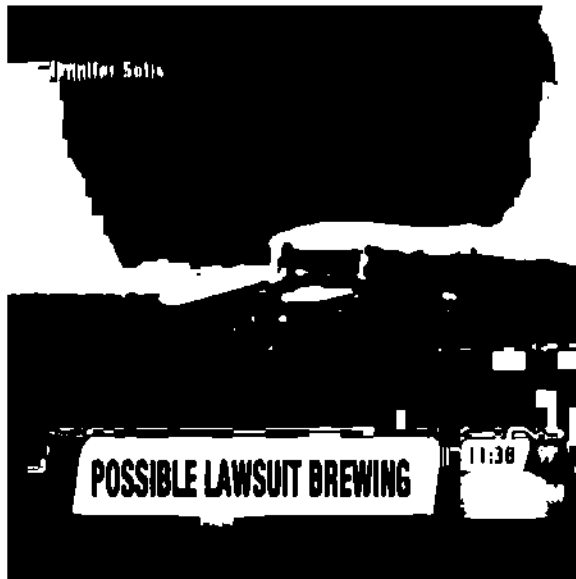


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● **NTSB on Newsradio 740 KTRH - Houston, TX**

■ 07/15/2013 11:37:54

■ ... earlier commandos go to give some names of pilots involved in the israel airlines groceries names were monocular despite an ntsb official in washington confirming late this morning we apologize for league than the ntsb released a statement confirming that an intern confirm the names of look like pearl to ktvu channel two in ...



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NTSB on KTNV-LV (ABC) - Las Vegas, NV

07/15/2013 11:38:34

Action News @ 11am (News)

... california t-v. station over inaccurate names it broadcast, but not the ntsb. fox affiliate ktvu reported what it thought was the names of the four pilots involve in the crash-landing ...

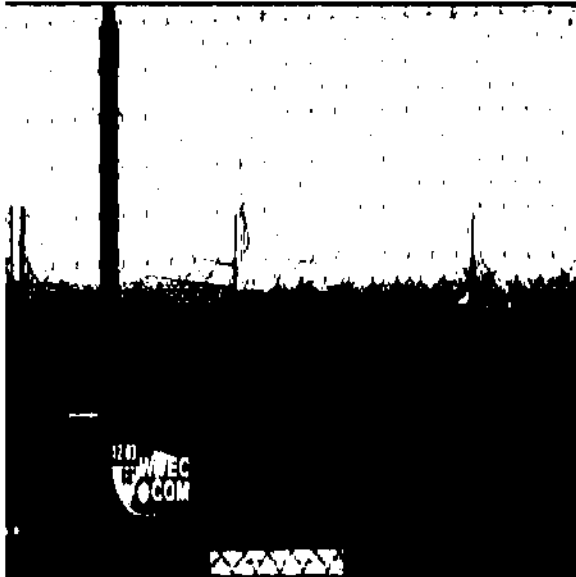


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NTSB on News Radio 1330 - Green Bay, WI

07/15/2013 11:39:00

... the broadcast only a limited nanoscale. additional names of pilots involved in the israel airlines crash these names were monocular despite an ntsb official in washington confirming late this morning we apologize for the error then the ntsb released a statement confirming that an intern confirm the names of the flight room to ktvu ...



(click thumbnail to play)

N-T-S-B on WVEC-NFK (ABC) - Norfolk, VA

07/15/2013 12:03:28

13 News @ Noon (News)

... hours will last through october first. the n-t-s-b is investigating why a chartered flight headed for naval station norfolk ran into ...



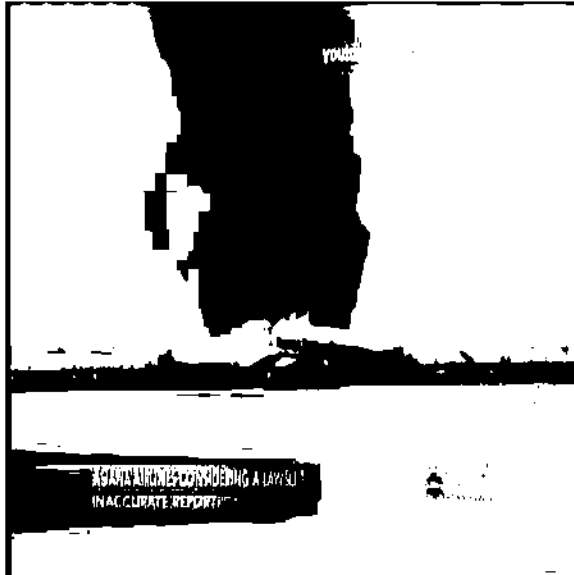
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N-T-S-B on WSMV-NAS (NBC) - Nashville, TN

07/15/2013 12:04:32

News and More at Midday (News)

... the station says it got the names from an n-t-s-b intern. both the station and the national transportation ...



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N-T-S-B on WOLO- COL (ABC) - Columbia, SC

07/15/2013 12:05:30

ABC Columbia News at Noon (News)

... francisco now where television station k-t-v-u and the n-t-s-b may soon be at the target of a lawsuit brought by south korean based asiana airlines. the television station broadcast "inaccurate ...



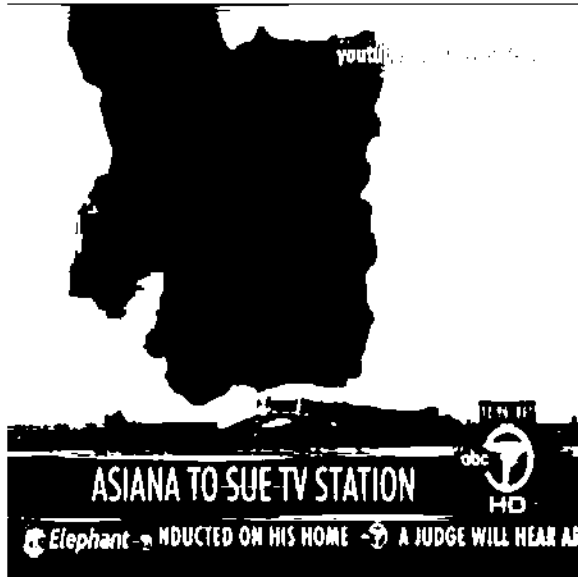
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N-T-S-B on WTOL (CBS) - Toledo, OH

07/15/2013 12:05:32

WTOL News 11 at Noon (News)

... said it got the names from the n-t-s-b. the n-t-s-b says an intern gave the bogus names to the tv station. ...



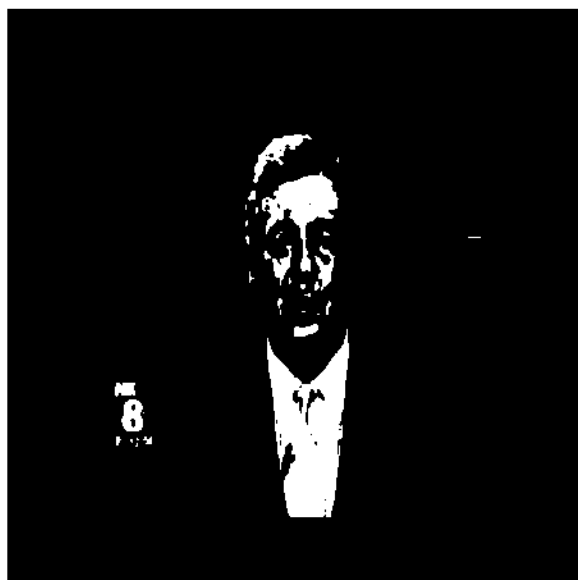
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NTSB on WJLA-DC (ABC) - Washington, D.C.

07/15/2013 12:06:15

ABC7 News at Noon (News)

... ocean to then broke apart after it crashed. the ntsb says divers are hoping to recover video from a camera on board. that crash killed two off-duty police officers and it will ...



(click thumbnail to play)

N-T-S-B on WGHP (FOX) - Greensboro, NC

07/15/2013 12:06:31

Fox8 News at Noon (News)

... francisco television station. but it will not take legal action against the n-t-s-b. this is over a report that mis- identified the pilots of flight 214. on friday, k-t-v-u broadcast names ...



(click thumbnail to play)

N-T-S-B on KFOR-OKC (NBC) - Oklahoma City, OK

07/15/2013 12:06:33

NewsChannel 4 @ Noon (News)

... a san francisco t-v station and the n-t-s-b. the airline claims station k-t-v-u broadcast "inaccurate and offensive" names of the pilots during a ...



(click thumbnail to play)

NTSB on WFTS-TB (ABC) - Tampa Bay, FL

07/15/2013 12:07:01

Action News at 12:00 Noon (News)

... considering legal action against a san francisco tv station, and the ntsb. ktvu broadcast inaccurate and offensive names of the pilots of flight 214, on friday, during its noon newscast of the ...



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National Transportation Safety Board on WYFF (NBC) - Greenville, SC

07/15/2013 12:07:15

WYFF News 4 @ Noon (News)

... and "way too low"..... during friday's noon newscast. the national transportation safety board says a summer intern mistakenly confirmed the names. both k-t-v-u and the n-t-s-b have apologized for the ...



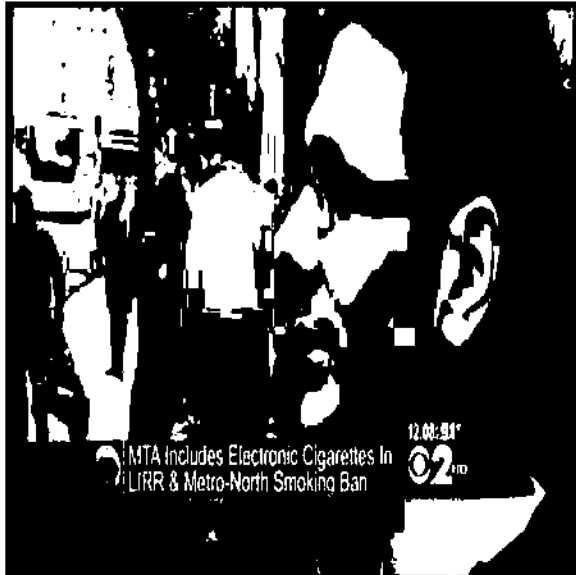
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NTSB on WJZ-BAL (CBS) - Baltimore, MD

07/15/2013 12:07:42

Eyewitness Noon News (News)

... putin said only if he stopped leaking anymore documents. >>> the ntsb is releasing a report for a fatal accident in ocean city. two off duty ocean city police officers were killed ...



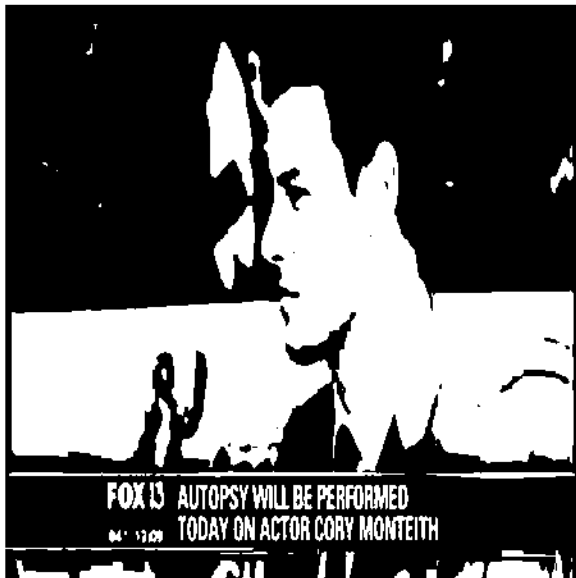
(click thumbnail to play)

NTSB on WCBS-NY (CBS) - New York, NY

07/15/2013 12:08:37

CBS 2 News (News)

... reputation much the real flight crew, and the airlines. the ntsb sells a summer intern mistakenly confirmed the names. three people died as a result of the crash. >>> mta says no way to any kind ...



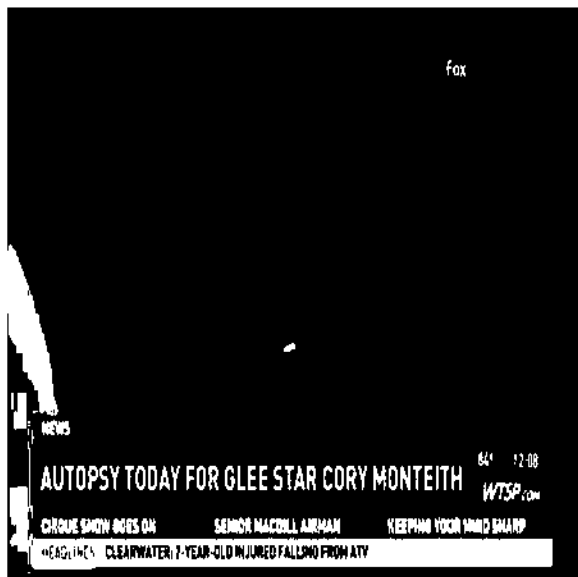
(click thumbnail to play)

NTSB on WTVT-TB (FOX) - Tampa Bay, FL

07/15/2013 12:08:46

FOX 13 News at Noon (News)

... the mistake after the break. the station had gotten the names from the ntsb an intern there gave it to them and that intern wrongly confirmed the names of the crew. ntsb has since apologized as ...



(click thumbnail to play)

NTSB on WTSP-TV (CBS) - Tampa Bay, FL

07/15/2013 12:08:46

10 News, 12 Noon (News)

... flight 214. this happened during the friday noon newscast and the ntsb said the summer intern mistakenly confirmed the names. the airline says the news damaged the reputation of the ...



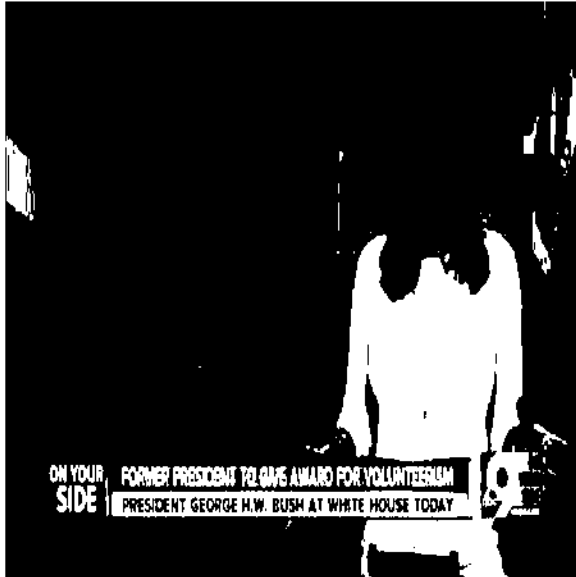
(click thumbnail to play)

N-T-S-B on WNEP (ABC) - Wilkes-Barre, PA

07/15/2013 12:08:51

Newswatch 16 at Noon (News)

... and the company. both k-t-v-u and the n-t-s-b. have apologized for the embarrassment. cirque du soleil has announced... ...



(click thumbnail to play)

N-T-S-B on WCPO-CIN (ABC) - Cincinnati, OH

07/15/2013 12:09:41

9 News at Noon (News)

... anchor for the station read the names on the air and later apologized. the n-t-s-b has also apologized saying that an intern is responsible. former president and first lady george h-w bush and ...



(click thumbnail to play)

N-T-S-B on KOTV (CBS) - Tulsa, OK

07/15/2013 12:10:55

News on 6 at Noon (News)

... an anchor for k-t-v-u read the names on the air... the n-t-s-b says a summer intern confirmed the names when the station called... but it's not clear where the names originally came ...



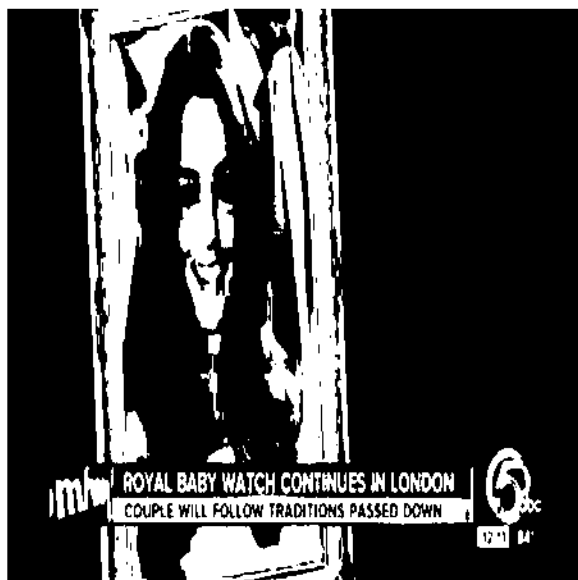
(click thumbnail to play)

N-T-S-B on WDAF-KC (FOX) - Kansas City, MO

07/15/2013 12:10:55

Fox 4 News at Noon (News)

... but the airlines says it will not persue any legal action against the n-t-s-b--- which confirmed the flas information to that television station. the ntsb says a summer intern mistakenly confirmed the ...



(click thumbnail to play)

NTSB on WEWS-CLE (ABC) - Cleveland, OH

07/15/2013 12:11:16

NewsChannel 5 at Noon (News)

... racially offensive names for the pilot. an intern for the ntsb confirmed the names.. the airline says the report damaged its reputation. >>> royal baby watch continues. ...



(click thumbnail to play)

NTSB on KNBC-LA (NBC) - Los Angeles, CA

07/15/2013 12:12:00

NBC4 News at Noon (News)

... airlines filed a lawsuit saying it damaged their reputation. ntsb says one of its interns confirmed the fake names. nbc news learned the intern is no longer with the agency. >>> meanwhile, the real pilots ...



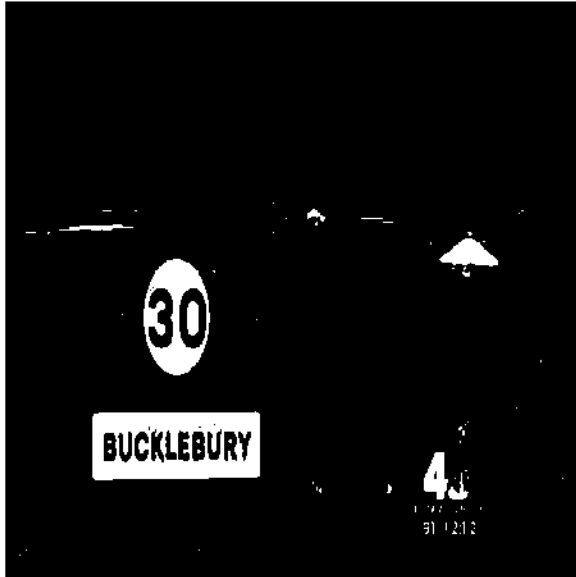
(click thumbnail to play)

National Transportation Safety Board on KRNV (NBC) - Reno, NV

07/15/2013 12:12:37

News 4 at Noon (News)

... pilots of flight 214 on friday during its noon newscast.the national transportation safety board says a summer intern mistakenly confirmed the names. the airline issued a statement calling k-t-v-u's ...



(click thumbnail to play)

NTSB on WNBC-NY (NBC) - New York, NY

07/15/2013 12:12:42

News4 at Noon (News)

... they reported the names on friday after confirming them with the ntsb. the ntsb said an intern did confirm the names but shouldn't have. asiana airlines says the report ...



(click thumbnail to play)

NTSB on KCTV-KC (CBS) - Kansas City, MO

07/15/2013 12:14:17

KCTV5 News at Noon (News)

... apologized after the names were read. the ntsb also apologized saying an intern erroneously confirmed the names of the flight crew. officials with ...



(click thumbnail to play)

N-T-S-B on WXII (NBC) - Greensboro, NC

07/15/2013 12:15:02

WXII 12 News @ Noon (News)

... friday noon show citing confirmation by a n-t-s-b official. asiana says the report damaged the airline's reputation. two more bodies ...



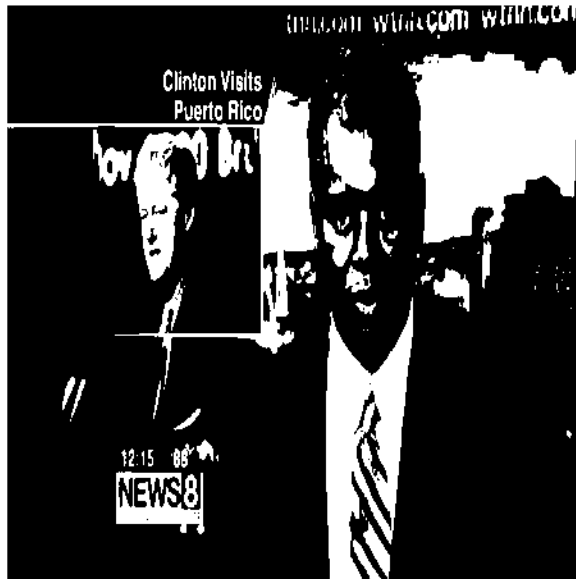
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NTSB on WMAQ-CHI (NBC) - Chicago, IL

07/15/2013 12:15:12

NBC5 News at Noon (News)

... newscast on friday. it later apologized. the ntsb has also apologized saying a summer intern erroneous erroneously confirmed the names of the flight crew. we've learned that intern has ...



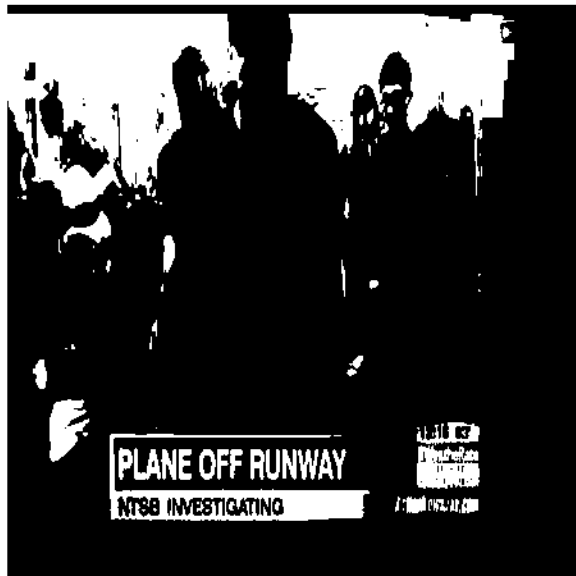
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N-T-S-B on WTNH-NH (ABC) - Hartford-New Haven, CT

07/15/2013 12:15:13

News 8 at Noon (News)

... international airport earlier this month. the station and the n-t-s-b have both already issued apologies. the government agency admits... it was a summer intern who confirmed the names ...



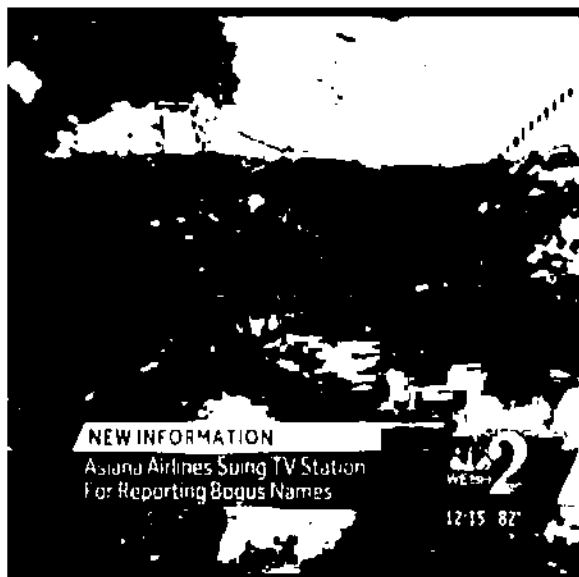
(click thumbnail to play)

N-T-S-B on WTEV-JAX (CBS) - Jacksonville, FL

07/15/2013 12:15:44

Action News at Noon on CBS47 (News)

... caused a boeing 7- 3-7, to slide off the runway at n-a-s jax... the delta plane was carrying 167 passengers--on a ...



(click thumbnail to play)

NTSB on WESH-ORD (NBC) - Orlando, FL

07/15/2013 12:15:59

WESH 2 News at Noon (News)

... names of the four pilots that are racially offensive. however, the ntsb says the summer intern gave the station the phony names. two teens and a young girl died when the flight crashed while ...



(click thumbnail to play)

N-T-S-B on WPEC (CBS) - West Palm Beach, FL

07/15/2013 12:16:03

CBS 12 News at Noon (News)

... "inaccurate but also offensive", the n-t-s-b says a summer intern mistakenly confirmed the names. ...



(click thumbnail to play)

N-T-S-B on New England Cable News - Boston, MA

07/15/2013 12:16:09

NECN News Now (News)

... apologized for the error.... along with the n-t-s-b... who says a summer intern wrongly confirmed the names of the flight crew. ...



(click thumbnail to play)

N-T-S-B on WTVC (ABC) - Chattanooga, TN

07/15/2013 12:16:38

NewsChannel 9 MIDDAY (News)

... action against a san francisco t-v station and the n-t-s-b. station k-t-v-u broadcast "inaccurate and offensive" names of the pilots of flight ...



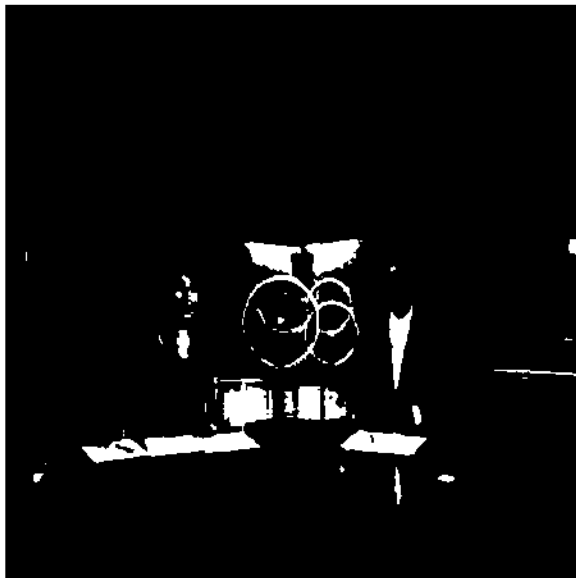
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National Transportation Safety Board on WFLD-CHI (FOX) - Chicago, IL

07/15/2013 12:17:03

FOX Chicago News at Noon (News)

... at san francisco's airport, the station has apologized along with the national transportation safety board which said a summer intern confirmed the names. >> i'm just seeing an alert from cnbc, they're saying the intern ...



(click thumbnail to play)

NTSB on CTV Toronto - Canada Toronto

07/15/2013 12:18:29

The Marilyn Denis Show (Other)

... offensive names for the pilots on the plane, the ntsb also apologized, say saying they announced the names of the flight crew in error. >> michelle: last night, an appeals court reduced yoon's ...



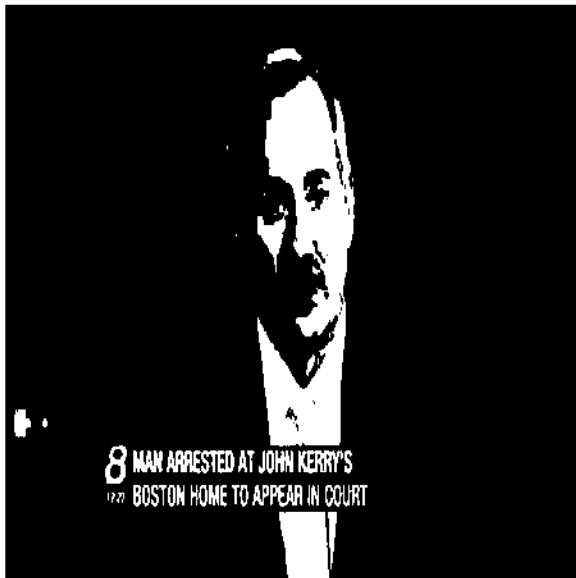
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National Transportation Safety Board on WWMT-GR (CBS) - Grand Rapids, MI

07/15/2013 12:21:46

Newschannel 3 Live at Noon (News)

... names with someone from the national transportation safety board. the station then apologized...as well as the n-t-s-b... ...



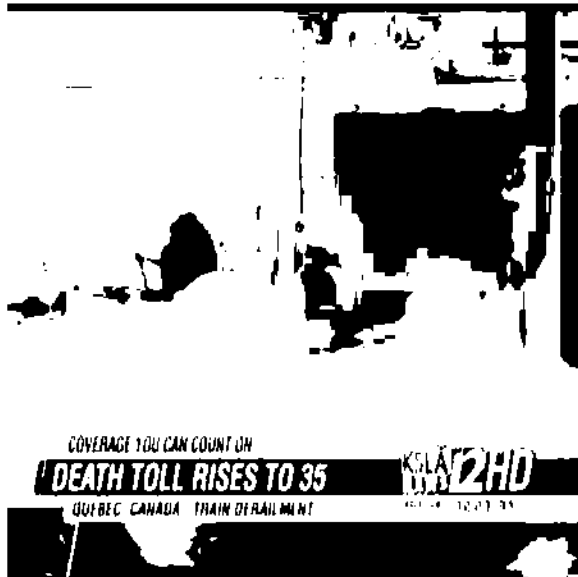
(click thumbnail to play)

NTSB on WISH-IN (CBS) - Indianapolis, IN

07/15/2013 12:22:41

24-Hour News 8 at Noon (News)

... the airline says company leaders are considering legal action against the ntsb. >> a 29-year-old man arrested near secretariat state john -- secretary of state john kerry's home. ...



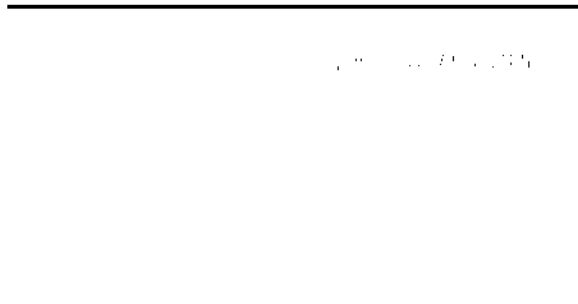
(click thumbnail to play)

National Transportation Safety Board on KSLA-SHV (CBS) - Shreveport, LA

07/15/2013 12:23:11

KSLA News 12 (News)

... airline's reputation. the national transportation safety board says a summer intern mistakenly confirmed the ...

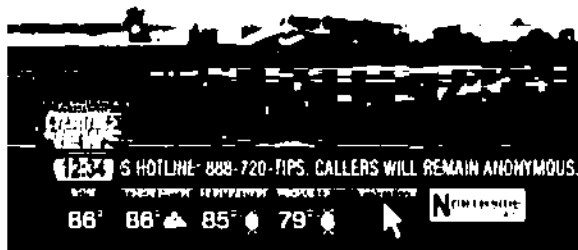


National Transportation Safety Board on WCHS (ABC) - Charleston, WV

07/15/2013 12:34:43

Eyewitness News at Noon (News)

... 214 on friday during its noon newscast,the national transportation safety board says a summer intern mistakenly confirmed the names. the airline issued a statement calling k-t-v-u's report ...



(click thumbnail to play)



(click thumbnail to play)

N-T-S-B on NewsChannel 8 - Washington, D.C.

07/15/2013 12:35:13

Afternoon Report (News)

... news 8 newstalk dot com. the n-t-s-b has come out with a preliminary report on plane crash in ocean city that left ...



(click thumbnail to play)

NTSB on Phoenix Infonews - China

07/15/2013 12:37:50

Stock Market Express (News)

... 在 做 手术 以后 说 他 这个 形势 急转直下 来 医院 抢救 的 方面 是不是 有 责任 这个 也是 需要 这个 慢慢 的 等到 这个 NTSB 允许 这个 开放式 五 天 以后 我 也是 大家 就会 对 这次 空难 呢 很 多 受伤 的 伤者 吗 不是 死者 都是 中学 学 上 ...



(click thumbnail to play)

● **NTSB on KOA-AM (Radio) - Denver, CO**

■ 07/15/2013 12:38:00

■ ... clearly Munoz could you give some names of pilots involved in the Israel air lunch groceries names were monocular despite an NTSB official in Washington confirming late this morning we apologize for week family. NTSB released a statement confirming them in turn confirm the names of a flight crew and the KGB - year-old channeled through ...



(click thumbnail to play)

● **NTSB on WFLA-AM (Radio) - Tampa Bay, FL**

■ 07/15/2013 12:38:05

■ ... Telemundo Scout redemption names of pilots involved in the Israel airline groceries names were monocular despite an NTSB official in Washington confirming late this morning we apologize for the error then the NTSB released a statement confirming to him turn confirm the names of the flight crew at the KGB - year-old channels are ...



(click thumbnail to play)

NTSB on WFAA-DAL (ABC) - Dallas, TX

07/15/2013 12:39:04

Midday News (News)

... it affects 2008 and 200 # model years. the ntsb says it's received 21 reports of the brake lights or turn signal lights. in many cases, the drivers ...



(click thumbnail to play)

National Transportation Safety Board on NewsChannel 8 - Washington, D.C.

07/15/2013 12:40:32

Afternoon Report (News)

... killed. the national transportation safety board has released a preliminary investigation report ...



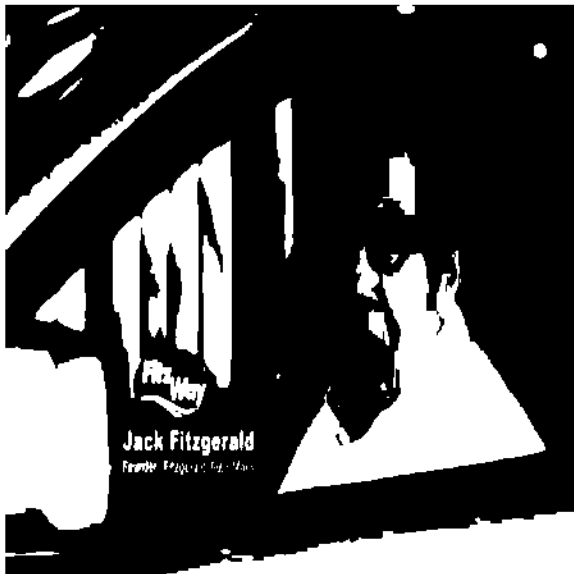
(click thumbnail to play)

NTSB on Phoenix Infonews - China

07/15/2013 12:41:39

Stock Market Express (News)

... 啊 那 结束 主播 今年 不 查 这 海拔 念 出来 现在 他们 说 他们 要去 搞 这个 NTSB 如 如 如果 是 我 有 话 我 觉得 我 观众 朋友 我 肯定 会 不 我 觉得 一定 要 抵制 这样 的 这样 一个 行为 因为 你 自己 ...



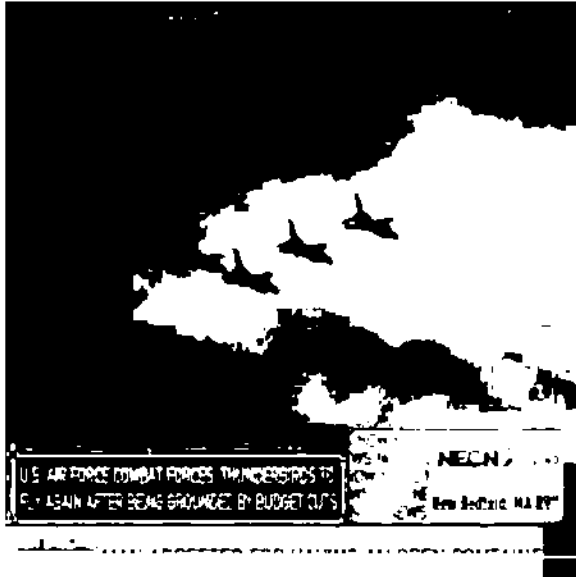
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N-T-S-B on NewsChannel 8 - Washington, D.C.

07/15/2013 12:45:25

Afternoon Report (News)

... a san francisco area t-v station, and the n-t-s-b. the airline says its reputation was damaged by a prank report that used ...



(click thumbnail to play)

N-T-S-B on New England Cable News - Boston, MA

07/15/2013 12:45:42

NECN News Now (News)

... apologized for the error.... along with the n-t-s-b... who says a summer intern wrongly confirmed the names of the flight crew. ...



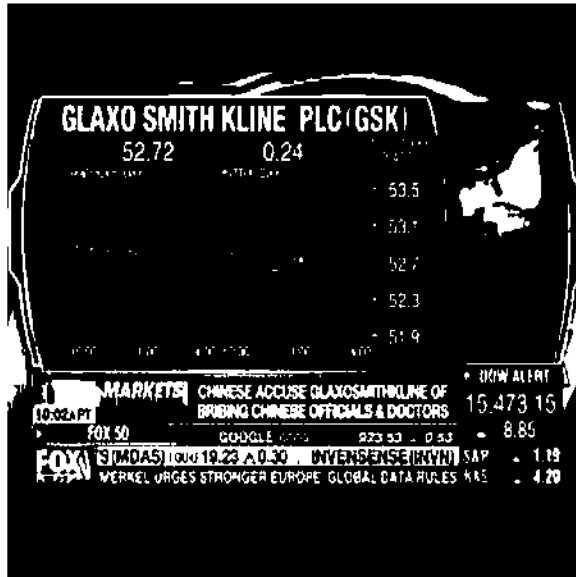
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N-T-S-B on NewsChannel 8 - Washington, D.C.

07/15/2013 12:47:51

Afternoon Report (News)

... names. the error after-t-v station, and the n-t-s-b. the airline says its reputation was damaged by a prank report that used ...



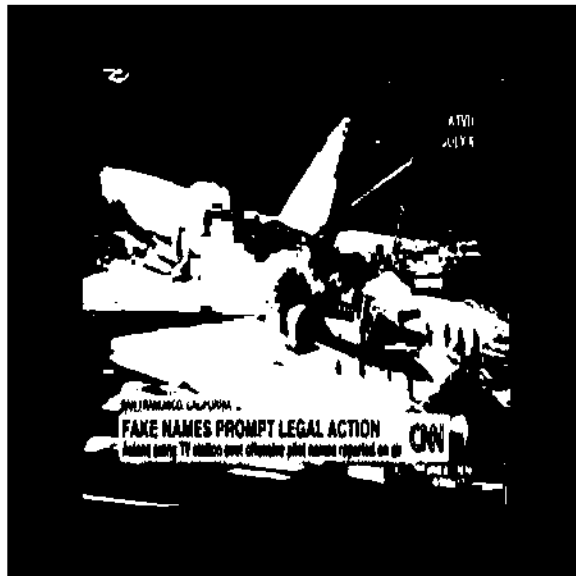
(click thumbnail to play)

NTSB on Fox Business Network - U.S. Cable

07/15/2013 13:02:37

Markets Now (News)

... against ktvu, an oakland television station after an intern at the ntsb mistakenly confirmed inaccurate an offensive names as those of the pilots. meanwhile, the drug maker ...



(click thumbnail to play)

National Transportation Safety Board on CNN International (US) - U.S. Cable

07/15/2013 13:13:54

International Desk (News)

... killed when a shannon jet crash landed at san francisco international airport until i said the national transportation safety board has been an intern mistakenly confirmed name which phonetically spelled out phrases like something wrong and we are to lower lead to low self-worth is led very embarrassing situation for the network that ...



(click thumbnail to play)

N-T-S-B on New England Cable News - Boston, MA

07/15/2013 13:15:51

NECN News Now (News)

... apologized for the err.... along with the n-t-s-b... who says a summer intern wrongly confirmed the names of the flight crew. ...



(click thumbnail to play)

National Transportation Safety Board on KTLA-LA (WB) - Los Angeles, CA

07/15/2013 13:18:53

KTLA 5 News at 1 (News)

... planned on selling the national transportation safety board. the plan has since been dropped. >> it actually could ...



(click thumbnail to play)

● **NTSB on KTRS-AM (Radio) - St. Louis, MO**

■ 07/15/2013 13:39:01

■ ... out of now I really want to continue to take on the station did call the NTSB and there are some summer intern who said he had visited the four names but yeah go through stories whose listenings calling the mice the intern answering the phone to question you who it is you and you know that ...



(click thumbnail to play)

● **NTSB on WLW-AM (Radio) - Cincinnati, OH**

■ 07/15/2013 13:52:55

■ ... choose from installment financing one room of the master copy for only one eighty nine in McSwain and send it out of NTSB letterhead over the country simultaneously a few radio and TV stations called back to say are you sure about this and he put he put his name and phone number from NTSB on the press release and ...



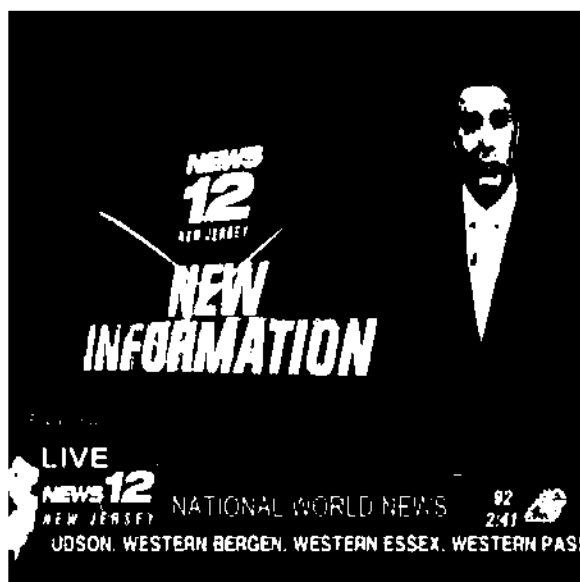
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● **National Transportation Safety Board on KUT**

■ **90.5 - Austin, TX**

■ 07/15/2013 14:33:10

... three and injuring dozens and anchor for ktvu tv read the names on the air friday and then apologized after a break national transportation safety board is also apologized saying a summer intern erroneously confirm the names of the flight crew the united states number two diplomat is urging egypt's military and new interim leadership to ensure an inclusive transition ...



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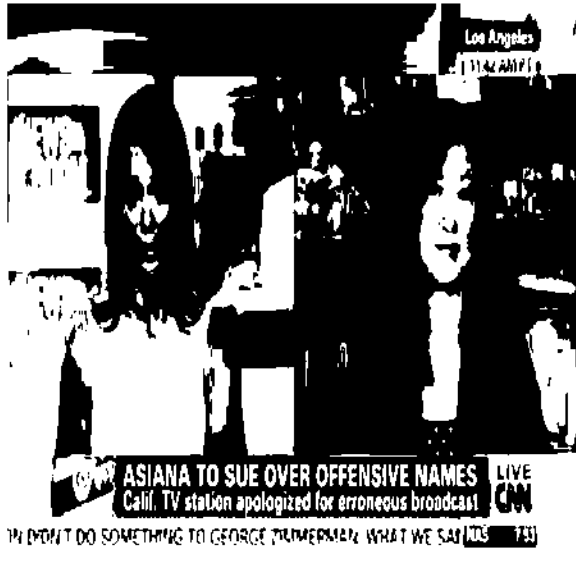
● **National Transportation Safety Board on**

NEWS12NJ - Newark, NJ

07/15/2013 14:41:17

News 12 New Jersey (News)

... your weather on the ones. national transportation safety board who erroneously confirmed "inaccurate and offensive" false names of the asiana ...



(click thumbnail to play)

National Transportation Safety Board on CNN - U.S. Cable

07/15/2013 14:42:51

CNN Newsroom (News)

... the station says it confirmed the names through the national transportation safety board. the ntsb says it actually was a summer intern who confirmed the names and who, quote with acted outside the scope of his ...



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NTSB on WDBO-FM (Radio) - Orlando, FL

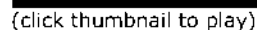
07/15/2013 15:03:34

... erroneously for audio means the cruiser crashes seven eighty seven after flight from Korea names were really a joke stations as dreams are confirmed by the NTSB which assumes Florida needs for a pregnant cow let's been roaming the Washington DC suburb is recaptured police and account charged officers and Fletcher neighborhood yours for being shot with trunk was darts child not ...



07/15/2013 15:05:15

... a small plane carrying two off-duty police officers crashed off the coast and ocean setting customer borderline gruesome details the National Transportation Safety Board 's preliminary report on the Ocean City plane crash that killed two of the police officers in June thirtieth said the plane appeared intact to the ocean was found fractured thirty surface forsake ...



07/15/2013 15:13:51

Studio B With Shepard Smith, (News)

... at all. and then when they called the ntsb to confirm, the station did not realize it was talking to a summer intern and now ktvu is profusely apologizing saying, and i'm quoting, we have a lot ...



(click thumbnail to play)

NTSB on MSNBC - U.S. Cable

07/15/2013 15:36:18

The Cycle (News)

... there. the airline may bring a lawsuit against the ntsb as well. now, this hoax overshadowed some of the latest developments we want to tell you about in the crash. ...

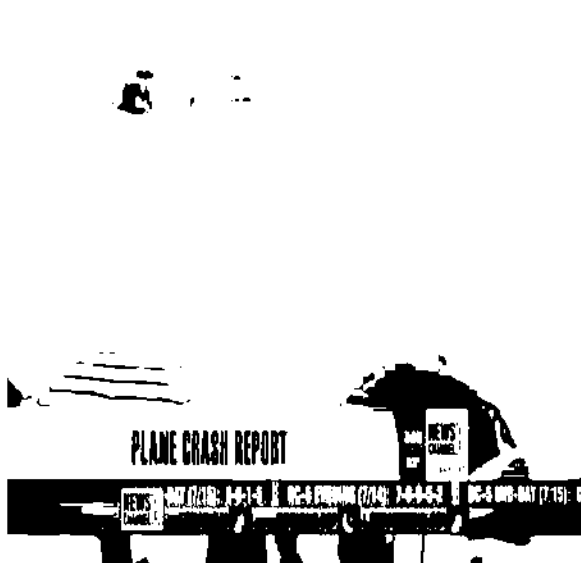


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NTSB on WLS-AM (Radio) - Chicago, IL

07/15/2013 15:38:48

... somebody had sent the names in of the captain and a crew of these young flight into this newsroom enemy called the NTSB and confirmed by talking to or in the NTSB and in turn for the MCI that is all right -- and him and it resulted in a former intern probably not the just delegates fidelity ...



(click thumbnail to play)

**National Transportation Safety Board on
NewsChannel 8 - Washington, D.C.**

07/15/2013 15:39:11

Afternoon Report (News)

... found. the national transportation safety board says
the plane appeared intact as it hit the ocean floor, but

...



(click thumbnail to play)

NTSB on KTRS-AM (Radio) - St. Louis, MO

07/15/2013 15:42:43

... of the type that on the telephone is yes not now
they got it from was an intern at the NTSB do with
that trouble for doing this Allawi good and well of
course the got in trouble but you should really be
blamed is the stupid reader because what if I thought
reading a prompter to think of a private song Dingwall

...



(click thumbnail to play)

● **NTSB on WLS-AM (Radio) - Chicago, IL**

■ 07/15/2013 15:43:18

■ ... Alan heard it yes that is nothing to Masugi DBU philosophy, as it is held harmless here and to some degree completed call the NTSB will you even stupider but there is no intent to harm tend to injured reserve judges determine these areas of the Seymour boxes Eastover, and alcoholic I have highlighted ...



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● **NTSB on WLS-AM (Radio) - Chicago, IL**

■ 07/15/2013 15:44:57

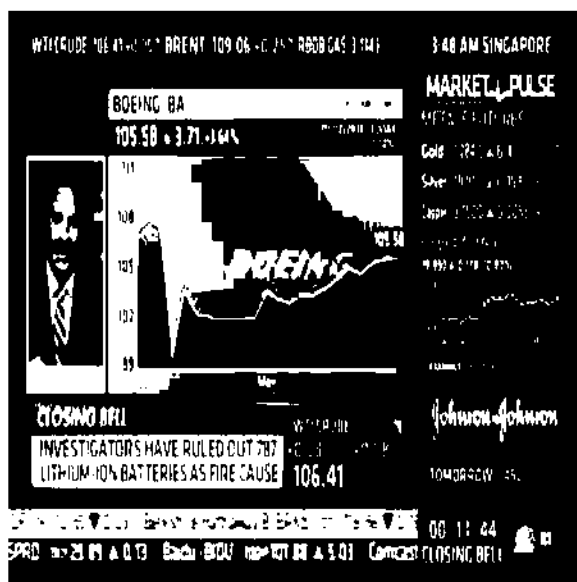
■ ... and on a question I had to test the firm at twelve yes and no right exactly when does the NTSB went me out interventions on the NCS Mentor savanna window that I get going ... Olympia Ramat Beit and what what's the morning would that embeds early marriage early and in Oakland woman , DC opposite of ...



(click thumbnail to play)

- **NTSB on WDUZ The Fan 107.5 FM - Green Bay, WI**
- **07/15/2013 15:47:53**

... somebody else and admitted he did this is a lot like dw tv you we apologize the mtbf -esque ntsb screwed us like i wanted somebody else put something in my body and i'm ultimately responsible for database there's some sort of accountability there which is nice but who wasn't what was it and how you ...

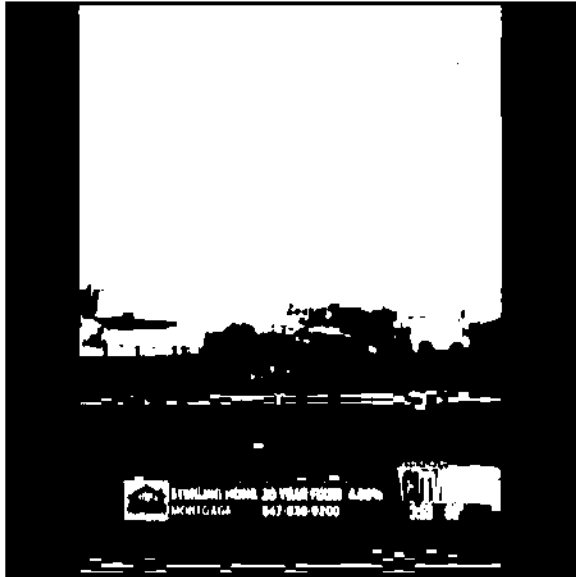


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NTSB on CNBC - U.S. Cable

07/15/2013 15:48:11
Closing Bell (News)

... cause of the fire, we will continue to work closely with boeing and the ntsb and to await the analysis and output of the investigation before drawing any conclusions. take a look at shares of ...



(click thumbnail to play)

NTSB on CLTV - Chicago, IL

07/15/2013 15:52:14

News @ 3:30 (News)

... they had confirmed them with the ntsb. meantime..
asiana airlines now says its suing the tv ...



(click thumbnail to play)

National Transportation Safety Board on

Classical 89.5 (Radio) - Salisbury, MD

07/15/2013 16:04:14

... fifteen thousand four eighty four this is npr knees
son of local and regional news no more public radio on
chris right national transportation safety board spoon
limiter report on the ocean city plane crash that killed
two off-duty police officers says the plane appears in
practice at the bottom and was found together but
fractured from impact report ...



(click thumbnail to play)

National Transportation Safety Board on WJZ-BAL (CBS) - Baltimore, MD

07/15/2013 16:07:20

Eyewitness News at 4 (News)

... out about the deadly plane crash, denise? >> the national transportation safety board said the plane appeared in tact as it hit the ocean and it was found together, but fractured from impact. ...



(click thumbnail to play)

NTSB on WRC-DC (NBC) - Washington, D.C.

07/15/2013 16:09:08

News4 at 4 (News)

... scramble to deal with the sudden death of their young star. >>> the ntsb apologizing for confirming fake and highly offensive names of the asiana airlines pilots who crashed in san francisco, but that may not ...

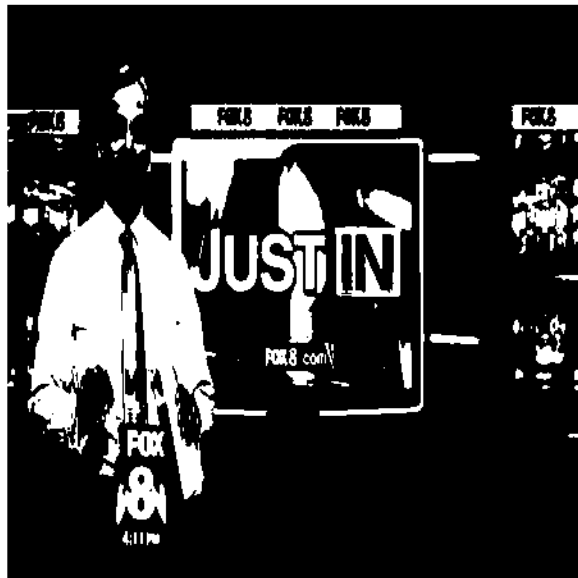


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● **NTSB on WBAL-AM - Baltimore, MD**

■ 07/15/2013 16:11:12

■ ... of one hundred thirtieth Street horrified beachgoers said they thought the plane was in a flat spin just before hitting the water the NTSB : the daily report describes the fuselage was found together but fractured from impact it had stopped at about thirty feet of water to weeks ago yesterday one wing was lost during recovering the taken off earlier from the ...



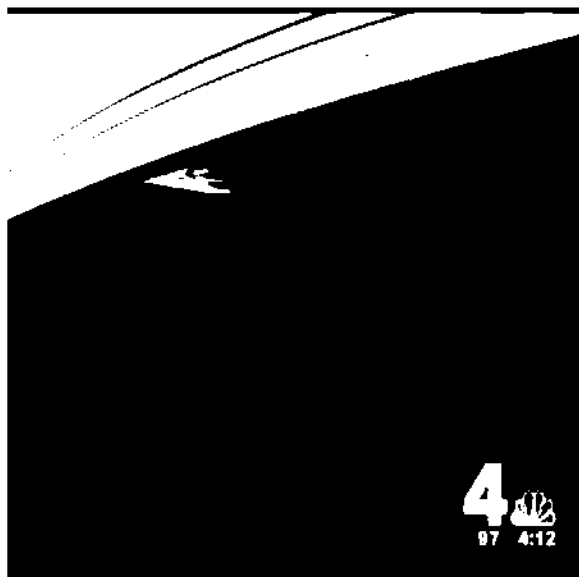
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National Transportation Safety Board on WJW-CLE (FOX) - Cleveland, OH

07/15/2013 16:11:36

Judge Judy (Other)

... three passengers were killed and dozens injured. the national transportation safety board says a zebra summer intern mistakenly confirmed the names.co the airline threatened to sue t ...



(click thumbnail to play)

NTSB on WRC-DC (NBC) - Washington, D.C.

07/15/2013 16:12:34

News4 at 4 (News)

... near ocean city was intact as it fell into the water. today, the ntsb released the results of their investigation from the june 30th crash. the report also says a witness saw the plane flying low with no ...



(click thumbnail to play)

National Transportation Safety Board on WRC-DC (NBC) - Washington, D.C.

07/15/2013 16:13:46

News4 at 4 (News)

... disparaged asians and damaged the company's reputation. the national transportation safety board has also apologized saying a summer intern s erroneously confirmed the names to ktvu. ...



(click thumbnail to play)

National Transportation Safety Board on WTIC-HFD (FOX) - Hartford-New Haven, CT

07/15/2013 16:14:20

Fox CT News at 4 (News)

... the company, the national transportation safety board says a summer intern mistakenly ...



(click thumbnail to play)

NTSB on WBTV-CLT (CBS) - Charlotte, NC

07/15/2013 16:34:51

WBTV News 3 at 4:30PM (News)

... progresses. >> first at 4:00 asiana is going to sue the ntsb and a stran t.v. station. the airline says the station damaged its reputation by using bogus, racially offensive names ...



(click thumbnail to play)

NTSB on WCAU-PHI (NBC) - Philadelphia, PA

07/15/2013 16:37:14

NBC 10 News at 4pm (News)

... friday then apologized minutes later. the ntsb also apologized saying a summer intern mistakenly confirmed the names as being correct. the airlines says the report not ...



(click thumbnail to play)

National Transportation Safety Board on

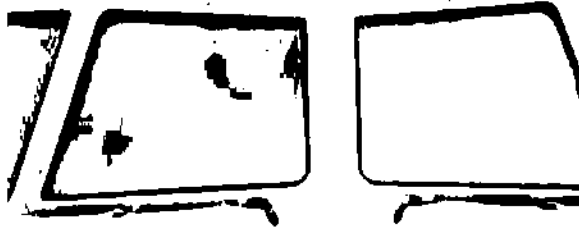
NewsChannel 8 - Washington, D.C.

07/15/2013 16:38:24

Afternoon Report (News)

... found. the national transportation safety board says the plane appeared intact as it hit the ocean floor, but

...



National Transportation Safety Board on WESH-ORD (NBC) - Orlando, FL

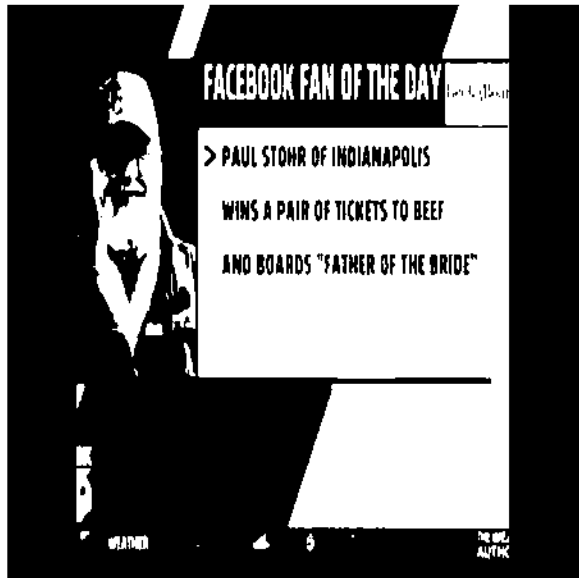
07/15/2013 16:39:39

WESH 2 News at 4:00pm (News).

... racially offensive, the station claimed national transportation safety board confirmed the names, the n.t.s.b. says an intern gave phony names and the intern is let go. ...



(click thumbnail to play)



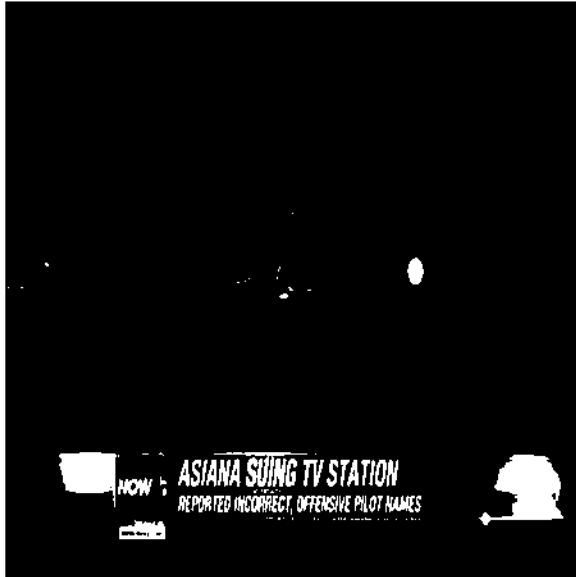
(click thumbnail to play)

NTSB on WXIN-IN (FOX) - Indianapolis, IN

07/15/2013 16:42:32

Fox 59 News: First @ Four (News)

... for their role in the hoax, the ntsb also let the intern go today. >> getting kids on the right path.... even if it means ...



(click thumbnail to play)

NTSB on WINK-FTM (CBS) - Fort Myers, FL

07/15/2013 16:48:53

WINK News @ 4PM (News)

... read the names out loud... sounding them out. then during our phone call to the ntsb confirming the spelling of the names, we never asked that person's position within the agency. 00.01.10 ...



(click thumbnail to play)

NTSB on CNN International Europe - U.K. National

07/15/2013 18:14:08

International Desk (News)

... lower and lower myself Griffith led the very embarrassing situation for the network that error that the NTSB and their channel kicking you have a hard drive with in July with a total so that we saw the words of the revenues that we misidentified the poets of the oceanic airlines crash we made several ...

[Click here to deactivate e-mail alerting for this scheduled alert.](#)

This is an Automated Alert Message - Please do not reply
[Questions or Comments?](#)

From: Results@TVEyes-Alerts.com
Sent: Tuesday, July 16, 2013 12:04 PM
To: Nantel, Kelly
Subject: New MMS Alert - NTSB

Media Alert From TVEyes Media Monitoring Suite



(click thumbnail to play)

NTSB on KHON-HON (FOX) - Honolulu, HI

07/16/2013 04:58:33
Wake up 2-day Hawaii's Morning News (News)

... names for the asiana airlines pilots involved in the plane crash is dismissed by the ntsb. and hawaii island residents may hear emergency warning sirens today, we'll tell you why. these stories and more are ...

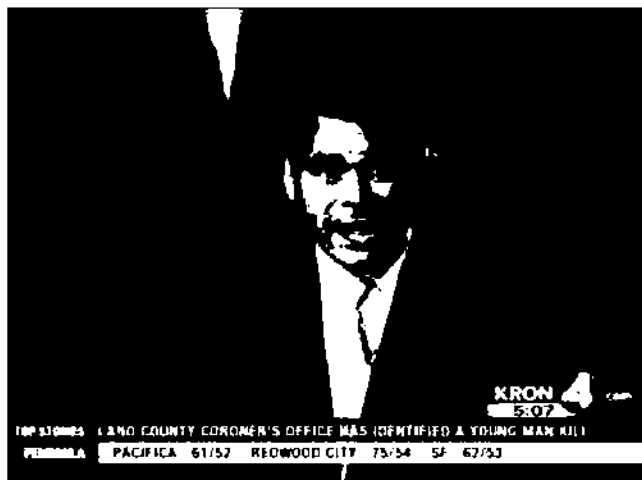


(click thumbnail to play)

National Transportation Safety Board on KHON-HON (FOX) - Honolulu, HI

07/16/2013 05:04:39
Wake up 2-day Hawaii's Morning News (News)

... first. 5:-- now... and there's fallout at the national transportation safety board. a summer intern who confirmed bogus names as those of the pilots on the asiana airlines flight that ...



(click thumbnail to play)

N-T-S-B on KRON-SF (MyTV) - San Francisco, CA

07/16/2013 05:07:23

KRON 4 Early News (News)

... rescued ahead aho now to the latest on the the n-t-s-b is closing its on-scene command post at s-f-o. their examination of the wreckage and runway. ...



(click thumbnail to play)

National Transportation Safety Board on KCOY-SBA (CBS) - Santa Barbara, CA

07/16/2013 05:07:51

Central Coast News (News)

... plane crash in san luis obispo... the national transportation safety board says the pilot never filed a flight plan... the pilot, scott metzger, reported he was going to perform a high speed ...



(click thumbnail to play)

NTSB on KQVR-SAC (CBS) - Sacramento, CA

07/16/2013 05:09:02

CBS13 News at 5am (News)

... quick handle. thanks, christine. >>> the ntsb is wrapping its investigation in san francisco international airport after the deadly flight of asiana flight 214. ...



(click thumbnail to play)

**NTSB on KSNV (NBC) -
Las Vegas, NV**

07/16/2013 05:10:22

Wake Up With the Wagners
(News)

... the beech twin engine 45 crashed. the ntsb report said that edward radioed in he was having issues with the engine and told air traffic controllers that his plane had lost an engine ...



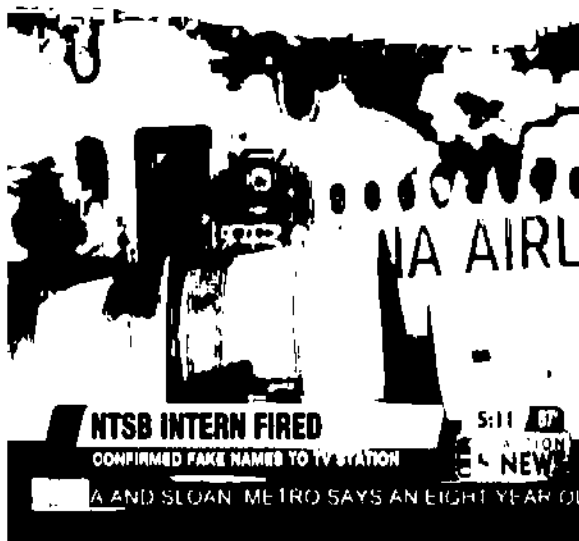
(click thumbnail to play)

**National Transportation Safety Board on XETV-
SD (CW) - San Diego, CA**

07/16/2013 05:11:08

Wake Up San Diego @ 5 (News)

... money laundering. fallout at the national transportation safety board... over those fake names of asiana airline's pilots... read on live television. an intern who confirmed the ...



(click thumbnail to play)

National Transportation Safety Board on KTNV-3 (ABC) - Las Vegas, NV

07/16/2013 05:11:14

Good Morning Las Vegas @ 5AM (News)

... lot. fallout at the national transportation safety board. the intern that confirmed false information to an oakland t-v station is gone. the n-t-s-b says the student ...



(click thumbnail to play)

National Transportation Safety Board on KIRO-7 (Radio) - Seattle, WA

07/16/2013 05:16:16

... is much more than the buildings for that supporter Allison Harlan in a summer intern with the National Transportation Safety Board who confirmed erroneous and racially offensive names for the pilots that easy enough light to fourteen that crashed in San Francisco has been fired in surprise and Ankara KTVU in San Francisco ...



(click thumbnail to play)

NTSB on KCPO-SEA (FOX) - Seattle, WA

07/16/2013 05:18:18

Q13 Fox News This Morning (News)

... companies include united, american and boeing.
the ntsb intern who mistakenly confirmed the bogus,
offensive names of the asiana pilots from last week's
deadly plane crash...is out of ...



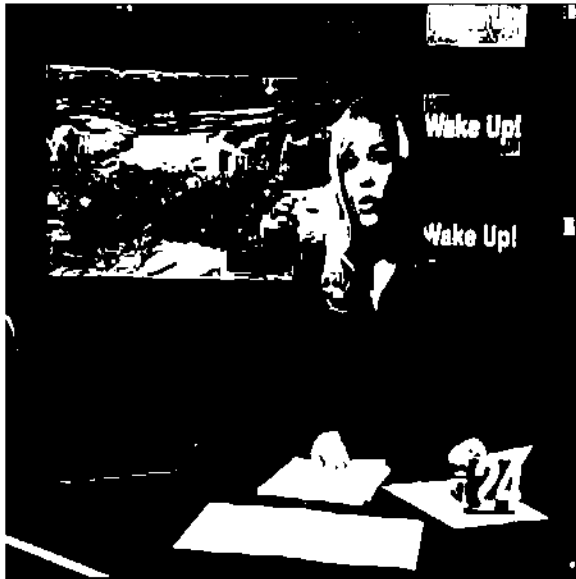
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National Transportation Safety Board on KERO-BFL (ABC) - Bakersfield, CA

07/16/2013 05:18:53

23 News at 5am (News)

... tensions. a student volunteer at the national
transportation safety board who confirmed bogus
names of the pilots on crash landed in san francisco...
has been fired. ...



(click thumbnail to play)

**National Transportation Safety Board on KNVN-
CR (NBC) - Chico/Redding, CA**

07/16/2013 05:21:38

Wake Up! (News)

... names for the pilots is no longer an intern with the national transportation safety board. an n-t-s-b spokeswoman says the agency does not discuss specific personnel matters but ...



(click thumbnail to play)

**National Transportation Safety Board on KHSL-
CR (CBS) - Chico/Redding, CA**

07/16/2013 05:21:39

Wake Up! (News)

... names for the pilots is no longer an intern with the national transportation safety board. an n-t-s-b spokeswoman says the agency does not discuss specific personnel matters but ...



(click thumbnail to play)

● **NTSB on KXNT NewsRadio 840 - Las Vegas, NV**

■ 07/16/2013 05:24:34

■ ... on the flight that crashed in the station apologized and blamed the NTSB which apologized and blamed intern who had confirm the names US stock futures are a little bit flat to mix today after the Dow yesterday gained about twenty points the S&P added to and the NASDAQ rose seven and a ...



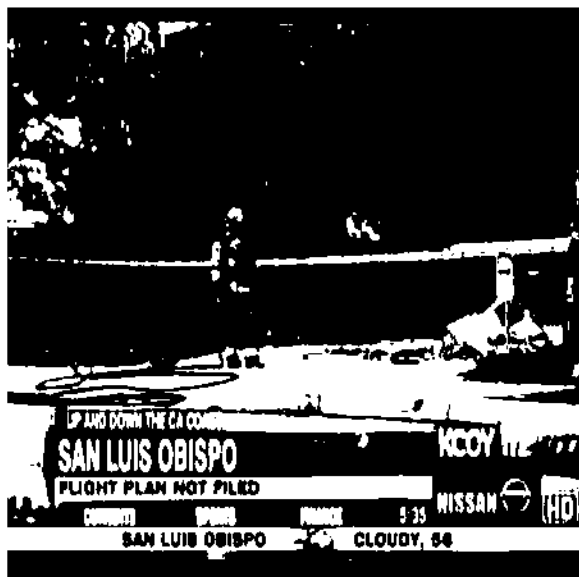
(click thumbnail to play)

National Transportation Safety Board on KION (CBS) - Monterey, CA

07/16/2013 05:34:57

Central Coast News (News)

... heading to san luis obispo now.. the national transportation safety board says the pilot of a deadly plane crash never filed a flight plan.. officials say. scott metzger reported he ...



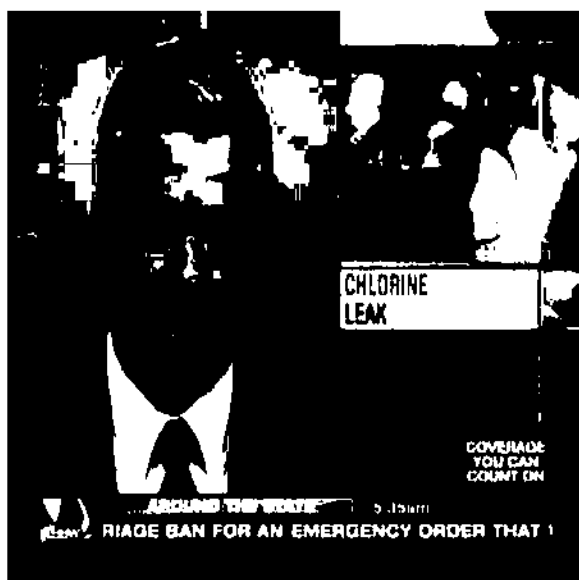
(click thumbnail to play)

National Transportation Safety Board on KCOY-SBA (CBS) - Santa Barbara, CA

07/16/2013 05:34:59

Central Coast News (News)

... heading to san luis obispo now.. the national transportation safety board says the pilot of a deadly plane crash never filed a flight plane.. officials say scott metzger reported he ...



(click thumbnail to play)

National Transportation Safety Board on KSBW (NBC) - Monterey, CA

07/16/2013 05:35:00

Action News @ 5:30AM (News)

... 214, the national transportation safety board has closed its san francisco command post. ...



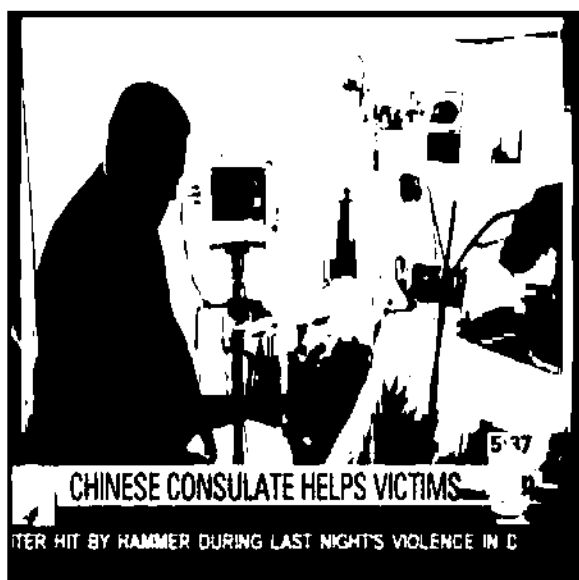
(click thumbnail to play)

**National Transportation Safety Board on KREM
(CBS) - Spokane, WA**

07/16/2013 05:36:19

KREM 2 News First Edition (News)

... & a student volunteer at the national transportation safety board is no longer with the agency. officials say the student is the one who confirmed bogus names of the ...



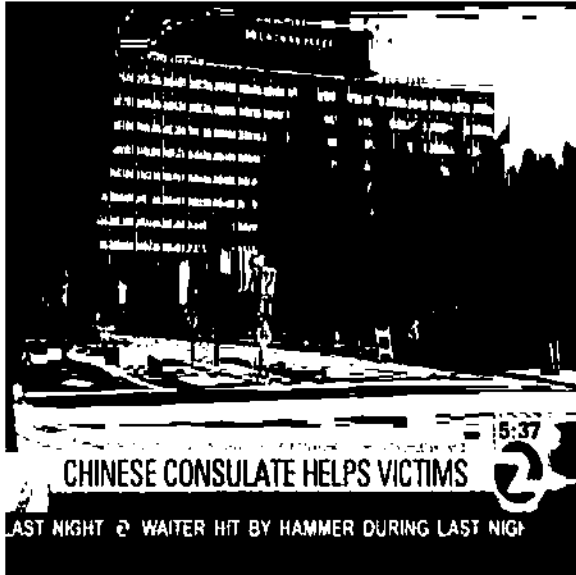
(click thumbnail to play)

NTSB on KRXI (FOX) - Reno, NV

07/16/2013 05:37:09

5AM News on Fox (News)

... were gang members, police reportedly has ties.
>>> the ntsb's investigation on scene has wrapped up and the next steps will include interviewing first responders, examining the evacuation slide ...



(click thumbnail to play)

NTSB on KTVU-SF (FOX) - San Francisco, CA

07/16/2013 05:37:11

KTVU Channel Two Morning News (News)

... were gang members, police reportedly has ties.
>>> the ntsb's investigation on scene has wrapped up
and the next steps will include interviewing first
responders, examining the evacuation slide ...



(click thumbnail to play)

National Transportation Safety Board on KMTR

(NBC) - Eugene, OR

07/16/2013 05:37:15

KMTR NewsSource Today (News)

... " the national transportation safety board has now
apologized for the untrue and offensive names of ...



(click thumbnail to play)

● **NTSB on KXNT NewsRadio 840 - Las Vegas, NV**

■ 07/16/2013 05:41:16

■ ... of upset with the amount of information being released on a double-edged sword he will want no one can the NTSB often the sermon praise for quickly getting out information factual information data from the flight data recorders data that they collect on the scene and making people and the press and other pilots aware of that information ...



(click thumbnail to play)

NTSB on KTNV-LV (ABC) - Las Vegas, NV

07/16/2013 05:42:22

Good Morning Las Vegas @ 5AM (News)

... guardsmen near boulder city. action news obtained the preliminary ntsb report that points to mechanical failure, not pilot error, in the june 23rd crash. 41-year old sergeant first ...



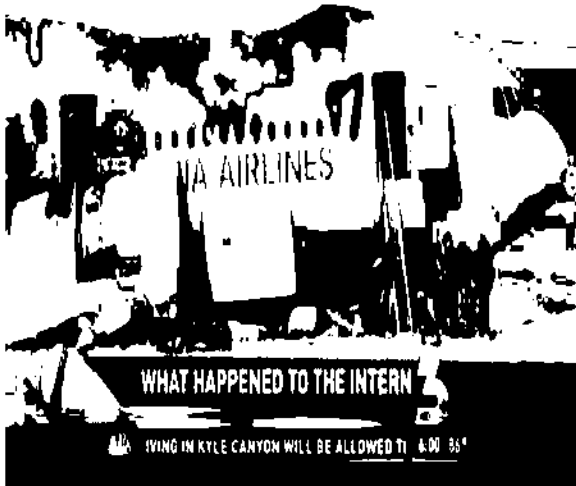
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NTSB on KNBC-LA (NBC) - Los Angeles, CA

07/16/2013 05:43:31

Today in L.A. (News)

... fake racially offensive pilot names. the ntsb intern who confirmed names is no longer an intern. ktu which aired the name as pologized. asiana is suing say the report ...



(click thumbnail to play)

NTSB on KSNV (NBC) - Las Vegas, NV

07/16/2013 06:00:50

Wake Up With the Wagners (News)

... >> kim: oh, we're starting to learn what happened with that intern at the ntsb that when a tv station out of the bay area called to run a few names down concerning the pilots, that intern gave the thumbs up, and ...



(click thumbnail to play)

- **National Transportation Safety Board on KGO-AM**
- **(Radio) - San Francisco, CA**
- 07/16/2013 06:04:47

... involved in a standoff because they believe the shooter may be inside we will get a lab report from the scene National Transportation Safety Board is packing up and going back to BC digital journaling is an update on the plane crash investigation at SFO to federal safety investigators are closing their command post at San Francisco international Airport today but they ...



(click thumbnail to play)

- **National Transportation Safety Board on KQED-**
- **FM (Radio) - San Francisco, CA**
- 07/16/2013 06:04:53

... protester in a mask sheet him in the face with a hammer no word on whether police copy of Doctor the National Transportation Safety Board says it's mobile command post is closed now as it investigates the crash of Ozzie on a flight to fourteen officials will continue conducting interviews and analyzing their evidence Kaiser Permanente ...



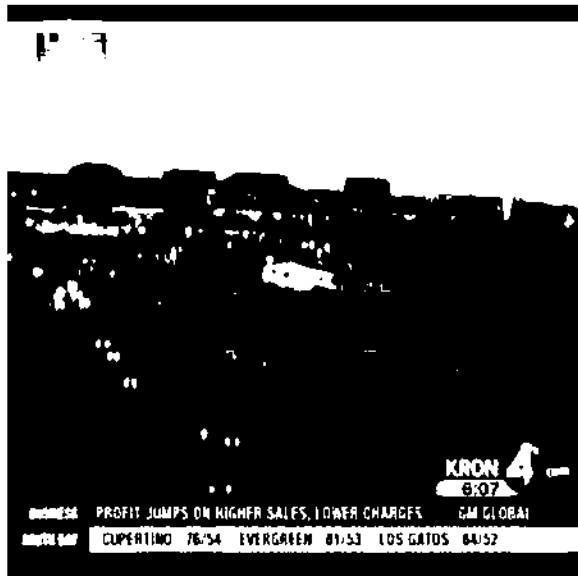
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National Transportation Safety Board on KCOY-SBA (CBS) - Santa Barbara, CA

07/16/2013 06:06:21

Central Coast News (News)

... plane crash in san luis obispo... the national transportation safety board says the pilot never filed a flight plan... the pilot, scott metzger, reported he was going to perform a high speed ...



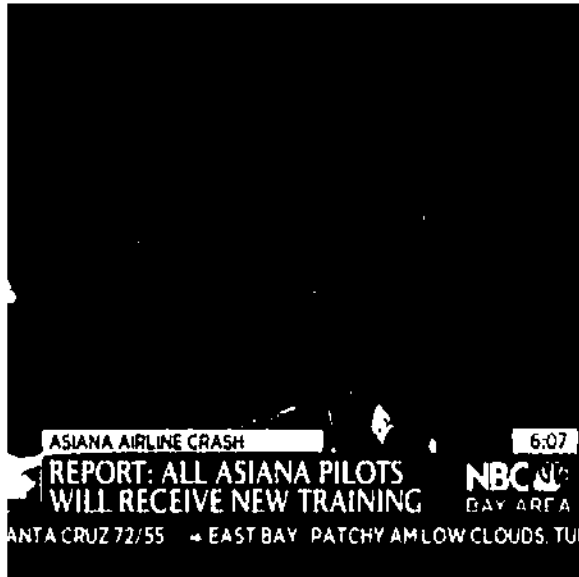
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NTSB on KRON-SF (MyTV) - San Francisco, CA

07/16/2013 06:06:57

KRON 4 Early News (News)

... >> now to the latest on the crash of flight 214. the ntsb is closing their own scene command post at s.f. o. investigators have finished their examination of wreckage and the run way. ...



(click thumbnail to play)

NTSB on KNTV-SF (NBC) - San Francisco, CA

07/16/2013 06:07:17

Today in the Bay (News)

... expect from the investigation. again, that's coming up at 6:30. >>> this morning, the ntsb says it has finished its on-scene investigation at sfo following the crash of asiana flight 214. the ntsb says the investigation ...



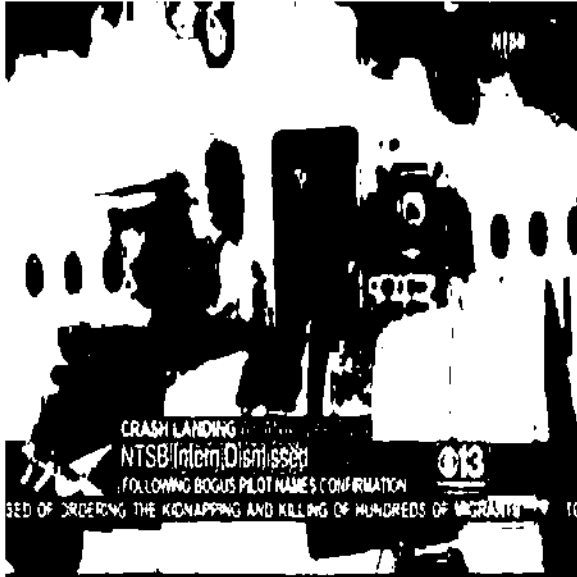
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N-T-S-B on KGBT (CBS) - Harlingen, TX

07/16/2013 06:09:03

Action 4 News Sunrise @ 6AM (News)

... causes a major ruckus... at the n-t-s-b. we'll explain why... tease 1c plus... ...



(click thumbnail to play)

NTSB on KQVR-SAC (CBS) - Sacramento, CA

07/16/2013 06:09:14

CBS13 News at 6am (News)

... air, but have come up empty so far. >>> the ntsb is wrapping up the investigation at san francisco international airport after the deadly crash landing of asiana 214. ...



(click thumbnail to play)

National Transportation Safety Board on KCBS-LA (CBS) - Los Angeles, CA

07/16/2013 06:09:13

CBS 2 News at 6am (News)

... next year? and the national transportation safety board investigates a luxury car plus at&t gets competitive. that is coming up in a live report on "money watch" on ...



(click thumbnail to play)

NTSB on KSNV (NBC) - Las Vegas, NV

07/16/2013 06:09:13

Wake Up With the Wagners (News)

... >> kim: and you heard us talk about the summer intern at the ntsb that confirmed some bogus names for a san francisco television station? well, what happened to that intern? ...



(click thumbnail to play)

**National Transportation Safety Board on KGO-AM
(Radio) - San Francisco, CA**

07/16/2013 06:09:34

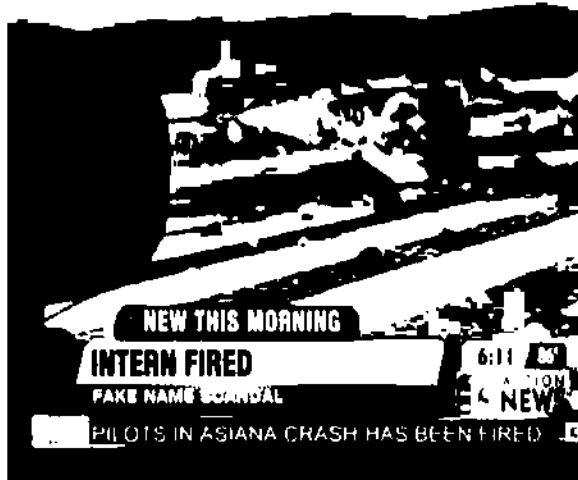
... confirm erroneous and racially offensive names for piles of Oz John R airlines . two fourteen is no longer an intern with the National Transportation Safety Board and anchor for KTVU television read the names unwittingly on the air Friday before apologizing for the error after break report was accompanied by graphic with the phony names listed alongside a photo of the burned-out ...

**National Transportation Safety Board on KTNV-
LV (ABC) - Las Vegas, NV**

07/16/2013 06:10:57

Good Morning Las Vegas @ 6AM (News)

... new this morning fallout at the national transportation safety board, a student intern who confirmed bogus names of those pilots on the asiana airlines flight that crash ...



(click thumbnail to play)

N-T-S-B on KGBT (CBS) - Harlingen, TX

07/16/2013 06:13:31

Action 4 News Sunrise @ 6AM (News)

... at this hour... a summer intern with the n-t-s-b... has been let go after making a serious error regarding the ...



(click thumbnail to play)



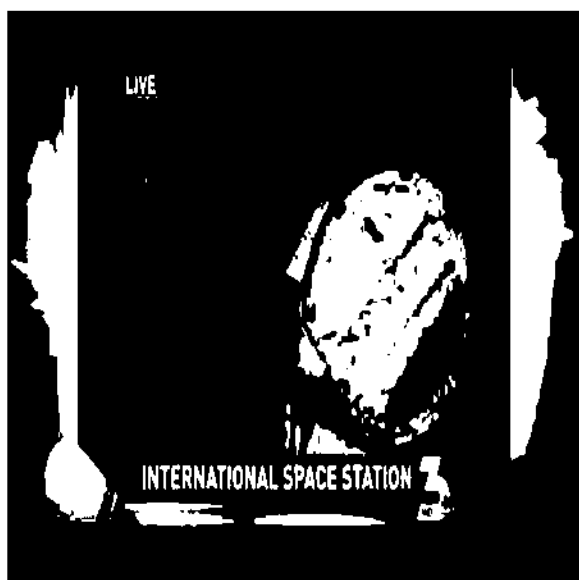
(click thumbnail to play)

NTSB on KING-SEA (NBC) - Seattle, WA

07/16/2013 06:15:57

King 5 Morning News (News)

... the false named were broadcast friday.. the ntsb apologized for the inaccurate names. >>> a judge will decide if airlines should pay billions in the 9/11 attacks including ...



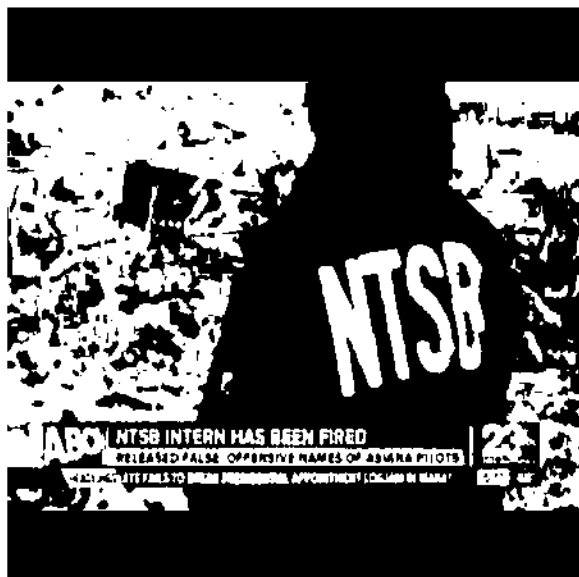
(click thumbnail to play)

NTSB on KSNV (NBC) - Las Vegas, NV

07/16/2013 06:15:58

Wake Up With the Wagners (News)

... >> kim: and you could say that sumting was wrong, the intern from the ntsb that erroneously gave the thumbs to the names of the pilots on that flight, and all morning, we have been sharing these incredible live ...



(click thumbnail to play)

National Transportation Safety Board on KERO-BFL (ABC) - Bakersfield, CA

07/16/2013 06:16:54

23 News at 6am (News)

... tensions, a student volunteer at the national transportation safety board who confirmed bogus names of the pilots on the asiana airlines flight that crash landed in san ...



(click thumbnail to play)

NTSB on KCPC-SEA (FOX) - Seattle, WA

07/16/2013 06:17:37

Q13 Fox News This Morning---Early Edition (News)

... have both been named in the suit! the ntsb intern who mistakenly confirm the fate offenses fake offensive names of the asiana ...



(click thumbnail to play)

**National Transportation Safety Board on KCBS-
LA (CBS) - Los Angeles, CA**

07/16/2013 06:17:42

CBS 2 News at 6am (News)

... the problem is the reportedly a fire risk, the national transportation safety board says that c class models from 2008 and 2000 the could have a electrical malfunk in the ...

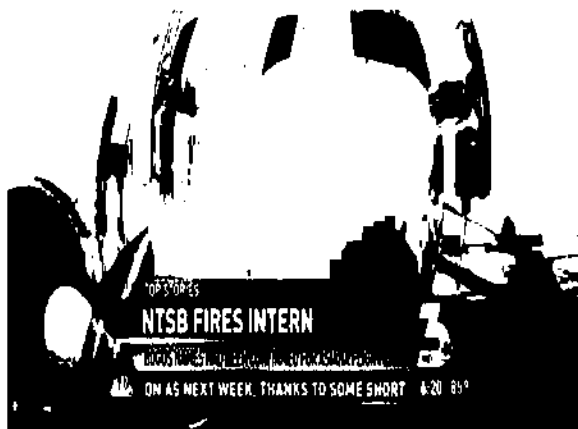


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NTSB on KOMO-AM (Radio) - Seattle, WA

07/16/2013 06:19:45

... command to to explain to the public is the lowest little souvenir but there's a high velocity detonation recorded on radar on explained by the NTSB attack happens to dovetail with the eyewitnesses saw the eyewitnesses on a southbound onto this was a southbound asymmetric explosion of coinciding with the loss political power on that aircraft also ...



(click thumbnail to play)

NTSB on KSNV (NBC) - Las Vegas, NV

07/16/2013 06:20:00

Wake Up With the Wagners (News)

... george zimmerman case. >> now to the latest on this one, the ntsb has dismissed that intern, who confirmed the bogus names as those of the pilots on the asiana air flight that crash landed in san francisco. ...



(click thumbnail to play)

NTSB on KGO-AM (Radio) - San Francisco, CA

07/16/2013 06:23:03

... twenty third legal parents which particularly ten sports antilynching having up on the KGO morning is the NTSB says it has closed its operations down at SFO after completing an investigation of a fatal of John Airlines crash and one of the chairs in the Jordan Zimmerman child that she is convinced he acted in self-defense when he signed children ...



(click thumbnail to play)

- **National Transportation Safety Board on Capital**
- **Public Radio - Sacramento, CA**
- 07/16/2013 06:33:31

... were arrested senior US diplomat William Burns is in Congo trying to help this is NPR news public radio news and the National Transportation Safety Board is closed San Francisco command post could be on scene investigation of the crash landing of us got airlines like to fourteen NTSB says rescue teams completed the examination of the airplanes wreckage ...



(click thumbnail to play)

- **NTSB on KFYI-AM (Radio) - Phoenix, AZ**
- 07/16/2013 06:33:35

... away from the Samper courtroom were George Zimmerman was found not guilty more blame on the medium or the NTSB gave rise Jim Sharp as a public relations consultant former Valley news reporter courses on this morning again FYI believes the media's lesson ball for the bad information on the AGN of light every time somebody got storage asking her job ...



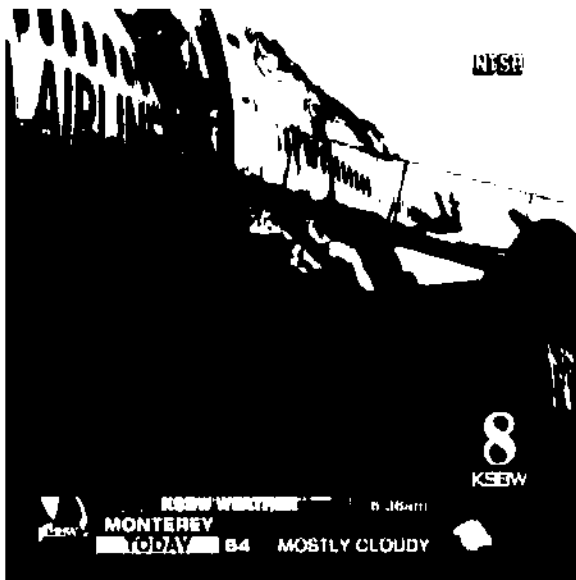
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**National Transportation Safety Board on KREM
(CBS) - Spokane, WA**

07/16/2013 06:35:12

KREM 2 News First Edition (News)

... & a student volunteer at the national transportation safety board is no longer with the agency. officials say the student is the one who confirmed bogus names of the ...



(click thumbnail to play)

**National Transportation Safety Board on KSBW
(NBC) - Monterey, CA**

07/16/2013 06:35:54

Action News Sunrise (News)

... 214, the national transportation safety board has closed its san francisco command post. ...



(click thumbnail to play)

**National Transportation Safety Board on KGUN
(ABC) - Tucson, AZ**

07/16/2013 06:36:05

Good Morning Tucson (News)

... the error, the national transportation safety board has also apologized. it claims... one of its summer interns confirmed the names of ...



(click thumbnail to play)

**National Transportation Safety Board on KEYT
(ABC) - Santa Barbara, CA**

07/16/2013 06:36:37

KEYT Newschannel 3 at 6 AM (News)

... her to life in prison or death. , fallout at the national transportation safety board... , a student intern who confirmed bogus names as those of the pilots on the asiana airlines flight that ...



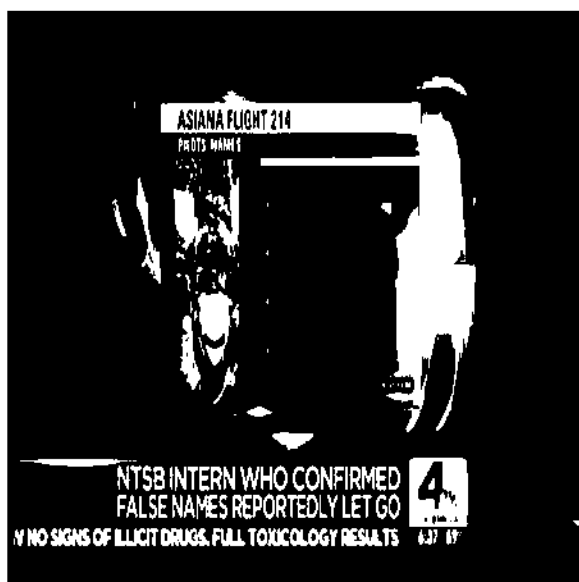
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**National Transportation Safety Board on KTVX-
SLC (ABC) - Salt Lake City, UT**

07/16/2013 06:36:38

Good Morning Utah (News)

... there's some fallout this morning at the national transportation safety board. a student volunteer who confirmed bogus names as those of the pilots on the asiana flight that crash landed in san ...



(click thumbnail to play)

NTSB on KNBC-LA (NBC) - Los Angeles, CA

07/16/2013 06:37:10

Today in L.A. (News)

... other planes but only 43 hours of flying time with a 777. word that the ntsb let go the intern who confirmed the fake and racially offensive name of the pilots on board the plane. ktvu aired the names friday.

...

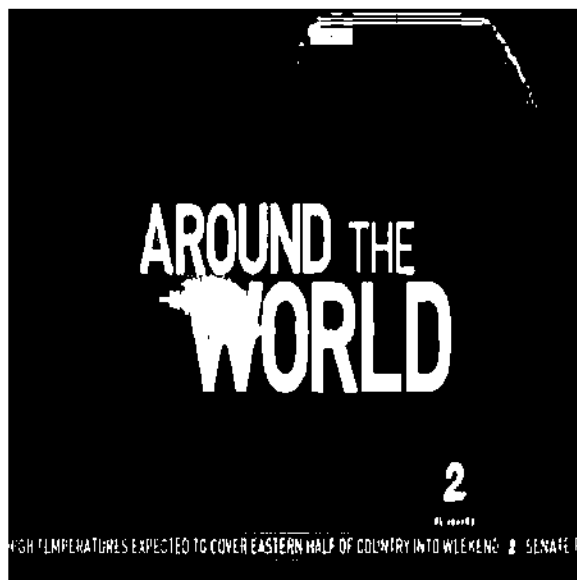


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● **NTSB on News Radio KEX - Portland, OR**

■ 07/16/2013 06:38:31

■ ... why we are that is the reason why were submitting a petition or if we already did to the ntsb to reopen this case was tightlipped forensic evidence is also traces all over the interior interest . exterior airplane near a pretty quick to about that the eyewitnesses bring in the eyewitnesses they ...



(click thumbnail to play)

NTSB on KATU-POR (ABC) - Portland, OR

07/16/2013 06:39:03

Ch 2 News This Morning (News)

... investigators, send them an email at investigators@katu.com. >>> the ntsb dismissed the summer intern that confirmed the bogus names from flight 214. the airline plans to sue the television station and the ntsb ...



(click thumbnail to play)

● **NTSB on News Radio KEX - Portland, OR**

■ 07/16/2013 06:40:40

■ ... a proximity fuse missile to the missile explodes some distance from the aircraft is is significant and we are in the ntsb look at their final report and they don't even use that word proximity fuse missile i never look for evidence consistent with them he finally do tomorrow night on epics tv ...



(click thumbnail to play)

NTSB on KCBS-LA (CBS) - Los Angeles, CA

07/16/2013 06:42:23

CBS 2 News at 6am (News)

... sentence, brown is free on his own recoming sense.
>> ntsb board member been confirming fall and racially offensive names as the asiana night that crash landed in san francisco. ...



(click thumbnail to play)

National Transportation Safety Board on KLAS-LV (CBS) - Las Vegas, NV

07/16/2013 06:45:21

8 News Now at 6 AM (News)

... before slamming into the ground. investigators with the national transportation safety board say the problem started when an engine warning light turned on mid-flight, back on june 23-rd. sergeant first class joseph ...



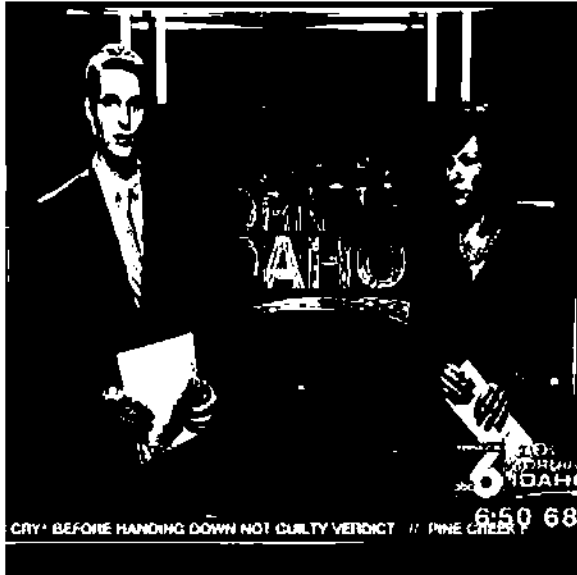
(click thumbnail to play)

National Transportation Safety Board on KBZK (CBS) - Butte, MT

07/16/2013 06:46:58

Montana This Morning (News)

... washington nationals. fallout at the national transportation safety board... a student volunteer, who confirmed bogus names as those of the pilots on the asiana ...



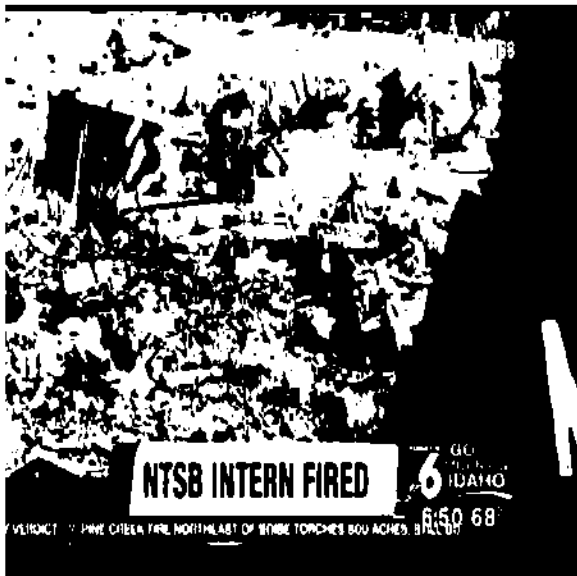
(click thumbnail to play)

National Transportation Safety Board on KSAW (ABC) - Twin Falls, ID

07/16/2013 06:50:33

Good Morning Idaho (News)

... fallout at the national transportation safety board...
a student volunteer who confirmed bogus ...



(click thumbnail to play)

National Transportation Safety Board on KIVI (ABC) - Boise, ID

07/16/2013 06:50:34

Good Morning Idaho (News)

... fallout at the national transportation safety board...
a student volunteer who confirmed bogus ...

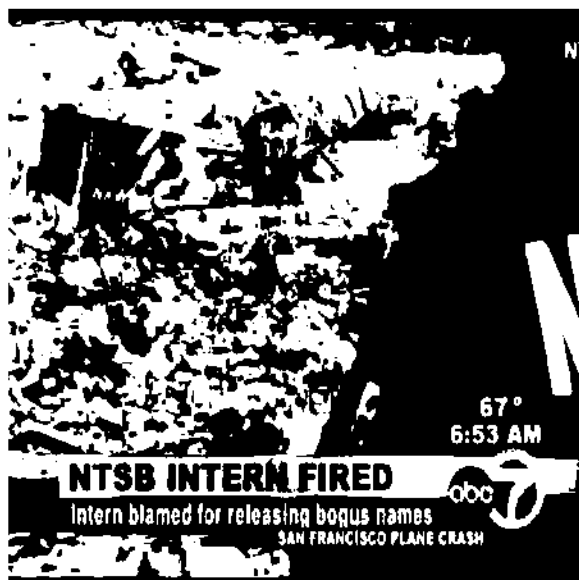


(click thumbnail to play)

● **NTSB on KFBK-AM (Radio) - Sacramento, CA**

■ 07/16/2013 06:52:03

■ ... we close for three consecutive sessions at all to record highs close ties with the Dow NTSB 500 USB is the eighth consecutive days over whether a bloom would not be necessarily all that you do have a lottery work of Yahoo will report after the bell literally today ...



(click thumbnail to play)

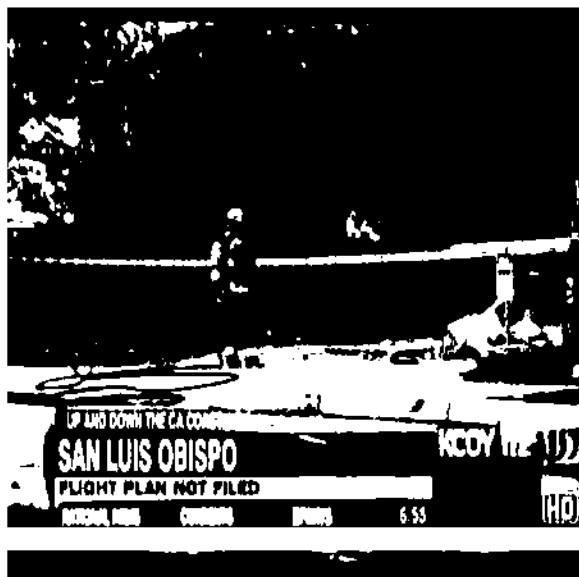
National Transportation Safety Board on KVIA

(ABC) - El Paso, TX

07/16/2013 06:53:02

Good Morning El Paso (Other)

... is a personnel matter.// the national transportation safety board has fired the intern blamed for confirming bogus pilot names. ...



(click thumbnail to play)

National Transportation Safety Board on KCOY-SBA (CBS) - Santa Barbara, CA

07/16/2013 06:55:13

Central Coast News (News)

... heading to san luis obispo now.. the national transportation safety board says the pilot of a deadly plane crash never filed a flight plane... officials say scott metzger reported he ...



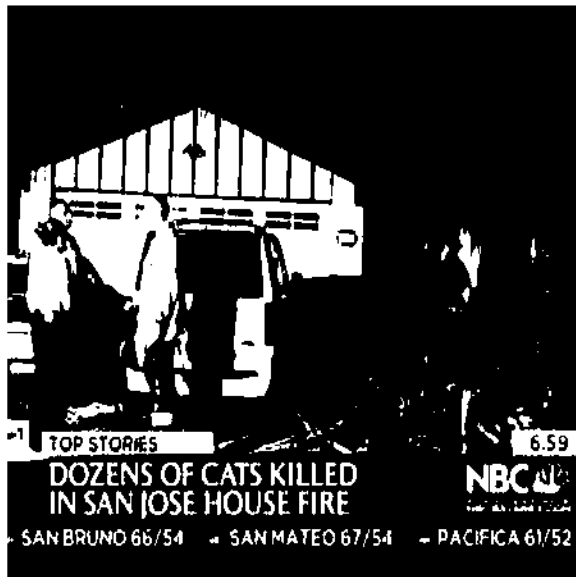
(click thumbnail to play)

National Transportation Safety Board on KION (CBS) - Monterey, CA

07/16/2013 06:55:16

Central Coast News (News)

... heading to san luis obispo now.. the national transportation safety board says the pilot of a deadly plane crash never filed a flight plane... officials say scott metzger reported he ...



(click thumbnail to play)

NTSB on KNTV-SF (NBC) - San Francisco, CA

07/16/2013 06:59:13

Today in the Bay (News)

... one final check of the day's top stories. >>>. the ntsb says it has finished its on-scene investigation at sfo following the crash of asiana flight 214. the ntsb says the investigation ...



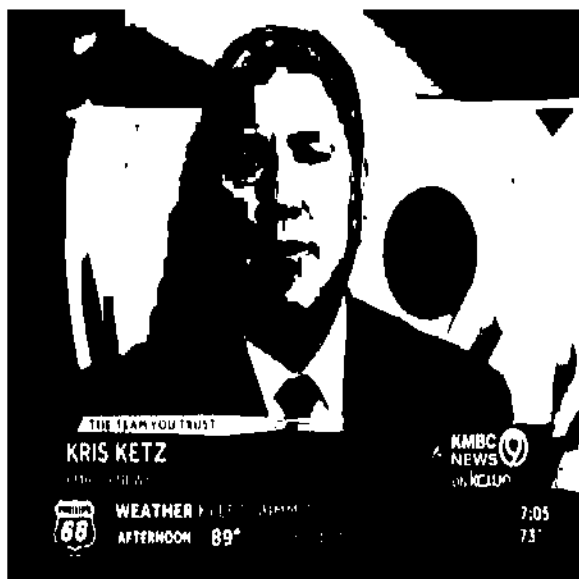
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N-T-S-B on WITI-MILW (FOX) - Milwaukee, WI

07/16/2013 07:00:44

FOX 6 Wake-Up News at 7 (News)

... was shot in the stomach. plus--the n-t-s-b intern who confirmed the names to a california t-v station is out of a job. but first--rob haswell joins us ...



(click thumbnail to play)

N-T-S-B on KCWE - Kansas City, MO

07/16/2013 07:05:39

KMBC 9 First News on KCWE (News)

... t-v station in oakland. k-t-v-u attributed the names to an n-t-s-b official in washington as a source before airing the story. the n-t- s-b has apologized for the inaccurate and offensive names ...



(click thumbnail to play)

National Transportation Safety Board on KKFX-SBA (FOX) - Santa Barbara, CA

07/16/2013 07:06:30

Central Coast News (News)

... plane crash in san luis obispo... the national transportation safety board says the pilot never filed a flight plan... the pilot, scott metzger, reported he was going to perform a high speed ...

National Transportation Safety Board on WTVW (FOX) - Evansville, IN

07/16/2013 07:07:00

Eyewitness News Daybreak (News)

... crash-landing in san francisco. francisco.the national transportation safety board command post at the crash-site is now closed.n-t-s-b officials have also concluded their investigation this ...



(click thumbnail to play)



NTSB on KONG-SEA - Seattle, WA

07/16/2013 07:07:30

King 5 Morning News on KONG. (News)

... the false names were broadcast during a newscast on friday. the ntsb has since apologized for the inaccurate and offensive names. asiana airlines says it will file a lawsuit against the tv ...

(click thumbnail to play)



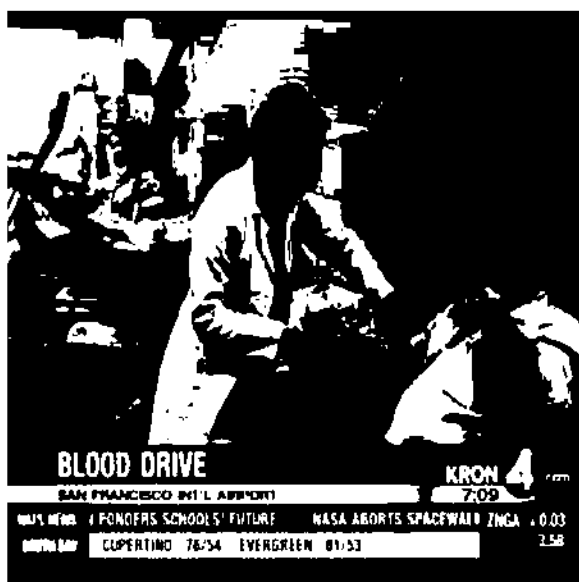
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N-T-S-B on WITI-MILW (FOX) - Milwaukee, WI

07/16/2013 07:08:34

FOX 6 Wake-Up News at 7 (News)

... more of the day's top national stories are headed your way.. including news that an n-t-s-b intern has been sent packing.. plus.. fun in your own backyard! how an indiana man made his love of ...



(click thumbnail to play)

NTSB on KRON-SF (MyTV) - San Francisco, CA

07/16/2013 07:09:27

KRON 4 Morning News (News)

... >> now the latest on the crash of asiana flight 214. the ntsb is closing its on scene command post at as at all. investigators have finish their examination of wreckage in runway. the ...



(click thumbnail to play)

National Transportation Safety Board on KTVD (MyTV) - Denver, CO

07/16/2013 07:10:34

9News at 7am (News)

... unknown injuries. >>> well, the national transportation safety board has finished its on scene investigation into asiana flight 214 that crashed in san francisco international ...



(click thumbnail to play)

National Transportation Safety Board on WITI-MILW (FOX) - Milwaukee, WI

07/16/2013 07:13:40

FOX 6 Wake-Up News at 7 (News)

... newsroom. yeah guys.. fallout at the national transportation safety board... a student volunteer, who confirmed bogus names as those of the pilots ...



(click thumbnail to play)

National Transportation Safety Board on WFLD-CHI (FOX) - Chicago, IL

07/16/2013 07:15:13

Good Day Chicago (News)

... rethink possible. . >>> the national transportation safety board has fired the intern who confirmed racist and offendist pilots names for asiana flight. ...



(click thumbnail to play)

NTSB on WTMJ-AM (Radio) - Milwaukee, WI

07/16/2013 07:26:16

... and you know if this is true what were saying and I firmly believe it is an review submitted petitions the NTSB investigate that . but they're going to do it if this and if they find me through I think your listeners can think of many reasons why officials may want to keep the client then again ...



(click thumbnail to play)

**National Transportation Safety Board on WDAF-
KC (FOX) - Kansas City, MO**

07/16/2013 07:29:45

Fox 4 News Morning Show (News)

... and will last three days, then the judge will issue a decision. the national transportation safety board has dismissed the intern who confirmed the fake names of the crew of the asiana flight ...

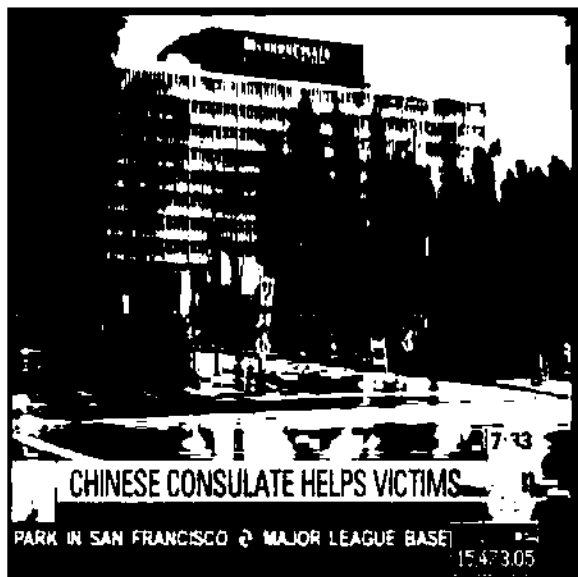


(click thumbnail to play)

NTSB on WTMJ-AM (Radio) - Milwaukee, WI

07/16/2013 07:30:17

... archive on the planet of anyone of documents from the CIA of official documents and the CIA NTSB FBI and he continues down through losses and freedom of information act request to get even more so I went spelling error journalist and investigate Dallas which is what I am when ...



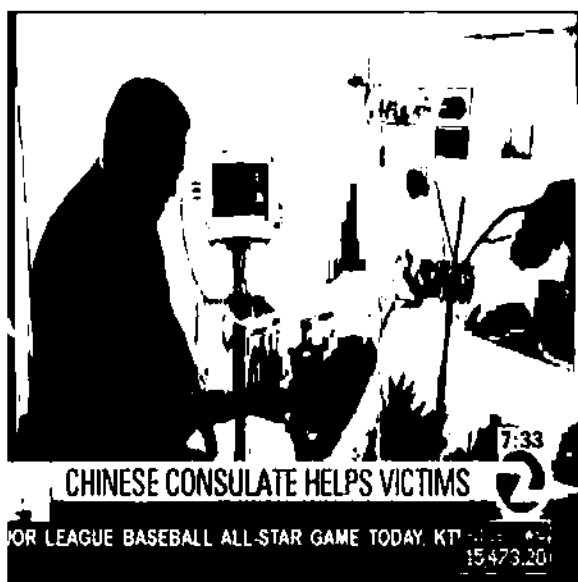
(click thumbnail to play)

NTSB on KRXI (FOX) - Reno, NV

07/16/2013 07:33:35

Mornings on Fox (News)

... he reportedly has ties to concord, bay pointe, pittsburg. >>> the ntsb's next steps will include interviewing first responders, evacuating the plane's evacuation slides and conducting an in-depth analysis ...



(click thumbnail to play)

NTSB on KTVU-SF (FOX) - San Francisco, CA

07/16/2013 07:33:38

Mornings on 2 (News)

... he reportedly has ties to concord, bay pointe, pittsburg. >>> the ntsb's next steps will include interviewing first responders, evacuating the plane's evacuation slides and conducting an in-depth analysis ...



(click thumbnail to play)

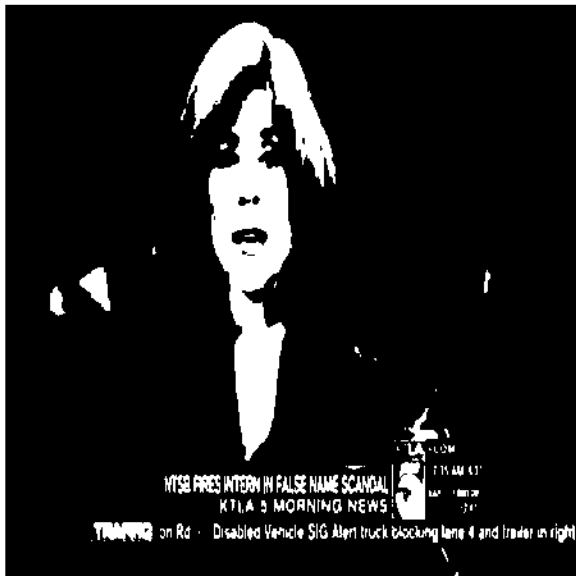
NTSB on KUTV-SLC (CBS) - Salt Lake City, UT

07/16/2013 07:34:18

2 News This Morning (News)

... the crash is being investigated by the ntsb...the faa and the helicopter flight school...upper limits aviation.

...



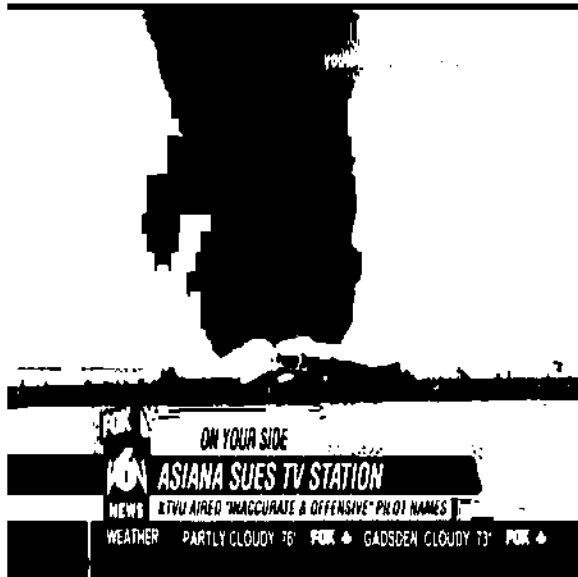
(click thumbnail to play)

NTSB on KTLA-LA (WB) - Los Angeles, CA

07/16/2013 07:34:55

KTLA 5 Morning News at 7 (News)

... culver city police department. >> the ntsb says the false names did not originate with the agency but the intern confirmed ...



(click thumbnail to play)

**National Transportation Safety Board on WBRC-
BIRM (FOX) - Birmingham, AL**

07/16/2013 07:35:35

Good Day Alabama 7a (News)

... company "won't" sue the national transportation safety board. asiana initially wanted to sue both entities after a ...



(click thumbnail to play)

NTSB on KOKH-OKC (FOX) - Oklahoma City, OK

07/16/2013 07:37:30

FOX25 Morning News---7AM (News)

... >>> let's look around the country. still more fall out at the ntsb. a student volunteer who confirmed bogus names of those of the pilots of the asiana airlines that crashed in san ...



(click thumbnail to play)

National Transportation Safety Board on KFXA-IOW (FOX) - Iowa City, IA

07/16/2013 07:39:49

FOX News at Seven AM (News)

... trial, meanwhile, there is fallout at the national transportation safety board. a student volunteer at the n-t-s-b who confirmed fake names as those of the pilots ...

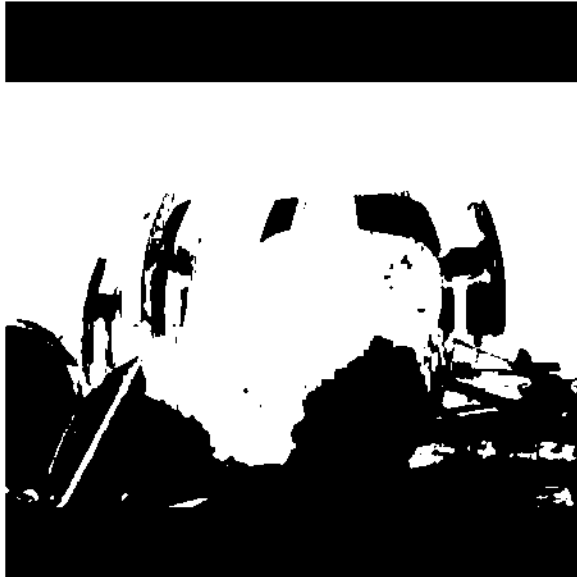


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National Transportation Safety Board on WGN-AM (Radio) - Chicago, IL

07/16/2013 07:43:58

... know you are with me because I will have to follow the story the way went down okay the National Transportation Safety Board and turn and turn on and turn summary under a summary or a summer abroad that the this is to confirm the date racially insensitive names pilots flying the ...



(click thumbnail to play)

National Transportation Safety Board on WDBD (FOX) - Jackson, MS

07/16/2013 07:46:36

Fox40 Morning News (News)

... flying industry. fallout at the national transportation safety board... a student volunteer who confirmed bogus names.. as those of the pilots on the asiana airlines flight that ...



(click thumbnail to play)

NTSB on WGN-AM (Radio) - Chicago, IL

07/16/2013 07:48:07

... as a leader ? are you okay knowledge one shall be updated on this story from the NTSB is that these people will be in turn has it because she wrote we are reviewing our policies or procedures that she's the spokesman Kelly. Mintel. of the NTSB allowed the Los Angeles times ...



(click thumbnail to play)

● **NTSB on WGN-AM (Radio) - Chicago, IL**

■ 07/16/2013 07:49:32

■ ... dumbest inferiority I have ever well we will do that that's got to be the dumbest there's nothing smart about this the NTSB apologist were described as inaccurate and offensive names there will mistakenly confirmed now of course you know that the TV station : what the hell that was wrong so they got a come back on ...



(click thumbnail to play)

● **NTSB on WGN-AM (Radio) - Chicago, IL**

■ 07/16/2013 07:51:10

■ ... un trama como el desliz del tipo en to the NTSB we've got the names these are we able firstly confirm the names of these and who is a cold summer intern okay SCSI still doesn't make sense not little that flight that's why the of the letter the only times very ...

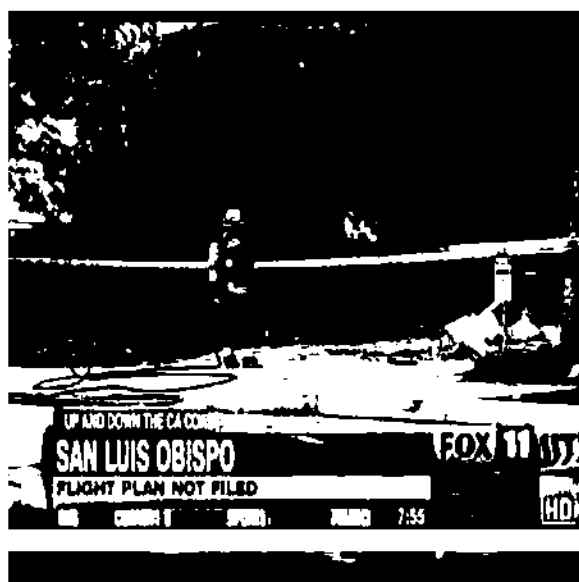


(click thumbnail to play)

● **NTSB on WGN-AM (Radio) - Chicago, IL**

■ 07/16/2013 07:52:32

■ ... okay are you sure these are correct says the summer intern yes I'm sure they are one hundred percent correct this is the NTSB will guess okay they coach that in turn goes back down to the news anchor the news directors as I got the names what are the still look at the checks and balanced look work



(click thumbnail to play)

National Transportation Safety Board on KKFX-SBA (FOX) - Santa Barbara, CA

07/16/2013 07:55:23

Central Coast News (News)

... heading to san luis obispo now.. the national transportation safety board says the pilot of a deadly plane crash never filed a flight plane.. officials say. scott metzger reported he ...



(click thumbnail to play)

● **NTSB on WGN-AM (Radio) - Chicago, IL**

■ 07/16/2013 07:55:38

■ ... through the tube inserted going to sue KTVU Bay Area not not the transportation safety Board . the NTSB would not be restricted straight starts title whether not suing because it's really sure why acceptable I'm all Miller judgment was not their fault they got before the Internet NTSB got tight ...

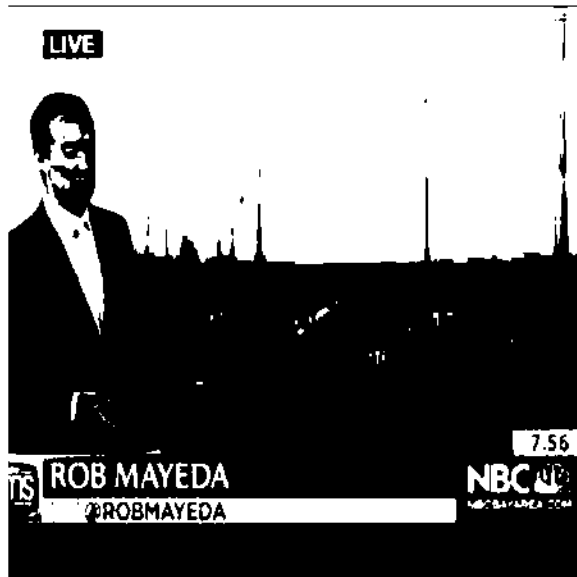


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● **NTSB on WLS-AM (Radio) - Chicago, IL**

■ 07/16/2013 07:56:03

■ ... confirm this well you know what when a environment where we had to go in the NTSB has hired the firm that so if it's on the Fuji is only hazardous classic classic media but we we follow the protocol we can hold the agency and they confirmed it was a judgment allowed little common ...



(click thumbnail to play)

NTSB on KNTV-SF (NBC) - San Francisco, CA

07/16/2013 07:56:47

Today (News)

... were able to take the suspect into custody. >>>
the ntsb says it has finished its on-scene investigation
at sfo following the crash of asiana flight 214. the ntsb
says the investigation ...



(click thumbnail to play)

NTSB on WGN-AM (Radio) - Chicago, IL

07/16/2013 07:57:32

... or not yelled after the fact will just just just as
airlines is going to sue KTVU the television station or
the NTSB and you got a big answer to early all along
release of the public anymore modern ... oligarchy got
a go without right since you ...



(click thumbnail to play)

● **NTSB on WGN-AM (Radio) - Chicago, IL**

■ 07/16/2013 08:00:05

■ ... on hello Evan the this episode get this confirmed today that they're going to get sued and the national Association the NTSB is made the statement about another tell you how it happened other than it was a summer intern which I would never said out loud and him and him will and we a you a lawyer ...

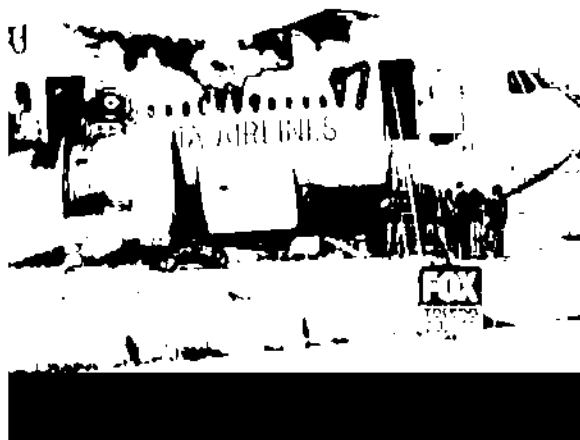


National Transportation Safety Board on WUPW (FOX) - Toledo, OH

07/16/2013 08:05:16

FOX Toledo Daybreak (News)

... this week, there's fallout at the national transportation safety board over a student volunteer who confirmed bogus ...



(click thumbnail to play)

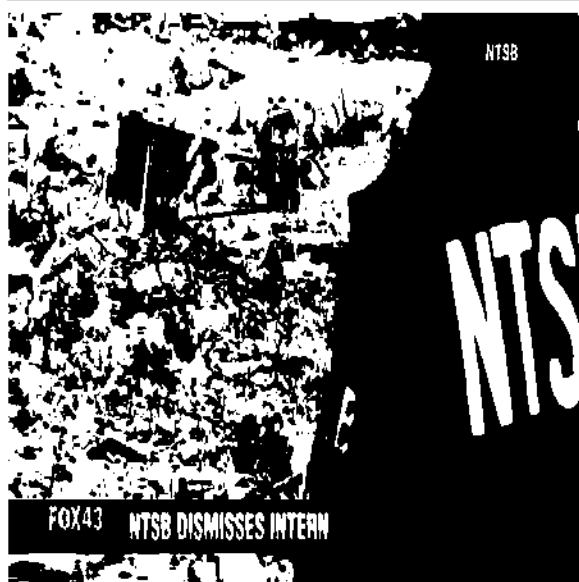


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● **NTSB on WHIO-AM - Dayton, OH**

■ 07/16/2013 08:05:53

■ ... told the station management apologized and explained that the company and the fountain out phonetically represent the patient confirmed with the ntsb did not get persons name or title and rush names where the ntsb says the made-up names were indeed confirmed by a summer intern working for the national transportation safety board vetted by the way no longer working there and ...



(click thumbnail to play)

N-T-S-B on WPMT-HAR (FOX) - Harrisburg, PA

07/16/2013 08:09:09

Fox43 Morning News at 8 (News)

... non-jury trial. a student volunteer for the n-t-s-b who confirmed bogus names as those of the pilots on the asiana airlines flight that crash landed in san francisco...is now gone. ...



(click thumbnail to play)

- **National Transportation Safety Board on**
- **Newsradio 740 KTRH - Houston, TX**
- 07/16/2013 08:09:23

... begin and preschool a set and match to patton.
oswalt hm airlines so they will sue the national trait
national transportation safety board and the tv station
for the do something long hoax of the weekend is your
airport out of statements" regarding the tv stations.
demeaning reports of the pilots ...



(click thumbnail to play)

- **National Transportation Safety Board on Fox**
- **Business Network - U.S. Cable**

07/16/2013 08:16:07
Imus in the Morning (Other)

... about so much yesterday the internship is over. the
national transportation safety board, remember this
intern who confirmed the erroneous names of the
pilots-- >> i was thinking about that and ...



(click thumbnail to play)

- **National Transportation Safety Board on WABC-**
- **AM (ABC) - New York, NY**
- 07/16/2013 08:18:22

... not give you one more thing you know that the story we talked about so much yesterday but the internee internship is over the National Transportation Safety Board with this internal confirm the erroneous and racially offensive names for the pilots of the ratios are Arabs of our last leg of opt out on photosensitive drum racially offensive language the Rabbi John buyer ...



(click thumbnail to play)

- **National Transportation Safety Board on WOKV-**
- **AM (Radio) - Jacksonville, FL**
- 07/16/2013 08:20:22

... morning is every weekday from five till nine here on Jacksonville's morning news in for Roxie Tyler hears Jean Wechsler and Jeremy Ratliff National Transportation Safety Board said it fired the Internet confirmed fake names of the four pilots involved in that Asiatic crash and San Francisco international Airport to a local TV station KTVU reported effect angina broadcast ...



(click thumbnail to play)

National Transportation Safety Board on WJZ-BAL (CBS) - Baltimore, MD

07/16/2013 08:27:13

CBS This Morning (News)

... back over to you. >> thank you. >>> the national transportation safety board released new details about the ocean city plane crash that killed two off- duty local police officers. ...



(click thumbnail to play)

NTSB on WBAP-AM (Radio) - Dallas, TX

07/16/2013 08:27:56

... purposes there proximity fuse nestle brought about the demise of the plane and that forensic evidence we understand something NTSB) investigation without presenting any forensic evidence of the smart that they said Brad Appling published in June to June shift in your freedom so that involve the ...



(click thumbnail to play)

● **NTSB on WBAP-AM (Radio) - Dallas, TX**

■ 07/16/2013 08:30:31

■ ... user terminal week against us or we figured it was someone else among the country what the state we speculate we don't want the NTSB to speculate we filed a petition with them want to have an honest investigation when they have an honest investigation of unbiased reporters and I mean the best years look into this we hope questions like that can ...



(click thumbnail to play)

NTSB on Headline News - U.S. Cable

07/16/2013 08:31:40

Morning Express With Robin Meade (News)

... for federal charges has nearly 430,000 signatures. the ntsb intern who apparently confirmed racially offensive fake names for the pilots of the asiana crash has been fired. it's according to a government ...



(click thumbnail to play)

National Transportation Safety Board on WHNS (FOX) - Greenville, SC

07/16/2013 08:33:37

Morning News @ 8 (News)

... for the mcmanus family have not been announced. the national transportation safety board is still investigating the deadly crash- the pilot also died- investigators recovered five ...



(click thumbnail to play)

National Transportation Safety Board on Northwest Cable News - Seattle, WA

07/16/2013 08:35:32

Northwest News First Edition (News)

... terrorists on the airplanes. an intern at the national transportation safety board is gone from the agency... after a big mistake.the intern confirmed bogus names for the pilots on board the "asiana ...

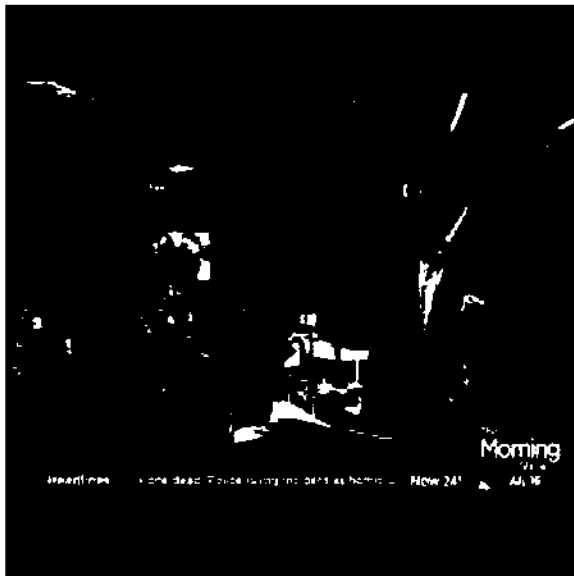


(click thumbnail to play)

NTSB on Current TV - U.S. Cable

07/16/2013 08:36:18

... >> sure. >> you guys don't know. >> i would be a great ntsb summer intern right now. i would just go uh-huh. >> so republicans have blocked all kinds of things at crazy ...



(click thumbnail to play)

National Transportation Safety Board on Global Toronto - Canada Toronto

07/16/2013 08:38:14

... it had been confirmed by an inturn at the national transportation safety board. but how that slipped through the cracks is a mystery. we are going to shift gears. looking at the story we have ...

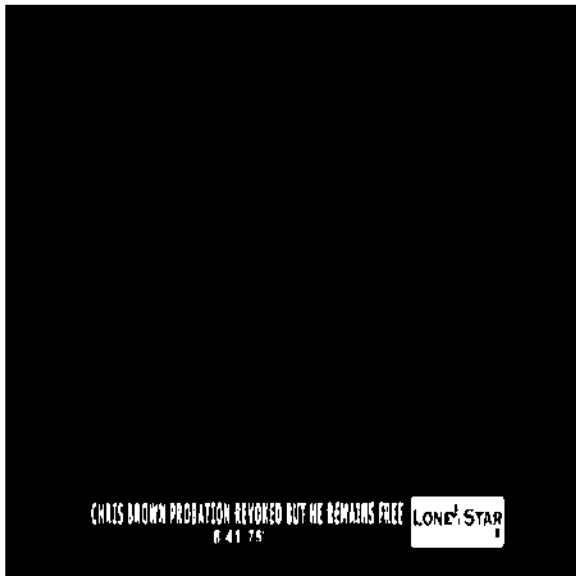


(click thumbnail to play)

NTSB on Current TV - U.S. Cable

07/16/2013 08:40:03

... back! back! >> i'm the ntsb intern today. but to see this happen is pretty amazing. it's actually a very big deal not just in terms of the arcane ...



(click thumbnail to play)

NTSB on KABB-SAT (FOX) - San Antonio, TX

07/16/2013 08:41:26

Fox 29 News First (News)

... california tv station for airing the name. the ntsb has apologized for the offensive names and said they were erroneously confirmed by a summer intern. ...



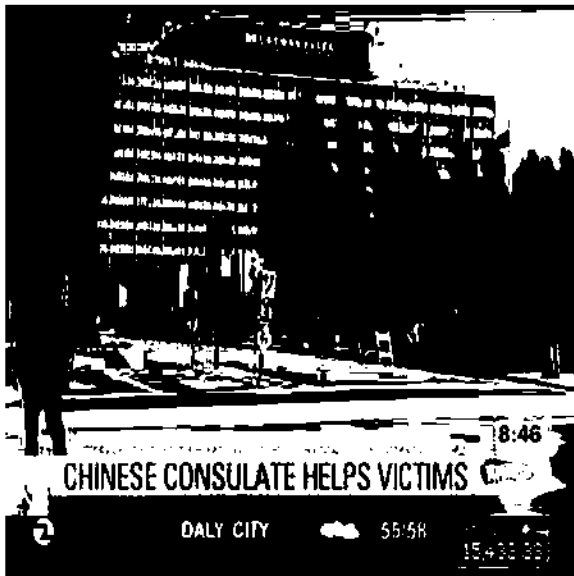
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NTSB on KRXI (FOX) - Reno, NV

07/16/2013 08:46:20

Mornings on Fox (News)

... >>> now to the crash of asiana flight 214. the ntsb's on-scene investigation at sfo has wrapped up. the agency says the next steps will include interviewing first ...



(click thumbnail to play)

NTSB on KTVU-SF (FOX) - San Francisco, CA

07/16/2013 08:46:22

Mornings on 2 (News)

... >>> now to the crash of asiana flight 214. the ntsb's on-scene investigation at sfo has wrapped up. the agency says the next steps will include interviewing first ...



(click thumbnail to play)

● **NTSB on WTMJ-AM (Radio) - Milwaukee, WI**

■ 07/16/2013 08:46:33

■ ... in San Francisco and they somehow got the hoaxers got an intern at the NTSB to confirm to this television station San Francisco KTVU the bogus names of the Korean pilots and under normal circumstances I would rate this as a what a B- joke you know ...



(click thumbnail to play)

National Transportation Safety Board on WFXT-BOS (FOX) - Boston, MA

07/16/2013 08:48:06

FOX 25 Morning News (News)

... >> shiri, thank you. >>> checking news across america now the national transportation safety board intern who confirmed racially insensitive names of the pilots flying the asiana flight is out of a job. ...



(click thumbnail to play)

● **NTSB on WHIO-AM - Dayton, OH**

■ 07/16/2013 08:48:12

■ ... foxes reveals justin rosenthal has more patient management apologized and explained that the company is to disarm out phonetically represent the patient confirmed with the ntsb did not get persons name or title and rationing air and it just be says the made up names were confirmed by a summer intern there no longer is employed by the who disarms eight forty ...



(click thumbnail to play)

● **NTSB on 550 AM KTSA - San Antonio, TX**

■ 07/16/2013 08:51:41

■ ... criminal investigation . nobody ever act notably ever verify whether ways that mister lynn urging on the ntsb and you know what we do it we present the athens and at the address you can't just tell people or sales of actual to be approved where and when and how thompson ...

LIVE

NTSB on KDVR-DEN (FOX) - Denver, CO

07/16/2013 08:51:59

Good Day Colorado (News)

... plans to sue the station for airing those bogus names for the ntsb has apologized for any actor and offensive games for late-night tv host tied the knot this weekend. the person who came down the aisle wasn't ...



(click thumbnail to play)

NTSB on 550 AM KTSA - San Antonio, TX

07/16/2013 08:55:43

... and watch yourself and make up your own money would you think about the student about this film and what about the ntsb should indeed follow along reopen the investigation under a beeper go further into the steel entre where i love you said it's only a great saturday be back tomorrow morning at five a.m. tc is up next project ...



(click thumbnail to play)



07/16/2013 09:05:07

FOX8 News at 9:00A (News)

(click thumbnail to play)

07/16/2013 09:06:48

Your Day (News)

... which crashed last week... there's fallout at the national transportation safety board over a student who confirmed those bogus names ..the intern is now ...



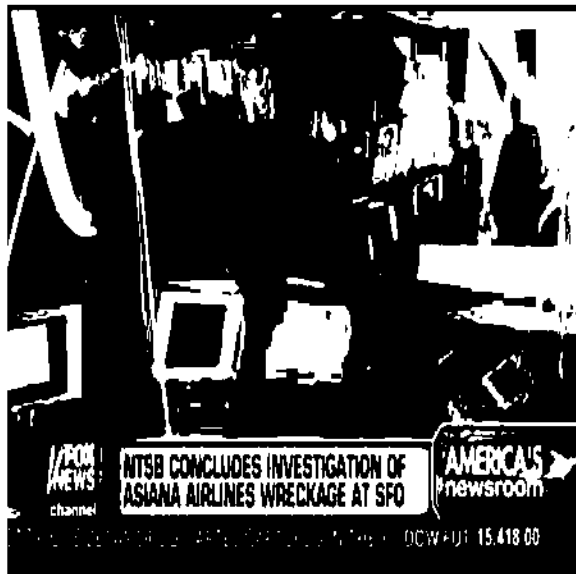
(click thumbnail to play)

National Transportation Safety Board on WFLD-CHI (FOX) - Chicago, IL

07/16/2013 09:13:15

Good Day Chicago (News)

... can make a big difference. >>> the intern at the national transportation safety board who sent out a list of offensive names has been fired. a california television station released the names and has since ...



(click thumbnail to play)

NTSB on Fox News - U.S. Cable

07/16/2013 09:14:53

America's Newsroom w/Bill Hemmer-Martha MacCallum (News)

... >> men: h-o-t-w-i-r-e, hotwire.com. martha: the ntsb is wrapping up its on scene investigation of the asiana crash at san francisco international. they are completing the ...

NTSB on CNN International (US) - U.S. Cable

07/16/2013 09:18:27

World Business Today (News)

... can't be as juvenile prank story made all the more amazing than the next in florida fictitious names were actually can burn my ntsb intern ntsb issued an apology has been the tv station was here until you wouldn't only offer our sincerest apology in this case of his realtor is to you as a blogger behind angry ...



(click thumbnail to play)

NTSB on Headline News - U.S. Cable

07/16/2013 09:30:48

Morning Express With Robin Meade (News)

... for federal charges has nearly 430,000 signatures. >>> the ntsb intern who apparently confirmed racially offensive fake names for the pilots of the asiana crash, well, that person's been let go. ...



(click thumbnail to play)



(click thumbnail to play)

● **NTSB on WGMD-FM (Radio) - Salisbury, MD**

■ 07/16/2013 09:32:18

■ ... mentioning that the imagining some names that the lonely probably should've bobbled a TV station did verify with the NTSB that actually verified the the the Asian names of those pilots were which was actually practical joke but but but but but of course I'm thinking of the movie Ron Burgundy and anchorman which anchorman Sue's coming up very soon worn the ...



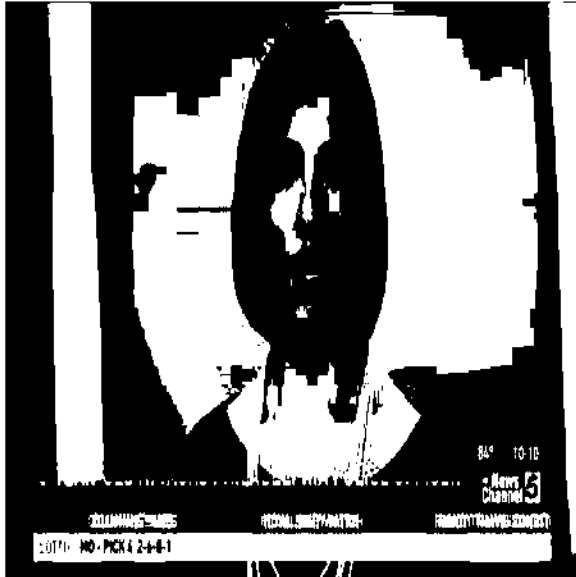
(click thumbnail to play)

National Transportation Safety Board on KOKH-OKC (FOX) - Oklahoma City, OK

07/16/2013 09:35:20

Good Day Oklahoma (News)

... of year. >> fallout of the national transportation safety board, a student volunteer who con irmd firmed the bogus names of the pilots of the asiana airlines flight, that intern, gone. ...



(click thumbnail to play)

National Transportation Safety Board on KSDK-STL (NBC) - St. Louis, MO

07/16/2013 10:10:13

Newschannel 5 at 10:00am (News)

... . >>> the intern at the center of the national transportation safety board mixup is out of a job. the situation stemmed from the asiana airlines plane crash. ...



(click thumbnail to play)

NTSB on Headline News - U.S. Cable

07/16/2013 10:30:35

Morning Express With Robin Meade (News)

... for federal charges has nearly 430,000 signatures. >>> the ntsb who apparently confirmed racially offensive fake names for the pilots of the asian an acrash, that person has been let go according to a ...



(click thumbnail to play)

NTSB on CNN - U.S. Cable

07/16/2013 10:30:59

CNN Newsroom (News)

... learned the fictitious names were actually confirmed by an ntsb intern. the ntsb issued an apology, as did the tv station. >> from all of us here at ktvu we can only offer our sincerest ...



(click thumbnail to play)

NTSB on Headline News - U.S. Cable

07/16/2013 11:30:48

Morning Express With Robin Meade (News)

... for federal charges has nearly 430,000 signatures. the ntsb intern who apparently confirmed racially offensive fake names for the pilots of the asiana crash, well, that person has been let go. ...



(click thumbnail to play)

NTSB on CNN International Europe - U.K. National

07/16/2013 14:18:31

World Business Today (News)

... hardly is due now in the story made all the more amazing than the next ignorant fictitious names were actually can combine NTSB intra NTSB issued an apology activity beefcake or is it you with the authors argue that it is is you you you you are the blogger behind angry easily ...



(click thumbnail to play)

NTSB on CNN International Europe - U.K. National

07/16/2013 15:32:59

International Desk (News)

... NL Abbey is duly outflank the story made all the more amazing than the next ignoring the fictitious names were actually confirm by NTSB intra- NTSB issued an apology as vivid TVs date or was it a real with all your licensors apology that it is the value of the ...



(click thumbnail to play)

NTSB on CNN International Europe - U.K. National

07/16/2013 15:35:17

International Desk (News)

... about where it began what was the origin of all is owned and also the role of the NTSB is now it's really hard to know exactly where the name him , I would argue that shortly after the crash at Heiner jokes like this are unaware of lime Jell-O certainly jokes with names jokes about ...



(click thumbnail to play)

NTSB on CNN International Europe - U.K. National

07/16/2013 16:45:32

Global Exchange (News)

... the story made all the more amazing when the next evening in the fictitious names were actually confirmed by the NTSB enter the NTSB issued an apology as the TV station or was it to you with all your awesome sewers or do business in the value of the blogger behind in re E is ...

[Click here to deactivate e-mail alerting for this scheduled alert.](#)

This is an Automated Alert Message - Please do not reply
[Questions or Comments?](#)

From: (b)(6)@yahoo.com>
Sent: Saturday, July 13, 2013 5:37 PM
To: Nantel, Kelly
Subject: NTSB Intern Gaffe--You Guys Should Come Clean

Given the horrendous gaffe related to your "intern," the NTSB should be more transparent with its press release apologizing to the public. Instead of saying the intern "mistakenly" or "erroneously" confirmed racially offensive names of the Asiana pilots, why don't you do the right thing and say this intern was the originator (supplier) of these racist names to the press? If this is the case, then this racist nitwit with impaired mental abilities should be held accountable for his actions and apologize to America and victims of the plane crash and their families.

When the NTSB says the intern mistakenly confirmed the offensive name, it implies the intern got his information from somewhere else and in turn, passed on this bad data to the television station. In light of how horrible this accident was, why don't you come clean and say what you mean:

Did this intern supply the racially offensive names or did he merely pass on bad information? If it is the latter, then the public needs to know who gave the intern this "bad" information. If it is the former, then you make this intern accountable so that the TV anchorwoman stops taking the blame for his misdeeds (which is really also the misdeeds of the NTSB and you might consider psychological testing for future interns). In fact, I think the TV anchorwoman has a defamation claim against this brilliant intern because she is taking so much heat for his wicked and insensitive act.

You guys really need to come clean and stop using such euphemisms like, "NTSB intern erroneously confirmed pilot names" or that the "intern went beyond the scope of his authority" in supplying the pilot names to the press. This intern is a sicko and should be thrown to the wolves.

(b)(6)

From: (b)(6)@gmail.com>
Sent: Monday, July 15, 2013 6:51 PM
To: Nantel, Kelly
Subject: NTSB Intern's Name?

¿ K. Lee Nan T'el ?

Don't worry. The NSA has all my email.

FAA Directs Airlines To Inspect Or Remove Beacons In 787 Dreamliners.

Reuters (7/26) reports that on Thursday, the FAA issued an airworthiness directive, which advised airlines to inspect or remove emergency locator transmitters in Boeing's 787 Dreamliner jets. The directive was published in the wake of a fire that was linked to one of the devices.

Bloomberg News (7/26, Levin, Wall) reports that the FAA "estimated it would take a mechanic one hour per plane to follow the directive, at a cost of \$85 per hour." However, the article notes that the FAA's directive did not indicate "what mechanics should look for" in their inspections of the emergency beacons. According to the article, the FAA said in its order that United Continental Holdings Inc., which is the only US carrier operating the 787, must finish the inspections "on its six planes by Aug. 5."

The Seattle Times (7/25, Gates, 236K) reports that the FAA, "citing 'the risk to the flying public,'" waived the normal "notice and comment period" that precedes "requiring implementation of the rule."

Also covering the story are the Los Angeles Times (7/25, Hennigan, 692K) and the Wall Street Journal (7/26, Ostrower, Subscription Publication, 2.29M).

Yellow Phosphorus Was On Asiana Flight 214.

KTVU-TV San Francisco (7/26) reports online that according to a source, at least 45 pounds yellow phosphorus was in the cargo hold of the Asiana plane that crashed in San Francisco. According to the article, the material "could have posed a danger to fire crews both during the rescue and after." The article quotes an NTSB spokesman as saying in an email Thursday, "The FAA's ash security and hazmat division determined the shipment was actually yellow phosphor, which is not classified as hazardous material."

KTVU Fires Three Producers Over Fake Asiana Pilots' Names. In continuing coverage, the Washington Post (7/26, Farhi, 489K) reports that Oakland, California-based television station KTVU "has reportedly fired three producers" for the airing of fake names for the pilots on Asiana Flight 214. Later, the article notes that the station confirmed the names with an intern at the NTSB.

Also similarly covering the story are NBC Today Show (7/26, 7:07 a.m. ET, 4.57M), The Hill (7/26, Laing, 21K) "Transportation" blog, the NPR (7/25, Memmott) "Two-Way" blog, the Los Angeles Times (7/25, Serna, 692K), and the Washington Times (7/26, Chumley, 76K).

Families Of Asiana Flight 214 Victims Hire Law Firm. Reuters (7/25, Sullivan, Levine, McBride) reports that family members of the three Asiana Flight 214 passengers who died have retained the law firm Kreindler & Kreindler to represent them. The New York law firm specializes in aviation law. The article notes that following the crash of the Asiana plane in San Francisco, the NTSB sent an email to attorneys warning them not to contact victims until 45 days after the crash date, as mandated by law.

NTSB, FAA To Investigate Amarillo, Texas Plane Crash.

The AP (7/26) reports that FAA spokesperson Lynn Lunsford said that a pilot was killed in a plane crash in "a Texas Panhandle neighborhood." According to the article, Lunsford said in an email that "the pilot reported engine problems Thursday and was attempting to return to Tradewind Airport when the plane crashed" near a mobile home. Lunsford indicated that the pilot was the sole occupant on the plane. The AP notes that investigators with the FAA and the NTSB were headed to the crash site.

The Tyler (TX) Morning Telegraph (7/26, Dean, 24K) reports that the pilot killed in the crash in Amarillo, Texas was 53-year-old Ben Harned IV. According to the article, NTSB's Eric Weiss said the crash occurred on Thursday "when the pilot attempted takeoff" from an airport in Amarillo.

The Amarillo (TX) Globe News (7/25, 31K) also covers the story.

From: (b)(6)@yahoo.com>
Sent: Saturday, July 13, 2013 8:33 PM
To: Nantel, Kelly
Subject: NTSB Statement on Erroneous Confirmation of Crew Names of Asiana Airlines Flight 214 on July 12, 2013
Attachments: Asiana Pilots names from KTVU News (July 12, 2013).mp4; NTSB Statement on Erroneous Confirmation of Crew Names of Asiana Airlines Flight 214 on July 12, 2013.doc

July 13, 2013

Kelly Nantel
Office of Public Affairs
490 L'Enfant Plaza, SW
Washington, DC 20594
(202) 314-6100
kelly.nantel@ntsb.gov

Re: NTSB Statement on Erroneous Confirmation of Crew Names of Asiana Airlines Flight 214 on July 12, 2013

Dear Ms. Nantel,

I am appalled, but not surprised, at the despicable behavior of one of the NTSB's employees regarding the release of fake pilots' names of Asiana Airlines Flight 214. The reason I am not surprised is that I am a retired aerospace engineer who worked at the NASA Glenn Research Center in Cleveland, Ohio for 33 years. At one time I considered the NTSB to be the crème de la crème of federal government agencies. No more. As I learned with NASA over the years, the NTSB has become just another bloated government agency with entrenched federal employees who act irresponsibly and, for the most part, are held unaccountable for their unethical, and sometime illegal, behavior. The recent "activities" of the IRS are a good example. I could cite many more examples but I have better things to do with my time and you know the activities I am talking about.

As for the employee who released this erroneous information to the news media, he/she should be summarily fired. People died in this accident. Other people were horribly maimed or injured in this accident. Some of the survivors, if not all, will be affected for the rest of their lives. It is no laughing matter. But, being a retired federal employee, however, I know that firing a federal employee is next to impossible. This is abundantly clear as there are currently high paid federal employees who are on a paid leave status despite their alleged unethical or illegal behavior, including murder.

I cannot continue. The federal government is what it is, unfortunately, and I and no one can change that unfortunately. What a shame. The America that I knew and loved is gone. It's very sad. You should be ashamed of your agency's behavior but I know you are not.

A Very Angry, but Sad, American Citizen

Enclosures: 2 (attachments)

<http://www.youtube.com/watch?v=L1JYHNX8pdo>

<http://www.nts.gov/news/2013/130712.html>

NTSB Press Release

National Transportation Safety Board
Office of Public Affairs

NTSB statement on erroneous confirmation of crew names

July 12

The National Transportation Safety Board apologizes for inaccurate and offensive names that were mistakenly confirmed as those of the pilots of Asiana flight 214, which crashed at San Francisco International Airport on July 6.

Earlier today, in response to an inquiry from a media outlet, a summer intern acted outside the scope of his authority when he erroneously confirmed the names of the flight crew on the aircraft.

The NTSB does not release or confirm the names of crewmembers or people involved in transportation accidents to the media. We work hard to ensure that only appropriate factual information regarding an investigation is released and deeply regret today's incident.

Appropriate actions will be taken to ensure that such a serious error is not repeated.

Office of Public Affairs
490 L'Enfant Plaza, SW
Washington, DC 20594
(202) 314-6100
Kelly Nantel
kelly.nantel@ntsb.gov

From: (b)(6)@waff.com>
Sent: Friday, July 12, 2013 9:11 PM
To: Nantel, Kelly
Subject: NTSB Statement

Hi Kelly –

This is (b)(6) with an NBC affiliate in Alabama (WAFF-TV). Regarding the statement tonight released about “confirmation of crew names,” could you please tell me where the names originated from? Was it the intern who originally stated the names or someone else?

Also, in reference to “a media outlet,” could you please confirm that this statement is in response to the crew members’ names that aired on KTVU’s newscast?

Thanks!

(b)(6)

From: (b)(6)@gmail.com>
Sent: Friday, July 12, 2013 9:47 PM
To: Nantel, Kelly
Subject: ntsb

Another embarrassment for the government and the broadcasting business.

Heads must roll at NTSB and KTVU....

From: (b)(6)
Sent: Friday, July 12, 2013 10:46 PM
To: Nantel, Kelly
Subject: Offensive ASEANA pilot names

I am extremely disturbed by the KTVU broadcast that identified the ASEANA pilots using racist names. It is not enough to blame an intern. How did these names get to NTSB such that the intern confirmed them as accurate? Acknowledgement needs to be made that this was a racist incident.

From: (b)(6)
Sent: Saturday, July 13, 2013 6:14 PM
To: Nantel, Kelly
Cc: viewer.comments@ktvu.com; general.manager@ktvu.com;
(b)(6)
Subject: Outrageous NTSB name "mistakes"

Kelly,

Those names were not just "mistakes" , they were intentionally derogatory names given in very poor taste over a tragic event in which innocent people died!!!

You need to do more than just release this statement. You need to release the name of this intern so any future employers know what kind of person they are hiring and that our government organization does not tolerate racism.

Non Responsive

KTVU MUM ON ASIANA NAME ORIGINS: Bay Area station KTVU met with the Asian American Journalists Association last week after airing a segment with four racially offensive and obviously fake names of the Asiana pilots. The station still won't say where the names - which were later mistakenly confirmed by a former NTSB intern - came from. Poynter has much more: <http://bit.ly/15dOCCU>

Non Responsive

From: (b)(6)
Sent: Saturday, July 13, 2013 12:08 AM
To: Nantel, Kelly
Subject: PR Firm Offering Complimentary Services

Hi Kelly,

I am reaching out to offer assistance with this PR crisis: <http://gawker.com/ktvu-reports-asiana-air-pilots-were-sum-ting-wong-and-759185714>

Obviously this is extremely offensive to those affected by the recent accident. Please let me know if you are interested in having us help support the National Traffic Safety Board, as this will likely not disappear after a simple apology letter on the ntsb.gov website.

My agency is willing to offer services pro bono in honor of those affected by this tragic accident. Are you available to connect via phone this weekend?

Best,

(b)(6) CEO & President
Marketing Maven Public Relations, Inc.
Main: (b)(6)
Direct: (b)(6)
Mobile: (b)(6)
Fax: (310) 868-0222
Email: (b)(6)
www.MarketingMavenPR.com
Twitter: MarketingMaven2

"If I only had two dollars left, I would spend one on PR." -Bill Gates

From: (b)(6)@usamedia.tv>
Sent: Saturday, July 13, 2013 1:40 AM
To: Nantel, Kelly
Subject: Prank not fatal to NTSB's image

Folks:

We're all human and we make mistakes. Sometimes, they're even laughable, such as KTVU's falling for the Prank of the Century. Your agency certainly deserves the unwavering respect and deep gratitude the American public has for all of you. From your Chairwoman on down, your handling of the crash at SFO has been stellar. Officially, sure, admit the error but unofficially, I hope most of your staff were had a few laughs over it. I wish you continued success in the incredible job you do for us.

(b)(6)

Auburn CA

(b)(6)

From: (b)(6)@com>
Sent: Sunday, July 14, 2013 12:10 PM
To: Nantel, Kelly
Cc: (b)(6)
Subject: Question regarding Korea's protest letter on Asiana accident

Hi Kelly,
My name is (b)(6) with Fuji TV of Japan.
Has the NTSB received this letter mentioned in the following article and does it have any statements regarding this matter?
Please respond at your earliest convenience.

<http://english.yonhapnews.co.kr/national/2013/07/14/34/0302000000AEN20130714001800320F.HTML>

Thank you,

(b)(6)

Fuji TV Los Angeles Bureau
10100 Santa Monica Blvd., Suite 460,
Los Angeles, CA 90067
Cell. (b)(6)
Email (b)(6)

SEOUL, July 14 (Yonhap) -- South Korea has sent a letter to the U.S. National Transportation Safety Board (NTSB) in protest to what it views as excessive disclosure of information linked to the ongoing investigation of the crash of Asiana Airlines Flight 214 in San Francisco, government sources said Sunday.

The Boeing 777 plane, carrying 291 passengers and 16 crew members, crashed on July 6 when its tail hit a seawall at the end of the runway at San Francisco International Airport. Asiana Airlines is South Korea's second-largest flag carrier.

Three Chinese schoolgirls were killed with about 180 others injured in the accident.

According to the sources, South Korea's transportation ministry faxed the two-page letter written in English to NTSB chief Deborah Hersman on Friday to ask for a faithful and periodic disclosure of accident-related information.

It added that the investigation should be conducted objectively in accordance with international standards, an indirect protest against what it views as excessive disclosure of related information by the NTSB, which is conducting the probe along with its South Korean counterparts.

The letter was sent amid underlying frictions between the two sides over the extent of information disclosure.

The NTSB chief had held daily press conferences for five straight days following the accident,

detailing the preliminary results of an analysis of the pilots' statements, flight data and cockpit voice recorder. She also made remarks that some interpreted as allusions to the pilots' responsibility for the plane crash.

In an apparent response to her remarks, Seoul's transportation ministry recently called into question the benefit of making public the pilots' statements and calling for more efforts to verify facts.

"It is desirable for the government to announce something always based on facts, and we need to determine whether the pilots' statements are factual or not," a high-ranking transportation ministry official said during a press conference on Thursday.

"We also need to think about whether it is desirable that making the statements public will help us figure out the cause of the accident."

South Korea and the U.S. have been holding their own press conferences several hours apart, giving different impressions on their approach to the crash investigation. The U.S. investigators have made remarks hinting that the pilots might be responsible for the accident, while South Korea has countered the claims just hours later.

Sources said that South Korea's investigators deployed to the accident site have also been complaining about a lack of cooperation by their U.S. counterparts. They asked for the NTSB to share its daily press briefing materials in advance, but the NTSB just gave them short and verbal summaries, the sources added.

The transportation ministry is expected to have its own chance to interview the four pilots of the ill-fated plane.

They came home on Saturday after being interviewed by investigators jointly from both the U.S. and South Korea. They will get medical checks until Tuesday and then undergo additional face-to-face interviews, the ministry said.

Asiana Airlines, meanwhile, is considering a legal action against the NTSB and a U.S. broadcasting company for mistakenly confirming and airing the false names of the four pilots by using offensive expressions during a recent program.

KTVU, an affiliate of Fox TV, claimed the names it used during the program were confirmed by the NTSB.

"This is a serious case that hurt the fame of not just the four pilots but also our company," a company official said. "We are considering taking a legal action against KTVU that aired the program and the NTSB that is known to have confirmed the names."

(b)(6)
(END)

From: Nantel, Kelly
Sent: Tuesday, July 16, 2013 9:57 AM
To: (b)(6)
Subject: RE: "InternGate" in the news

Sadly, yes I did. Thanks (b)(6).

From: (b)(6)
Sent: Tuesday, July 16, 2013 8:19 AM
To: (b)(6) Nantel, Kelly
Subject: "InternGate" in the news

You may already have seen this; article found via Twitter:

[http://thedesk\(b\)\(6\).net/2013/07/16/exclusive-ntsb-intern-at-center-of-ktvu-gaffe-identified/](http://thedesk(b)(6).net/2013/07/16/exclusive-ntsb-intern-at-center-of-ktvu-gaffe-identified/)

(b)(6)

National Transportation Safety Board

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 12:26 PM
To: (b)(6)
Subject: RE: NTSB statement on erroneous confirmation of crew names

Thank you for your email (b)(6). No amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again.

This intern responded to a telephone request from a legitimate news outlet to confirm a series of names that the producer provided to him. He was wrong to do so and his actions violated our agency policy.

Sincerely,
Kelly

-----Original Message-----

From: (b)(6) [mailto:(b)(6)@hotmail.com]
Sent: Saturday, July 13, 2013 12:12 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Re: NTSB statement on erroneous confirmation of crew names

Dear Ms Nantel,

I do hope that your organization has terminated those employees and/or interns responsible for this gaffe (with a permanent mark in their records) involving the erroneous confirmation of the Asiana crew names.

Having worked for the federal government as an employee and a contractor, it's likely that more than a summer intern was involved in this most unfortunate incident.

However, even if only a summer intern was involved as your organization claims, this incident undermines the Board's credibility as to the management of its organization.

Either interpretation of this incident is an embarrassment.

Thank you for your time and consideration.

Concerned Citizen,

(b)(6)

Sent from my iPad

From: Nantel, Kelly
Sent: Friday, July 19, 2013 7:55 AM
To: Hersman Debbie
Subject: RE: 1pm

Ok, I'll conf you in at 1pm. If you'd like to talk first, let me know.

-----Original Message-----

From: Hersman Debbie
Sent: Friday, July 19, 2013 07:49 AM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: 1pm

sure

-----Original Message-----

From: Nantel, Kelly
Sent: Friday, July 19, 2013 07:29 AM Eastern Standard Time
To: Hersman Debbie
Subject: 1pm

Chairman - how about 1pm call with (b)(6) ??

He called me last night.

From: (b)(6)@e.com>
Sent: Thursday, July 25, 2013 12:55 PM
To: Nantel, Kelly
Subject: RE: 1pm Call

Kelly, I am just checking on the progress of the short evaluation/reference that you and your colleagues are working on for (b)(6).
Please advise as to where the reference is in the process.
Hope that your travels have been safe and enjoyable.
My best - (b)(6)

(b)(6)

Please Do Not Print Unless You Have To

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Monday, July 22, 2013 8:41 AM
To: (b)(6)
Subject: RE: 1pm Call

Absolutely glad to do it (b)(6)

Kelly

From: (b)(6)@com]
Sent: Monday, July 22, 2013 1:21 AM
To: Nantel, Kelly
Subject: Re: 1pm Call

Kelly, thanks so much for facilitating this past Friday's call.
Your support remains invaluable.
We appreciate your following through on not leaving (b)(6) to deal w/everything himself.
My best - (b)(6)

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Friday, July 19, 2013 12:20 PM
To: (b)(6)@ntsb.gov>
Subject: RE: 1pm Call

(b)(6) - I've set up a conference line to make the 1pm call easier.

The call in number is (b)(6) and the pass code is (b)(6) Non Responsive

Thanks. Talk with you soon.

Kelly

-----Original Message-----

From: (b)(6) [redacted].com]
Sent: Friday, July 19, 2013 04:58 AM Eastern Standard Time
To: Nantel, Kelly
Subject: Re: 1pm Call

Ok. Thanks fo doing this.

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Friday, July 19, 2013 01:31 AM
To: (b)(6) [redacted]
Subject: RE: 1pm Call

Great! How about I call them at 1pm as discussed??

-----Original Message-----

From: (b)(6) [redacted].com]
Sent: Friday, July 19, 2013 12:00 AM Eastern Standard Time
To: Nantel, Kelly
Subject: 1pm Call

Kelly, (b)(6) [redacted] are good for a 1pm call.
Not sure that I need to be on the call.

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Wednesday, July 17, 2013 03:00 PM
To: (b)(6) [redacted]
Subject: RE: Your letter regarding (b)(6) summer wok at NTSB

You bet.

From: (b)(6) [redacted].com]
Sent: Wednesday, July 17, 2013 2:54 PM
To: Nantel, Kelly
Subject: Re: Your letter regarding (b)(6) summer wok at NTSB

Understand. Have my cell w/me. Call at anytime.

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Wednesday, July 17, 2013 02:42 PM

To: (b)(6)
Subject: RE: Your letter regarding (b)(6) summer wok at NTSB

I'm am slammed today and out of the office tomorrow but I will try to call you as soon as I catch a breath.

From: (b)(6).com]
Sent: Wednesday, July 17, 2013 2:21 PM
To: Nantel, Kelly
Subject: Your letter regarding (b)(6) summer wok at NTSB

Kelly, please give me a call re the above.

I know that you are swamped, but it would be great to complete the last item that we discussed on Monday.

My cell phone number is 202 (b)(6)

Thanks -- (b)(6)

(b)(6)

Please Do Not Print Unless You Have To

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Monday, July 15, 2013 4:53 PM
To: (b)(6)
Subject: RE: (b)(6)

I'm on a meeting. We are NOT releasing info on (b)(6) status.

-----Original Message-----

From: (b)(6).com]
Sent: Monday, July 15, 2013 04:40 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Re: (b)(6)

Kelly, please give me a call regarding a recent published news report.
Thx -- (b)(6)

----- Original Message -----

From: (b)(6)
Sent: Monday, July 15, 2013 11:08 AM
To: 'kelly.nantel@ntsb.gov' <kelly.nantel@ntsb.gov>
Subject: (b)(6)/This Morning's Meeting

Kelly, thanks for speaking with me this morning.

I can only imagine how busy you and your team are.

In regards to this morning's meeting, please advise as to what time you want (b)(6) to come over to NTSB.

I have two previously scheduled commitments beginning at 1pm today. I would greatly appreciate it the meeting be set is at or before noon.

Thanks for your consideration.

My best -- (b)(6)

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This electronic mail transmission may contain confidential or privileged information. If you believe you have received this message in error, please notify the sender by reply transmission and delete the message without copying or disclosing it.

From: Nantel, Kelly
Sent: Friday, July 19, 2013 8:56 AM
To: Hersman Debbie
Subject: RE: 1pm

That's what I told them. Are you available for a quick call with me?

-----Original Message-----

From: Hersman Debbie
Sent: Friday, July 19, 2013 08:51 AM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: 1pm

Is there something you'd like to discuss? I didn't want to make it formal, just a check in.

-----Original Message-----

From: Nantel, Kelly
Sent: Friday, July 19, 2013 07:55 AM Eastern Standard Time
To: Hersman Debbie
Subject: RE: 1pm

Ok, I'll conf you in at 1pm. If you'd like to talk first, let me know.

-----Original Message-----

From: Hersman Debbie
Sent: Friday, July 19, 2013 07:49 AM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: 1pm

sure

-----Original Message-----

From: Nantel, Kelly
Sent: Friday, July 19, 2013 07:29 AM Eastern Standard Time
To: Hersman Debbie
Subject: 1pm

Chairman - how about 1pm call with (b)(6)??

He called me last night.

From: Nantel, Kelly
Sent: Monday, July 15, 2013 2:48 PM
To: (b)(6)
Subject: RE: 787 investigation

Thanks (b)(6)

-----Original Message-----

From: (b)(6)@com]
Sent: Monday, July 15, 2013 02:29 PM Eastern Standard Time
To: Nantel, Kelly; (b)(6)
Subject: RE: 787 investigation

Thanks, Kelly -- Understood.

By the way, sorry you folks had to deal with that idiotic KTVU fiasco, as if the Board didn't have enough to do! I was glad to hear that Asiana is only suing them over that.

(b)(6)
News
(b)(6) (Direct)
(b)(6) (Newsroom)

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Monday, July 15, 2013 2:27 PM
To: (b)(6)
Subject: RE: 787 investigation

We aren't aware either. AAIB has to be the source. Thanks!

-----Original Message-----

From: (b)(6)@com]
Sent: Monday, July 15, 2013 02:21 PM Eastern Standard Time
To: (b)(6); Nantel, Kelly
Subject: 787 investigation

Kelly, (b)(6):

Are you able to (b)(5),(b)(6)
focusing on the

(b)(6)

A large rectangular area is completely redacted, indicated by a solid black border. The text "(b)(6)" is located in the top-left corner of this redacted area.

From: Nantel, Kelly
Sent: Friday, July 12, 2013 9:15 PM
To: (b)(6)
Subject: RE: ABC

(b)(6) can't say much....

On the record....

The NTSB is taking appropriate action regarding this situation.

-----Original Message-----

From: (b)(6) [mailto:(b)(6)@abc.com]
Sent: Friday, July 12, 2013 9:13 PM
To: Nantel, Kelly
Subject: Re: ABC

Sorry , but yes. This is getting a ton of attention

(b)(6)
[Redacted]
Street, NW
DC 20036
(desk)
(mobile)
@ABCaviation

On Jul 12, 2013, at 9:10 PM, "Nantel, Kelly" <kelly.nantel@ntsb.gov> wrote:

> I'm telling you!!! Ugh.
>
> Are you asking me seriously if he doesfor the record??
>
> -----Original Message-----
> **From:** (b)(6) [mailto:(b)(6)@abc.com]
> **Sent:** Friday, July 12, 2013 9:09 PM
> **To:** Nantel, Kelly
> **Subject:** ABC
>
> Does the intern still work for the NTSB at 9p on a Friday ?
>
>
> (Sorry you have to deal with this on heels of a busy week)
>

(b)(6)



> @ABCaviation

>

> CONFIDENTIALITY NOTICE - THIS E-MAIL TRANSMISSION MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL, PROPRIETARY, SUBJECT TO COPYRIGHT, AND/OR EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IT IS FOR THE USE OF INTENDED RECIPIENTS ONLY. If you are not an intended recipient of this message, please notify the original sender immediately by forwarding what you received and then delete all copies of the correspondence and attachments from your computer system. Any use, distribution, or disclosure of this message by unintended recipients is not authorized and may be unlawful.

From: Nantel, Kelly
Sent: Friday, July 12, 2013 9:00 PM
To: (b)(6)
Subject: RE: ABC News Radio

(b)(6) – you have our statement. Not sure I can offer any more.

From: (b)(6)@abc.com]
Sent: Friday, July 12, 2013 8:59 PM
To: Nantel, Kelly; (b)(6)
Subject: ABC News Radio

Hi Kelly,
Could you please call us about this?

(b)(6)



NATIONAL TRANSPORTATION SAFETY BOARD NEWS RELEASE

An independent federal agency

NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

July 12, 2013

WASHINGTON – The National Transportation Safety Board apologizes for inaccurate and offensive names that were mistakenly confirmed as those of the pilots of Asiana flight 214, which crashed at San Francisco International Airport on July 6.

Earlier today, in response to an inquiry from a media outlet, a summer intern acted outside the scope of his authority when he erroneously confirmed the names of the flight crew on the aircraft.

The NTSB does not release or confirm the names of crewmembers or people involved in transportation accidents to the media. We work hard to ensure that only appropriate factual information regarding an investigation is released and deeply regret today's

Contact Information

Office of Public Affairs
490 L'Enfant Plaza, SW
Washington, DC 20594

(202) 314-6100
Kelly Nantel
kelly.nantel@ntsb.gov

incident.

Appropriate actions will be taken to ensure that such a serious error is not repeated.

###

You are subscribed to NATIONAL TRANSPORTATION SAFETY BOARD. To unsubscribe, visit:
<http://www.nts.gov/registration/registration.aspx>

This message is delivered to you as a free service from the National Transportation Safety Board.

An archive of press releases is available at http://www.nts.gov/news/press_releases.html

From: Nantel, Kelly
Sent: Monday, July 15, 2013 5:37 PM
To: (b)(6)
Subject: [REDACTED]

Yes air!!

-----Original Message-----

From: (b)(6) [REDACTED]@com]
Sent: Monday, July 15, 2013 05:08 PM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: (b)(6)

Thanks so much Kelly. I know that you are trying your best.

(b)(6)
[REDACTED]

Please Do Not Print Unless You Have To

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Monday, July 15, 2013 4:53 PM
To: (b)(6)
Sub [REDACTED]

I'm on a meeting. We are NOT releasing info on (b)(6)

-----Original Message-----

From: (b)(6) [REDACTED]@om]
Sent: Monday, July 15, 2013 04:40 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Re: (b)(6)

Kelly, please give me a call regarding a recent published news report.
Thx - (b)(6)

----- Original Message -----

From: (b)(6)

From: Hersman Debbie
Sent: Thursday, July 18, 2013 5:49 PM
To: Nantel, Kelly
Subject: RE: (b)(6) phone number

Can you do it now?

From: Nantel, Kelly
Sent: Thursday, July 18, 2013 5:38 PM
To: Hersman Debbie
Subject: RE: (b)(6) phone number

I would very much like to be on the call. Can we do it tomorrow? I'll get the number if you let me know what time works for you.

-----Original Message-----

From: Hersman Debbie
Sent: Thursday, July 18, 2013 05:26 PM Eastern Standard Time
To: Nantel, Kelly
Subject: (b)(6) phone number

I wanted to reach out to (b)(6) and see how he is doing. Do you have a number and would you want to be in on the call?

Deborah A.P. Hersman
Chairman
National Transportation Safety Board
(202) 314-6662

"Promoting transportation safety through excellence, teamwork, and diversity."

From: Nantel, Kelly
Sent: Thursday, July 18, 2013 6:03 PM
To: Hersman Debbie
Subject: RE: (b)(6) phone number

Hang on - let me see if I can get (b)(6) on the phone. I'll conf you you in and mute my phone..
Stand by.

-----Original Message-----

From: Hersman Debbie
Sent: Thursday, July 18, 2013 05:49 PM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: (b)(6) phone number

Can you do it now?

From: Nantel, Kelly
Sent: Thursday, July 18, 2013 5:38 PM
To: Hersman Debbie
Subject: RE: (b)(6) phone number

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From: Hersman Debbie
Sent: Thursday, July 18, 2013 05:26 PM Eastern Standard Time
To: Nantel, Kelly
Subject: (b)(6) phone number

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Deborah A.P. Hersman
Chairman
National Transportation Safety Board
(202) 314-6662

"Promoting transportation safety through excellence, teamwork, and diversity."

From: Nantel, Kelly
Sent: Thursday, July 18, 2013 6:06 PM
To: Hersman Debbie
Subject: RE: (b)(6) phone number

I'm trying to get to him now. Hang tight.

-----Original Message-----

From: Hersman Debbie
Sent: Thursday, July 18, 2013 06:04 PM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: (b)(6) phone number

Thanks and I would be happy to talk with (b)(6) too, if (b)(6) would like them on the phone.

From: Nantel, Kelly
Sent: Thursday, July 18, 2013 6:03 PM
To: Hersman Debbie
Subject: RE: (b)(6) phone number

Hang on - let me see if I can get (b)(6) on the phone. I'll conf you you in and mute my phone.
Stand by.

-----Original Message-----

From: Hersman Debbie
Sent: Thursday, July 18, 2013 05:49 PM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: (b)(6) phone number

Can you do it now?

From: Nantel, Kelly
Sent: Thursday, July 18, 2013 5:38 PM
To: Hersman Debbie
Subject: RE: (b)(6) phone number

I would very much like to be on the call. Can we do it tomorrow? I'll get the number if you let me know what time works for you.

From: (b)(6)
Sent: Sunday, July 14, 2013 1:24 PM
To: (b)(6) Nantel, Kelly (b)(6)
Cc: (b)(6)
Subject: RE: AllHandsBulletin
Attachments: AllHandsBulletin dlm.doc

Good afternoon, I think sending this message is a good idea. I have some minor suggestions for the opening and closing paragraphs. I am attaching my edited version in track changes mode. I do not have access to MS Word at the moment, so I am hopeful that you are able to work with my attachment. If not, please let me know. Thanks.

(b)(6)

P.S. I have been in touch with our contracting officials, and their opinion is that (b)(5),(b)(6) services to a (b)(6) if he wishes to make use of them. Please let me know if I can be of any assistance.

-----Original Message-----

From: (b)(6)
Sent: Sun 7/14/2013 12:31 PM
To: Nantel, Kelly; (b)(6)
Cc: (b)(6)
Subject: AllHandsBulletin

Here is my first draft. As Kelly and I discussed, we are seeking to add more detail so the vacuum in the hallways is not filled with rumors. The Chairman wants us to tie this into safety culture and learning from our mistakes.

Please send edits by hitting reply all so we can all weigh in.

(b)(6)

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 8:00 AM
To: (b)(6)
Subject: RE: Answers demanded

Thank you for your email. No amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again. By way of background, the intern responded to a telephone request from a legitimate news outlet to confirm a series of names as they were provided by the outlet, to him. The fact that he did so violates our policy.

Sincerely,
Kelly

-----Original Message-----

From: (b)(6) [mailto:(b)(6)@hotmail.com]
Sent: Saturday, July 13, 2013 03:06 AM Eastern Standard Time
To: Nantel, Kelly
Subject: Answers demanded

Hello Ms. Nantel,

Many Asian-Americans are demanding in-detailed answers following the erroneous confirmation of the names of the Asiana flight 214 pilots names. Many of us are highly offended by this situation and are demanding answers as to how an independent federal government agency could commit such a blatantly insulting mistake.

As a federal agency, I believe that the NTSB should properly maintain its professionalism and expertise by exercising proper reviews over all information being released. It is hard to believe that a summer intern simply acted out of his ordinance in confirming racist and offensive names in replacement of the actual names of the pilots. It is even harder to believe that the names were confirmed by an NTSB official in Washington. The NTSB clearly has a faulty system with unqualified officials that must be investigated and checked so that these kinds of errors do not occur again. We don't want your word on it, we want to see what you will

do to fix this issue. We want to hear specific answers.

A simple apology press release is not enough to cover up this issue. By doing so, the agency is simply sweeping this problem under the rug. Aside from investigating the recent unfortunate plane crash, I ask that the NTSB investigate it's system and weed out those who were responsible for this highly offensive incident.

Just because we are a minority group does NOT mean that we will accept a simple apology after a highly offensive incident.

Please reply to this email. If the NTSB made a mistake, it should act humbly in fixing the issue. I believe that the first step begins with replying to complaints of those who have been offended by this situation.

Sincerely,

(b)(6)

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 3:09 PM
To: (b)(6)
Subject: RE: Apology for Pilot Name misidentification

Thank you for your email (b)(6). No amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again.

This intern responded to a telephone request from a legitimate news outlet to confirm a series of names that the producer provided to him. He was wrong to do so and his actions violated our agency policy.

Sincerely,
Kelly

-----Original Message-----

From: (b)(6)@gmail.com]
Sent: Saturday, July 13, 2013 03:06 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Apology for Pilot Name misidentification

Your apology is very weak because you blame an intern for a media gaffe. The management has control of this employee and it is ridiculous to blame the lowest ranking person in order to deflect

responsibility from the true responsible parties. This lack of media responsibility must be blamed on management at the top as well. A joke at the expense of Asians is unacceptable to most but not

apparently all NTSB management. The credibility of the organization has dipped significantly with this gaffe and pathetic blaming of an intern for a managerial malfunction

(b)(6)

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 9:36 AM
To: (b)(6)
Subject: RE: Are you guys really that unbelievable?

Thank you for your email (b)(6). No amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again.

The purpose of an internship is for a student to gain some real world experience in their professional field of choice. In this case, working with the media. This intern interacted with media by answering the telephone. He overstepped his authority by providing unauthorized information to a news outlet. The NTSB has a long standing policy that we do not release the names of any individuals involved in a transportation accident. The fact that the information he confirmed was wrong is an additional concern. But let me be clear - he was not authorized to release any information at all.

This intern responded to a telephone request from a legitimate news outlet to confirm a series of names that the producer provided to him. The fact that he did so violates our policy.

Sincerely,
Kelly

-----Original Message-----

From: (b)(6)@gmail.com]
Sent: Saturday, July 13, 2013 09:19 AM Eastern Standard Time
To: Nantel, Kelly
Subject: Are you guys really that unbelievable?

You single handedly insulted every Asian American, your reputation precedes you. Please explain how you can be so incredibly insensitive.

(b)(6)

iPad

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 1:51 PM
To: (b)(6)
Subject: RE: Asiana 214

Appreciate the feedback, thank you.

-----Original Message-----

From: (b)(6)@earthlink.net]
Sent: Saturday, July 13, 2013 01:40 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Re: Asiana 214

Thanks for the quick reply. It would be best to note that detail about a "legitimate news source".

I am sure that your job is difficult and the situation so complicated.

Thanks, again.

(b)(6)

(dot) net
103
SA
87

From: "Nantel, Kelly" <kelly.nantel@ntsb.gov>
Date: Sat, 13 Jul 2013 13:35:27 -0400
To: (b)(6)@earthlink.net>
Conversation: Asiana 214
Subject: RE: Asiana 214

Thank you for your email. No amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again.

This intern responded to a telephone request from a legitimate news outlet to confirm a series of names that the producer provided to him. He was wrong to do so and his actions violated our agency policy.

Sincerely,
Kelly

-----Original Message-----

From: (b)(6)@earthlink.net]

Sent: Saturday, July 13, 2013 01:32 PM Eastern Standard Time

To: Nantel, Kelly

Subject: Asiana 214

The NTSB is still not helping the public understand what "confirmed" means in light of the Asiana 214 flight. Confirm means that someone asked ... Are these the names?

Did the intern make up names, then give these made up names to a reporter, after which the reporter repeated them and the intern then "confirmed" these were what he said?

If in fact he made up the names, then the report should be that he "created" names ...

I am a journalist and know there is a difference.

Thank you.

(b)(6)

From: (b)(6).net>
Sent: Friday, July 12, 2013 6:33 PM
To: Nantel, Kelly
Subject: Re: Asiana 214 pilot names

Thank you for the prompt response. Someone might want to clarify that point with KTVU since their on-air apology clearly stated that an NTSB official confirmed a list of fictitious names.

(b)(6)

On Jul 12, 2013, at 3:30 PM, "Nantel, Kelly" <kelly.nantel@ntsb.gov> wrote:

The NTSB does not release the name of crew members.

From: Nantel, Kelly
Sent: Wednesday, July 24, 2013 2:40 PM
To: (b)(6)
Subject: RE: Asiana accident - voicemail left at the office

Thanks (b)(6) !! Not sure I know who he spoke with but we'll take care it!

Hope you're well.

Kelly

-----Original Message-----

From: (b)(6)
Sent: Wednesday, July 24, 2013 02:37 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Asiana accident - voicemail left at the office

Kelly

This man called last week, and I didn't get a chance to forward the message.

He didn't leave his name, but said that he has tried to call HQ several times and no one will talk to him.
He said, someone even hung up on him.

You can read his blog – (b)(6) blogspot.com
Cell - (b)(6) (might be disconnected – long story)
Google voice (b)(6)

Thank you and good luck.

(b)(6)

Board

5

From: Nantel, Kelly
Sent: Wednesday, July 24, 2013 2:47 PM
To: (b)(6)
Subject: RE: Asiana accident - voicemail left at the office

I'll call him personally - I've rather (b)(6) about the confirmation of the pilot names that I've received from (b)(6) who think nothing of using profane language and threats towards a public servant. :-)

Oh well - reminds me of my days (b)(6) Lol

Kelly

-----Original Message-----

From: (b)(6)
Sent: Wednesday, July 24, 2013 02:43 PM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: Asiana accident - voicemail left at the office

Unfortunately he sounded very colorful. I'm sure no one hung up on him. But, it is what he said, plus a plethora of other things that I had a hard time catching. .

Getting back into the swing of things. ☺ hope you are well also. Enjoy the rest of your week. ☺

From: Nantel, Kelly
Sent: Wednesday, July 24, 2013 11:40 AM
To: (b)(6)
Subject: RE: Asiana accident - voicemail left at the office

Thanks (b)(6)! Not sure I know who he spoke with but we'll take care it!

Hope you're well..

Kelly

-----Original Message-----

From: (b)(6)
Sent: Wednesday, July 24, 2013 02:37 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Asiana accident - voicemail left at the office

Kelly

This man called last week, and I didn't get a chance to forward the message.

He didn't leave his name, but said that he has tried to call HQ several times and no one will talk to him. He said, someone even hung up on him.

You can read his blog – (b)(6)
Cell – (b)(6) Non Responsive
Google voice (b)(6)

Thank you and good luck.

(b)(6)

(b)(6)

y Board

55

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 10:14 AM
To: (b)(6)
Subject: RE: Asiana Airlines debacle

We are not releasing the name of the intern.

-----Original Message-----

From: (b)(6) [REDACTED]@gmail.com
Sent: Saturday, July 13, 2013 10:11 AM Eastern Standard Time
To: Nantel, Kelly
Subject: Asiana Airlines debacle

Who is the intern responsible for the racist, offensive list of names released to the media?

(b)(6) [REDACTED]
Apt. 2
1232

From: Nantel, Kelly
Sent: Friday, July 12, 2013 11:15 PM
To: (b)(6)
Subject: RE: Asiana Flight 214's "erroneously confirmed" crew names

Thank you for your email (b)(6). No amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again. By way of background, the intern responded to a request from a legitimate news outlet to confirm the names they provided to him. The fact that he did so violates our policy.

Sincerely,
Kelly

-----Original Message-----

From: (b)(6)@gmail.com
Sent: Friday, July 12, 2013 11:03 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Asiana Flight 214's "erroneously confirmed" crew names

Dear Ms. or Mr. Nantel,

Having followed the Asiana flight 214 news coverage carefully, I was shocked to see your press release stating that a summer intern "acted outside the scope of his authority" and "erroneously confirmed" the false names broadcast for the crew of that flight. It is clear that the only thing "erroneous" about these names was the error in judgment in took to mock Asian names by making light of this this tragic accident which, to date, has killed three and sent some 180 to the hospital.

As an educator, and as an Asian American who expects my country and its agencies to show respect for all its citizens, I call for the NTSB to take responsibility for this incredibly cruel and insensitive joke by not only having the responsible party publicly take responsibility to the victims of the crash, the American public, and the world, but by disciplining him or her appropriately and removing him or her from a position that allows such "erroneous" confirmations and such abuse of the American people's good faith.

I further urge you to require that the responsible party or parties undergo diversity education, such as being forced to watch John Hughes' seminal investigation of stereotypes of Asian Americans, the film "Sixteen Candles," repeatedly. Until he throws up.

Of course, that experience would be but a pale shadow of the nausea and shame Asian

Americans feel when they watch their countrymen subject the Asian victims of such a tragedy to cruel, racist mockery, but it would be better than nothing.

I await news of your intended action,

(b)(6)

A large rectangular redacted area, outlined in black, covering the lower portion of the letter. The text "(b)(6)" is written in the top-left corner of this redacted area.

From: Nantel, Kelly
Sent: Monday, July 15, 2013 12:34 PM
To: (b)(6)
Subject: RE: Asiana suing KTVU - Can you comment?

The NTSB remains focused on the important investigative work being done to determine what caused Asiana Airlines flight 214 to crash so that we can make safety recommendations to prevent it from happening again.

From: (b)(6)@buzzfeed.com]
Sent: Monday, July 15, 2013 12:03 PM
To: Nantel, Kelly
Subject: Asiana suing KTVU - Can you comment?

Hi Kelly -

Looking to get comment from NTSB on the report today that Asiana Airlines will sue KTVU over Friday's broadcast.

Let me know. Thanks.

(b)(6)

ews

From: Nantel, Kelly
Sent: Monday, July 15, 2013 4:22 PM
To: (b)(6)
Cc:
Subject: RE: BBC request

Hi (b)(6) - we do not discuss or disclose information relating to personnel matters but the agency has taken appropriate action to deal with the situation. In addition, we are reviewing our policies and procedures to determine where we might be able to strengthen them so that this kind of situation doesn't happen again.

-----Original Message-----

From: (b)(6)@bbc.co.uk]
Sent: Monday, July 15, 2013 04:12 PM Eastern Standard Time
To: Nantel, Kelly
Cc: (b)(6)
Subject: BBC request

Kelly,

I left a message with someone at your main line, but I wanted to follow up in email. Could you confirm the CNN report [here](#) that the NTSB intern who mistakenly confirmed the fake names to KTVU is no longer with the agency?

Thanks,

(b)(6)

Online Producer

BBC News, Washington DC

Office: (202) 355 (b)(6)

<http://www.bbc.co.uk>

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Please note that the BBC monitors e-mails sent or received.

Further communication will signify your consent to this.

From: Nantel, Kelly
Sent: Monday, July 15, 2013 12:29 PM
To: (b)(6) (NBC NEWS)
Cc: (b)(6) (NBCUniversal)
Subject: RE: Checking in

I hoping to have a paper release with update this afternoon, but not terribly "newsy"....with regard to the intern – on the record I can tell you that appropriate action has been taken. Not for attribution – (b)(6).

The origin of the names escapes me and the TV station isn't talking.

From: (b)(6) [redacted]@nbcuni.com]
Sent: Monday, July 15, 2013 12:26 PM
To: Nantel, Kelly
Cc: (b)(6) (NBCUniversal)
Subject: Checking in

Hey Kelly –

The Today Show is asking – any developments regarding the intern?
Does he still have an internship?

Also – any idea where in the world those fake names came from?

and lastly – any investigation update>?

Thanks

(b)(6) [redacted]

From: Nantel, Kelly
Sent: Monday, July 15, 2013 12:36 PM
To: (b)(6) (NBC NEWS)
Cc: (b)(6) (NBCUniversal)
Subject: RE: Checking in

I can't. I can only say that we are following our procedures and have taken appropriate action.

From: (b)(6) [mailto:(b)(6)@nbcuni.com]
Sent: Monday, July 15, 2013 12:34 PM
To: Nantel, Kelly
Cc: (b)(6) (NBCUniversal)
Subject: RE: Checking in

Ok –
ON THE RECORD – can you say he's no longer an intern?

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Monday, July 15, 2013 12:29 PM
To: (b)(6) (NBC NEWS)
Cc: (b)(6) (NBCUniversal)
Subject: RE: Checking in

Hoping to have a paper release with update this afternoon but not terribly "newsy"with regard to the intern – on the record I can tell you that appropriate action has been taken. Not for attribution – (b)(6)

The origin of the names escapes me and the TV station isn't talking.

From: (b)(6) [mailto:(b)(6)@nbcuni.com]
Sent: Monday, July 15, 2013 12:26 PM
To: Nantel, Kelly
Cc: (b)(6) (NBCUniversal)
Subject: Checking in

Hey Kelly –

The Today Show is asking – any developments regarding the intern?
Does he still have an internship?

Also – any idea where in the world those fake names came from?

and lastly – any investigation update>?

Thanks

(b)(6)

From: Nantel, Kelly
Sent: Sunday, July 14, 2013 8:12 PM
To: (b)(6) Holloway Keith
Subject: RE: CNN - legal action on pilot names?

I just responded to your colleague (b)(6).

The NTSB remains focussed on the important investigative work being done to determine what caused Asiana Airlines flight 214 to crash so that we can make safety recommendations to prevent it from happening again.

-----Original Message-----

From: (b)(6)@turner.com]
Sent: Sunday, July 14, 2013 08:00 PM Eastern Standard Time
To: Nantel, Kelly; Holloway, Keith
Subject: CNN - legal action on pilot names?

Hi Kelly and Keith -

Sorry to bother you on a weekend - but a pr person for Asiana Airlines tells CNN they are "reviewing possible legal action against KTVU-TV and the NTSB" in connection with the fake names that were broadcast.

Has the NTSB been made aware of this possible legal action and would you like to comment at all?

Thanks

(b)(6)
CNN Washington.

From: (b)(6)@turner.com>
Sent: Monday, July 15, 2013 12:42 PM
To: Nantel, Kelly
Subject: Re: CNN Question

Thank you Kelly.

(b)(6)

Sent from my iPhone

On Jul 15, 2013, at 12:03 PM, "Nantel, Kelly" <kelly.nantel@ntsb.gov> wrote:

I can tell you that we are reviewing our policies and procedures to determine where we might be able to strengthen them so that this kind of situation doesn't happen again. With regard to the interns status, what I can tell you is that we are taking appropriate action.

From: (b)(6)@turner.com]
Sent: Monday, July 15, 2013 7:19 AM
To: Nantel, Kelly
Subject: Re: CNN Question

Kelly,
Thanks for this. Are measures being taken to prevent similar erroneous confirmations from happening again in the future? If so anything specific you can share? And is the intern still a part of the ntsb summer internship program?

Thanks again,

(b)(6)

Sent from my iPhone

On Jul 14, 2013, at 8:10 PM, "Nantel, Kelly" <kelly.nantel@ntsb.gov> wrote:

Thanks for reaching out b

The NTSB remains focussed on the important investigative work being done to determine what caused Asiana Airlines flight 214 to crash so that we can make safety recommendations to prevent it from happening again.

-----Original Message-----

From: (b)(6)@turner.com]
Sent: Sunday, July 14, 2013 07:58 PM Eastern Standard Time

To: Nantel, Kelly
Subject: CNN Question

Hello,
What is the ntsb's comment on Asiana considering legal action?

Thank you.
(b)(6)
CNN Washington

ASIANA pr officer (b)(6) has the following statement for CNN:

“Regarding the KTVU-TV's demeaning report of the pilots on July 12, ASIANA Airlines is reviewing possible legal action against KTVU-TV and the NTSB. In a news report about the NTSB's investigation announcement, KTVU-TV, a local network in San Francisco, used racially offensive names for Asians in their report. According to the NTSB, a summer intern working for them had confirmed the names to the network. The reputation of the four pilots and of the company had been seriously damaged by this report. The company is reviewing taking legal action against both KTVU-TV and the NTSB.”

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From: Nantel, Kelly
Sent: Tuesday, July 16, 2013 9:46 AM
To: (b)(6)
Subject: RE: CNN request

Thanks (b)(6)it will pass – just keep the faith.

From: (b)(6) [redacted]@gmail.com]
Sent: Tuesday, July 16, 2013 6:48 AM
To: Nantel, Kelly
Subject: Re: CNN request

(b)(6)

Sent from my iPhone

On Jul 16, 2013, at 5:12 AM, "Nantel, Kelly" <kelly.nantel@ntsb.gov> wrote:

(b)(6)

Kelly

-----Original Message-----

From: (b)(6) [redacted]@gmail.com]
Sent: Monday, July 15, 2013 11:46 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Fwd: CNN request

Begin forwarded message:

From: (b)(6) [redacted]@turner.com>
Subject: CNN request

Date: July 15, 2013 11:43:58 PM EDT

To (b)(6)

Hi (b)(6)

It's (b)(6)

tall

Would love to hear from you!

Best

(b)(6)

Sent from my iPhone

From: Nantel, Kelly
Sent: Sunday, July 14, 2013 6:45 PM
To: (b)(6) (NBC NEWS)
Subject: RE: confirming....

Thanks.

-----Original Message-----

From: (b)(6)@nbcuni.com]
Sent: Sunday, July 14, 2013 06:44 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Re: confirming....

Yes.

E-Mail Via Blackberry

(b)(6)
Washington

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Sunday, July 14, 2013 06:43 PM
To: (b)(6) (NBC NEWS)
Subject: RE: confirming....

Are you doing it on Today?

-----Original Message-----

From: (b)(6)@nbcuni.com]
Sent: Sunday, July 14, 2013 06:28 PM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: confirming....

(b)(6)

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Sunday, July 14, 2013 6:22 PM

To: (b)(6) (NBC NEWS)
Subject: RE: confirming....

Totally understand - was just wondering if it was the whole story or part of it.

Totally agree - it certainly has taken on a life of its own. It is also a convenient distraction from the accident for the airline.

-----Original Message-----

From: (b)(6)@nbcuni.com]
Sent: Sunday, July 14, 2013 06:19 PM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: confirming....

both - I have to mention both.
this has taken on a life of its own...unfortunately.
I assume it will be over by tomorrow night.

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Sunday, July 14, 2013 6:17 PM
To: (b)(6) (NBC NEWS)
Subject: RE: confirming....

Is your piece focussed only on the names or is it broader?

-----Original Message-----

From: (b)(6)@nbcuni.com]
Sent: Sunday, July 14, 2013 06:12 PM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: confirming....

THANKS!

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Sunday, July 14, 2013 6:09 PM
To: (b)(6) (NBC NEWS)
Subject: RE: confirming....

Yes, she spoke with the Chairman at KARAIB.

-----Original Message-----

From: (b)(6)@nbcuni.com]

Sent: Sunday, July 14, 2013 06:05 PM Eastern Standard Time

To: Nantel, Kelly

Subject: confirming....

you said on the phone the chairman had been on the phone to her counterpart in Korea over this matter?

also - did the station actually SPELL the names to your intern, or pronounce them?

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]

Sent: Sunday, July 14, 2013 1:40 PM

To: (b)(6) (NBC NEWS)

Subject: RE: hey there

Thnks for the call.... this article seems to capture it pretty well.

<http://m.usatoday.com/article/news/2513971>

-----Original Message-----

From: (b)(6)@nbcuni.com]

Sent: Sunday, July 14, 2013 01:22 PM Eastern Standard Time

To: Nantel, Kelly

Subject: hey there

I'm getting questions from the Today Show about the fake pilot names that went out.

How in the world did that happen? Can you talk?

My cell is (b)(6)

E-Mail Via Blackberry

(b)(6)
ashington

From: Nantel, Kelly
Sent: Monday, July 15, 2013 10:12 AM
To: (b)(6)
Subject: RE: Considered.

Thank you for your email. No amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again.

This intern responded to a telephone request from a legitimate news outlet to confirm a series of names that the producer provided to him. He was wrong to do so and his actions violated our agency policy.

Sincerely,
Kelly

-----Original Message-----

From: (b)(6)@live.com]
Sent: Sunday, July 14, 2013 10:42 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Considered.

Hello. My name is (b)(6) and I'm grossly shocked and appalled over your interns racist fake names given out to news station for the public. The plane crash was a travesty. Not a laughing or joking manner. It's down right disrespectful.

If this intern still has its job (I sincerely hope not) then I a very disappointed in your board.

Thank for taking the time to read this.

(b)(6)

From: Nantel, Kelly
Sent: Friday, July 12, 2013 11:12 PM
To: (b)(6)
Subject: RE: disappointment

Thank you for your email (b)(6). No amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again. He responded to a request from a legitimate news outlet to confirm the names they provided to him. The fact that he did so violates our policy.

Sincerely,
Kelly

-----Original Message-----

From: (b)(6)@gmail.com]
Sent: Friday, July 12, 2013 11:03 PM Eastern Standard Time
To: Nantel, Kelly
Subject: disappointment

this situation is sickening, disgusting and beyond offensive. I would expect more from a government agency ESPECIALLY in an administration I trust. I hope this is rectified and that the person responsible will never work in that town again. It makes me ashamed to call myself an Asian American in an America whose own government doesn't respect the cultures that make up this diverse nation. it is disgraceful.

(b)(6)

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 3:08 PM
To: (b)(6)
Subject: RE: diversity traning

Sir, interns receive the training also. I'm not sure what more I can do or say to you. I'm willing to hear your concerns and your anger. This intern took a phone call from a legitimate news source, he attempted to respond to questions that he believed were real. He made a mistake, he overstepped his authority and he acted in violation of our policy. We have taken appropriate action.

-----Original Message-----

From: (b)(6)@gmail.com]
Sent: Saturday, July 13, 2013 02:48 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Re: diversity traning

Obviously the interns don't
On Jul 13, 2013, at 2:47 PM, Nantel, Kelly wrote:

Yes sir. All employees attend annual diversity training.

-----Original Message-----

From: (b)(6)@gmail.com]
Sent: Saturday, July 13, 2013 02:45 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Re: diversity traning

that does not answer the question about diversity training. had your employees had it this may not happen

On Jul 13, 2013, at 2:43 PM, Nantel, Kelly wrote:

Thank you for your email. No amount of explanation will excuse the intern's behavior hut what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again.

This intern responded to a telephone request from a legitimate news outlet to confirm a series of names that the producer provided to him. He was wrong to do so and his actions violated our agency policy.

Sincerely,
Kelly

-----Original Message-----

From: (b)(6)@gmail.com]

Sent: Saturday, July 13, 2013 02:12 PM Eastern Standard Time

To: Nantel, Kelly

Subject: diversity traning

Do NTSB employees go through diversity training? If not they need to. This is heinous and reprehensible. I wonder how diverse the NTSB actually is

(b)(6)

From: Nantel, Kelly
Sent: Monday, July 15, 2013 2:47 PM
To: (b)(6)
Subject: RE: Fake name follow-up ?s

Hi (b)(6) - The intern was not the originator of the names. He was asked by a legitimate news outlet to confirm the names they provided to him. Doing so was in violation of our long standing policy and was also outside the scope of his authority. You'd have to ask the station where yet received the names.

With regard to the intern's status - what I can tell you is that we've taken appropriate action. I'm not at liberty to release the name of the individual nor can I go any further regarding status.

-----Original Message-----

From: (b)(6)@thehill.com]
Sent: Monday, July 15, 2013 02:38 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Fake name follow-up ?s

Hi Kelly,

Do you guys have anything new today on the original source of the fake names that were used for the Asiana pilots by the San Francisco TV station? I saw your statement last week said the names were confirmed by an intern, but where did they originally come from?

Also, has the intern been reprimanded in anyway and what should the proper protocol have been? Sorry, I know that's a lot of questions, but my editors have taken an interest in this. Thanks as always!

(b)(6)
Staff Writer
The Hill Newspaper
1625 K Street NW Suite 900
Washington, DC 20006
Office: (b)(6)
www.t

From: (b)(6)@nbcuni.com>
Sent: Friday, July 12, 2013 10:04 PM
To: Nantel, Kelly
Subject: Re: False names

To be clear, the reporter called with those names and the NTSB merely said they were correct?

Sent from my iPhone

On Jul 12, 2013, at 6:50 PM, "Nantel, Kelly" <kelly.nantel@ntsb.gov> wrote:

> Only confirmed.

>

> -----Original Message-----

> From: (b)(6) (NBCUniversal)

> [mailto:(b)(6)@nbcuni.com]

> Sent: Friday, July 12, 2013 9:07 PM

> To: Nantel, Kelly

> Subject: False names

>

> Did intern provide names or only confirm names that KTVU already had?

>

> (b)(6)

> Anchor/ Reporter

> NBC Bay Area

>

> Sent from my iPhone

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From: Nantel, Kelly
Sent: Friday, July 12, 2013 9:11 PM
To: (b)(6) (NBCUniversal)
Subject: RE: False names

Only confirmed.

-----Original Message-----

From: (b)(6)@nbcuni.com]
Sent: Friday, July 12, 2013 9:07 PM
To: Nantel, Kelly
Subject: False names

Did intern provide names or only confirm names that KTVU already had?

(b)(6)
Anchor/ Reporter
NBC Bay Area

Sent from my iPhone

From: Nantel, Kelly
Sent: Friday, July 12, 2013 11:34 PM
To: (b)(6) (NBCUniversal)
Subject: RE: False names

Thank you (b)(6). We appreciate your kind feedback.

-----Original Message-----

From: (b)(6)@nbcuni.com]
Sent: Friday, July 12, 2013 11:32 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Re: False names

Kelly,

Thank you for getting back to me on what must be a very busy day.

Side note : Deborah Hersman and your NTSB people set the bar very high in providing information on the Asiana jet crash to all of us here in the Bay Area. It was well done and hopefully instructive to other organizations, both public and private.

Thank You,

(b)(6)

Sent from my iPhone

On Jul 12, 2013, at 8:25 PM, "Nantel, Kelly" <kelly.nantel@ntsb.gov> wrote:

> That is correct.

>

> -----Original Message-----

> From: (b)(6) (NBCUniversal)

> [mailto:(b)(6)@nbcuni.com]

> Sent: Friday, July 12, 2013 10:04 PM

> To: Nantel, Kelly

> Subject: Re: False names

>

> To be clear, the reporter called with those names and the NTSB merely
> said they were correct?

>

> Sent from my iPhone

>

> On Jul 12, 2013, at 6:50 PM, "Nantel, Kelly" <kelly.nantel@ntsb.gov>
> wrote:

>

>> Only confirmed.

>>

>> -----Original Message-----

>> From: (b)(6) (NBCUniversal)

>> [mailto:(b)(6)@nbcuni.com]

>> Sent: Friday, July 12, 2013 9:07 PM

>> To: Nantel, Kelly

>> Subject: False names

>>

>> Did intern provide names or only confirm names that KTVU already had?

>>

>> (b)(6)

>> Anchor/ Reporter

>> NBC Bay Area

>>

>> Sent from my iPhone

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you are not an intended recipient of this message, please notify the original sender immediately by forwarding what
you received and then delete all copies of the correspondence and attachments from your computer system. Any
use, distribution, or disclosure of this message by unintended recipients is not authorized and may be unlawful.

From: Nantel, Kelly
Sent: Sunday, July 14, 2013 7:54 AM
To: (b)(6)
Subject: RE: Firing the idiot who passed along the names to KTVU?

Thank you for your email (b)(6) - I can assure you that we have taken appropriate action to address this situation.

Kelly Nantel, Director of Public Affairs
National Transportation Safety Board

-----Original Message-----

From: (b)(6);@gmail.com]
Sent: Saturday, July 13, 2013 07:21 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Firing the idiot who passed along the names to KTVU?

Hi Kelly,

Will the idiot at the NTSB who passed along the offensive names to KTVU be fired? You should make an example of him/her. Look at the Twitter feeds of racist Americans laughing at the news broadcast, a broadcast about a tragic air accident.

Sincerely,

(b)(6)

From: Nantel, Kelly
Sent: Monday, July 15, 2013 4:05 PM
To: (b)(6)
Subject: RE: follow up on KTVU issue

I li (b)(6) - we do not discuss or disclose information relating to personnel matters but the agency has taken appropriate action to deal with the situation. In addition, we are reviewing our policies and procedures to determine where we might be able to strengthen them so that this kind of situation doesn't happen again.

From: (b)(6)@tv-asahi.net]
Sent: Monday, July 15, 2013 3:00 PM
To: Nantel, Kelly
Subject: follow up on KTVU issue

Hi, this is (b)(6) at the Washington bureau of TV Asahi. I have the statement issued Friday night, but do you have any further info on the "*Appropriate actions will be taken to ensure that such a serious error is not repeated?*" For example, has the intern had more training, been re-assigned, or asked to stop as an intern? And has there been any additional training or new procedures for other interns?

Thank you,

(b)(6)

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 9:11 AM
To: (b)(6)
Subject: RE: follow-up on erroneous confirmation of crew names

What I can tell you in that we have taken appropriate action with regard to the intern. Thanks.

-----Original Message-----

From: (b)(6) [redacted]@abc.com]
Sent: Saturday, July 13, 2013 08:35 AM Eastern Standard Time
To: Nantel, Kelly
Subject: follow-up on erroneous confirmation of crew names

Hi Kelly,

My apologies for contacting you this weekend but I need to follow-up on the employment status of the intern. Is the intern still employed at the NTSB?

Thank you very much.



(b)(6)

From: Nantel, Kelly
Sent: Sunday, July 14, 2013 7:35 PM
To: (b)(6)
Subject: RE: Fwd: article

Thanks for sending - very interesting read!!!! Especially the comments.

-----Original Message-----

From: (b)(6)@gmail.com]
Sent: Sunday, July 14, 2013 07:07 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Fwd: article

Look at this... (b)(6) forwarded.

'Normal' people in the public feel the same as those who wrote in the blog below the article....

(b)(6)

----- Forwarded message -----

From: (b)(6)@att.net>
Date: Sun, Jul 14, 2013 at 7:05 PM
Subject: article
To: (b)(6)@gmail.com>

http://www.cnn.com/2013/07/14/travel/asiana-offensive-names/index.html?hpt=hp_t3

From: Nantel, Kelly
Sent: Friday, July 19, 2013 12:58 PM
To: (b)(6)@aol.com'
Subject: RE: Fwd: CNN...

Thank you (b)(6).

-----Original Message-----

From: (b)(6)@aol.com]
Sent: Friday, July 19, 2013 12:56 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Fwd: CNN...

kelly Forwarding to you

(b)(6)

Begin forwarded message:

From: (b)(6)@turner.com>
Date: July 19, 2013 12:45:47 PM EDT
To: (b)(6)@AOL.COM>
Subject: RE: CNN...

(b)(6)...

I was just reading new articles that suggest all (b)(6) did was confirm these names. He was not in on the prank at all. In fact, it seems he is being made out to be a scapegoat. That must make this whole situation that much worse.

(b)(6)

Senior Editorial Producer

(b)(6)

Sent: Wednesday, July 17, 2013 1:49 PM

To: (b)(6)@AOL.COM

Subject: CNN...

(b)(6)

Thank you very much for your time,

(b)(6)

ucer
Live
com

From: Nantel, Kelly
Sent: Monday, July 15, 2013 9:26 PM
To: (b)(6)
Subject: RE: Fwd: KTVU incident?

Thank you for sharing this (b)(6)
my end as well.

Kelly

-----Original Message-----

From: (b)(6)@gmail.com]
Sent: Monday, July 15, 2013 09:19 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Fwd: KTVU incident?

Sent from my iPhone

Begin forwarded message:

From: (b)(6)@sactownmedia.com>
Date: July 15, 2013, 7:35:39 PM EDT
To: (b)(6)
Cc: >
Subject: Re: KTVU incident?

(b)(6)

Thanks again for your time.

(b)(5),(b)(6)
media.com

On Fri, Jul 12, 2013 at 8:23 PM, (b)(6)
(b)(6)
I don't have any information about that.

From: Nantel, Kelly
Sent: Thursday, July 18, 2013 6:16 PM
To: (b)(6)
Subject: RE: Fwd: Quick Question

(b)(6) - if you have a second, can you give me a call? (b)(6) Thanks

-----Original Message-----

From: (b)(6)@gmail.com]
Sent: Tuesday, July 16, 2013 04:51 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Fwd: Quick Question

Sent from my iPhone

Begin forwarded message:

From: (b)(6)
Date: July 16, 2013, 4:42:35 PM EDT
To: (b)(6)
Subject: Quick Question

(b)(6)

From: Nantel, Kelly
Sent: Friday, July 12, 2013 10:02 PM
To: (b)(6) (NBCUniversal)
Subject: RE: Hello and Thank you

Thanks for the kind words (b)(6). We enjoyed working with you and your team as well.

And as for the intern - what a great surprise to arrive back to DC to....very unfortunate mistake!

-----Original Message-----

From: (b)(6)
Sent: Friday, July 12, 2013 9:58 PM
To: Nantel, Kelly
Subject: Hello and Thank you

Hi Kelly- what a whirlwind 6 days! It was really nice meeting you and Chairman Hersman. Thank you for providing great information and access. We were extremely impressed with the level of professionalism exhibited by the Chairman and everyone else at NTSB. You guys all did a great job with information and access to the Chairman.

It's unfortunate about that incident with the Asiana pilot names. I guess he won't be getting a job after his internship!

Thank you again! (b)(6)

(b)(6)

Producer
NBC News
Office: +1 (818) 840 (b)(6)
Mobile: +1 (818) 98 (b)(6)
Newsdesk: +1 (818) (b)(6)

Sent from my BlackBerry Wireless Handheld

From: Nantel, Kelly
Sent: Sunday, July 14, 2013 1:40 PM
To: (b)(6) (NBC NEWS)
Subject: RE: hey there

Thnks for the call.... this article seems to capture it pretty well.

<http://m.usatoday.com/article/news/2513971>

-----Original Message-----

From: (b)(6)@nbcuni.com]
Sent: Sunday, July 14, 2013 01:22 PM Eastern Standard Time
To: Nantel, Kelly
Subject: hey there

I'm getting questions from the Today Show about the fake pilot names that went out.

How in the world did that happen? Can you talk?

My cell is 202 (b)(6)

E-Mail Via Blackberry

(b)(6)
ashington

From: Nantel, Kelly
Sent: Friday, July 12, 2013 11:24 PM
To: (b)(6)
Subject: RE: How do you give.....

Thank you for your email (b)(6). No amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again. By way of background, the intern responded to a telephone request from a legitimate news outlet to confirm the names as they provided them to him. The fact that he did so violates our policy.

Sincerely,
Kelly

-----Original Message-----

From: (b)(6)@me.com]
Sent: Friday, July 12, 2013 11:21 PM Eastern Standard Time
To: Nantel, Kelly
Subject: How do you give.....

..... Such authority to an intern at such a critical moment? Moreover, did this intern travel to San Francisco from Washington? And I hope you identify this intern so that he can be publicly humiliated.

(b)(6), Washington

Sent from my iPad

From: Nantel, Kelly
Sent: Monday, July 15, 2013 3:10 PM
To: (b)(6)
Subject: RE: How

Correct.

-----Original Message-----

From: (b)(6)@alere.com]
Sent: Monday, July 15, 2013 02:55 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Re: How

You didn't say anything so I wanted to make sure

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Monday, July 15, 2013 11:53 AM
To: (b)(6)
Subject: RE: How

Did yet say we said it???

-----Original Message-----

From: (b)(6)@alere.com]
Sent: Monday, July 15, 2013 02:52 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Re: How

True?

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Monday, July 15, 2013 11:50 AM
To: (b)(6)
Subject: RE: How

I saw that too.

-----Original Message-----

From: (b)(6)@alere.com]
Sent: Monday, July 15, 2013 02:48 PM Eastern Standard Time

To: Nantel, Kelly
Subject: Re: How

CNN just stated that your Intern is no longer with NTSB

----- Original Message -----

From: (b)(6)
Sent: Monday, July 15, 2013 08:59 AM
To: 'kelly.nantel@ntsb.gov' <kelly.nantel@ntsb.gov>
Subject: Re: How

(b)(6)

----- Original Message -----

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Monday, July 15, 2013 08:58 AM
To: (b)(6)
Subject: RE: How

Still working it. In a meeting with HR now. Will call you later

Non

Respon

-----Original Message-----

From: (b)(6) [mailto:(b)(6)@alere.com]
Sent: Monday, July 15, 2013 11:57 AM
To: Nantel, Kelly
Subject: Re: How

Wow, very chipper. Did (b)(6) take it okay?

----- Original Message -----

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Monday, July 15, 2013 08:55 AM
To: (b)(6)
Subject: RE: How

Okay, how about you??

-----Original Message-----

From: (b)(6) [mailto:(b)(6)@alere.com]
Sent: Monday, July 15, 2013 11:41 AM
To: Nantel, Kelly
Subject: How

Are you doing?

Confidentiality Note: This message is intended only for the use of the named recipient(s) and may contain confidential and/or proprietary information. If you are not the intended recipient, please contact the sender and delete this message. Any unauthorized use of the information contained in this message is prohibited.

Confidentiality Note: This message is intended only for the use of the named recipient(s) and may contain confidential and/or proprietary information. If you are not the intended recipient, please contact the sender and delete this message. Any unauthorized use of the information

From: Nantel, Kelly
Sent: Monday, July 15, 2013 10:11 AM
To: (b)(6)
Subject: RE: I am appalled

Thank you for your email. No amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again.

This intern responded to a telephone request from a legitimate news outlet to confirm a series of names that the producer provided to him. He was wrong to do so and his actions violated our agency policy.

Sincerely,
Kelly

-----Original Message-----

From: (b)(6)@buffalo.edu]
Sent: Monday, July 15, 2013 09:50 AM Eastern Standard Time
To: Nantel, Kelly
Subject: I am appalled

I hope you seriously reconsider the character and fitness of the interns that you hire. I cannot believe that the standards of federal agencies have fallen so low.

--

(b)(6)

Buffalo

Author page:

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 11:16 AM
To: (b)(6)
Subject: RE: Identity of the intern?

The intern was unpaid and no, we are my releasing the name.

-----Original Message-----

From: (b)(6)@msn.com]
Sent: Saturday, July 13, 2013 10:53 AM Eastern Standard Time
To: Nantel, Kelly
Subject: Identity of the intern?

Hi Kelly,

Can you please provide or make public the name of the intern that the NTSB blindly and foolishly entrusted with confirming the names of the Asiana flight? I believe the public has the right to know since he is supposedly serving the nation. We pay taxes and thus the paychecks for you and the intern (if paid). Thank you.

-Concerned Citizen

From: (b)(6)@yahoo.com>
Sent: Saturday, July 13, 2013 12:19 AM
To: Nantel, Kelly
Subject: Re: Inept

Out of courtesy: My name is (b)(6) and I can be reached at (b)(6) if you wish to call.

Sent from my iPhone

On Jul 12, 2013, at 10:43 PM, (b)(6)@yahoo.com> wrote:

> Describes your agency and the entire administration as well as the poor response. Want to save tax dollars? Cut NTSB's internships and management.
> Sent from my iPhone

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 4:22 PM
To: (b)(6)
Subject: RE: Inquiry about disciplinary action

Thank you for your email. No amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again.

This intern responded to a telephone request from a legitimate news outlet to confirm a series of names that the producer provided to him. He was wrong to do so and his actions violated our agency policy.

Sincerely,
Kelly

-----Original Message-----

From: (b)(6)@gmail.com]
Sent: Saturday, July 13, 2013 04:19 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Inquiry about disciplinary action

Dear Ms. Nantel,

My local TV station broadcasted the false names of the pilots of Asiana flight 214, while there should have been a review process to confirm that the NTSB did indeed release the names of the Airline pilots in question, in light of the news cycle, events like these do indeed occur.

With regard to the person responsible for providing the false names of the pilots, what type of disciplinary action can the public expect from the NTSB? Will this individual still remain at his/her position after this event? What type of precautions has the NTSB establish so that false news and information is not release to the media in the future? Does the NTSB have a formal policy about racially insensitive speech? Thanks for any clarifications you can provide.

Sincerely,

(b)(6)

From: Nantel, Kelly
Sent: Monday, July 15, 2013 3:24 PM
To: (b)(6)
Subject: RE: inquiry from L.A. Times

(b)(6) - we do not discuss or disclose information relating to personnel matters but the agency has taken appropriate action to deal with the situation. In addition, we are reviewing our policies and procedures to determine where we might be able to strengthen them so that this kind of situation doesn't happen again


-----Original Message-----

From: (b)(6)@latimes.com
Sent: Monday, July 15, 2013 02:53 PM Eastern Standard Time
To: Nantel, Kelly
Subject: inquiry from L.A. Times

Hi Kelly,

Can you confirm or offer any statement on the reports going around that the summer intern involved in the KTVU Asiana Airlines broadcast has been fired?

Thanks,

(b)(6)

m

From: Nantel, Kelly
Sent: Wednesday, July 17, 2013 6:58 AM
To: (b)(6)
Subject: RE: Inquiry

Thank you for your email. We have taken appropriate action to address this situation and to prevent it from happening again.

From: (b)(6)@illinois.edu]
Sent: Wednesday, July 17, 2013 4:58 AM
To: Nantel, Kelly
Subject: Inquiry

Hello,

I am contacting you on behalf of the Asiana flight 214 name issue that occurred largely due to the NTSB.

To me, it still does not make sense that the summer intern made the decision to confirm those ridiculous and derogatory names when she was in fact just an intern and not a formal employee. The fact that the intern had the audacity to do so seems not only irresponsible on the intern's part but also on NTSB. The NTSB should 1. hire more capable interns and 2. CLEARLY designate the degree of authority that the interns have.

As a Korean-American, this name blunder was very offensive and ignorant. I know many are enraged by this mess.

I hope that in the future, NTSB will make better decisions in the face of a serious catastrophes.

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 2:44 PM
To: (b)(6)
Subject: RE: Insensitive and grossly offensive.

Appropriate action has been taken.

-----Original Message-----

From: (b)(6)@gmail.com]
Sent: Saturday, July 13, 2013 02:33 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Insensitive and grossly offensive.

Will the intern who created these offensive names for the Asian pilots be named, shamed and fired? Or will his conduct be tacitly condone by no further action on the part of the NTSB?

Sincerely

(b)(6)

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 8:18 AM
To: (b)(6)
Subject: RE: Intern Confirmed or Originated the erroneous names?

No they weren't. By way of background, the intern responded to a telephone request from a legitimate news outlet to confirm a series of names as they were provided by the outlet, to him. The fact that he did so violates our policy. That said, no amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again.

Sincerely,
Kelly

-----Original Message-----

From: (b)(6)@bedrocket.com]
Sent: Saturday, July 13, 2013 08:07 AM Eastern Standard Time
To: Nantel, Kelly
Subject: Intern Confirmed or Originated the erroneous names?

Hi Kelly,

Were the erroneous names both created by and confirmed by the intern at the NTSB?

The use of the term "confirm" is vague as to whether it was from KTVU or the NTSB that the erroneous names originated.

Thanks,

(b)(6)

Senior Producer
Bedrocket Media

d: 646 (b)(6)

From: Nantel, Kelly
Sent: Tuesday, July 16, 2013 9:42 AM
To: (b)(6)
Subject: RE: Intern fired?

(b)(6) - I simply cannot release the name of the intern. And I agree with you about (b)(6)

From: (b)(6)
Sent: Monday, July 15, 2013 11:46 PM
To: Nantel, Kelly
Subject: Re: Intern fired?

(b)(6)

Anything you can tell me on background? I was hoping to find out who it was just to ask him what happened. I wasn't going to name the poor guy.

(b)(6)

On Mon, Jul 15, 2013 at 4:46 PM, (b)(6) wrote:
Thanks Kelly. It's up now. I had "let go" and "is no longer with" the NTSB. My editor changed those to "fired" and posted it. I tried!.

<http://www.thewrap.com/media/column-post/ntsb-intern-who-confirmed-asiana-pilot-names-ktvu-tv-let-go-103396>

(b)(6)

On Mon, Jul 15, 2013 at 3:50 PM, Nantel, Kelly <kelly.nantel@ntsb.gov> wrote:

(b)(5),(b)(6)

From: (b)(6) [redacted].com]
Sent: Monday, July 15, 2013 6:49 PM

To: Nantel, Kelly
Subject: Re: Intern fired?

can I say "an insider close to the situation said the intern was no longer with NTSB?"

(b)(6) [redacted]

On Mon, Jul 15, 2013 at 3:44 PM, Nantel, Kelly <kelly.nantel@ntsb.gov> wrote:

(b)(6) [redacted]

From: (b)(6) [redacted]
Sent: Monday, July 15, 2013 6:42 PM
To: Nantel, Kelly
Subject: Re: Intern fired?

Thanks, Kelly. Would it be possible to confirm or deny the reports on background?

(b)(6) [redacted]

On Mon, Jul 15, 2013 at 3:39 PM, Nantel, Kelly <kelly.nantel@ntsb.gov> wrote:

(b)(6) - I'm sorry but I can't confirm that information for you. We don't disclose personnel related info.

From: (b)(6) [redacted] com]

Sent: Monday, July 15, 2013 6:38 PM

To: Nantel, Kelly

Subject: Intern fired?

Hi Kelly,

Just saw reports that the intern who confirmed those fake names to KTVU has been fired. Can you comment please?

Thanks,

(b)(6)

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CONFIDENTIALITY NOTICE - THIS E-MAIL TRANSMISSION MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL, PROPRIETARY, SUBJECT TO COPYRIGHT, AND/OR EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IT IS

Phone: (b)(6)

CONFIDENTIALITY NOTICE - THIS E-MAIL TRANSMISSION MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL, PROPRIETARY, SUBJECT TO COPYRIGHT, AND/OR EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IT IS FOR THE USE OF INTENDED RECIPIENTS ONLY. If you are not an intended recipient of this message, please notify the original sender immediately by forwarding what you received and then delete all copies of the correspondence and attachments from your computer system. Any use, distribution, or disclosure of this message by unintended recipients is not authorized and may be unlawful.

From: Nantel, Kelly
Sent: Tuesday, July 16, 2013 12:18 PM
To: (b)(6)
Subject: RE: Intern fired?

Thanks (b)(6)

From: (b)(6) [com]
Sent: Tuesday, July 16, 2013 11:58 AM
To: Nantel, Kelly
Subject: Re: Intern fired?

Appreciate your response. Totally understandable.

It doesn't seem to be getting picked up too much by other news outlets yet so maybe they'll give the intern a break. I don't intend to report on it and hope my editors feel the same way.

The story is what happened at KTVU before it ever got to the NTSB, I think.

(b)(6)

On Tue, Jul 16, 2013 at 6:41 AM, Nantel, Kelly <kelly.nantel@ntsb.gov> wrote:

(b)(6) – I simply cannot release the name of the intern. And I agree with you about (b)(6).

From: (b)(6) [com]
Sent: Monday, July 15, 2013 11:46 PM

To: Nantel, Kelly
Subject: Re: Intern fired?

(b)(6)

Anything you can tell me on background? I was hoping to find out who it was just to ask him what happened. I wasn't going to name the poor guy.

(b)(6)

On Mon, Jul 15, 2013 at 4:46 PM, (b)(6)@com> wrote:

Thanks Kelly. It's up now. I had "let go" and "is no longer with" the NTSB. My editor changed those to "fired" and posted it. I tried!

[http://www.\(b\)\(6\).com/media/column-post/ntsb-intern-who-confirmed-asiana-pilot-names-ktvu-tv-let-go-103396](http://www.(b)(6).com/media/column-post/ntsb-intern-who-confirmed-asiana-pilot-names-ktvu-tv-let-go-103396)

(b)(6)

On Mon, Jul 15, 2013 at 3:50 PM, Nantel, Kelly <kelly.nantel@ntsb.gov> wrote:

(b)(5),(b)(6)

From: (b)(6)@com]

Sent: Monday, July 15, 2013 6:49 PM

To: Nantel, Kelly

Subject: Re: Intern fired?

can I say "an insider close to the situation said the intern was no longer with NTSB?"

(b)(6)

On Mon, Jul 15, 2013 at 3:44 PM, Nantel, Kelly <kelly.nantel@ntsb.gov> wrote:

(b)(6)

From: (b)(6) [com]

Sent: Monday, July 15, 2013 6:42 PM

To: Nantel, Kelly

Subject: Re: Intern fired?

Thanks, Kelly. Would it be possible to confirm or deny the reports on background?

(b)(6)

On Mon, Jul 15, 2013 at 3:39 PM, Nantel, Kelly <kelly.nantel@ntsb.gov> wrote:

From: Nantel, Kelly
Sent: Monday, July 15, 2013 10:06 AM
To: (b)(6)
Cc: Holloway Keith
Subject: RE: Intern questions

(b)(6) - I'm in a meeting but will call you soon.

-----Original Message-----

From: (b)(6).com]
Sent: Monday, July 15, 2013 09:32 AM Eastern Standard Time
To: Nantel, Kelly
Cc: Holloway Keith
Subject: FW: Intern questions

Wanted to make sure this got in front of someone in a position to answer -- thanks,

(b)(6)

From: (b)(6)
Sent: Monday, July 15, 2013 8:53 AM
To: (b)(6)
Subject: Intern questions

Hi (b)(6)

Could you give me a call this morning? I'd like to ask you a few more questions about what happened last week with the list of names on KTVU.

Thanks,

(b)(6)

=====

(b)(6)

Senior reporter, transportation
POLITICO Pro

1100 Wilson Blvd.
Arlington, VA 22209

(b)(6)

From: Nantel, Kelly
Sent: Monday, July 15, 2013 2:51 PM
To: (b)(6)
Subject: RE: Intern Statement

(b)(6). Will bring down.

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 02:49 PM Eastern Standard Time
To: (b)(6); Nantel, Kelly
Subject: RE: Intern Statement

Just checking to see whether you heard back from Mr. (b)(6) on the statement? Thanks

From: (b)(6)
Sent: Monday, July 15, 2013 1:06 PM
To: (b)(6); Nantel, Kelly
Subject: RE: Intern Statement

I think this looks fine. I don't have any questions to add.

(b)(6)

From: (b)(6)
Sent: Monday, July 15, 2013 12:57 PM
To: (b)(6); Nantel, Kelly
Subject: Intern Statement

I think this covers the basics. Anything else we should add?

Thanks,

(b)(6)

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 7:50 AM
To: (b)(6)
Subject: RE: Intern

Thank you for your email (b)(6) I assure you that appropriate action is being taken.

-----Original Message-----

From: (b)(6)@verizon.net]
Sent: Saturday, July 13, 2013 02:28 AM Eastern Standard Time
To: Nantel, Kelly
Subject: Intern

Hello Kelly,
So sorry that you must deal with this.
I saw the names "confirmed" by the NTSB intern.
Quite seriously egregious. It's a national outrage.
While my first reaction is that he or she burns in hell, I'm hopeful he or she has learned from this.
I'm hopeful also that the NTSB is taking appropriate measures.

My best,

(b)(6)

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 7:43 AM
To: (b)(6)
Subject: RE: Interns at NTSB

We have both paid and unpaid. This internship is unpaid.

-----Original Message-----

From: (b)(6)@gmail.com]
Sent: Saturday, July 13, 2013 01:04 AM Eastern Standard Time
To: Nantel, Kelly
Subject: Interns at NTSB

Hi Kelly:

Does the NTSB pay their interns?

Regards,

(b)(6)

(b)(6)
A. (Hons.), J.D., LL.M.
32
@gmail.com

The information contained in this message is privileged and confidential. It is intended to be read only by the individual or entity named above or their designee. If the reader of this message is not the intended recipient, you are on notice that any distribution of this message, in any form, is strictly prohibited. If you have received this message in error, please immediately notify (b)(6) and delete or destroy this and any copy of this message.

From: Nantel, Kelly
Sent: Tuesday, July 30, 2013 11:15 PM
To: (b)(6)
Subject: RE: Job / Internship

I'm so sorry (b)(6). I'll make the change tomorrow, send you the electronic copy and mail the hard copy!!

-----Original Message-----

From: (b)(6)@gmail.com]
Sent: Tuesday, July 30, 2013 10:46 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Re: Job / Internship

Thank you very much. I really appreciate this letter and will definitely keep in touch with you.

I just have one correction. My last name should be spelled (b)(6)

Could you also please send me a hard copy of this as well to my home address listed below:

(b)(6)

Many thanks,

(b)(6)

Sent from my iPhone

On Jul 30, 2013, at 4:01 PM, "Nantel, Kelly" <kelly.nantel@ntsb.gov> wrote:

Hi (b)(6) - I hope this email finds you well and that things are settling down for you and your family. You remain in my thoughts.

Attached is a letter for your use regarding your internship with the NTSB. Please let me know if you'd like me to mail you an original copy - I'm happy to do that as well.

Let me know if I can do anything else and please, stay in touch.

Be well,
Kelly

From: (b)(6)@gmail.com]
Sent: Monday, July 22, 2013 6:04 PM

To: Nantel, Kelly
Subject: Fwd: Job / Internship

Sent from my iPhone

Begin forwarded message:

From: (b)(6)@telecom.com>
Date: July 22, 2013, 3:55:15 PM EDT
To: (b)(6)
Subject: Job / Internship

Hey (b)(6),

What you did was one of the most creative, hilarious, things I have seen I a while. The person responsible for that surely would a be great fit at our company. What are you studying at (b)(6)? I would love to find a role for you here.

Congratulations and enjoy !

<image001.jpg>

(b)(6)
CEO

(b)(6)@telecom.c
Fax:

<image002.jpg><image003.jpg><i
mage004.jpg>

(b)(6)

From: Nantel, Kelly
Sent: Tuesday, July 30, 2013 4:01 PM
To: (b)(6)
Subject: RE: Job / Internship
Attachments: (b)(6); Signed Letter.pdf

I li (b)(6) - I hope this email finds you well and that things are settling down for you and your family. You remain in my thoughts.

Attached is a letter for your use regarding your internship with the NTSB. Please let me know if you'd like me to mail you an original copy - I'm happy to do that as well.

Let me know if I can do anything else and please, stay in touch.

Be well,
Kelly

From: (b)(6)@gmail.com]
Sent: Monday, July 22, 2013 6:04 PM
To: Nantel, Kelly
Subject: Fwd: Job / Internship

Sent from my iPhone

Begin forwarded message:

From: (b)(6)@com.com>
Date: July 22, 2013, 3:55:15 PM EDT
To: (b)(6)
Subject: Job / Internship

Hey (b)(6)

What you did was one of the most creative, hilarious, things I have seen I a while. The person responsible for that surely would a be great fit at our company. What are you studying at (b)(6)? I would love to find a role for you here.

Congratulations and enjoy !

(b)(6)

From: Nantel, Kelly
Sent: Monday, July 15, 2013 2:52 PM
To: (b)(6)
Subject:

I didn't confirm anything with CNN.

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 02:50 PM Eastern Standard Time
To: Nantel, Kelly
Subject: (b)(6)

He wanted to express his annoyance that CNN is reporting we confirmed that (b)(6) was let go and you didn't confirm it to him when he asked. I know it is petty, but I promised to pass along the message.

From: Nantel, Kelly
Sent: Friday, July 12, 2013 10:31 PM
To: (b)(6)
Subject: RE: July 12th Press Release

(b)(6) - Thank you for your email. No amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate actions to address this situation and to ensure it doesn't happen again.

Sincerely,
Kelly

From: (b)(6)@gmail.com]
Sent: Friday, July 12, 2013 10:25 PM
To: Nantel, Kelly
Subject: July 12th Press Release

Dear Miss Nantel,

When I saw the news cast appear on various social media outlets, I thought it was some sort of comedy skit. The newscaster read those names with a complete straight face. It is disturbing that she didn't even bat an eye as she so confidently read those names. I was mortified that the news anchor was indeed correct in that the names of the pilots were verified by your organization. You should be ashamed and embarrassed.

While many found humor in it, as shown by the thousands of disparaging and derogatory comments toward Asians and Asian Americans, I did not. I am deeply offended by this as a Korean American and tax paying, law abiding citizen. How does something so blatantly racist get past the management and executives? This is not only a black eye for the NTSB, but for the news station and America. Everyone feels that they can make disparaging remarks toward the Asian community and "raff" it off. Like it's not a big deal. Had the news caster used the "N" word, all hell would have broke loose.

I sincerely hope that the NTSB will take this opportunity to apologize to the Asian community for making a mockery of a tragic and heartbreaking accident that claimed two young lives.

(b)(6)

--

"Again, you can't connect the dots looking forward; you can only connect them looking backwards. So you have to trust that the dots will somehow connect in your future. You have to trust in something - your gut, destiny, life, karma, whatever. This approach has never let me down, and it has made all the difference in my life." - Steve Jobs

From: Nantel, Kelly
Sent: Sunday, July 14, 2013 7:58 PM
To: (b)(6)
Subject: RE: KTVU names

Not on this matter - since issuing the statement Friday.

-----Original Message-----

From: (b)(6) media.com]
Sent: Sunday, July 14, 2013 07:40 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Re: KTVU names

Thanks Kelly.

One last question, has the NTSB been in touch with the station since the incident on Friday? I'm sure there has been contact on other matters, but has the agency been in touch with the station regarding this matter since issuing a statement on Friday?

Thanks again,

(b)(6)
media.com

On Sun, Jul 14, 2013 at 4:37 PM, Nantel, Kelly <kelly.nantel@ntsb.gov> wrote:
Glad to help (b)(6) With regard to the intern's status - what I can tell you is that we've taken appropriate action. I'm not at liberty to release the name of the individual nor can I go any further regarding status.

Thank you.

-----Original Message-----

From: (b)(6) media.com]
Sent: Sunday, July 14, 2013 07:31 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Re: KTVU names

Hi Kelly, thank you for the response -- and on a weekend no less. I'm sure there's plenty of things you'd rather be doing right now than to respond to inquiries from reporters.

I did have two more points of clarification that I'm hoping you can answer -- is the intern still working with the NTSB after this incident, and can you confirm or deny that the intern who answered the phone is a student named (b)(6)?

Thanks again for your time.

Cheers,

(b)(6)
media.com

On Sun, Jul 14, 2013 at 4:57 AM, Nantel, Kelly <kelly.nantel@ntsb.gov> wrote:
Thanks for the email (b)(6) - what I can tell you is that the station called the NTSB with a list of names to confirm. The intern erroneously confirmed the names presented to him.

Kelly Nantel, Director of Public Affairs
National Transportation Safety Board

-----Original Message-----

From: (b)(6) media.com]
Sent: Saturday, July 13, 2013 07:50 PM Eastern Standard Time
To: Nantel, Kelly
Subject: KTVU names

Hi Kelly,

I'm covering the KTVU gaffe for The Desk and was hoping you might be able to confirm a few things for me:

- I've seen it reported that the names KTVU reported originated at the station and were only confirmed (erroneously) by the NTSB, they did not originate at the NTSB, correct?
- Is the intern who confirmed the names still working with the NTSB?
- Multiple sources have pointed to (b)(6) as the intern who confirmed the names to KTVU. Can the NTSB deny or confirm that name?

Thanks for your time.

Cheers,

(b)(6)
media.com

(b)(6)

x / tumblr / website)

x / tumblr / website)

x / tumblr / website)

From: Nantel, Kelly
Sent: Sunday, July 14, 2013 7:59 PM
To: (b)(6)
Subject: RE: KTVU names

We has four volunteer interns this summer.

-----Original Message-----

From: (b)(6) [redacted] media.com]
Sent: Sunday, July 14, 2013 07:42 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Re: KTVU names

Sorry, my error, I had one additional question -- can you disclose how many interns the NTSB has working in the public affairs office?

Thanks again,

(b)(6) [redacted]

On Sun, Jul 14, 2013 at 4:40 PM, (b)(6) [redacted] media.com> wrote:
Thanks Kelly.

One last question, has the NTSB been in touch with the station since the incident on Friday? I'm sure there has been contact on other matters, but has the agency been in touch with the station regarding this matter since issuing a statement on Friday?

Thanks again,

(b)(6) [redacted]

media.com

On Sun, Jul 14, 2013 at 4:37 PM, Nantel, Kelly <kelly.nantel@ntsb.gov> wrote:
Glad to help (b)(6) [redacted] With regard to the intern's status - what I can tell you is that we've taken appropriate action. I'm not at liberty to release the name of the individual nor can I go any further regarding status.

Thank you.

-----Original Message-----

From: (b)(6) [redacted] media.com]

From: Nantel, Kelly
Sent: Friday, July 12, 2013 11:27 PM
To: (b)(6)
Subject: RE: KTVU offensive pilot names

What I can tell you is that we've taken appropriate action.

-----Original Message-----

From: (b)(6)@turner.com]
Sent: Friday, July 12, 2013 11:24 PM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: KTVU offensive pilot names

I see—thank you. Also, what has happened to the intern? Can you give me any information about him/her?

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Friday, July 12, 2013 11:19 PM
To: (b)(6)
Subject: RE: KTVU offensive pilot names

I don't know where they originated. What I said is that the names were presented by the station, to the intern for confirmation. The intern did not make up the names and provide them to the station.

-----Original Message-----

From: (b)(6)@turner.com]
Sent: Friday, July 12, 2013 11:15 PM Eastern Standard Time
To: Nantel, Kelly
Subject: KTVU offensive pilot names

Kelly,

I see the SF Gate cites you as saying the KTVU offensive pilot names originated from the station? Can you provide me a bit more detail and confirm?

Best,

(b)(6)

CNN

From: Nantel, Kelly
Sent: Friday, July 12, 2013 11:31 PM
To: (b)(6)
Subject: RE: KTVU offensive pilot names

No, we don't.

-----Original Message-----

From: (b)(6)@turner.com
Sent: Friday, July 12, 2013 11:29 PM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: KTVU offensive pilot names

Thank you- also. Does the NTSB record its phone conversations? Just curious in the case that the station denies presenting the names?

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Friday, July 12, 2013 11:27 PM
To: (b)(6)
Subject: RE: KTVU offensive pilot names

What I can tell you is that we've taken appropriate action.

-----Original Message-----

From: (b)(6)@turner.com
Sent: Friday, July 12, 2013 11:24 PM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: KTVU offensive pilot names

I see—thank you. Also, what has happened to the intern? Can you give me any information about him/her?

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Friday, July 12, 2013 11:19 PM
To: (b)(6)
Subject: RE: KTVU offensive pilot names

I don't know where they originated. What I said is that the names were presented by the station, to the intern for confirmation. The intern did not make up the names and provide them to the station.

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 8:20 AM
To: (b)(6)
Subject: RE: KTVU Racist Pilot "Names".

Thank you for your email. No amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again. By way of background, the intern responded to a telephone request from a legitimate news outlet to confirm a series of names as they were provided to him, by the outlet. The fact that he did so violates our policy.

Sincerely,
Kelly

-----Original Message-----

From: (b)(6)@me.com]
Sent: Saturday, July 13, 2013 12:36 AM Eastern Standard Time
To: Nantel, Kelly
Subject: KTVU Racist Pilot "Names"

Dear Kelly,

I am extremely disappointed to read the racist names that were confirmed by your organization. Where did the original names come from? Somewhere in the NTSB? Are American Tax payers spending money for government officials to make fun of people who have been maimed and killed in an unfortunate plane accident?

If the KTVU people called to get the names confirmed we should also be informed. Where did KTVU get the original list?

What are the "appropriate actions" that being taken?

Sincerely,

(b)(6)
et
San Francisco, CA 94114

From: Nantel, Kelly
Sent: Friday, July 12, 2013 9:36 PM
To: (b)(6)
Subject: RE: KTVU

Thank you (b)(6). We are taking appropriate action.

From: (b)(6)@gmail.com]
Sent: Friday, July 12, 2013 9:29 PM
To: Nantel, Kelly
Subject: KTVU

Hi Kelly,

Yes, we've heard the news about this even in China. The TV station is also at fault for not fact-checking with other sources. The pilots' correct names are all over other news outlets. That intern needs to be shown the consequences of his actions though - please fire him!

--

(b)(6)

Shanghai, China

From: Nantel, Kelly
Sent: Tuesday, July 16, 2013 8:40 PM
To: (b)(6)
Subject: RE: Media Inquiry Regarding Asiana Fake Names

Hi (b)(6) - What I can say is that the NTSB shares your deep concern and issued an apology upon learning of the incident. We have taken appropriate action to address this situation and to ensure it doesn't happen again.

This intern responded to a telephone request from a legitimate news outlet to confirm a series of names that the producer provided to him. He acted outside the scope of his authority and in conflict with our agency's longstanding policy.

(b)(6) Thanks.

-----Original Message-----

From: (b)(6)
Sent: Tuesday, July 16, 2013 04:53 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Media Inquiry Regarding Asiana Fake Names

Hi Kelly,

I'm writing a story about the list of fake names that were reported by KTVU of the Asiana pilots last week. I'm wondering if you can provide a statement regarding the summer intern who confirmed the names -- was that person's internship terminated?

To your knowledge, was KTVU calling NTSB to confirm the names the first NTSB had heard of the names?

Also, can you please elaborate on what procedures NTSB takes to ensure accuracy of information when a media outlet calls to confirm facts?

Thank you for any help you might be able to provide..

I can also be reached at (b)(6) if you would like to discuss over the phone.

(b)(6)

(b)(6)

From: Nantel, Kelly
Sent: Friday, July 12, 2013 10:06 PM
To: (b)(6)
Subject: RE: Media Inquiry

The intern was asked to confirm the names provided by KTVU.

From: (b)(6)@gmail.com]
Sent: Friday, July 12, 2013 10:03 PM
To: Nantel, Kelly
Subject: Media Inquiry

Dear Ms. Nantel,

I am a reporter for US media ethics news website iMediaEthics (more about us below my signature).

We're working on a brief report about KTVU's apologies for misreporting the names of the Asiana pilots and wanted to reach out to ask if KTVU approached the NTSB intern if the names were accurate or if the intern offered the names to KTVU.

Thanks very much for your help. Regards,

(b)(6)

reporter

--

iMediaEthics | Art Science Research Laboratory
62 Greene Street, New York, New York 10012
phone: 212-925-(b)(6)
e-mail: info@in (b)(6) imediaethics.org
Twitter: www.twitter.com/imediaethics
Facebook: www.facebook.com/imediaethics

As background : Art Science Research Laboratory is a not-for-profit, co-founded and directed by (b)(6) an artist, art historian and adjunct journalism lecturer at the School of Journalism and Mass Communication, University of Iowa, and (b)(6) professor and scientist (b)(6) ASRL has a non-partisan journalism ethics program in which students and young journalists work with professional researchers to promote the media's use of scientific methods and experts before publication. We also publish investigations of factual errors and ethical breaches by media outlets on iMediaEthics (formerly known as StinkyJournalism.org).

From: Nantel, Kelly
Sent: Monday, July 15, 2013 4:54 PM
To: (b)(6)
Subject: RE: Media Request

Hi (b)(6) - we do not discuss or disclose information relating to personnel matters but the agency has taken appropriate action to deal with the situation. In addition, we are reviewing our policies and procedures to determine where we might be able to strengthen them so that this kind of situation doesn't happen again.

-----Original Message-----

From: (b)(6)@FOXNEWS.COM]
Sent: Monday, July 15, 2013 04:46 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Media Request

Good Afternoon Kelly,

I was wondering if you could provide an update for us on the status of the intern who incorrectly confirmed the names of the Asiana pilots to KTVU? Is he still interning with the NTSB?

Thanks very much

Best

(b)(6)
Fox News Channel
Los Angeles Bureau
(310) 571-(b)(6)

From: Nantel, Kelly
Sent: Wednesday, July 17, 2013 3:20 PM
To: (b)(6) Holloway Keith
Subject: RE: Media Request - Internship program info

Keith - will you see what she wants and how or if we can help?? Thanks..

From: (b)(6)
Sent: Wednesday, July 17, 2013 3:18 PM
To: Nantel, Kelly; Holloway Keith
Subject: Media Request - Internship program info

(b)(6) caller
(b)(6) callerfoundation.com

From: Nantel, Kelly
Sent: Sunday, July 14, 2013 1:12 PM
To: (b)(6); Holloway Keith; (b)(6)
Subject: RE: Media request - Wall Street Journal

(b)(6) our statement is posted on our website. We don't have any additional comment. Let me know if you can't find it. Thanks (b)(6)

-----Original Message-----

From: (b)(6)@wsj.com]
Sent: Sunday, July 14, 2013 12:50 PM Eastern Standard Time
To: Holloway Keith; (b)(6)
Cc: Nantel, Kelly
Subject: Media request - Wall Street Journal

Hi Keith and (b)(6)

Haven't heard back from Kelly and on deadline today. Could one of you give me a call as soon as possible?

Thanks.

(b)(6)

Sent: Sunday, July 14, 2013 11:26 AM
To: kelly.nantel@ntsb.gov
Subject: Media request - Wall Street Journal

Hi Kelly,

Hope you are well. I'm working on a story related to Asiana Flight 214 and would like comment from NTSB on the criticism it has received from the airline concerning inaccurate crew names. Could you give me a call at (b)(6) as soon as possible?

Thanks very much.

Best,

(b)(6)

From: Nantel, Kelly
Sent: Sunday, July 14, 2013 1:39 PM
To: (b)(6)
Subject: RE: Media request - Wall Street Journal

I think what id say is that no amount of explanation will excuse the intern's behavior but what I can tell you is that we share the deep concern over the situation and have taken appropriate action to address it and to ensure it doesn't happen again.

This intern responded to a telephone request from a legitimate news outlet to confirm a series of names that the producer provided to him. He was wrong to do so and his actions violated our agency policy.

Does this help?
Kelly

-----Original Message-----

From: (b)(6)@wsj.com]
Sent: Sunday, July 14, 2013 01:32 PM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: Media request - Wall Street Journal

Okay, thank you. Do you want to elaborate beyond placing responsibility on your summer intern?

From: Nantel, Kelly [kelly.nantel@ntsb.gov]
Sent: Sunday, July 14, 2013 12:24 PM
To: (b)(6); Holloway, Keith (b)(6)
Subject: RE: Media request - Wall Street Journal

I'm not at all aware of that.

-----Original Message-----

From: (b)(6)@wsj.com>]
Sent: Sunday, July 14, 2013 01:14 PM Eastern Standard Time
To: Nantel, Kelly; Holloway, Keith; (b)(6)
Subject: RE: Media request - Wall Street Journal

Thanks, Kelly. I found the statement from Friday. Do you have a more recent comment to respond to Asiana Airlines' consideration of legal action?

NTSB statement on erroneous confirmation of crew names
July 12

The National Transportation Safety Board apologizes for inaccurate and offensive names that were mistakenly confirmed as those of the pilots of Asiana flight 214, which crashed at San Francisco International Airport on July 6.

Earlier today, in response to an inquiry from a media outlet, a summer intern acted outside the scope of his authority when he erroneously confirmed the names of the flight crew on the aircraft.

The NTSB does not release or confirm the names of crewmembers or people involved in transportation accidents to the media. We work hard to ensure that only appropriate factual information regarding an investigation is released and deeply regret today's incident.

Appropriate actions will be taken to ensure that such a serious error is not repeated.

Office of Public Affairs
490 L'Enfant Plaza, SW
Washington, DC 20594
(202) 314-6100
Kelly Nantel
kelly.nantel@ntsb.gov<<mailto:kelly.nantel@ntsb.gov>>

From: Nantel, Kelly [kelly.nantel@ntsb.gov]
Sent: Sunday, July 14, 2013 12:11 PM
To: (b)(6) Holloway Keith; (b)(6)
Subject: RE: Media request - Wall Street Journal

(b)(6) - our statement is posted on our website. We don't have any additional comment. Let me know if you can't find it. Thanks (b)(6)

-----Original Message-----

From: (b)(6)@wsj.com>
Sent: Sunday, July 14, 2013 12:50 PM Eastern Standard Time
To: Holloway Keith; (b)(6)
Cc: Nantel, Kelly
Subject: Media request - Wall Street Journal

Hi Keith and (b)(6)

Haven't heard back from Kelly and on deadline today. Could one of you give me a call as soon as possible?

Thanks,

(b)(6)

Sent: Sunday, July 14, 2013 11:26 AM
To: kelly.nantel@ntsb.gov
Subject: Media request - Wall Street Journal

Hi Kelly,

Hope you are well. I'm working on a story related to Asiana Flight 214 and would like comment from NTSB on the criticism it has received from the airline concerning inaccurate crew names. Could you give me a call at (b)(6) as soon as possible?

Thanks very much.

Best,

(b)(6)

From: (b)(6)@wsj.com>
Sent: Sunday, July 14, 2013 1:49 PM
To: Nantel, Kelly
Subject: RE: Media request - Wall Street Journal

Yes, thank you. Any word on what will happen to the intern?

From: Nantel, Kelly [kelly.nantel@ntsb.gov]
Sent: Sunday, July 14, 2013 12:38 PM
To: (b)(6)
Subject: RE: Media request - Wall Street Journal

I think what I'd say is that no amount of explanation will excuse the intern's behavior but what I can tell you is that we share the deep concern over the situation and have taken appropriate action to address it and to ensure it doesn't happen again.

This intern responded to a telephone request from a legitimate news outlet to confirm a series of names that the producer provided to him. He was wrong to do so and his actions violated our agency policy.

Does this help?
Kelly

-----Original Message-----

From: (b)(6)@wsj.com>
Sent: Sunday, July 14, 2013 01:32 PM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: Media request - Wall Street Journal

Okay, thank you. Do you want to elaborate beyond placing responsibility on your summer intern?

From: Nantel, Kelly [kelly.nantel@ntsb.gov]
Sent: Sunday, July 14, 2013 12:24 PM
To: (b)(6); Holloway Keith; (b)(6)
Subject: RE: Media request - Wall Street Journal

I'm not at all aware of that.

-----Original Message-----

From: (b)(6)@wsj.com>
Sent: Sunday, July 14, 2013 01:14 PM Eastern Standard Time

From: Nantel, Kelly
Sent: Sunday, July 14, 2013 1:56 PM
To: (b)(6)
Subject: RE: Media request - Wall Street Journal

Honestly, I can't say for the record but what I can tell you is that it is being dealt with appropriately.

-----Original Message-----

From: (b)(6)@wsj.com]
Sent: Sunday, July 14, 2013 01:49 PM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: Media request - Wall Street Journal

Yes, thank you. Any word on what will happen to the intern?

From: Nantel, Kelly [kelly.nantel@ntsb.gov]
Sent: Sunday, July 14, 2013 12:38 PM
To: (b)(6)
Subject: RE: Media request - Wall Street Journal

I think what id say is that no amount of explanation will excuse the intern's behavior but what I can tell you is that we share the deep concern over the situation and have taken appropriate action to address it and to ensure it doesn't happen again.

This intern responded to a telephone request from a legitimate news outlet to confirm a series of names that the producer provided to him. He was wrong to do so and his actions violated our agency policy.

Does this help?
Kelly

-----Original Message-----

From: (b)(6)@wsj.com>]
Sent: Sunday, July 14, 2013 01:32 PM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: Media request - Wall Street Journal

Okay, thank you. Do you want to elaborate beyond placing responsibility on your summer intern?

From: Nantel, Kelly [kelly.nantel@ntsb.gov]
Sent: Sunday, July 14, 2013 12:24 PM
To: (b)(6) Holloway Keith (b)(6)

From: Nantel, Kelly
Sent: Monday, July 15, 2013 5:40 PM
To: (b)(6)
Subject: RE: Media Request

We are not confirming that. Just that we've take appropriate action.

-----Original Message-----

From: (b)(6)@FOXNEWS.COM]
Sent: Monday, July 15, 2013 05:20 PM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: Media Request

Thanks for getting back to me- I had seen reports that the intern was let go, so NTSB is not confirming that information?
Thanks again!

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Monday, July 15, 2013 4:54 PM
To: (b)(6)
Subject: RE: Media Request

Hi (b)(6) - we do not discuss or disclose information relating to personnel matters but the agency has taken appropriate action to deal with the situation. In addition, we are reviewing our policies and procedures to determine where we might be able to strengthen them so that this kind of situation doesn't happen again.

-----Original Message-----

From: (b)(6)@FOXNEWS.COM]
Sent: Monday, July 15, 2013 04:46 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Media Request

Good Afternoon Kelly,

I was wondering if you could provide an update for us on the status of the intern who incorrectly confirmed the names of the Asiana pilots to KTVU? Is he still interning with the NTSB?

Thanks very much

Best

(b)(6)

Fox News Channel

Los Angeles Bureau

(310) 571-(b)(6)

From: Nantel, Kelly
Sent: Wednesday, July 17, 2013 2:41 PM
To: (b)(6)
Subject: RE: Multiple launches and office staffing

You bet!!

From: (b)(6)
Sent: Wednesday, July 17, 2013 2:03 PM
To: Nantel, Kelly
Subject: Multiple launches and office staffing

Kelly,

I mentioned in the meeting yesterday that I wanted to be able to capture the context of the event involving (b)(6). I want to be sure that when we look back at this situation or when/if it comes up in the future we have the benefit of the big picture.

I am not sure who from PA deployed to each location so could you please prepare a brief document that outlines the multiple demands on the PA team, including support provided by (b)(6) starting with the SFO launch? The timeline of the launches, the investigative hearing, and who from PA responded to support each of the launches. Also, it would be helpful to add information on the team members here at HQ providing support to PA. I plan to schedule the next meeting for Monday July 22nd so it would be helpful to have the document by then, if possible.

Thanks,

(b)(6)

Office of Communications
ation Safety Board

From: Nantel, Kelly
Sent: Friday, July 12, 2013 11:07 PM
To: (b)(6)
Subject: RE: names of pilots

To be clear - he did not make up the names. He was asked by the television station to confirm a series of names. He did so. That action was inappropriate and in violation of our policy. We are taking appropriate action to deal with the situation.

Thank you for your email.

Kelly

-----Original Message-----

From: (b)(6)@gmail.com]
Sent: Friday, July 12, 2013 10:48 PM Eastern Standard Time
To: Nantel, Kelly
Subject: names of pilots

Hi Kelly

I hope you fired whom ever " made up " those names.

I mean its bad enough that they released names but then to make them up with racist names?

I think you owe more than just an apology.

(b)(6)

From: Nantel, Kelly
Sent: Friday, July 12, 2013 10:17 PM
To: (b)(6).com'
Subject: RE: NTSB apology statement

The news station provided the intern the names. He erroneously confirmed the names. The NTSB is taking appropriate action.

(b)(6)

Sent: Friday, July 12, 2013 10:14 PM
To: Nantel, Kelly
Subject: NTSB apology statement

Hello

Are you certain this was not another government attack on Fox News, a blatant attempt to embarrass a Fox affiliate?

Will the 'intern' face any charges, lose their job, be reprimanded in any way?

Kind regards,

(b)(6)

dentMap.com

map.com

From: Nantel, Kelly
Sent: Friday, July 12, 2013 9:41 PM
To: (b)(6)
Subject: RE: NTSB ERRONEOUS NAMES

(b)(6) ... I can confirm it was KTVU.

From: (b)(6) [mailto:(b)(6)@kpix.cbs.com]
Sent: Friday, July 12, 2013 9:19 PM
To: Nantel, Kelly

(b)(6)
Subject: NTSB ERRONEOUS NAMES

Hi Keith,

We just saw this release via the NTSB website.

Can you please let us know if this was some kind of a hoax by this summer intern. How did the intern come up with these names? It offended a lot of viewers. How is the NTSB handling the actions caused by this intern?

We called the Office of Public Affairs and was repeatedly told you your agency does not release names/confirm names of crewmembers.

Please help us understand.

Thank you,

(b)(6)

PS: Please hit "reply all" to this email so my colleagues can get your reply.

NTSB statement on erroneous confirmation of crew names

JULY 12

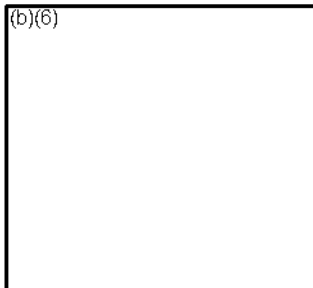
The National Transportation Safety Board apologizes for inaccurate and offensive names that were mistakenly confirmed as those of the pilots of Asiana flight 214, which crashed at San Francisco International Airport on July 6.

Earlier today, in response to an inquiry from a media outlet, a summer intern acted outside the scope of his authority when he erroneously confirmed the names of the flight crew on the aircraft.

The NTSB does not release or confirm the names of crewmembers or people involved in transportation accidents to the media. We work hard to ensure that only appropriate factual information regarding an investigation is released and deeply regret today's incident.

Appropriate actions will be taken to ensure that such a serious error is not repeated.

Office of Public Affairs
490 L'Enfant Plaza, SW
Washington, DC 20591
(202) 314-6100
Kelly Nantel
kelly.nantel@ntsb.gov



(b)(6)

cwbayarea.com

studio855.com



From: Nantel, Kelly
Sent: Tuesday, July 16, 2013 2:15 PM
To: (b)(6)
Cc: CIO-40@ntsb.gov; (b)(6)
Subject: RE: NTSB Error in Pilot Names Flight 214

(b)(6) – here is what I’ve been using...

Thank you for your email. No amount of explanation will excuse the intern’s behavior but what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn’t happen again.

This intern responded to a telephone request from a legitimate news outlet to confirm a series of names that the producer provided to him. He was wrong to do so and his actions were in conflict with our agency’s longstanding policy.

Sincerely,
Kelly

From: (b)(6)
Sent: Tuesday, July 16, 2013 1:17 PM
To: Nantel, Kelly
Cc: CIO-40; (b)(6)
Subject: NTSB Error in Pilot Names Flight 214
Importance: High

Hi Kelley,

Do you have a generic paragraph to send to the many emails we’re getting concerning the above. I thought you might have something that says: “sorry but we’ve taken care of it”.

From: Nantel, Kelly
Sent: Sunday, July 14, 2013 3:47 PM
To: (b)(6)
Subject: RE: NTSB Intern Gaffe--You Guys Should Come Clean

The intern was not the originator of the names. He was asked by a legitimate news outlet to confirm the names they provided to him. Doing so was in violation of our long standing policy and was also outside the scope of his authority. We have take appropriate action to address the situation and to prevent it from happening again.

I thank you for your email and for sharing your thoughts on the incident.

Kelly Nantel, Director of Public Affairs
National Transportation Safety Board

-----Original Message-----

From: (b)(6)@yahoo.com]
Sent: Saturday, July 13, 2013 05:36 PM Eastern Standard Time
To: Nantel, Kelly
Subject: NTSB Intern Gaffe--You Guys Should Come Clean

Given the horrendous gaffe related to your "intern," the NTSB should be more transparent with its press release apologizing to the public. Instead of saying the intern "mistakenly" or "erroneously" confirmed racially offensive names of the Asiana pilots, why don't you do the right thing and say this intern was the originator (supplier) of these racist names to the press? If this is the case, then this racist nitwit with impaired mental abilities should be held accountable for his actions and apologize to America and victims of the plane crash and their families.

When the NTSB says the intern mistakenly confirmed the offensive name, it implies the intern got his information from somewhere else and in turn, passed on this bad data to the television station. In light of how horrible this accident was, why don't you come clean and say what you mean:

Did this intern supply the racially offensive names or did he merely pass on bad information? If it is the latter, then the public needs to know who gave the intern this "bad" information. If it is the former, then you make this intern accountable so that the TV anchorwoman stops taking the blame for his misdeeds (which is really also the misdeeds of the NTSB and you might consider psychological testing for future interns). In fact, I think the TV anchorwoman has a defamation claim against this brilliant intern because she is taking so much heat for his wicked and insensitive act.

You guys really need to come clean and stop using such euphemisms like, "NTSB intern erroneously confirmed pilot names" or that the "intern went beyond the scope of his authority" in supplying the pilot names to the press. This intern is a sicko and should be thrown to the wolves.

(b)(6)

From: Nantel, Kelly
Sent: Friday, July 12, 2013 9:54 PM
To: (b)(6)
Subject: RE: NTSB Statement

Yes.

From: (b)(6)
Sent: Friday, July 12, 2013 9:53 PM
To: Nantel, Kelly
Subject: RE: NTSB Statement

So, KTVU provided the false names to the intern?

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Friday, July 12, 2013 8:45 PM
To: (b)(6)
Subject: RE: NTSB Statement

KTVU asked him to confirm the names.

From: (b)(6)@waff.com]
Sent: Friday, July 12, 2013 9:44 PM
To: Nantel, Kelly
Subject: RE: NTSB Statement

Thanks Kelly – final question and I'll leave you be the rest of the evening. Did the names originate from KTVU or the intern?

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Friday, July 12, 2013 8:41 PM
To: (b)(6)
Subject: RE: NTSB Statement

Yes, it was KTVU.

From: (b)(6)@waff.com]
Sent: Friday, July 12, 2013 9:37 PM
To: Nantel, Kelly
Subject: RE: NTSB Statement

Thanks Kelly – can you confirm that KTVU is the outlet in question here?

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Friday, July 12, 2013 8:34 PM
To: (b)(6)
Subject: RE: NTSB Statement

The intern received an inquiry from a news outlet who asked him to confirm the names. He did so erroneously.

From: (b)(6)@waff.com]

Sent: Friday, July 12, 2013 9:11 PM

To: Nantel, Kelly

Subject: NTSB Statement

Hi Kelly –

This is (b)(6) with an NBC affiliate in Alabama (WAFF-TV). Regarding the statement tonight released about “confirmation of crew names,” could you please tell me where the names originated from? Was it the intern who originally stated the names or someone else?

Also, in reference to “a media outlet,” could you please confirm that this statement is in response to the crew members’ names that aired on KTVU’s newscast?

Thanks!

(b)(6)

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From: Nantel, Kelly
Sent: Friday, July 12, 2013 10:09 PM
To: (b)(6)
Subject: RE: NTSB Statement

You go it (b)(6)

From: (b)(6)@waff.com]
Sent: Friday, July 12, 2013 10:04 PM
To: Nantel, Kelly
Subject: RE: NTSB Statement

Both, if you don't mind, please.

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Friday, July 12, 2013 9:00 PM
To: (b)(6)
Subject: RE: NTSB Statement

Do you want to be on our distro list generally or specifically for the 777 accident??

From: (b)(6)@waff.com]
Sent: Friday, July 12, 2013 9:57 PM
To: Nantel, Kelly
Subject: RE: NTSB Statement

Thanks Kelly. Please add me to your press list(s) if you don't mind. No rush, though. Enjoy your weekend.

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Friday, July 12, 2013 8:54 PM
To: (b)(6)
Subject: RE: NTSB Statement

Yes.

From: (b)(6)@waff.com]
Sent: Friday, July 12, 2013 9:53 PM
To: Nantel, Kelly
Subject: RE: NTSB Statement

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Thanks!

(b)(6)

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To: (b)(6)
Subject: RE: NTSB Statement

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To: Nantel, Kelly
Subject: RE: NTSB Statement

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To: (b)(6)
Subject: RE: NTSB Statement

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Sent: Friday, July 12, 2013 9:37 PM
To: Nantel, Kelly
Subject: RE: NTSB Statement

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Sent: Friday, July 12, 2013 8:34 PM
To: (b)(6)
Subject: RE: NTSB Statement

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Also, in reference to "a media outlet," could you please confirm that this statement is in response to the crew members' names that aired on KTVU's newscast?

Thanks!

(b)(6)

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From: Nantel, Kelly
Sent: Saturday, July 13, 2013 1:50 PM
To: (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

(b)(6) - please be careful with that info. car don't want to violate his privacy and HR hasn't weighed in yet. Thanks.

-----Original Message-----

From: (b)(6)
Sent: Saturday, July 13, 2013 01:39 PM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Thank you.

(b)(6)

tion Safety Board



From: Nantel, Kelly
Sent: Saturday, July 13, 2013 1:39 PM
To: (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

(b)(6)

-----Original Message-----

From: (b)(6)
Sent: Saturday, July 13, 2013 01:37 PM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

If I am asked, what is the punishment for the intern?

(b)(6)

National Transportation Safety Board

(202) 314- (b)(6)



From: Nantel, Kelly
Sent: Friday, July 12, 2013 9:43 PM
To: (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Twitter is blowing up and so are my phone and email. So very disappointed. <sigh>

From: (b)(6)
Sent: Friday, July 12, 2013 9:42 PM
To: Nantel, Kelly
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Thank you, Kelly... Hope you can get some rest tonight.

(b)(6)
Transportation Safety Board



From: Nantel, Kelly
Sent: Friday, July 12, 2013 8:35 PM
To: (b)(6)
Subject: FW: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

(b)(6) - as discussed....coming out shortly.

From: NTSB Press Release [<mailto:ntsbpressreleases@NTSB.GOV>]
Sent: Friday, July 12, 2013 8:25 PM
To: (b)(6), Nantel, Kelly
Subject: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

To ensure that this news release is delivered to your inbox, add
NTSB_NEWS@LISTSERV.NTSB.GOV to your address book.



NATIONAL TRANSPORTATION SAFETY BOARD NEWS RELEASE

An independent federal agency

NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

July 12, 2013

WASHINGTON – The National Transportation Safety Board apologizes for inaccurate and offensive names that were mistakenly confirmed as those of the pilots of Asiana flight 214, which crashed at San Francisco International Airport on July 6.

Earlier today, in response to an inquiry from a media outlet, a summer intern acted outside the scope of his authority when he erroneously confirmed the names of the flight crew on the aircraft.

The NTSB does not release or confirm the names of crewmembers or people involved in transportation accidents to the media. We work hard to ensure that only appropriate factual information regarding an investigation is released and deeply regret today's incident.

Appropriate actions will be taken to ensure that such a serious error is

Contact Information

Office of Public Affairs
490 L'Enfant Plaza, SW
Washington, DC 20594

(202) 314-6100
Kelly Nantel
kelly.nantel@ntsb.gov

not repeated.

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You are subscribed to NATIONAL TRANSPORTATION SAFETY BOARD. To unsubscribe, visit:
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From: Nantel, Kelly
Sent: Saturday, July 13, 2013 7:49 AM
To: (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Thanks (b)(6). Appreciate the pep talk. I really so!! And I needed it this morning. :-)

-----Original Message-----

From: (b)(6)
Sent: Saturday, July 13, 2013 02:07 AM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Kelly, please hang in there with this crisis. Don't let it discourage you as a leader. Dig your heel in and keep your head up. Every situation is another learning experience and we will get through this. Every set back, every crisis, every problem has a seed of equivalent or greater benefit. We just got back and are heading to the office.

-----Original Message-----

From: Nantel, Kelly
Sent: Friday, July 12, 2013 08:55 PM Eastern Standard Time
To: (b)(6) Hersman Debbie (b)(6)
Cc: (b)(6) PA (b)(6) CmCtr
Subject: FW: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Folks – the below statement regarding the erroneous release of crew names has been issued and will be posted on our website shortly. As most of you know, today one of our summer interns responded to an inquiry from a media outlet asking him to confirm the crew member names from Asiana flight 214. I regret to say that not only did he attempt to confirm the identifies as they were read to him by the producer, but that the names that he confirmed were inaccurate and culturally offensive. I have reached out to (b)(6) and advised each of the incident and I have provided them with a copy. I have also reached out to my counterpart at Asiana Airlines and shared the release with him.

My staff and the Com Center know that any inquiries regarding this incident are to be forwarded to me for handling. I reached (b)(6) and he is in the process of posting the statement on the web and we will tweet it out as well. There is a significant amount of chatter about it on Twitter so posting our statement there is appropriate as well.

Thank you.

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 2:12 PM
To: (b)(6)
Subject: RE: NTSB statement on erroneous confirmation of crew names

Thank you for your email. We share your deep concern for this and have taken appropriate action.

-----Original Message-----

From: (b)(6) [REDACTED]@wi.rr.com]
Sent: Saturday, July 13, 2013 02:11 PM Eastern Standard Time
To: Nantel, Kelly
Subject: NTSB statement on erroneous confirmation of crew names

As a human being I am outraged that a public servant would make such a vile mockery of a tragic loss of life incident.

The appropriate action in this case should be the public naming of this insensitive individual and his termination from government employment.

From: (b)(6)
Sent: Saturday, July 13, 2013 7:12 AM
To: (b)(6)
Cc: Nantel, Kelly
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Today show is broadcasting it now. Ugh!

Might need to wait on a proactive accident release. Let this die down a bit. Focus was mostly on the news agency.

(b)(6)

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Saturday, July 13, 2013 06:17 AM Eastern Standard Time
To: (b)(6)
Cc: Nantel, Kelly
Subject: FW: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

repeat

From: (b)(6)
Sent: Saturday, July 13, 2013 7:03 AM
To: (b)(6)
Cc: Nantel, Kelly
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

What about the pilots themselves and a formal written apology to all at Asiana?

I don't have a sense for the volume or tone of the responses so far. The news agency is stepping up as well and it's good that there is no public blame game at this point.

Will keep thinking.

(b)(6)

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Saturday, July 13, 2013 06:17 AM Eastern Standard Time
To: (b)(6)
Cc: Nantel, Kelly
Subject: FW: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Hey
I thought we could tap your corporate crisis management experience
Kelly issued a press release
We are contacting external parties
We still haven't gotten ahold of Asiana CEO
But see who we have contacted
Kelly will work with hr to take appropriate action
We r drafting an Email to all hands ntsb
Anything else?

(b)(6)

Sent with Good (www.good.com)

-----Original Message-----

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 12:30 PM
To: (b)(6)
Subject: RE: NTSB statement on erroneous confirmation of crew names

Thank you. I hope you do the same.

-----Original Message-----

From: (b)(6)@hotmail.com]
Sent: Saturday, July 13, 2013 12:29 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Re: NTSB statement on erroneous confirmation of crew names

Dear Ms. Nantel,

Thank you for your prompt response.

Please have a productive weekend.

Sincerely,

(b)(6)

Sent from my iPad

On Jul 13, 2013, at 12:26 PM, "Nantel, Kelly" <kelly.nantel@ntsb.gov> wrote:

Thank you for your email (b)(6). No amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again.

This intern responded to a telephone request from a legitimate news outlet to confirm a series of names that the producer provided to him. He was wrong to do so and his actions violated our agency policy.

Sincerely,
Kelly

-----Original Message-----

From: (b)(6)@hotmail.com]

Sent: Saturday, July 13, 2013 12:12 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Re: NTSB statement on erroneous confirmation of crew names

Dear Ms Nantel,

I do hope that your organization has terminated those employees and/or interns responsible for this gaffe (with a permanent mark in their records) involving the erroneous confirmation of the Asiana crew names.

Having worked for the federal government as an employee and a contractor, it's likely that more than a summer intern was involved in this most unfortunate incident.

However, even if only a summer intern was involved as your organization claims, this incident undermines the Board's credibility as to the management of its organization.

Either interpretation of this incident is an embarrassment.

Thank you for your time and consideration.

Concerned Citizen,

(b)(6)

Sent from my iPad

From: Nantel, Kelly
Sent: Sunday, July 14, 2013 3:33 PM
To: (b)(6)
Subject: RE: NTSB Statement on Erroneous Confirmation of Crew Names of Asiana Airlines Flight 214 on July 12, 2013

Thank you for your email. No amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again.

This intern responded to a telephone request from a legitimate news outlet to confirm a series of names that the producer provided to him. He was wrong to do so and his actions violated our agency policy.

Sincerely,
Kelly

-----Original Message-----

From: (b)(6)@yahoo.com
Sent: Saturday, July 13, 2013 08:33 PM Eastern Standard Time
To: Nantel, Kelly
Subject: NTSB Statement on Erroneous Confirmation of Crew Names of Asiana Airlines Flight 214 on July 12, 2013

July 13, 2013

Kelly Nantel
Office of Public Affairs
490 L'Enfant Plaza, SW
Washington, DC 20594
(202) 314-6100
kelly.nantel@ntsb.gov

Re: NTSB Statement on Erroneous Confirmation of Crew Names of Asiana Airlines Flight 214 on July 12, 2013

Dear Ms. Nantel,

I am appalled, but not surprised, at the despicable behavior of one of the NTSB's employees regarding the release of fake pilots' names of Asiana Airlines Flight 214. The reason I am not surprised is that I am a retired aerospace engineer who worked at the NASA Glenn Research Center in Cleveland, Ohio for 33 years. At one time I considered the NTSB to be the crème de la crème of federal government agencies. No more. As I learned with NASA over the years, the

NTSB has become just another bloated government agency with entrenched federal employees who act irresponsibly and, for the most part, are held unaccountable for their unethical, and sometime illegal, behavior. The recent "activities" of the IRS are a good example. I could cite many more examples but I have better things to do with my time and you know the activities I am talking about.

As for the employee who released this erroneous information to the news media, he/she should be summarily fired. People died in this accident. Other people were horribly maimed or injured in this accident. Some of the survivors, if not all, will be affected for the rest of their lives. It is no laughing matter. But, being a retired federal employee, however, I know that firing a federal employee is next to impossible. This is abundantly clear as there are currently high paid federal employees who are on a paid leave status despite their alleged unethical or illegal behavior, including murder.

I cannot continue. The federal government is what it is, unfortunately, and I and no one can change that unfortunately. What a shame. The America that I knew and loved is gone. It's very sad. You should be ashamed of your agency's behavior but I know you are not.

A Very Angry, but Sad, American Citizen

Enclosures: 2 (attachments)

<http://www.youtube.com/watch?v=L1JYHNX8pdo>

<http://www.nts.gov/news/2013/130712.html>

NTSB Press Release

National Transportation Safety Board
Office of Public Affairs

NTSB statement on erroneous confirmation of crew names

July 12

The National Transportation Safety Board apologizes for inaccurate and offensive names that were mistakenly confirmed as those of the pilots of Asiana flight 214, which crashed at San Francisco International Airport on July 6.

Earlier today, in response to an inquiry from a media outlet, a summer intern acted outside the scope of his authority when he erroneously confirmed the names of the flight crew on the aircraft.

The NTSB does not release or confirm the names of crewmembers or people involved in transportation accidents to the media. We work hard to ensure that only appropriate factual information regarding an investigation is released and deeply regret today's incident.

Appropriate actions will be taken to ensure that such a serious error is not repeated.

Office of Public Affairs
490 L'Enfant Plaza, SW
Washington, DC 20594
(202) 314 6100
Kelly Nantel
kelly.nantel@nts.gov

From: Nantel, Kelly
Sent: Friday, July 12, 2013 11:05 PM
To: (b)(6)
Subject: RE: Offensive ASEANA pilot names

Thank you for your email. No amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again.

Sincerely,
Kelly

-----Original Message-----

From: (b)(6)@stanford.edu]
Sent: Friday, July 12, 2013 10:46 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Offensive ASEANA pilot names

I am extremely disturbed by the KTVU broadcast that identified the ASEANA pilots using racist names. It is not enough to blame an intern. How did these names get to NTSB such that the intern confirmed them as accurate? Acknowledgement needs to be made that this was a racist incident.

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 1:25 PM
To: (b)(6)@gmail.com'
Subject: RE: Offensive Comments

Thank you for your email. No amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again.

This intern responded to a telephone request from a legitimate news outlet to confirm a series of names that the producer provided to him. He was wrong to do so and his actions violated our agency policy.

Sincerely,
Kelly

-----Original Message-----

From: (b)(6)@gmail.com]
Sent: Saturday, July 13, 2013 01:18 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Offensive Comments

Ms. Nantel,

I find your mealy worded apology inappropriate and inadequate. Whether your agency condones the "N" word, racial jokes, or this latest example, it is still patently wrong in the 21st century. Not only did your government agency shield the staff offender(s), but your lightly worded statement still misses the point. People have died from this tragic accident and while they may not be American citizens or of European descent, they still deserve respect. This situation should not be mocked or minimized. Shame on you and your staff - perhaps you should apologize as well to the families who have lost loved ones and/or were injured and now read of the NTSB's light hearted jokes in their own national news press.

For your information, there are federal laws that deal with this type of workplace and public discrimination / harassment; perhaps it is timely for the NTSB to initiate this training. I would be happy to supply the reference to this material.

(b)(6)

Sent from my iPad

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 3:12 PM
To: (b)(6)@gmail.com'
Subject: RE: Offensive Comments

(b)(6) - the intern should have directed the call to a public affairs professional. He did not. Rather, he attempted to confirm information that was not only wrong, but wholly inappropriate. We have taken the necessary action to address this. Thank you.

-----Original Message-----

From: (b)(6)@gmail.com]
Sent: Saturday, July 13, 2013 02:48 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Re: Offensive Comments

Hello Ms. Nantel,

I appreciate your fast response.

I agree; environments that condone and foster this type of insensitivity needs attention.

Moreover, an "intern" working independently, and unsupervised as you infer that confirms offensive names to the media for a situation that should have been flagged and triaged by seasoned managers with scripted information for the media and public is both troubling and curious as well.

Historically, this type of inappropriate, racial name play was directed to individuals of Chinese descent. Many of the victims on the plane were also ethnic Chinese since the plane originated from Shanghai. How unfortunate that an agency charged with investigating this incident should consider it a day to day event and then assign unqualified, unsupervised, summer intern(s) to handle these operations.

Sincerely, (b)(6)

cc: Cong (b)(6)

Sent from my iPad

On Jul 13, 2013, at 10:24 AM, "Nantel, Kelly" <kelly.nantel@ntsb.gov> wrote:

Thank you for your email. No amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again.

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 3:18 PM
To: (b)(6)
Subject: RE: Offensive names

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This intern responded to a telephone request from a legitimate news outlet to confirm a series of names that the producer provided to him. He was wrong to do so and his actions violated our agency policy.

Sincerely,
Kelly

-----Original Message-----

From: (b)(6)@gmail.com]
Sent: Saturday, July 13, 2013 03:17 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Offensive names

kelly.nantel@ntsb.gov

This is why people from other countries HATE Americans! We don't take anything except ourselves seriously! I hope that this INTERN is fired and that whoever produced these names in the first place is also fired!

Of all the things that we could have done, I don't think that I would have ever thought of this kind of stunt! So disrespectful to the whole situation.... and the fact that you represent the NTSB and now the world sees just how serious you all are taking this is just terrible...

Just a shame that this is what someone is doing on their time there at the NTSB. Shows lots of maturity in a time of tragedy!

Thanks for making us Americans look even more idiotic to the world! UGH! Disgusted at this!

(b)(6)

Atlanta, Georgia

From: Nantel, Kelly
Sent: Monday, July 15, 2013 4:48 PM
To: (b)(6)
Subject: RE: pilot name gaff

Thank you for your email. No amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again.

This intern responded to a telephone request from a legitimate news outlet to confirm a series of names that the producer provided to him. He was wrong to do so and his actions violated our agency policy.

Sincerely,
Kelly

-----Original Message-----

From: (b)(6)@yahoo.com]
Sent: Monday, July 15, 2013 03:48 PM Eastern Standard Time
To: Nantel, Kelly
Subject: pilot name gaff

Dear Kelly,

I appreciate the brief letter of apology from the NTSB, regarding the pilot name gaff at KTVU in San Francisco.

This type of error is OUTRAGEOUS and should never have occurred !

As a LEGAL citizen of this great country I am now OFFICIALLY embarrassed to admit to that fact. Thanks to the antics of the NTSB this weekend.

I feel the level of incompetence is through the roof ...no.. "to the moon."

Is our country really that much of a joke that journalists are just "readers" and not real journalists?

The word "journalist" should never be used again by the media.

What the American people view on their t.v's as "journalists" are nothing more than pretty faces, wearing make up, with white teeth, fresh haircuts, and nail polished nails reading teleprompters.

News is not news any more. Please do not call it news or journalism it should be referred to as media

propaganda. The NTSB is guilty "by association" and you are hiding behind a "summer intern" as an excuse for your incompetence.

Thank you for wasting my taxes.

This current administration is out of control.

(b)(6)

From: Nantel, Kelly
Sent: Friday, July 12, 2013 9:41 PM
To: (b)(6)
Subject: RE: Pilot Names

Yes. Appropriate action is being take. Thank you for writing.

-----Original Message-----

From: (b)(6)@me.com]
Sent: Friday, July 12, 2013 9:39 PM
To: Nantel, Kelly
Subject: Pilot Names

More than "regret" is needed, don't you think!

Sent from my iPad

(b)(6)

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 9:32 AM
To: (b)(6)
Subject: RE: Pilots names...

Thank you for your email. No amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again.

The purpose of an internship is give a student. gain some real world experience in their professional field of choice. In this case, working with the media. This intern interacted with media by answering the telephone. He overstepped his authority by providing unauthorized information to a news outlet. The NTSB has a long standing policy that we do not release the names of any individuals involved in a transportation accident. The fact that the information the confirmed was wrong is an additional concern. But let me be clear - he was not authorized to release any information at all.

This intern responded to a telephone request from a legitimate news outlet to confirm a series of names that the producer provided to him. The fact that he did so violates our policy.

Sincerely,
Kelly

-----Original Message-----

From: (b)(6)@aol.com]
Sent: Saturday, July 13, 2013 08:53 AM Eastern Standard Time
To: Nantel, Kelly
Subject: Pilots names...

I'm a pilot with a major carrier. I cannot believe an intern was given the responsibility of communicating with an outside news reporter. Your credibility has been jeopardized. The insensitive nature of this sickens me.

(b)(6)

(b)(6)

I

 \ (C) /
---o/-\o---
o/

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 5:17 PM
To: (b)(6)
Subject: RE: Please - blaming a Summer intern"?

Thank you for your email (b)(6). No amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again.

This intern responded to a telephone request from a legitimate news outlet to confirm a series of names that the producer provided to him. He was wrong to do so and his actions violated our agency policy.

Sincerely,
Kelly

-----Original Message-----

From: (b)(6)@gmail.com]
Sent: Saturday, July 13, 2013 05:12 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Please - blaming a Summer intern"?

Hopefully the NTSB can do better than blaming the lowest of the defenseless low.
Nobody more senior else proofs your press releases? Keep the poor student out of this.

(b)(6)

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 10:39 AM
To: (b)(6)
Subject: RE: Press inquiry

The statement is really all there is to say.

-----Original Message-----

From: (b)(6) [mailto:(b)(6)@dpa.com]
Sent: Saturday, July 13, 2013 10:29 AM Eastern Standard Time
To: Nantel, Kelly
Subject: Press inquiry

Kelly,

could you please give me a quick call regarding the NTSBs statement from yesterday regarding the erroneous confirmation of crew names. I'm writing a story that will go on our wire (German Press Agency) in half an hour. I only have one or two questions.

Phone: 202 662- (b)(6)

Thanks

(b)(6)

dpa

dpa German Press Agency
1112 National Press Building 529
14th Street NW
Washington, D.C. 20045
USA
Tel.: + (b)(6)
Mobile: (b)(6) 575.
E-mail: (b)(6)@dpa.com
Web: www.dpa.com

(b)(6)

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 11:13 AM
To: (b)(6)@dpa.com'
Subject: RE: Press inquiry

Yes, that's correct though I can't speak to whew KTVU obtained the names..

-----Original Message-----

From: (b)(6)@dpa.com]
Sent: Saturday, July 13, 2013 10:41 AM Eastern Standard Time
To: Nantel, Kelly
Subject: AW: Press inquiry

If KTVU called to have the names confirmed, that means that they originated on KTVU's side, not the NTSB, correct?

Von: Nantel, Kelly [<mailto:kelly.nantel@ntsb.gov>]
Gesendet: Samstag, 13. Juli 2013 10:39
An: (b)(6)
Betreff: RE: Press inquiry

The statement is really all there is to say.

-----Original Message-----

From: (b)(6)@dpa.com]
Sent: Saturday, July 13, 2013 10:29 AM Eastern Standard Time
To: Nantel, Kelly
Subject: Press inquiry.

Kelly,

could you please give me a quick call regarding the NTSBs statement from yesterday regarding the erroneous confirmation of crew names. I'm writing a story that will go on our wire (German Press Agency) in half an hour. I only have one or two questions.

(b)(6)



From: Nantel, Kelly
Sent: Sunday, July 14, 2013 3:27 PM
To: (b)(6)
Subject: RE: Question regarding Korea's protest letter on Asiana accident

Hello (b)(6) - the NTSB and the KARAIB continue to work together on the investigation of Asiana 214 to determine not only what happened, but why it happened so that we can prevent it from happening again. The NTSB has a strong working relationship with the KARAIB. We value the assistance they have provided and look forward to continuing to work with them into the future.

Thank you.
Kelly

Kelly Nantel, Director of Public Affairs
National Transportation Safety Board

-----Original Message-----

From: (b)(6)@fci-la.com]
Sent: Sunday, July 14, 2013 12:10 PM Eastern Standard Time
To: Nantel, Kelly
Cc: (b)(6)
Subject: Question regarding Korea's protest letter on Asiana accident

Hi Kelly,
My name is (b)(6) with Fuji TV of Japan.
Has the NTSB received this letter mentioned in the following article and does it have any statements regarding this matter?
Please respond at your earliest convenience.

<http://english.yonhapnews.co.kr/national/2013/07/14/34/0302000000AEN20130714001800320F.HTML>

Thank you,

(b)(6)

s Bureau
Blvd., Suite 460,
067
com

SEOUL, July 14 (Yonhap) -- South Korea has sent a letter to the U.S. National Transportation Safety Board (NTSB) in protest to what it views as excessive disclosure of information linked to the ongoing investigation of the crash of Asiana Airlines Flight 214 in San Francisco,

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 12:25 PM
To: (b)(6)
Subject: RE: Racist Asiana Flight 214 Names

Thank you for your email (b)(6). No amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again.

This intern responded to a telephone request from a legitimate news outlet to confirm a series of names that the producer provided to him. He was wrong to do so and his actions violated our agency policy.

Sincerely,
Kelly

-----Original Message-----

From: (b)(6)@gmail.com]
Sent: Saturday, July 13, 2013 12:11 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Racist Asiana Flight 214 Names

NTSB PAO,

RE: RACIST ASIANA FLIGHT 214 NAMES

I am an Asian American Army officer who has been active duty for 19 years. I've been deployed to Iraq and am third in a line of soldiers who have served the United States government. My grand-father was a POW in WWII and my father was deployed to Vietnam.

You all should be deeply ashamed of what you allowed to be released and everybody responsible for it being released should be severely reprimanded.

This are no excuses for what you allowed to happened.

(b)(6)

(This is my personal opinion of you as a government agency and I am not representing the US ARMY with my personal opinion)

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 1:09 PM
To: (b)(6)@gmail.com'
Subject: RE: Racist Names/Intern

Thank you for your email (b)(6). I can assure you that the NTSB is as deeply concerned as you and we are taking appropriate action.

-----Original Message-----

From: (b)(6)@gmail.com]
Sent: Saturday, July 13, 2013 12:34 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Racist Names/Intern

Dear Kelly Nantel,

I'm writing to insist that the NTSB reprimand and fire intern responsible for the racist names given to officials of the Asiana Flight that crashed in San Francisco. I further insist that the intern not be given the opportunity to work in any government agency, no matter how promising his or her career seemed.

I feel confident I don't have to explain why, and I sincerely hope you will give me the courtesy of writing me back and telling me the NTSB has done what is the right thing.

(b)(6)

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 8:11 AM
To: (b)(6)
Subject: RE: Regarding Asiana Airline Crash

Thank you for your email. No amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again.

By way of background, the intern responded to a telephone request from a legitimate news outlet to confirm a series of names as they were provided by the outlet, to him. The fact that he did so violates our policy.

The NTSB has not indicated that the crash of Asiana 214 was caused by pilot error. In fact we have gone to great lengths to remind the media that they must not jump to conclusions based on the facts that have been released to date. However, as an independent federal agency, we have a responsibility to the public to be transparent about our investigative work. We release only factual information, as it is verified, throughout the course of our investigation. This informs the public about the progress being made.

Sincerely,
Kelly

-----Original Message-----

From: (b)(6)@hotmail.com]
Sent: Saturday, July 13, 2013 05:52 AM Eastern Standard Time
To: Nantel, Kelly
Subject: Regarding Asiana Airline Crash

Ms. Kelly Nantel,

I am very shocked and offended about the KTVU news regarding the Asiana Airline (Captain Names).

I am even more shocked that these racial discriminative names were released by your organization, NTSB.

Even though it was summer intern who released the racial discriminative names, that intern still works for your organization.

And your organization, NTSB should be responsible.

Also, I know that NTSB is investigating the Asiana Airline crash for just few days and it seems like NTSB has already conclude the

investigation as pilot's fault and releasing too much information as what you think to the media.

I think the investigation should be carefully viewed in many directions with based on facts.
I wonder why releasing to the media was too quick when the investigation has just begun.

I hope that this Asiana Airline crash can be investigated with facts and fairly.

Thank you.

(b)
(6)

From: Nantel, Kelly
Sent: Monday, July 15, 2013 10:18 PM
To: (b)(6)
Subject: RE: Release the Intern's name

We will not be disclosing the name of the intern.

-----Original Message-----

From: (b)(6)@gmail.com]
Sent: Monday, July 15, 2013 10:14 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Release the Intern's name

Release the Intern's name who made the derogatory slurs towards the Korean pilots. Maybe this Intern will then understand what the value of a good name means to the Asian community! Why are you protecting this Intern?

From: Nantel, Kelly
Sent: Monday, July 15, 2013 4:09 PM
To: (b)(6)@thomsonreuters.com'
Subject: RE: reuters//Asiana lawsuit?

Our statement on the matter is located here.

<http://www.nts.gov/news/2013/130712.html>

The intern was not the originator of the names. He was asked by a legitimate news outlet to confirm the names they provided to him. Doing so was in violation of our long standing policy and was also outside the scope of his authority. With regard to the intern's status - what I can tell you is that we've taken appropriate action. I'm not at liberty to release the name of the individual nor can I go any further regarding status.

From: (b)(6)@thomsonreuters.com [mailto:(b)(6)@thomsonreuters.com]
Sent: Monday, July 15, 2013 2:28 PM
To: Nantel, Kelly
Subject: reuters//Asiana lawsuit?

Hi Kelly,

Did the NTSB have a statement re: Asiana's remarks that the KTVU report was extremely damaging to the company and the possibility of a lawsuit against the NTSB?

Would appreciate your help. Many thanks, gs

(b)(6)

Technology Correspondent

Reuters News

+1 415 677 (b)(6) desk

+1 415 515 (b)(6) cell

This email was sent to you by Thomson Reuters, the global news and information company. Any views expressed in this message are those of the individual sender, except where the sender specifically states them to be the views of Thomson Reuters.

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 12:13 AM
To: (b)(6)
Subject: RE: Seriously? The list of pilots is all over youtube and Facebook.

Thank you ma'am. The television producer provided the intern with the names. The intern told her that he thought that they sounded right and that she could say that the NTSB confirmed it. He was wrong on multiple levels.

As for the media outlet - I don't know where they came up with the names but I know they have issued an apology as well.

Thank you for staying on top of this matter.

Kelly

-----Original Message-----

From: (b)(6) [mailto:(b)(6)@gmail.com]
Sent: Friday, July 12, 2013 11:57 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Re: Seriously? The list of pilots is all over youtube and Facebook.

Dear Kelly

Thank you for your quick response. You are burning the midnight oil over this one, no doubt. So the news outlet 'provided the names' -???? and then....he 'confirmed the names' ????? this gets more and more ridiculous. Who IS at blame? Who came up with 'the names' then? Oh my. I am glad I don't have your job!

Try and have a good weekend

Best,

(b)(6)

The B's: Barcelona, Buenos Aires and Budapest: Bellissime!!

On Jul 12, 2013, at 11:18 PM, "Nantel, Kelly" <kelly.nantel@ntsb.gov> wrote:

Thank you for your email (b)(6). No amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate

action to address this situation and to ensure it doesn't happen again. By way of background, the intern responded to a request from a legitimate news outlet to confirm the names they provided to him. The fact that he did so violates our policy.

Sincerely,
Kelly

-----Original Message-----

From: (b)(6)@gmail.com]

Sent: Friday, July 12, 2013 11:13 PM Eastern Standard Time

To: Nantel, Kelly

Subject: Seriously? The list of pilots is all over youtube and Facebook.

Dear Ms. Nantel:

How does something like that happen? A 'summer intern' sends out offensive and ridiculous set of names to the top TV/Radio in SFO area and they actually air it?.

How does that happen? Being a 24 yr veteran in the airline business, I am furious that our governing safety board - especially the NTSB could allow something so blatant, to slip through the cracks. How would a summer intern have this power, without an approval of some sort. How do you expect the general public to ever take the NTSB serious again?

This apology needs to be made by the idiot summer intern who should be charged and fired, and then posted all over the news to make sure that someone like this never gets a job with this type of control ever ever again. He/she is an idiot with terribly bad taste.

Damn.

(b)(6)

The B's: Barcelona, Buenos Aires and Budapest: Bellissime!!

From: (b)(6)
Sent: Monday, July 15, 2013 9:16 AM
To: (b)(6) Hersman Debbie (b)(6)
Nantel, Kelly
Cc: (b)(6)
Subject: RE: Status of potential lawsuit

Do we have a copy of the letter?

(b)(6)
Transportation Safety Board

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 9:03 AM
To: Hersman Debbie (b)(6) Nantel, Kelly; (b)(6)
Cc: (b)(6)
Subject: Status of potential lawsuit

According to news reports Asiana will not sue NTSB but will sue the TV station.

Our discussion with (b)(6) was not particularly productive. We learned that he advised not to sue but he does not know the decision.

There will likely be another firm retained by Asiana to represent them b4 the NTSB.

He does not know his future role.

The message he recd was that (b)(6) accepted the NTSB apology.

He did repeat much of what was inferred in the letter from (b)(6) including that Asiana felt blindsided. By press releases.

Please copy (b)(6) on issues related to Asiana 214 - he has my number in Maine and can reach me ASAP.

Sent with Good (www.good.com)

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 10:38 AM
To: (b)(6)
Subject: RE: Summer intern

We are my releasing the intern's name.

-----Original Message-----

From: (b)(6)@gmail.com]
Sent: Saturday, July 13, 2013 10:34 AM Eastern Standard Time
To: Nantel, Kelly
Subject: Summer intern

What is the name of the summer intern that made the erroneous report about the Asiana flight?

From: Nantel, Kelly
Sent: Friday, July 12, 2013 10:26 PM
To: (b)(6)
Subject: RE: Twitter

Oh lord!!!

From: (b)(6)
Sent: Friday, July 12, 2013 10:20 PM
To: Nantel, Kelly
Subject: Twitter

Did you see there is an @NTSBintern account now. (b)(6) my computer nerd husband, states the name of the picture associated with this page is "bad luck Brian," a commonly used picture in the world of internets. The "appropriate" caption is added to the picture.

(b)(6)
Transportation Safety Board



From: Nantel, Kelly
Sent: Friday, July 12, 2013 8:56 PM
To: (b)(6)
Subject: RE: up and ready

Missed the last sentence....too funny. ☺

From: (b)(6)
Sent: Friday, July 12, 2013 8:54 PM
To: Nantel, Kelly
Subject: RE: up and ready

It wouldn't be Friday without a measure of CHAOS!

Here you go - <http://www.nts.gov/news/2013/130712.html>

Non Responsive

Safe travels,

(b)(6)

From: Nantel, Kelly
Sent: Friday, July 12, 2013 8:40 PM
To: (b)(6)
Subject: RE: up and ready

Its coming out now... (b)(6) just hit the button. Thanks (b)(6) !

From: (b)(6)
Sent: Friday, July 12, 2013 8:37 PM
To: Nantel, Kelly
Subject: up and ready

Up and ready to post it as soon as I get it, and I'll send you the url as soon as I'm done.

Web Content Developer
National Transportation Safety Board
Ph: 202-314 (b)(6)

Follow NTSB on Twitter: <http://twitter.com/NTSB>

From: Nantel, Kelly
Sent: Monday, July 15, 2013 2:06 PM
To: (b)(6)
Subject: RE: WashPost ISO: You

Our statement on the matter is located here.

<http://www.nts.gov/news/2013/130712.html>

The intern was not the originator of the names. He was asked by a legitimate news outlet to confirm the names they provided to him. Doing so was in violation of our long standing policy and was also outside the scope of his authority. With regard to the intern's status - what I can tell you is that we've taken appropriate action. I'm not at liberty to release the name of the individual nor can I go any further regarding status.

From: (b)(6) i@washpost.com]
Sent: Monday, July 15, 2013 1:58 PM
To: Nantel, Kelly
Subject: RE: WashPost ISO: You

Okay.

This is about the NTSB intern and the Asiana crash:

--Who is the intern? Will you make his/her identity public? Or any general details—hometown, name of school?

--Where is this person located? Assuming in Washington, but perhaps not...

--What were his/her responsibilities at NTSB?

--Can you tell me generally how this happened? Did the intern call the station or vice versa? Then what happened?

--Will this person continue as an intern at NTSB? Has he/she been dismissed or punished in any way?

--Originally, the airline said it would sue KTVU and the NTSB, then dropped NTSB from its threatened lawsuit. Did NTSB speak with Asiana about its threatened lawsuit?

--How much of an issue has this prank been for NTSB? For example, has it demanded much management time? How upsetting to your day-to-day functioning?

Thanks, Kelly!

(b)(6)

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Monday, July 15, 2013 1:40 PM
To: (b)(6)
Subject: RE: WashPost ISO: You

(b)(6) - It's very busy - can you shoot me an email and I'll respond?

From: (b)(6)@washpost.com]
Sent: Monday, July 15, 2013 1:24 PM
To: Nantel, Kelly
Subject: WashPost ISO: You

Hello, Kelly...I am hoping to speak to you as soon as possible for a story. Could you call me please?

(b)(6)
Post
52

CONFIDENTIALITY NOTICE - THIS E-MAIL TRANSMISSION MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL, PROPRIETARY, SUBJECT TO COPYRIGHT, AND/OR EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IT IS FOR THE USE OF INTENDED RECIPIENTS ONLY. If you are not an intended recipient of this message, please notify the original sender immediately by forwarding what you received and then delete all copies of the correspondence and attachments from your computer system. Any use, distribution, or disclosure of this message by unintended recipients is not authorized and may be unlawful.

From: Nantel, Kelly
Sent: Monday, July 15, 2013 6:17 PM
To: (b)(6)
Subject: RE: WashPost ISO: You

Thanks (b)(6).

From: (b)(6)@washpost.com]
Sent: Monday, July 15, 2013 6:12 PM
To: Nantel, Kelly
Subject: RE: WashPost ISO: You

Thank you. And there will be NO attribution. Guaranteed.

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Monday, July 15, 2013 6:02 PM
To: (b)(6)
Subject: RE: WashPost ISO: You

(b)(6) and that is not for attribution.

From: (b)(6)@washpost.com]
Sent: Monday, July 15, 2013 5:58 PM
To: Nantel, Kelly
Subject: RE: WashPost ISO: You

But if that's wrong, it's wrong. I'm not looking for your official statement or to use your name in association with this information. I just don't want to follow an erroneous report.

Let me try it this way: If I reported that, would I be wrong?

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Monday, July 15, 2013 5:55 PM
To: (b)(6)
Subject: RE: WashPost ISO: You

(b)(6) - I'm sorry but I can't confirm that information for you. We don't disclose personnel related info. Thanks.

-----Original Message-----

From: (b)(6)@washpost.com]
Sent: Monday, July 15, 2013 05:24 PM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: WashPost ISO: You

Hey, I just want to confirm the reports that are around
(http://www.huffingtonpost.com/2013/07/15/ntsb-intern-fired-ktvu-racist-names_n_3600738.html)
that the intern has been fired.

Doesn't need to come from you or even NTSB. Just want to confirm you've asked him to leave. Yes?

From: Nantel, Kelly [<mailto:kelly.nantel@ntsb.gov>]
Sent: Monday, July 15, 2013 2:24 PM
To: (b)(6)
Subject: RE: WashPost ISO: You

(b)(6) - he did not know they were fake names. You'd have to ask the station where they got the names from. I don't know.

-----Original Message-----

From: (b)(6)@washpost.com]
Sent: Monday, July 15, 2013 02:14 PM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: WashPost ISO: You

The station read him some silly names and he confirmed them? Surely he must have known those were facetious.

And why would the station make up a bunch of names? Where did THEY get them from?

From: Nantel, Kelly [<mailto:kelly.nantel@ntsb.gov>]
Sent: Monday, July 15, 2013 2:06 PM
To: (b)(6)
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Sent: Monday, July 15, 2013 1:58 PM

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Sent: Monday, July 15, 2013 2:24 PM
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Subject: RE: WashPost ISO: You

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To: Nantel, Kelly
Subject: RE: WashPost ISO: You

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--Where is this person located? Assuming in Washington, but perhaps not...

--What were his/her responsibilities at NTSB?

--Can you tell me generally how this happened? Did the intern call the station or vice versa? Then what happened?

--Will this person continue as an intern at NTSB? Has he/she been dismissed or punished in any way?

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--How much of an issue has this prank been for NTSB? For example, has it demanded much management time? How upsetting to your day-to-day functioning?

Thanks, Kelly!

(b)(6)

From: Nantel, Kelly [<mailto:kelly.nantel@ntsb.gov>]

Sent: Monday, July 15, 2013 1:40 PM

To: (b)(6)

Subject: RE: WashPost ISO: You

(b)(6) – It's very busy – can you shoot me an email and I'll respond?

From: (b)(6)@washpost.com]

Sent: Monday, July 15, 2013 1:24 PM

To: Nantel, Kelly

Subject: WashPost ISO: You

Hello, Kelly...I am hoping to speak to you as soon as possible for a story. Could you call me please?

Thanks... (b)(6)

(b)(6)

st

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From: Nantel, Kelly
Sent: Friday, July 19, 2013 9:37 AM
To: Holloway Keith
Subject: RE: Weekly Reports

Sorry Keith - for me...I worked on Asiana and [Non] all week. I handled at least 150 media inquiries on Asiana ([b](6) mostly) but we won't say that. [Non Responsive]

[Non Responsive]

Thanks!

[Non Responsive]

From: Nantel, Kelly
Sent: Wednesday, July 24, 2013 6:01 PM
To: (b)(6)
Subject: RE: Who was the source of the incorrect names?

The intern was asked to confirm a list of names provided to him.

-----Original Message-----

From: (b)(6)@gmail.com
Sent: Wednesday, July 24, 2013 05:20 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Who was the source of the incorrect names?

<http://www.nts.gov/news/2013/130712.html>

Everyone I've spoken with is unclear on the following:

Did KTVU call and say "can you confirm these names (offensive names follow...)"

Or did KTVU call and say "can you give us the names", and your intern said: (offensive names follow)?

Thanks,

(b)(6)

From: Nantel, Kelly
Sent: Wednesday, July 24, 2013 6:43 PM
To: (b)(6)
Subject: RE: Who was the source of the incorrect names?

I'm glad to help!

-----Original Message-----

From: (b)(6)@gmail.com]
Sent: Wednesday, July 24, 2013 06:10 PM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: Who was the source of the incorrect names?

Thank you for the clarification.

This was of great concern to the people I know who followed the story.

After I wrote you, I did find further information online, I think you've heard about this article, since they cite you:

<http://blog.sfgate.com/matierandross/2013/07/12/1937/>

I try not to email people, in this case, I am not sure why I did not find it in my first search.

Thanks for your patience,

(b)(6)

On Jul 24, 2013 3:01 PM, "Nantel, Kelly" <kelly.nantel@ntsb.gov> wrote:
The intern was asked to confirm a list of names provided to him.

-----Original Message-----

From: (b)(6)@gmail.com]
Sent: Wednesday, July 24, 2013 05:20 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Who was the source of the incorrect names?

<http://www.nts.gov/news/2013/130712.html>

Everyone I've spoken with is unclear on the following:

Did KTVU call and say "can you confirm these names (offensive names follow...)"

Or did KTVU call and say "can you give us the names", and your intern said: (offensive names follow)?

Thanks,

(b)(6)

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 7:47 AM
To: (b)(6)
Subject: RE: Will you release the name of the summer intern?

No we will not be releasing the name.

-----Original Message-----

From: (b)(6)@ymail.com]
Sent: Saturday, July 13, 2013 01:39 AM Eastern Standard Time
To: Nantel, Kelly
Subject: Will you release the name of the summer intern?

This is in regards of the "summer intern" that released the false racist names of the pilots of the Asiana disaster. As a member of the Asian-American community I feel that this was an unacceptable error. Will you be releasing the name of this intern? or was this actually something the NTSB thought was a convenient excuse. Please feel free to contact me (b)(6)

Dont' know what time...hoping to get something out.

-----Original Message-----

Thanks. Also, you still planning on an update tomorrow. If so, what time? Topics?

Sent from my BlackBerry Wireless Device

First I'm hearing of it...seriously, we've had conf calls with the Chairman of the KARAIB - who has been great. Not sure where this comes from. Let me check.

-----Original Message-----

From: (b)(6) [REDACTED]@nbcuni.com]

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 1:51 PM
To: (b)(6)
Subject: RE: You Should Fire that Stupid Summer Intern,

Thank you for your email. No amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again.

This intern responded to a telephone request from a legitimate news outlet to confirm a series of names that the producer provided to him. He was wrong to do so and his actions violated our agency policy.

Sincerely,
Kelly

-----Original Message-----

From: (b)(6)@gmail.com
Sent: Saturday, July 13, 2013 01:40 PM Eastern Standard Time
To: Nantel, Kelly
Subject: You Should Fire that Stupid Summer Intern,

This is Ridiculous. You guys work for the Federal and even intern is one of part of Federal that works for United States of America. This shouldn't happened.

(b)(6)

@gmail.com
83440

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From: Nantel, Kelly
Sent: Saturday, July 13, 2013 2:32 PM
To: (b)(6)
Subject: RE: You Should Fire that Stupid Summer Intern,

Thank you.

-----Original Message-----

From: (b)(6)
Sent: Saturday, July 13, 2013 02:17 PM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: You Should Fire that Stupid Summer Intern,

Kelly,

Thank you for all you do.

(b)(6)

On Jul 13, 2013 11:51 AM, "Nantel, Kelly" <kelly.nantel@ntsb.gov> wrote:

Thank you for your email. No amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again.

This intern responded to a telephone request from a legitimate news outlet to confirm a series of names that the producer provided to him. He was wrong to do so and his actions violated our agency policy.

Sincerely,
Kelly

-----Original Message-----

From: (b)(6)
Sent: Saturday, July 13, 2013 01:40 PM Eastern Standard Time
To: Nantel, Kelly
Subject: You Should Fire that Stupid Summer Intern,

This is Ridiculous. You guys work for the Federal and even intern is one of part of Federal that works for United States of America. This shouldn't happened.

(b)(6)

@gmail.com

83440

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From: Nantel, Kelly
Sent: Saturday, July 13, 2013 1:51 PM
To: (b)(6)
Subject: RE: You Should Fire that Stupid Summer Intern,

Thank you for your email. No amount of explanation will excuse the intern's behavior but what I can tell you is that we share your deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again.

This intern responded to a telephone request from a legitimate news outlet to confirm a series of names that the producer provided to him. He was wrong to do so and his actions violated our agency policy.

Sincerely,
Kelly

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From: (b)(6)@gmail.com]
Sent: Saturday, July 13, 2013 01:40 PM Eastern Standard Time
To: Nantel, Kelly
Subject: You Should Fire that Stupid Summer Intern,

This is Ridiculous. You guys work for the Federal and even intern is one of part of Federal that works for United States of America. This shouldn't happened.

(b)(6)

[gmail.com](#)
3440

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From: Nantel, Kelly
Sent: Wednesday, July 31, 2013 4:28 PM
To: (b)(6)
Subject: RE: Your call

You're very welcome.

From: (b)(6)@wnyc.org]
Sent: Wednesday, July 31, 2013 4:27 PM
To: Nantel, Kelly
Subject: RE: Your call

Dear Kelly,

Thanks so much for your email. I really appreciate it.

Yours,

(b)(6)
On the Media
org
edia.org
dia

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Wednesday, July 31, 2013 4:18 PM
To: (b)(6)
Subject: Your call

(b)(6) – please let me know if you receive this. In response to your voicemail message – the answer is yes. Interns in the NTSB's Office of Public Affairs are unpaid.

Kelly A. Nantel, Director of Public Affairs
National Transportation Safety Board
490 L'Enfant Plaza SW, Washington, DC 20594
Office: 202 (b)(6)
Cell: 202-2 (b)(6)

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From: (b)(6)@ap.org>
Sent: Monday, July 15, 2013 6:22 PM
To: Nantel, Kelly
Subject: RE: Your email

I know you're in a meeting, thanks for replying.

We would like to know whether or not the intern who confirmed erroneous pilot names for Asiana 214 has been released by the NTSB, as CNN and NBC News have already reported. Can you confirm that this is the case either on the record or on a sources basis? We know that CNN attributed the information to a government official with knowledge of the situation. How can we attribute this?

We'd like to know whether the intern was fired or whether his internship ended.

We're also trying to nail down some other facts: whether the intern was paid or not, whether he was a student or not, and how long he had been with the NTSB.

We would appreciate your help, this is obviously being closely followed by many people, and we want to get out as much accurate information as possible.

Thank you,

(b)(6)

-----Original Message-----

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Monday, July 15, 2013 2:59 PM
To: (b)(6)
Subject: RE: Your email

What can I help you with? I'm not near a phone and won't be for some time.

-----Original Message-----

From: (b)(6)@ap.org]
Sent: Monday, July 15, 2013 5:55 PM
To: Nantel, Kelly
Subject: RE: Your email

Hello, just called the NTSB office for you, they said you were in a meeting. Could you give me a call when you're out? I'm at 415 (b)(6)

Thank you,

(b)(6)

-----Original Message-----

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Monday, July 15, 2013 1:23 PM
To: (b)(6)
Subject: Your email

Hi - we do not discuss or disclose information relating to personnel matters but the agency has taken appropriate action to deal with the situation. In addition, we are reviewing our policies and procedures to determine where we might be able to strengthen them so that this kind of situation doesn't happen again.

The information contained in this communication is intended for the use of the designated recipients named above. If the reader of this communication is not the intended recipient, you are hereby notified that you have received this communication in error, and that any review, dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify The Associated Press immediately by telephone at +1-212-621-1898 and delete this email. Thank you.

[IP_US_DISC]

msk dccc60c6d2c3a6438f0cf467d9a4938

From: Nantel, Kelly
Sent: Monday, July 15, 2013 6:29 PM
To: (b)(6)
Subject: RE: Your email

(b)(6) - I'll respond with what I can. Internships in the Office of Public Affairs are unpaid. The intern had been working with us since June. On the record, I can't offer more on his status except to say that we have taken appropriate action.

On background, if you are looking to confirm that he no longer interns at the NTSB, you can do so from a government official with knowledge.

-----Original Message-----

From: (b)(6)@ap.org]
Sent: Monday, July 15, 2013 6:22 PM
To: Nantel, Kelly
Subject: RE: Your email

I know you're in a meeting, thanks for replying.

We would like to know whether or not the intern who confirmed erroneous pilot names for Asiana 214 has been released by the NTSB, as CNN and NBC News have already reported. Can you confirm that this is the case either on the record or on a sources basis? We know that CNN attributed the information to a government official with knowledge of the situation. How can we attribute this?

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We're also trying to nail down some other facts: whether the intern was paid or not, whether he was a student or not, and how long he had been with the NTSB.

We would appreciate your help, this is obviously being closely followed by many people, and we want to get out as much accurate information as possible.

Thank you,

(b)(6)

-----Original Message-----

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Monday, July 15, 2013 2:59 PM
To: (b)(6)
Subject: RE: Your email

What can I help you with? I'm not near a phone and won't be for some time.

-----Original Message-----

From: (b)(6)@ap.org]
Sent: Monday, July 15, 2013 5:55 PM
To: Nantel, Kelly

Subject: RE: Your email

Hello, just called the NTSB office for you, they said you were in a meeting. Could you give me a call when you're out? I'm at 415 495 (b)(6).

Thank you,

(b)(6)

-----Original Message-----

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]

Sent: Monday, July 15, 2013 1:23 PM

To: (b)(6)

Subject: Your email

Hi - we do not discuss or disclose information relating to personnel matters but the agency has taken appropriate action to deal with the situation. In addition, we are reviewing our policies and procedures to determine where we might be able to strengthen them so that this kind of situation doesn't happen again.

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[IP_US_DISC]

msk dccc60c6d2c3a6438f0cf467d9a4938

From: Nantel, Kelly
Sent: Monday, July 15, 2013 7:52 PM
To: '???'
Subject: RE: (b)(6) You're inquiry

I can't speak for the television station. You really have to ask them.

-----Original Message-----

From: (b)(6)@koreadaily.com]
Sent: Monday, July 15, 2013 07:50 PM Eastern Standard Time
To: Nantel, Kelly
Subject: (b)(6): You're inquiry

Thank you very much for your email.

I was just wondering...does it mean the producer also knew about this before he gave the names to the intern?

Sincerely,

(b)(6)
Korea Daily

-----원본 메시지-----

보낸 사람: "Nantel, Kelly" <kelly.nantel@ntsb.gov>
보낸 날짜: 2013년 7월 16일 화요일 오전 6:58
받는 사람: (b)(6)@koreadaily.com>
제목: You're inquiry.

Thank you for your email. No amount of explanation will excuse the intern's behavior but what I can tell you is that we share the deep concern and have taken appropriate action to address this situation and to ensure it doesn't happen again.

This intern responded to a telephone request from a legitimate news outlet to confirm a series of names that the producer provided to him. He was wrong to do so and his actions violated our agency policy.

Sincerely,
Kelly

Kelly A. Nantel, Director of Public Affairs

National Transportation Safety Board
490 L. Enfant Plaza SW, Washington, DC 20594
Office: 202-**(b)(6)**
Cell: 202-**(b)(6)**

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From: (b)(6)@hotmail.com>
Sent: Saturday, July 13, 2013 5:52 AM
To: Nantel, Kelly
Subject: Regarding Asiana Airline Crash

Ms. Kelly Nantel,

I am very shocked and offended about the KTVU news regarding the Asiana Airline (Captain Names).

I am even more shocked that these racial discriminative names were released by your organization, NTSB..

Even though it was summer intern who released the racial discriminative names, that intern still works for your organization.

And your organization, NTSB should be responsible.

Also, I know that NTSB is investigating the Asiana Airline crash for just few days and it seems like NTSB has already conclude the investigation as pilot's fault and releasing too much information as what you think to the media.

I think the investigation should be carefully viewed in many directions with based on facts.

I wonder why releasing to the media was too quick when the investigation has just begun.

I hope that this Asiana Airline crash can investigated with facts and fairly.

Thank you.

(b)(6)

From: (b)(6)@me.com>
Sent: Saturday, July 13, 2013 12:43 AM
To: Nantel, Kelly
Subject: Regarding KTVU incident

Ms. Nantel,

I am not the only one who think that NTSB is releasing too much information on Asiana crash while this is merely a beginning of the investigation and it is too soon to conclude whatsoever. It seems to me that NTSB already think the culprit is the pilot and media is following the way NTSB think. KTVU incident shows this well.

I would be really appreciative if you can just focus on the investigation, not the media release. And please be more elective on selecting summer intern, I am sure that this country has lots of bright young but not racially biased people who would like to work for your organization.

Thank you.

Truly offended,

(b)(6)

Sent from my iPad

From: (b)(6)@gmail.com>
Sent: Monday, July 15, 2013 10:14 PM
To: Nantel, Kelly
Subject: Release the Intern's name

Release the Intern's name who made the derogatory slurs towards the Korean pilots. Maybe this Intern will then understand what the value of a good name means to the Asian community! Why are you protecting this Intern?

From: (b)(6)@thomsonreuters.com
Sent: Monday, July 15, 2013 2:28 PM
To: Nantel, Kelly
Subject: reuters//Asiana lawsuit?

Hi Kelly,

Did the NTSB have a statement re: Asiana's remarks that the KTVU report was extremely damaging to the company and the possibility of a lawsuit against the NTSB?

Would appreciate your help. Many thanks, (b)(6)

(b)(6)

Technology Correspondent

Reuters News

(b)(6)

This email was sent to you by Thomson Reuters, the global news and information company. Any views expressed in this message are those of the individual sender, except where the sender specifically states them to be the views of Thomson Reuters.

From: Nantel, Kelly
Sent: Monday, July 22, 2013 10:08 AM
To: (b)(6)
Subject: Staffing timeline
Attachments: Asiana staff timeline.docx

(b)(6) – please let me know if this works for what you had in mind....thanks!

Kelly A. Nantel, Director of Public Affairs
National Transportation Safety Board
490 L Enfant Plaza SW, Washington, DC 20594
Office: 202-371-2571 (b)(6)
Cell: 202-257-2571

From: (b)(6)
Sent: Monday, July 22, 2013 9:04 AM
To: Nantel, Kelly
Subject: Statement
Attachments: Nantel Statement - 1.docx

Kelly,

Attached is the format (b)(6) forwarded to use in providing your statement regarding the erroneous release of names by (b)(6)

(b)(6)

(b)(6)

Office of Communications
Station Safety Board

On July 12, 2012, an OC intern, (b)(6) responded to an inquiry from a media outlet (KTVU) asking for confirmation of the crew members' names from Asiana flight 214, which crashed at San Francisco International Airport on July 6th. The names provided by KTVU were fake and part of a hoax perpetrated by unknown sources.

Please describe when and how you learned of this incident.

Please describe in detail the substance of any interaction(s) and/or discussion(s) you had with (b)(6) (b)(6) after learning of this incident.

Did you ask him to describe the incident? What did he say?

Did you speak to any representative/staff member of KTVU?

If so, please explain when the conversation(s) occurred, who initiated the conversation(s), who you spoke to, the substance of the conversation(s), specifically, what the KTVU person asked/said, and what you asked/said.

When the conversation occurred:

Who initiated the conversation and who you spoke to:

The substance of the conversation:

What the KTVU person asked/said:

What you asked/said to the KTVU person:

Please describe the procedures in place in the Public Affairs Division regarding interactions with the press and, specifically, the release of information by the agency during phone call inquiries.

What guidance, procedures and/or instructions did you provide to (b)(6) about his telephone duties/responsibilities at any time before his conversation with the KTVU person on July 12th, specifically relating to the release of information during phone call inquiries? Please explain in detail.

Is there any other factual information that you can provide relating to (b)(6)'s telephone conversation(s) with KTVU, or about this situation in general?

If so, please explain in detail.

I hereby make the above statements freely and voluntarily. My statements are true and correct to the best of my knowledge and belief.

Kelly A. Nantell
Chief, Public Affairs Division
National Transportation Safety Board

(Date)

From: Nantel, Kelly
Sent: Tuesday, July 16, 2013 3:19 PM
To: (b)(6)
Subject: Student intern

(b)(6) - I need you both to jot down your notes regarding last week and instructions/interactions you may have had with (b)(6) last week. You will be asked to document the situation more formally soon but it would be good to have your notes completed.

From: (b)(6)
Sent: Monday, July 15, 2013 8:45 AM
To: Nantel, Kelly
Subject: This morning's meeting

Hi Kelly,

Please listen to your voicemail from about a minute ago. I look forward to meeting with you. Please call (b)(6) at your earliest convenience.

Thanks again,

(b)(6)

Sent from my iPhone

From: (b)(6)@gmail.com>
Sent: Monday, July 22, 2013 11:38 PM
To: Nantel, Kelly; ireports@ktvu.com; general.manager@ktvu.com; Viewer.comments@ktvu.com; news@ktvu.com
Subject: unjust and unacceptable apology

It is purely common sense some one had approved this for airing. The networks apology is surely is unacceptable ! f i was to write Bangkok as bang cock you would surely have caught it correct? I am very disappointed for such a reputable station where NO ONE and even you said "confirmed" meaning more than at least 2-5 people have seen this Prejudice maybe even racist Joke to be allowed to be spoken on air to Millions of Americans-0 this is outrageous where Asians are mocked. There must be an investigation to this and the station Must be held accountable. This is no different than the Zimmerman trial. America is totally hlinded and indeed Stupid for under estimating Asian and themselves for allowing this - and I know this was certainly not a mistake but purposely done during the time of such tragic event. If this was a mock toward any other race such as if it was African Americans; im not going to say black cause its such an ugly word, but would be more of an up roar as Asians still seem to be the minorities in White America. I am ashamed that you represent this station as all the people who worked there. It says appropriate action will be taken but as part of the outside society I would want to SEE How action and punishment is going to be handled and not jsut "said it will be taken as we the Asian community and everyone else such as the ignorant American needs to be corrected and you need to publically make an example of this "joke" I want the station themselves to investigate how this was approved and all names involved in carrying out for the names to be broadcasted Live.. This humiliation has gone too far as we are in the 21st century and this is not acceptable.

--

Sincerely,

(b)(6)

From: (b)(6)@com>
Sent: Friday, July 19, 2013 12:02 AM
To: Nantel, Kelly

How do you want to structure the call? Call in number?

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Wednesday, July 17, 2013 03:00 PM
To: (b)(6)
Subject: RE: Your letter regarding (b)(6)'s summer work at NTSB

You bet.

From: (b)(6)@com]
Sent: Wednesday, July 17, 2013 2:54 PM
To: Nantel, Kelly
Subject: Re: Your letter regarding (b)(6)'s summer work at NTSB

Understand. Have my cell w/me. Call at anytime.

From: Nantel, Kelly [mailto:kelly.nantel@ntsb.gov]
Sent: Wednesday, July 17, 2013 02:42 PM
To: (b)(6)
Subject: RE: Your letter regarding (b)(6)'s summer work at NTSB

I'm am slammed today and out of the office tomorrow but I will try to call you as soon as I catch a breath.

From: (b)(6)
Sent: Wednesday, July 17, 2013 2:21 PM
To: Nantel, Kelly
Subject: Your letter regarding (b)(6)'s summer work at NTSB

Kelly, please give me a call re the above.

I know that you are swamped, but it would be great to complete the last item that we discussed on Monday.

My cell p (b)(6)

Thanks -

(b)(6)

From: (b)(6)@gmail.com>
Sent: Wednesday, July 24, 2013 5:21 PM
To: Nantel, Kelly
Subject: Who was the source of the incorrect names?

<http://www.nts.gov/news/2013/130712.html>

Everyone I've spoken with is unclear on the following:

Did KTVU call and say "can you confirm these names (offensive names follow...)"

Or did KTVU call and say "can you give us the names", and your intern said: (offensive names follow)?

Thanks.

(b)(6)

From: (b)(6)@gmail.com>
Sent: Saturday, July 13, 2013 6:20 PM
To: Nantel, Kelly
Subject: You have to be kidding

Concerning the "Incorrect" names of the Asiana Flight 214 Pilots,

The KTVU station was totally at fault. They should have had the names of the Captain and F/O already.

Imagine, if you have any street smarts at all, someone says they're from a TV station in California that you have never heard of, and the person on the phone reads you those ridiculous names. Without thinking you say yep, that's them and hang up. Because you can't fathom that a real TV station would be that stupid, I would think it's someone trying to pull my leg.

It's not the interns fault, or that of the NTSB. It points out the lack of real journalism in the press.

(b)(6)

From: (b)(6)
Sent: Wednesday, July 17, 2013 2:21 PM
To: Nantel, Kelly
Subject: Your letter regarding (b)(6) summer work at NTSB

Kelly, please give me a call re the above.

I know that you are swamped, but it would be great to complete the last item that we discussed on Monday.

My cell phone number is (b)(6)

Thanks -- (b)(6)

(b)(6) Venable LLP
P: (b)(6) | FX 202.344.8300 | Mobile (b)(6)
575 7th Street, NW, Washington, DC 20004
(b)(6)

Please Do Not Print Unless You Have To

From: Nantel, Kelly [<mailto:kelly.nantel@ntsb.gov>]
Sent: Monday, July 15, 2013 4:53 PM
To: (b)(6)
Subject: RE: (b)(6)

I'm on a meeting. We are NOT releasing info on (b)(6) status.

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 04:40 PM Eastern Standard Time
To: Nantel, Kelly
Subject: Re: (b)(6)

Kelly, please give me a call regarding a recent published news report.

Thx -- (b)(6)

----- Original Message -----

From: (b)(6)
Sent: Monday, July 15, 2013 11:08 AM
To: 'kelly.nantel@ntsb.gov' <kelly.nantel@ntsb.gov>
Subject: (b)(6) This Morning's Meeting

Kelly, thanks for speaking with me this morning.

I can only imagine how busy you and your team are.

In regards to this morning's meeting, please advise as to what time you want (b)(6) to come over to NTSB.

I have two previously scheduled commitments beginning at 1pm today. I would greatly appreciate it the meeting be set is at or before noon.

The NTSB does not release or confirm the names of crewmembers or people involved in transportation accidents to the media. We work hard to ensure that only appropriate factual information regarding an investigation is released and deeply regret today's incident.

Appropriate actions will be taken to ensure that such a serious error is not repeated.

Office of Public Affairs
490 L'Enfant Plaza, SW
Washington, DC 20594
(202) 314-6100
Kelly Nantel
kelly.nantel@ntsb.gov

###

(b)(6)

cbsSF.com

(b)(6)

studio855.com



From: Holloway Keith [<mailto:Hollowk@ntsb.gov>]
Sent: Friday, July 12, 2013 3:14 PM
To: (b)(6)
Subject: RE: asiana pilots' names

The NTSB does not identify or release names.

-----Original Message-----

From: (b)(6)

Sent: Friday, July 12, 2013 05:08 PM Eastern Standard Time

To: Holloway Keith

Subject: asiana pilots' names

Can you confirm that these were two of the pilots' names onboard Asiana Flight 214?

Lee Gang-kuk

Lee Jeong-Min

A local FOX affiliate is reporting the NTSB gave them THESE names of the pilots:

"Sum Ting Wong,"

"Wi Tu Lo,"

"Ho Lee Fuk,"

"Bang Ding Ow."

Can you please confirm or deny that the above 4 names are true?

Thank you.

(b)(6)

cbsSF.com
cwbayarea.com

studio855.com



From: (b)(6)
Sent: Monday, July 15, 2013 3:53 PM
To: Holloway Keith
Subject: Asiana Flight 214

Keith,

(b)(6) here from the San Jose Mercury News again.

I'm writing a story about the communication aspects of the July 6 crash of Asiana 214 and have several questions for you:

Who arranged for the passengers to visit the crash site last week? Did Asiana request permission -- or was it the passengers themselves? Did the NTSB have to authorize that visit? When was the last time passengers did something similar following a plane crash on U.S. soil?

Can you elaborate on the NTSB's role in the bogus KTVU report naming the four "pilots" in the crash? Did KTVU have those names that it checked with your intern? Or did those names originate with the NTSB at some point?

Asiana said it plans to sue KTVU, but not the NTSB over its bogus report. Did the NTSB discuss the possibility of a lawsuit with Asiana before Asiana announced it won't sue the NTSB?

I can be reached at (b)(6). Thanks in advance.

--

(b)(6)

(b)(6)@mercurynews.com
twitter.com/(b)(6)

From: (b)(6)
Sent: Monday, July 15, 2013 12:51 PM
To: Nantel, Kelly
Subject: Asiana/Intern

Reporter wants to know the origin of the "names".

(b)(6) – CBS

(b)(6)

From:

(b)(6)

Sent:

Tuesday, July 23, 2013 4:54 PM

To:

Nantel, Kelly

Subject:

Asiana - Intern

(b)(6)

Nichi Bei Weekly

(b)(6)

From: (b)(6)
Sent: Monday, July 15, 2013 4:00 PM
To: Holloway Keith; Nantel, Kelly; (b)(6)
Subject: Asiana

(b)(6) Mercury News
mercurynews.com

From: (b)(6)
Sent: Monday, July 15, 2013 2:03 PM
To: Nantel, Kelly
Subject: Asiana/Intern

(b)(6)
Jackson, Mississippi
news@wapt.com

From: (b)(6)
Sent: Monday, July 15, 2013 2:04 PM
To: Nantel, Kelly
Subject: Asiana/Intern

(b)(6)
s— Jackson, Mississippi
52
news@wapt.com

From: (b)(6)
Sent: Monday, July 15, 2013 1:18 PM
To: Nantel, Kelly
Subject: Intern inquiry

(b)(6)

From: (b)(6)
Sent: Monday, July 15, 2013 1:18 PM
To: Nantel, Kelly
Subject: Intern inquiry

(b)(6)

From: (b)(6)
Sent: Monday, July 15, 2013 1:20 PM
To: Nantel, Kelly
Subject: intern

CNN

(b)(6)

From: (b)(6)
Sent: Tuesday, July 16, 2013 12:13 PM
To: Nantel, Kelly
Subject: Intern

(b)(6) – Media Relations (b)(6) was given a message from (b)(6) of the Maynard Institute that the student intern was a (b)(6) student. Would like confirmation before he returns (b)(6) call.

(b)(6) – Director Media Relations .
@ (b)(6) .edu

From: (b)(6)
Sent: Monday, July 15, 2013 3:29 PM
To: Nantel, Kelly
Subject: Intern/CNN

(b)(6)@bbc.co.uk

From: (b)(6)
Sent: Wednesday, July 17, 2013 3:18 PM
To: Nantel, Kelly; Holloway Keith
Subject: Media Request - Internship program info

(b)(6) Caller
allerfoundation.com

From: (b)(6)
Sent: Thursday, July 18, 2013 10:30 AM
To: Holloway Keith
Subject: NY Times

(b)(6) - NY Times – following up on query from last week

(b)(6)

From: Nantel, Kelly
Sent: Monday, July 15, 2013 3:07 PM
To: (b)(6)
Subject: RE: (b)(6)

Thanks. Unreal.

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 03:04 PM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: (b)(6)

From an article posted on CNN about 10 minutes ago:

The NTSB apologized for the "inaccurate and offensive" names, which it said were erroneously confirmed by a summer intern. A government official with knowledge of the situation said Monday the intern is no longer with the agency.

From: Nantel, Kelly
Sent: Monday, July 15, 2013 2:52 PM
To: (b)(6)
Subject: RE: (b)(6)

I didn't confirm anything with CNN.

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 02:50 PM Eastern Standard Time
To: Nantel, Kelly
Subject: (b)(6)

He wanted to express his annoyance that CNN is reporting we confirmed that (b)(6) was let go and you didn't confirm it to him when he asked. I know it is petty, but I promised to pass along the message.

From: (b)(6)
Sent: Monday, July 15, 2013 4:43 PM
To: (b)(6)
Cc:
Subject: RE: (b)(6) intern

I'm on the phone with her now.

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 4:15 PM
To: (b)(6)
Cc:
Subject: (b)(6) intern

Just got a call from (b)(6) - did (b)(6) email you the (b)(6)

If yes any concerns

Sent with Good (www.good.com)

From: (b)(6)
Sent: Saturday, July 13, 2013 10:10 PM
To: (b)(6)
Subject: RE: NTSB Intern Tweeter Acct has been created

Will do

(b)(6)

facsimile

-----Original Message-----

From: (b)(6)
Sent: Saturday, July 13, 2013 08:08 PM Eastern Standard Time
To: (b)(6)
Subject: RE: NTSB Intern Tweeter Acct has been created

(b)

Can u contact twitter

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Saturday, July 13, 2013 05:07 PM Eastern Standard Time
To: (b)(6)
Subject: FW: NTSB Intern Tweeter Acct has been created

(b)(6)

(b)(6) forwarded this to me. It uses our seal.

(b)(6)

-----Original Message-----

From: (b)(6)

Sent: Saturday, July 13, 2013 04:45 PM Eastern Standard Time

To: (b)(6)

Subject: FW: NTSB Intern Tweeter Acct has been created

So troubling.

From: (b)(6)

Sent: Saturday, July 13, 2013 4:45 PM

To: (b)(6)

Subject: NTSB Intern Tweeter Acct has been created

Not looking good.

Can they use our seal??

<https://twitter.com/NTSBIntern>

From: (b)(6)
Sent: Saturday, July 13, 2013 11:13 AM
To: Hersman Debbie
Cc: (b)(6)
Subject: RE: CEO call

the CEO is (b)(6) according to the Bio.

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Saturday, July 13, 2013 11:07 AM Eastern Standard Time
To: Hersman Debbie
Cc: (b)(6)s
Subject: CEO call

Chairman

(b)(6) spoke with (b)(6). He suggested the Chairman call at 10am Pacific (1pm Eastern).

(b)(6) said to call (b)(6), which is the number of (b)(6), who will be with the CEO (b)(6)

(b)(6)
<http://www.staralliance.com/en/about/airlines/management> (b)(6)

Sent with Good (www.good.com)

From: (b)(6)
Sent: Wednesday, July 17, 2013 5:46 PM
To: (b)(6)
Subject: RE: Asiana lawsuit

Non Responsive

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Wednesday, July 17, 2013 06:19 AM Eastern Standard Time
To: (b)(6)
Subject: FW: Asiana lawsuit

Non Responsive

From: (b)(6)
Sent: Wed 7/17/2013 6:07 AM
To: (b)(6)
(b)(6)
Subject: Asiana lawsuit

See article - Asiana suing Boeing:

<http://news.yahoo.com/law-firm-says-suing-boeing-232803203.html>

The article notes they want to control testing etc. This is not the first time we've heard Asiana (b)(5). So far, we have (b)(5) and carefully explained the

primacy and custody (b)(6) but I don't think they're going away easily. They keep trying to (b)(5) The insurance and recovery companies (and United) understand who's in charge, but the (b)(5)

In fact, I'm asking (b)(6) to (b)(5) even though we don't really think we (b)(5)

From: (b)(6)
Sent: Tuesday, August 20, 2013 1:28 PM
To: (b)(6)
Cc:
Subject: RE: Asiana FOIA request

(b)(6)

I'm a veritable (b)(6) I need refinement "big time."

From: (b)(6)
Sent: Tuesday, August 20, 2013 11:52 AM
To: (b)(6)
Cc:
Subject: Asiana FOIA request

All,

If you have any emails regarding the false names and/or the intern, could you forward them to me? If you need further refinement, please let me know.

Thanks,

(b)(6)

General Counsel

y Board

From: (b)(6)
Sent: Sunday, July 14, 2013 02:20 PM Eastern Standard Time
To: (b)(6)
Cc: (b)(6)
Subject: RE: AllHandsBulletin

The edits for some reason did not show up in track changes on my computer. But I read the updated version and like it. Does anyone else have edits?

(b)(6)

nsel
tion Safety Board
ounsel
East, S.W.
0594
fice)
ect Line).
(k)

-----Original Message-----

From: (b)(6)
Sent: Sunday, July 14, 2013 1:24 PM
To: (b)(6); Nantel, Kelly; (b)(6)
Cc: (b)(6)
Subject: RE: AllHandsBulletin

Good afternoon, I think sending this message is a good idea. I have some minor suggestions for the opening and closing paragraphs. I am attaching my edited version in track changes mode. I do not have access to MS Word at the moment, so I am hopeful that you are able to work with my attachment. If not, please let me know. Thanks.

-- (b)(6)

(b)(6)

-----Original Message-----

From: (b)(6)
Sent: Sun 7/14/2013 12:31 PM
To: Nantel, Kelly; (b)(6)
Cc: (b)(6)
Subject: AllHandsBulletin

Here is my first draft. As Kelly and I discussed, we are seeking to add more detail so the vacuum in the hallways is not filled with rumors. The Chairnan wants us to tie this into safety culture and learning from our mistakes.

Please send edits by hitting reply all so we call all weigh in.

(b)(6)

From: Nantel, Kelly
Sent: Sunday, July 14, 2013 7:16 AM
To: (b)(6)
Subject: FW: yonhap: south korea

Have you heard of this???

Kelly Nantel, Director of Public Affairs
National Transportation Safety Board

-----Original Message-----

From: (b)(6)@nbcuni.com]
Sent: Sunday, July 14, 2013 06:06 AM Eastern Standard Time
To: Nantel, Kelly
Subject: Fw: yonhap: south korea

Good morning,

Any comment on this?

Thnx

(b)(6)

(b)(6)

Sent from my BlackBerry Wireless Device

----- Original Message -----

From: HOT, NBC (NBCUniversal)
Sent: Saturday, July 13, 2013 11:11 PM
To: @NBC Uni News Hotline
Subject: yonhap: south korea

SLUG: Yonhap: South Korea writes to NTSB
Modified by: (b)(6)
Modified: 07/13/2013 11:10:54 PM
AIR Status: NOT FOR AIR
Contact:

FROM YONHAP NEWS AGENCY (SOUTH KOREAN) - *NOT CONFIRMED BY NBC NEWS*

S. Korea sends protest letter to NTSB over plane crash probe: sources

SEOUL, July 14 (Yonhap) -- South Korea has sent a letter to the U.S. National Transportation Safety Board (NTSB) in protest to what it views as excessive disclosure of information linked to the ongoing investigation of the crash of Asiana Airlines Flight 214 in San Francisco, government sources said Sunday.

The Boeing 777 plane, carrying 291 passengers and 16 crew members, crashed on July 6 when its tail hit a seawall at the end of the runway at San Francisco International Airport. Asiana Airlines is South Korea's second-largest flag carrier.

Three Chinese schoolgirls were killed with about 180 others injured in the accident.

According to the sources, South Korea's transportation ministry faxed the two-page letter written in English to NTSB chief Deborah Hersman on Friday to ask for a faithful and periodic disclosure of accident-related information.

It added that the investigation should be conducted objectively in accordance with international standards, an indirect protest against what it views as excessive disclosure of related information by the NTSB, which is conducting the probe along with its South Korean counterparts.

The letter was sent amid underlying frictions between the two sides over the extent of information disclosure.

The NTSB chief had held daily press conferences for five straight days following the accident, detailing the preliminary results of an analysis of the pilots' statements, flight data and cockpit voice recorder. She also made remarks that some interpreted as allusions to the pilots' responsibility for the plane crash.

In an apparent response to her remarks, Seoul's transportation ministry recently called into question the benefit of making public the pilots' statements and calling for more efforts to verify facts.

"It is desirable for the government to announce something always based on facts, and we need to determine whether the pilots' statements are factual or not," a high-ranking transportation ministry official said during a press conference on Thursday.

"We also need to think about whether it is desirable that making the statements public will help us figure out the cause of the accident."

South Korea and the U.S. have been holding their own press conferences several hours apart, giving different impressions on their approach to the crash investigation. The U.S. investigators have made remarks hinting that the pilots might be responsible for the accident, while South Korea has countered the claims just hours later.

Sources said that South Korea's investigators deployed to the accident site have also been complaining about a lack of cooperation by their U.S. counterparts. They asked for the NTSB to share its daily press briefing materials in advance, but the NTSB just gave them short and verbal summaries, the sources added.

(END)

From: (b)(6)
Sent: Friday, July 12, 2013 6:39 PM
To: (b)(6); Nantel, Kelly
Subject: FW: KTVU

From: (b)(6)@abc.com]
Sent: Friday, July 12, 2013 4:33 PM
To: (b)(6)
Subject: KTVU

<https://twitter.com/search?q=%23ktvu&src=typd>

<image001.jpg>

1.

2. KTVU Flight 214 Fail - YouTube

► 0:28 ► 0:28

www.youtube.com/watch?v=VqjlhtKIToo

13 mins ago - Uploaded by supernatty121

Confirmed Pilots' names aboard flight: Sum Ting Wong **Wi Tu Lo** Ho ... Boeing 777 by **Asiana** Airlines ...

(b)(6)

News
Street NW
C 20036
(desk)
(mobile)

From: (b)(6)
Sent: Saturday, July 13, 2013 7:15 AM
To: (b)(6)
Subject: Apology by NTSB Chairman

The NTSB Chairman would like to apologize to Asiana's CEO for the erroneous confirmation of Asiana crew names. Is there a phone number at which Chairman Hersman can call your CEO?

Thank you,

(b)(6)

sel
n Safety Board
SW

From: (b)(6)
Sent: Tuesday, July 16, 2013 2:59 AM
To: Hersman Debbie
Subject: [RE]FW: NTSB ISSUES INVESTIGATIVE UPDATE ON CRASH OF ASIANA FLIGHT 214

Dear Chairman Hersmann

Thank you very much for your mail.

I and my staffs here all feel grateful for your consideration.

I hope everything with you is well.

And I wonder whether my e-mail dated July 12th was well delivered to you.

It was sent through my government office to your secretary, and deciding from the mail status, my staffs feel it may not be read yet.

Again, thank you very much for your effort of investigating Asiana Flight 214 accident.

Best regards

(b)(6)

-----Original Message-----

Sender : Hersman Debbie <debbie.hersman@ntsb.gov >

To : "Korea" (b)(6) (ARAIB" (b)(6)

Date : 2013-07-16 06:41:14

Subject : FW: NTSB ISSUES INVESTIGATIVE UPDATE ON CRASH OF ASIANA FLIGHT 214

Chairman (b)(6)

I hope this message finds you well.

From: Hersman Debbie
Sent: Friday, July 19, 2013 11:43 AM
To: (b)(6)
Subject: 1 pm call with (b)(6) the intern

If you are available to listen in, I will be calling (b)(6) via the Comm Center today at 1pm. I understand they will have a (b)(6) on the line who is an attorney as well.

Let me know if you have received this message,

Debbie

From: (b)(6)@aa.com>
Sent: Sunday, July 07, 2013 1:17 PM
To: Hersman Debbie
Subject: American Airlines is offering its assistance concerning SFO accident

Good Morning Debbie,

I know you're extremely busy, so there is no need for you to respond. However, if needed, American Airlines is offering its assistance concerning the accident in San Francisco.

As things unfold, please feel free to contact me, 24/7, if we can be of any help.

Regards,

(b)(6)

(b)(6)

Chief Accident Investigator
American Airlines®

(b)(6)

817.967.5174 - Office

(b)(6)

NOTICE: This email and any attachments are for the exclusive and confidential use of the intended recipient(s). If you are not an intended recipient, please do not read, distribute, or take action in reliance upon this message. If you have received this in error, please notify me immediately by return email and promptly delete this message and its attachments from your computer.

From: Hersman Debbie
Sent: Tuesday, July 16, 2013 6:43 PM
To: (b)(6)
Subject: Asiana Flight 214

Dear (b)(6),

Thank you very much for your e-mail, I am sorry that I do not speak/write in Korean, so I appreciate that you are proficient in both languages.

I have received your letter from July 12. I will be providing an official letter of response to you shortly.

We appreciate all that the KARAIB team is doing in San Francisco in support of the accident investigation, I know everyone is working very hard.

Thank you for your patience and cooperation,

Debbie

Deborah A.P. Hersman
Chairman
National Transportation Safety Board
(202) 314-(b)(6)

"Promoting transportation safety through excellence, teamwork, and diversity."

From: (b)(6)@gnu.ac.kr]
Sent: Tuesday, July 16, 2013 2:59 AM
To: Hersman Debbie
Subject: [RE]FW: NTSB ISSUES INVESTIGATIVE UPDATE ON CRASH OF ASIANA FLIGHT 214

Dear Chairman Hersmann

Thank you very much for your mail.

I and my staffs here all feel grateful for your consideration.

I hope everything with you is well.

And I wonder whether my e-mail dated July 12th was well delivered to you.

It was sent through my government office to your secretary, and deciding from the mail status, my staffs feel it may not be read yet.

Again, thank you very much for your effort of investigating Asiana Flight 214 accident.

Best regards

(b)(6)

-----Original Message-----

Sender : Hersman Debbie <debbie.hersman@ntsb.gov >

To : "Korea" (b)(6)@gnu.ac.kr >

Date : 2013-07-16 06:41:14

Subject : FW: NTSB ISSUES INVESTIGATIVE UPDATE ON CRASH OF ASIANA FLIGHT 214

(b)(6)

I hope this message finds you well.

Attached you will find a media update. It is undergoing final review, but was also provided to Asiana's airline's public affairs (b)(6) and KARAIB representative, (b)(6). We expect to release it to the media shortly. No press conference, only a written press release.

Best regards,

Debbie

From: NTSB Press Release [mailto:ntsbpressreleases@NTSB.GOV]

Sent: Monday, July 15, 2013 4:51 PM

To: Nantel, Kelly; (b)(6) Hersman Debbie

Subject: NTSB ISSUES INVESTIGATIVE UPDATE ON CRASH OF ASIANA FLIGHT 214

To ensure that this news release is delivered to your inbox, add
NTSB_NEWS@LISTSERV.NTSB.GOV to your address book.



NATIONAL TRANSPORTATION SAFETY BOARD NEWS RELEASE

An independent federal agency

**NTSB ISSUES INVESTIGATIVE UPDATE ON
CRASH OF ASIANA FLIGHT 214**

July 15, 2013

WASHINGTON - The NTSB investigation into the crash of Asiana flight 214 pivots this week from the on-scene phase in San Francisco, with the NTSB closing its on-scene command post today and investigative groups wrapping up their work at the airport.

The investigative team completed the examination of the airplane wreckage and runway. The wreckage will still be available for further examination if necessary at its secure storage location at San Francisco International Airport.

The Airplane Systems, Structures, Powerplants, Airplane Performance, and Air Traffic Control investigative groups have completed their on-scene work and have left San Francisco. The Flight Data Recorder and Cockpit Voice Recorder groups completed their work in Washington last week.

The Flight Crew Operations group completed several witness interviews over the weekend. The Survival Factors/Airport group will be completing their interviews of the first responders today.

The next phase of the investigation will include additional interviews, examination of the evacuation slides and other airplane components, and more in-depth analysis of the airplane's performance.

This is an informational release only. No interviews will be conducted.

Further investigative updates will be issued as warranted.

For more information on the investigation:
www.nts.gov/investigations/2013/asiana214/asiana214.html

**Contact
Information**

Office of Public Affairs
490 L'Enfant Plaza,
SW
Washington, DC
20594

Kelly Nantel
(202) 314-6100
kelly.nantel@nts.gov

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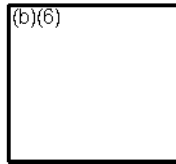
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From: (b)(6)@alpa.org>
Sent: Thursday, July 18, 2013 4:39 PM
To: Hersman Debbie
Cc: (b)(6) UALMEC Chairman
Subject: Asiana Flight 214
Attachments: NTSB.pdf

Importance: High

Please see attached letter from Captain (b)(6), Chairman, United Master Executive Council.

Thank you..



Master Executive Council
Association, International
Direct
[a.org](mailto:(b)(6)@alpa.org)

From: (b)(6)@ntsb.gov
Sent: Monday, July 29, 2013 3:31 PM
To: Hersman Debbie
Subject: Correspondence Control # 201300723: Approved, Finalized; Awaiting Signature: Asiana Pilots Names: CNS43.

Correspondence Control # 201300723, Asiana Pilots Names, has been finalized, and Outgoing letter is ready for your signature.

Please sign hard copy and send to Executive Secretariat (MD-3EX).

Please open the item in the Correspondence Control and click "Sign and Submit" when done.

To open this item in Correspondence Control, go to:

(b)(4)

To open this item from the document center, go to:

(b)(4)

From: (b)(6)@ntsb.gov
Sent: Tuesday, August 06, 2013 10:59 AM
To: Hersman Debbie
Subject: Correspondence Control # 201300723: Closed: Asiana Pilots Names:
CNS45

Response letter to Correspondence Control # 201300723, Asiana Pilots Names, has been mailed out on 8/6/2013 10:59:28 AM.
This item is now officially closed.

From: (b)(6)@ntsb.gov
Sent: Monday, July 29, 2013 3:30 PM
To: Hersman Debbie
Subject: Correspondence Control # 201300832: Approved, Finalized; Awaiting Signature: Asiana Pilots Names: CNS43.

Correspondence Control # 201300832, Asiana Pilots Names, has been finalized, and Outgoing letter is ready for your signature.

Please sign hard copy and send to Executive Secretariat (MD-3EX).

Please open the item in the Correspondence Control and click "Sign and Submit" when done.

To open this item in Correspondence Control, go to:

(b)(4)

To open this item from the document center, go to:

(b)(4)

From: (b)(6)@ntsb.gov
Sent: Tuesday, August 06, 2013 10:56 AM
To: Hersman Debbie
Subject: Correspondence Control # 201300832: Closed: Asiana Pilots Names: CNS45

Response letter to Correspondence Control # 201300832, Asiana Pilots Names, has been mailed out on 8/6/2013 10:55:55 AM.
This item is now officially closed.

From: (b)(6)@ntsb.gov
Sent: Friday, July 26, 2013 4:18 PM
To: Hersman Debbie
Subject: Correspondence Control # 201300849: Approved, Finalized; Awaiting Signature: Asiana Pilots Names : CNS43

Correspondence Control # 201300849, Asiana Pilots Names , has been finalized, and Outgoing letter is ready for your signature.

Please sign hard copy and send to Executive Secretariat (MD-3EX).

Please open the item in the Correspondence Control and click "Sign and Submit" when done.

To open this item in Correspondence Control, go to:

(b)(4)

To open this item from the document center, go to:

(b)(4)

From: (b)(6)@ntsb.gov
Sent: Tuesday, August 06, 2013 11:17 AM
To: Hersman Debbie
Subject: Correspondence Control # 201300849: Closed: Asiana Pilots Names : CNS45

Response letter to Correspondence Control # 201300849, Asiana Pilots Names , has been mailed out on 8/6/2013 11:17:15 AM.
This item is now officially closed.

From: (b)(6)@ntsb.gov
Sent: Monday, July 29, 2013 3:29 PM
To: Hersman Debbie
Subject: Correspondence Control # 201300867: Approved, Finalized; Awaiting
Signature: Asiana pilots names: CNS43

Correspondence Control # 201300867, Asiana pilots names, has been finalized, and Outgoing letter is ready for your signature.

Please sign hard copy and send to Executive Secretariat (MD-3EX).

Please open the item in the Correspondence Control and click "Sign and Submit" when done.

To open this item in Correspondence Control, go to:

(b)(4)

To open this item from the document center, go to:

(b)(4)

From: (b)(6)@ntsb.gov
Sent: Tuesday, August 06, 2013 11:14 AM
To: Hersman Debbie
Subject: Correspondence Control # 201300867: Closed: Asiana pilots names:
CNS45

Response letter to Correspondence Control # 201300867, Asiana pilots names, has been mailed out on 8/6/2013 11:14:22 AM.
This item is now officially closed.

From: (b)(6) <foia@ntsb.gov>
Sent: Thursday, August 08, 2013 6:57 AM
To: (b)(6); Hersman Debbie; Nantel, Kelly
Cc: (b)(6)
Subject: FOIA-2013-00340
Attachments: FOIA-2013-00340.docx; image2013-07-18-121847.pdf

Good morning,

Attached is a copy of the above for access to and copies of all emails in which the words KTVU, intern or mistake appear in the "To", "From", "CC", "BCC", or subject fields and/or body of the message. This covers emails sent or received from July 6, 2013, to the present. Please let us know if there are responsive records.

Below is a sheet, which you should fill out and return to us with the responsive documents no later than August 8, 2013. Do not hesitate to contact the Records Management Division FOIA section (314-6540) if you have any questions. Thank you.

AP~~XXXXXXXXXX~~**ASSOCIATED PRESS**

Washington Bureau
1100 13th Street NW, Suite 700
Washington, DC 20005

www.ap.org

National Transportation Safety Board
Attn: FOIA Requester Service Center, CIO-40
490 L'Enfant Plaza SW
Washington, DC 20594-2000
Fax: (240) 752-6257

Via FAX

RE: Freedom of Information Act request
Expedited processing requested

July 15, 2013

Dear Sir or Madam:

Pursuant to the Freedom of Information Act, 5 U.S.C. § 552, I request access to and copies of all emails in which the words KTVU, intern or mistake appear in the "To," "From," "CC," "BCC," or subject fields and/or body of the message. This covers emails sent or received from July 6, 2013, to the present.

Because I am a member of the news media who is primarily engaged in disseminating information, I have an "urgency to inform" the public about an activity of the federal government in accordance with § 552 (a)(6)(E)(v)¹. Such a request for expedited processing meets established criteria for demonstrating a "compelling need" and concerns alleged federal government activity. See also *Al-Fayed v. C.I.A.*, 254 F.3d 300, 310 (D.C. Cir. 2001).

Public interest in the prompt disclosure of the records is high, as it would shed light on the operations of government, particularly whether or not NTSB employees engaged in misconduct by releasing parody names of crew members involved in a jetliner crash². Any reasonable person, in light of press reports and official statements, may thus conclude that "government impropriety might have occurred." *NARA v. Favis*, 541 U.S. 157 (2004). Prompt release of these records would therefore contribute significantly to the public's understanding of how an Executive Branch agency operated in the aftermath of a disaster.

Because this is a request by the news media for records in the public interest, I ask that you waive any search fees in accordance with § 552(a)(4)(A)(i)(II). If the fee for retrieving or reproducing these records will exceed \$50, please notify me before filling this request. I can be reached at (b)(6) or by electronic mail at (b)(6)@ap.org.

¹ As amended by the OPEN Government Act of 2007, Pub. L. No. 110-175, 121 Stat. 2524.

² *KTVU-TV pranked into reading fake, racially offensive names of Asiana crew*, The Associated Press, July 13, 2013.

~~XXXXXXXXXX~~

As you know, agencies must redact only what is necessary to protect exempt information and must explain the basis for any redactions. See *Georgarakos v. F.B.I.*, No. 11-1655 (JDB), 2012 WL 6210119 (D. D.C. Dec. 12, 2012). As well, please provide documents to me on a rolling basis, rather than waiting for my entire request to be processed before releasing documents.

As a reminder, the President has directed that the FOIA "be administered with a clear presumption: in the face of doubt, openness prevails." Memorandum for the Heads of Executive Dep'ts and Agencies, 74 Fed. Reg. 15, 4683 (Jan. 26, 2009), emphasis added. This instruction is unambiguous: "All agencies should adopt a presumption in favor of disclosure, in order to renew their commitment to the principles embodied in the FOIA, and to usher in a new era of open government. The presumption of disclosure should be applied to all decisions involving the FOIA." *Id.*

The Act, in § 552(a)(6), grants your office no more than twenty working days in which to respond to this request. See also *Oglesby v. U.S. Dep't of Army*, 920 F.2d 57, 65 (D.C. Cir. 1990) ("Congress adopted the time limit provision in the FOIA in order to 'contribute to the fuller and faster release of information, which is the basic objective of the Act.'" (quoting H.R. Rep. No. 93-876, March 5, 1974, reprinted (1974) U.S. Code Cong. & Ad. News 6267 at 6271)). Agencies therefore "should make it a priority to respond in a timely manner. Timely disclosure of information is an essential component of transparency." Attorney General's Memorandum for Heads of Executive Dep'ts and Agencies Concerning the Freedom of Info. Act, at 3 (Mar. 19, 2009), available from: <http://www.justice.gov/ag/foia-memo-march2009.pdf>.

I affirm the information provided above, including information applicable to my request for expedited processing, is true and correct to the best of my knowledge and belief.

Thank you for your assistance. I look forward to your prompt reply.

With regards,

(b)(6)

The Associated Press

From: (b)(6) <foia@ntsb.gov>
Sent: Thursday, August 08, 2013 7:00 AM
To: (b)(6) Hersman Debbie; Holloway Keith; Nantel, Kelly
Cc: (b)(6)
Subject: FOIA-2013-00346
Attachments: FOIA-2013-00346.docx; Request Description.pdf

Attached is a copy of the above for: a copy of all NTSB emails, memos and documents concerning the interaction with the press concerning the names of the pilots on Asiana Airlines Flight 214.

and a copy of all emails (to, from, cc, etc.) in the email system of Kelly Nantel that contain the word "KTVU". You may limit it to emails in July 2013. . Please let us know if there are responsive records.

Below is a sheet, which you should fill out and return to us with the responsive documents no later than August 8, 2013. Do not hesitate to contact the Records Management Division FOIA section (314-6540) if you have any questions. Thank you.

(b)(6)

July 14, 2013

National Transportation Safety Board
Attention: FOIA Requester Service Center, CID-40
490 L'Enfant Plaza, S.W.
Washington, DC 20594-2000

This is a request for records under the Freedom of Information Act.

ONE: I request a copy of all NTSB emails, memos and documents concerning the interaction with the press concerning the names of the pilots on Asiana Airlines Flight 214.

TWO: I also request a copy of all emails (to, from, cc, etc.) in the email system of Kelly Nantel that contain the word "KTVU". You may limit it to emails in July 2013. This is an electronic search that can be done rather easily and quickly.

This is a noncommercial request by an individual that falls into the fee category "all other requesters".

Please release all segregable portions.

Sincerely,

(b)(6)

From: (b)(6)@ntsb.gov>
Sent: Thursday, August 08, 2013 7:04 AM
To: (b)(6); Hersman Debbie; Holloway Keith; Nantel, Kelly
Cc: (b)(6)
Subject: FOIA-2013-00355
Attachments: FOIA-2013-00355.docx; Request Description.pdf

Attached is a copy of the above for any and all correspondence, printed or electronic, exchanged between July 6, 2013, and July 31, 2013, between all employees and interns of the National Transportation Safety Board and all employees and interns of either of the following entities: the Cox Media Group, headquartered in Atlanta, Georgia, and KTVU Channel 2 News, located in Oakland, California. Please let us know if there are responsive records.

Below is a sheet, which you should fill out and return to us with the responsive documents no later than August 8, 2013. Do not hesitate to contact the Records Management Division FOIA section (314-6540) if you have any questions. Thank you.

Date : Jul 26, 2013 19:44 GMT
To : 12407526257
From : fax@requests.muckrock.com
Subject: Freedom of Information Request: Email between KTVU and NTSB

July 26, 2013
National Transportation Safety Board
National Transportation Safety Board
Attention: FOIA Requester Service Center, CIO-40
490 L'Enfant Plaza, S.W.
Washington, DC 20594-2000

To Whom It May Concern:

This is a request under the Freedom of Information Act. I hereby request the following records:

Any and all correspondence, printed or electronic, exchanged between July 6, 2013, and July 31, 2013, between all employees and interns of the National Transportation Safety Board and all employees and interns of either of the following entities: the Cox Media Group, headquartered in Atlanta, Georgia, and KTVU Channel 2 News, located in Oakland, California.

I also request that, if appropriate, fees be waived as I believe this request is in the public interest. The requested documents will be made available to the general public free of charge as part of the public information service at MuckRock.com, processed by a representative of the news media/press and is made in the process of news gathering and not for commercial usage.

In the event that fees cannot be waived, I would be grateful if you would inform me of the total charges in advance of fulfilling my request. I would prefer the request filled electronically, by e mail attachment if available or CD-ROM if not.

Thank you in advance for your anticipated cooperation in this matter. I look forward to receiving your response to this request within 20 business days, as the statute requires.

Sincerely,

(b)(6)

Filed via MuckRock.com
E-mail (Preferred): (b)(6)@requests.muckrock.com

For mailed responses, please address (see note):
MuckRock News
DEPT MR 6381
PO Box 55819
Boston, MA 02205-5819

PLEASE NOTE the new address as well as the fact that improperly addressed (i.e., with the requester's name rather than MuckRock News) requests might be returned by the USPS as undeliverable.

From: Hersman Debbie
Sent: Friday, July 19, 2013 5:22 PM
To: (b)(6)
Subject: follow up

1 pm call with (b)(6) was very positive

From: Hersman Debbie
Sent: Tuesday, July 16, 2013 9:53 AM
To: (b)(6)
Subject: FW: [RE]FW: NTSB ISSUES INVESTIGATIVE UPDATE ON CRASH OF ASIANA FLIGHT 214

From: Hersman Debbie
Sent: Tuesday, July 16, 2013 6:50 AM
To: (b)(6)
Subject: FW: [RE]FW: NTSB ISSUES INVESTIGATIVE UPDATE ON CRASH OF ASIANA FLIGHT 214

Do you have a message from them?

We need to put together a reply to (b)(6) on the official letter.

-----Original Message-----

From: (b)(6)@gnu.ac.kr]
Sent: Tuesday, July 16, 2013 02:59 AM Eastern Standard Time
To: Hersman Debbie
Subject: [RE]FW: NTSB ISSUES INVESTIGATIVE UPDATE ON CRASH OF ASIANA FLIGHT 214

Dear Chairman Hersmann

Thank you very much for your mail.

I and my staffs here all feel grateful for your consideration.

I hope everything with you is well.

And I wonder whether my e-mail dated July 12th was well delivered to you.

It was sent through my government office to your secretary, and deciding from the mail status, my staffs feel it may not be read yet.

Again, thank you very much for your effort of investigating Asiana Flight 214 accident.

From: Hersman Debbie
Sent: Tuesday, July 16, 2013 9:52 AM
To: Nantel, Kelly
Subject: FW: [RE]FW: NTSB ISSUES INVESTIGATIVE UPDATE ON CRASH OF ASIANA FLIGHT 214

-----Original Message-----

From: Hersman Debbie
Sent: Tuesday, July 16, 2013 06:54 AM Eastern Standard Time
To: (b)(6) Nantel, Kelly
Subject: FW: [RE]FW: NTSB ISSUES INVESTIGATIVE UPDATE ON CRASH OF ASIANA FLIGHT 214

(b)(6) Kelly,

I believe that (b)(6) forwarded a letter that (b)(6) had provided him on Friday night. I have asked (b)(6) to track down the "official" transmittal.

I received this response from (b)(6) after I forwarded him the press release yesterday.

Are we working on an official response to the letter from Friday?

If yes, can you give me a status and contact for the letter?

If no, who should be the point of contact on the letter?

All of my interactions have been positive with (b)(6) (similar in tone to his message below). I would like to respond to him that I have received his letter and provide a response.

Thanks,

Debbie

-----Original Message-----

From: (b)(6) [mailto:(b)(6)@gnu.ac.kr]
Sent: Tuesday, July 16, 2013 02:59 AM Eastern Standard Time
To: Hersman Debbie
Subject: [RE]FW: NTSB ISSUES INVESTIGATIVE UPDATE ON CRASH OF ASIANA FLIGHT 214

Dear Chairman Hersmann

Thank you very much for your mail.

I and my staffs here all feel grateful for your consideration.

I hope everything with you is well.

And I wonder whether my e-mail dated July 12th was well delivered to you.

It was sent through my government office to your secretary, and deciding from the mail status, my staffs feel it may not be read yet.

Again, thank you very much for your effort of investigating Asiana Flight 214 accident.

Best regards

(b)(6)

-----Original Message-----

Sender : Hersman Debbie <debbie.bersman@ntsb.gov >

To : "Korea" (b)(6) (ARAIB". <(b)(6)@gnu.ac.kr >.

Date : 2013-07-16 06:41:14

Subject : FW: NTSB ISSUES INVESTIGATIVE UPDATE ON CRASH OF ASIANA FLIGHT 214

(b)(6),

I hope this message finds you well.

Attached you will find a media update. It is undergoing final review, but was also provided to Asiana's airline's public affairs, (b)(6). We expect to release it to the media shortly. No press conference, only a written press release.

Best regards,

Debbie

From: Hersman Debbie
Sent: Thursday, July 18, 2013 5:07 PM
To: Correspondence; (b)(6)
Subject: FW: Asiana Flight 214
Attachments: NTSB.pdf

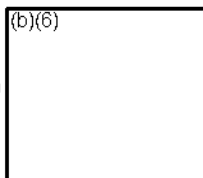
Importance: High

I have received many other letters, but here is one from the United MEC for your awareness.

From: (b)(6)@alpa.org]
Sent: Thursday, July 18, 2013 4:39 PM
To: Hersman Debbie
Cc: (b)(6) UALMEC Chairman
Subject: Asiana Flight 214
Importance: High

Please see attached letter from Captain (b)(6), Chairman, United Master Executive Council.

Thank you.



Master Executive Council
ssociation, International
Direct
.org

From: (b)(6)
Sent: Friday, July 12, 2013 9:44 PM
To: Hersman Debbie
Subject: FW: Breaking News: NTSB says intern confirmed fake Asiana Airlines pilot names

This is what I sent to (b)(6) staffer who has been my main POC.

(b)(6)
ortation Safety Board



From: (b)(6)
Sent: Friday, July 12, 2013 9:32 PM
To: (b)(6)
Subject: RE: Breaking News: NTSB says intern confirmed fake Asiana Airlines pilot names

(b)(6)

Yes. I found out about this an hour ago. If (b)(6) has any concerns or comments for the Chairman, I can make sure they talk. It is (b)(6) scope of his authority.

(b)(6)
ortation Safety Board



From: (b)(6) [mailto:(b)(6)@mail.house.gov]
Sent: Friday, July 12, 2013 9:12 PM
To: (b)(6)
Subject: Fw: Breaking News: NTSB says intern confirmed fake Asiana Airlines pilot names

Not good

Sent using BlackBerry

From: Los Angeles Times [mailto:news@e.latimes.com]
Sent: Friday, July 12, 2013 09:10 PM
To: (b)(6)

Subject: Breaking News: NTSB says intern confirmed fake Asiana Airlines pilot names

Los Angeles Times

BREAKING NEWS

NTSB says intern confirme d fake Asiana Airlines pilot names

*Los Angeles Times | July 12,
2013 | 6:10 PM*

An intern at the National Transportation Safety Board confirmed to a Bay Area television station fake, racially insensitive names of the pilots flying the ill-fated Asiana Airlines jet that crashed Saturday.

The segment on Friday at noon that referred to two of the pilots as “Captain Sum Ting Wong,” and “Wi Tu Lo,” has gone viral and drawn heavy criticism on the Internet.

Late Friday, the NTSB apologized for the incident. “Earlier today, in response to an inquiry

from a media outlet, a summer intern acted outside the scope of his authority when he erroneously confirmed the names of the flight crew on the aircraft," the agency said in a statement.

For the latest information go to www.latimes.com.

Text "BREAKING" to 52669 to sign up for breaking news text alerts. You will receive 2 msgs/week. Msg&data rates may apply. Text HELP for help. Text STOP to cancel.

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<http://www.latimes.com/privacypolicy>

From: FOIA
Sent: Wednesday, August 07, 2013 8:45 AM
To: Hersman Debbie; Holloway Keith
Cc: (b)(6)
Subject: FW: FOIA-2013-00327 (DCA13MA120)
Attachments: FOIA-2013-00327 (DCA13MA120).docx; FOIA 13-327.pdf

Good morning,

This e-mail may not have reached you so I am forwarding it now.

Thank you,

(b)(6)

From: (b)(6) [mailto:foia@ntsb.gov]

Sent: Tuesday, August 06, 2013 10:09 AM

(b)(6)

Subject: FOIA-2013-00327 (DCA13MA120)

Good morning,

Attached is a copy of FOIA request #2013-00327 regarding the names of the pilots on Asiana Flight 214. (We have other FOIA requests specific to the pilot's names and will forward them in separate e-mails).

Below is a sheet, which you should fill out and return to us with the responsive records. You may post any electronic submissions (i.e. emails, etc) to (b)(4). Mark your folder with your last name and the FOIA number, and send an e-mail to foia@ntsb.gov stating that you have posted your items.

Please let us know if there is anyone else we should notify and do not hesitate to contact the Records Management Division FOIA section (314-6540) if you have any questions. (b)(6)
in GC is working with us on these requests.

Thank you.

Date : Jul 15, 2013 4:30 GMT
To : 12407526257
From : fax@requests.muckrock.com
Subject: Freedom of Information Request: Asiana Flight 214 Hoax Pilot Names

July 15, 2013
National Transportation Safety Board
National Transportation Safety Board
Attention: FOIA Requester Service Center, CIO 40
490 L'Enfant Plaza, S.W.
Washington, DC 20594 2000

To Whom it May Concern:

This is a request under the Freedom of Information Act. I hereby request the following records:

I request a copy of all NTSB emails, memos and documents concerning the interaction with the press concerning the names of the pilots on Asiana Flight 214.

I also request a copy of all emails (to, from, cc, etc.) in the email system of Kelly Nantel that contain the word ~~ASIANA~~. You may limit it to emails in July 2013. This is an electronic search that can be done rather easily and quickly.

I also request all memos sent to or from the NTSB's public affairs office regarding information verification, the agency's internship program and intern policies, and personal privacy sent during the month of July.

I also request that, if appropriate, fees be waived as I believe this request is in the public interest. The requested documents will be made available to the general public free of charge as part of the public information service at MuckRock.com, processed by a representative of the news media/press and is made in the process of news gathering and not for commercial usage.

In the event that fees cannot be waived, I would be grateful if you would inform me of the total charges in advance of fulfilling my request. I would prefer the request filled electronically, by e-mail attachment if available or CD ROM if not.

Thank you in advance for your anticipated cooperation in this matter. I look forward to receiving your response to this request within 20 business days, as the statute requires.

Sincerely,

(b)(6)

Filed via MuckRock.com
E-mail (Preferred): (b)(6)@requests.muckrock.com

For mailed responses, please address (see note):
MuckRock News
DEPT MR 6259
PO Box 55819
Boston, MA 02205-5819

PLEASE NOTE the new address as well as the fact that improperly addressed (i.e., with the requester's name rather than MuckRock News) requests might be returned by the USPS as undeliverable.

From: FOIA
Sent: Tuesday, July 16, 2013 9:24 AM
To: (b)(6)
Subject: FW: MEDIA FOIA Request

Here it is.

From: (b)(6)@yahoo.com]
Sent: Monday, July 15, 2013 4:47 PM
To: FOIA
Subject: MEDIA FOIA Request

4:38pm – 7-15-13

From:

(b)(6) Media – COX TV)
Drive

(please send items to above address)

Pursuant to the Freedom Of Information Act, 5 USC 552, and the Privacy Act of 1974, 5 USC 552a, I hereby request copies of the following documents.

If for
any reason you chose not to send me any of the documents or papers requested
then please furnish me with a timely explanation.

I am requesting:

All emails received or sent by the following employees from Friday July 12, 2013 between 3pm (eastern) and 11:59pm (eastern)

Deborah Hersman
Kelly Nantel
Keith Holloway
Christopher Hart

In the event that some of the material is considered by you to be exempt from disclosure under both Acts, then please include all segregable portions of documents and the specific exemption you are relying upon to deny disclosure of the excised portions. Please note that in order to avoid disclosure you must claim an appropriate exemption under both Acts.

I am requesting that you abide by the statutory time within which to make a determination on this request, that being twenty (20) working days from your receipt under Section 552(a) (6)(A)(i).

I'm willing to pay any and all fees involved in the processing of this request, up to a limit of \$25.

A compelling need exists to warrant expedited processing of this request, because a large number of our viewers are immediately impacted by the content of these records.

Please provide records in electronic format.

Please feel free to contact me with any questions or concerns.

(b)(6)

Washington Correspondent

Washington Bureau

From: FOIA
Sent: Wednesday, August 07, 2013 8:53 AM
To: Nantel, Kelly; Hersman Debbie; (b)(6) Holloway Keith
Cc: (b)(6)
Subject: FW: FOIA-2013-00333
Attachments: FOIA-2013-00333.docx; FW MEDIA FOIA Request.msg

This is e-mail may not have reached some of you. See attachments.

Thank you,

(b)(6)

From: (b)(6) [mailto:foia@ntsb.gov]
Sent: Tuesday, August 06, 2013 11:22 AM
To: Nantel, Kelly; deborah.hersman@ntsb.gov; (b)(6) Holloway Keith
Cc: (b)(6) FOIA
Subject: FOIA-2013-00333

Good morning,

Attached is a copy of FOIA request #2013-00333 regarding the names of the pilots on Asiana Flight 214. (We have other FOIA requests specific to the pilot's names and will forward them in separate e-mails).

Below is a sheet, which you should fill out and return to us with the responsive records. You may post any electronic submissions (i.e. emails, etc) to (b)(4) Mark your folder with your last name and the FOIA number, and send an e-mail to foia@ntsb.gov stating that you have posted your items.

Please let us know if there is anyone else we should notify and do not hesitate to contact the Records Management Division FOIA section (314-6540) if you have any questions. (b)(6) in GC is working with us on these requests.

Thank you.

From: Hersman Debbie
Sent: Wednesday, August 07, 2013 10:35 AM
To: (b)(6)
Cc: Nantel, Kelly
Subject: FW: FOIA-2013-00333
Attachments: FOIA-2013-00333.docx; FW MEDIA FOIA Request.msg

FYI

-----Original Message-----

From: FOIA
Sent: Wednesday, August 07, 2013 08:52 AM Eastern Standard Time
To: Nantel, Kelly; Hersman Debbie; (b)(6); Holloway Keith
Cc: (b)(6)
Subject: FW: FOIA-2013-00333

This is e-mail may not have reached some of you. See attachments.

Thank you,

(b)(6)

From: (b)(6) [mailto:foia@ntsb.gov]
Sent: Tuesday, August 06, 2013 11:22 AM
To: Nantel, Kelly; deborah.hersman@ntsb.gov; (b)(6); Holloway Keith
Cc: (b)(6); FOIA
Subject: FOIA-2013-00333

Good morning,

Attached is a copy of FOIA request #2013-00333 regarding the names of the pilots on Asiana Flight 214. (We have other FOIA requests specific to the pilot's names and will forward them in separate e-mails).

Below is a sheet, which you should fill out and return to us with the responsive records. You may post any electronic submissions (i.e. emails, etc) to (b)(4). Mark your folder with your last name and the FOIA number, and send an e-mail to foia@ntsb.gov stating that you have posted your items.

Please let us know if there is anyone else we should notify and do not hesitate to contact the Records Management Division FOIA section (314-6540) if you have any questions. Bob Combs in GC is working with us on these requests.

Thank you.

From: Hersman Debbie
Sent: Thursday, August 08, 2013 7:59 AM
To: (b)(6)
Subject: FW: FOIA-2013-00355
Attachments: FOIA-2013-00355.docx; Request Description.pdf

I am not sure why (b)(6) is sending these requests to the VC or Keith. Do you have any understanding about why they are involved? (b)(6) was the PA staffer on duty.

I am not (b)(6) FOIA requests, so didn't want to say anything to the group.

-----Original Message-----

From: (b)(6) [foia@ntsb.gov]
Sent: Thursday, August 08, 2013 07:03 AM Eastern Standard Time
To: Hart Christopher; Hersman Debbie; Holloway Keith; Nantel, Kelly
Cc: (b)(6)
Subject: FOIA-2013-00355

Attached is a copy of the above for any and all correspondence, printed or electronic, exchanged between July 6, 2013, and July 31, 2013, between all employees and interns of the National Transportation Safety Board and all employees and interns of either of the following entities: the Cox Media Group, headquartered in Atlanta, Georgia, and KTVU Channel 2 News, located in Oakland, California. Please let us know if there are responsive records.

Below is a sheet, which you should fill out and return to us with the responsive documents no later than August 8, 2013. Do not hesitate to contact the Records Management Division FOIA section (314-6540) if you have any questions. Thank you.

Date : Jul 26, 2013 19:44 GMT
To : 12407526257
From : fax@requests.muckrock.com
Subject: Freedom of Information Request: Email between KTVU and NTSB

July 26, 2013
National Transportation Safety Board
National Transportation Safety Board
Attention: FOIA Requester Service Center, CIO-40
490 L'Enfant Plaza, S.W.
Washington, DC 20594-2000

To Whom It May Concern:

This is a request under the Freedom of Information Act. I hereby request the following records:

Any and all correspondence, printed or electronic, exchanged between July 6, 2013, and July 31, 2013, between all employees and interns of the National Transportation Safety Board and all employees and interns of either of the following entities: the Cox Media Group, headquartered in Atlanta, Georgia, and KTVU Channel 2 News, located in Oakland, California.

I also request that, if appropriate, fees be waived as I believe this request is in the public interest. The requested documents will be made available to the general public free of charge as part of the public information service at MuckRock.com, processed by a representative of the news media/press and is made in the process of news gathering and not for commercial usage.

In the event that fees cannot be waived, I would be grateful if you would inform me of the total charges in advance of fulfilling my request. I would prefer the request filled electronically, by e mail attachment if available or CD-ROM if not.

Thank you in advance for your anticipated cooperation in this matter. I look forward to receiving your response to this request within 20 business days, as the statute requires.

Sincerely,

(b)(6)

Filed via MuckRock.com
E-mail (Preferred): (b)(6)@requests.muckrock.com

For mailed responses, please address (see note):
MuckRock News
DEPT MR 6381
PO Box 55819
Boston, MA 02205-5819

PLEASE NOTE the new address as well as the fact that improperly addressed (i.e., with the requester's name rather than MuckRock News) requests might be returned by the USPS as undeliverable.

From: (b)(6)
Sent: Thursday, July 11, 2013 8:49 AM
To: Hersman Debbie
Cc: (b)(6)
Subject: FW: fyi letter

FYI.

-----Original Message-----

From: (b)(6)
Sent: Wednesday, July 10, 2013 05:25 PM Eastern Standard Time
To: (b)(6)
Subject: fyi letter

Dear Administrator (b)(6)

Unfortunately, we write you today in the harrowing days after the recent San Francisco airport crash of *Asiana Flight 214*. First and foremost, our thoughts and prayers are with the families and loved ones of those affected by this horrifying accident. As our congressional delegation knows all too well, these events are all too permanent tests of the strength of the individuals and families affected by this tragedy. We can only hope and pray that they find the strength and collective support to make it through these difficult times ahead.

As you know, this tragic accident is the first commercial crash on American soil since the *Colgan Air Flight 3407* accident of February 12, 2009. While it would be irresponsible to pre-judge the causes of this accident before the completion of the on-going National Transportation Safety Board (NTSB) investigation, we believe the initial facts known about this event – as well as the forthcoming delivery of a comprehensive new set of safety rules in the United States – present an opportunity for the FAA to take a lead role on the world stage by implementing and promoting greater levels of aviation safety and training.

In the months and years after the *Colgan Air Flight 3407* crash, we worked with our colleagues in the U.S. Congress and the Federal Aviation Administration (FAA) to implement a single standard of safety across our domestic aviation industry. This has been no small undertaking for all the stakeholders involved. While we commend the FAA for swiftly putting in place new rules on pilot fatigue and today publishing an important rule on pilot certification, American passengers still await the completion of rules that will set new minimum standards on crewmember training (RIN 2120-AJ00), safety management systems (RIN 2120-AJ86), and flight simulation training standards (RIN 2120-AK08). These new rules will dramatically change the framework of aviation safety requirements for domestic carriers and make passengers and flight crews safer. Putting them in place as soon as possible must be a top priority for the FAA.

While we believe these rules can make the U.S. a world leader in aviation safety in the areas of pilot fatigue, pilot certification, and crewmember training, we think that international carriers should also be pushed to adopt a more seamless set of standards. In the case of the *Colgan Air Flight 3407* crash – and potentially in the *Asiana Flight 214* crash – a dramatic loss of airspeed and a lack of effective reaction to aerodynamic stall were factors in the event. This pattern has also presented itself in other crashes over the past decade. Moreover, the International Civil Aviation Organization (ICAO), a United Nations Special Agency for aviation, recently concluded in a 2013 *Aviation Safety* report that “recurrent simulator training for airline pilots has remained relatively unchanged since the advent of flight simulators.” Therefore, we would urge that the FAA work with ICAO and other major aviation authorities at the upcoming General Assembly meeting to bring parity to the world’s training systems and procedures. We also realize this is not by any means a one-way street: there are likely many effective procedures in place around the world that the U.S. might consider adopting as best practices.

Again, we want to express our deepest gratitude to your agencies and all of the first responders for their hard work and diligence during these trying times. However, we believe it is imperative that we continue to fight on behalf of more rigorous aviation safety protocols and oversight in our country and the rest of the world.

Sincerely,

Charles E. Schumer
U.S. Senator

Brian Higgins
U.S. Representative

Gerry Petrella
U.S. Senator Charles E. Schumer (D-NY)
gerry_petrella@schumer.senate.gov
Office: 202.224.0059

From: Hersman Debbie
Sent: Sunday, July 14, 2013 7:59 AM
To: (b)(6)
Cc: (b)(6) Nantel, Kelly; (b)(6)
Subject: FW: Google Alert - hersman ntsb

I have not seen the letter from the Korean government referenced below. Have any of you?

(b)(6) we probably need a check in with the WH on the international issues.

(b)(6) We probably need to check in with Dept of State.

-----Original Message-----

From: Google Alerts [googlealerts-noreply@google.com]
Sent: Sunday, July 14, 2013 07:49 AM Eastern Standard Time
To: Hersman Debbie
Subject: Google Alert - hersman ntsb

repeat

From: (b)(6)
Sent: Tuesday, July 16, 2013 9:39 AM
To: Hersman Debbie; Nantel, Kelly
Subject: FW: Google Alert - hersman ntsb

Debbie, (b)(6) had discussed some approaches to a response with me over the weekend helow, hut these were high level concepts. I had the impression that (b)(6) was drafting a proposed response. The letter itself is not what I would consider confrontational, and I think our response should draw on the collaboration cited in the letter and our commitment to continue doing the same going forward. The letter specifically points to sharing of information before press releases and coordination of those releases with KARAIB, so my thought is that Kelly take the lead with support as needed from me and (b)(6).

Kelly, your thoughts?

(b)(6)

Office of Aviation Safety
National Transportation Safety Board
490 L'Enfant Plaza East SW
Washington, DC 20594

(b)(6)

-----Original Message-----

From: (b)(6)
Sent: Sunday, July 14, 2013 02:35 PM Eastern Standard Time
To: (b)(6)
Cc: (b)(6); Nantel, Kelly; (b)(6)
Subject: RE: Google Alert - hersman ntsb

I realize there is a lot more conversation to be held on the appropriate response. (b)(6) and I were brainstorming the overall structure of the response and we came up with 3 main points:

1. In this investigation, the NTSB has permitted KARAIB and Asiana to provide a technical representative to each investigative group. Currently, KARAIB provided technical representatives to: X XX
Asiana provided technical representatives to: XXX. These technical representatives have had the same opportunities as the other party technical representatives. This process that we used in the 214 investigation reflects and incorporates Annex 13 standards and provisions.
2. We did provide advance notice to the family members and the press releases were based on going group activities that KARAIB and Asiana representatives were a part of. Moving forward, we can provide advance notice to the press releases and press briefings.

3. We would welcome conversations to discuss ways to further enhance communications and exchange information.

The form of the response, the details of the response and timing of the response are probably best vetted in a verbal discussion. We wanted to give folks something to think about before we meet to discuss next steps.

(b)
(6)

(b)(6)

National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)

(b)(6)

(202) 314-6090 (Fax)

From: (b)(6)

Sent: Sunday, July 14, 2013 12:34 PM

To: Hersman Debbie; (b)(6)

Cc: (b)(6); Nantel, Kelly; (b)(6)

Subject: RE: Google Alert - hersman ntsb

I spoke earlier to State's head of Korean affairs. She was unaware of the letter but she will alert her folks at desk and post and pass along any input they may have for us.

(b)(6)

From: Hersman Debbie

Sent: Sun 7/14/2013 7:59 AM

To: (b)(6)

Cc: (b)(6); Nantel, Kelly; (b)(6)

Subject: FW: Google Alert - hersman ntsb

I have not seen the letter from the Korean government referenced below. Have any of you?

(b)(6)

we probably need a check in with the WH on the international issues.

(b)(6)

We probably need to check in with Dept of State.

-----Original Message-----

From: Google Alerts [googlealerts-noreply@google.com]

Sent: Sunday, July 14, 2013 07:49 AM Eastern Standard Time

From: (b)(6)
Sent: Sunday, July 14, 2013 3:49 PM
To: Hersman Debbie; (b)(6)
Subject: FW: News Report

FYI – we will talk to Asiana counsel Monday.

(b)(6)
Counsel
Transportation Safety Board
Legal Counsel
Plaza East, S.W.
C. 20594
(Office)
(Direct Line)
(202) 314-6090 (Fax)

From: (b)(6)
Sent: Sunday, July 14, 2013 3:48 PM
To: (b)(6)
Cc: [REDACTED]
Subject: RE: News Report

That will work. Please let me know your availability. (b)(6) and I will be on the call.

(b)(6)
Counsel
Transportation Safety Board
Legal Counsel
Plaza East, S.W.
C. 20594
(Office)
(Direct Line)
(202) 314-6090 (Fax)

From: (b)(6)@tsb.com]
Sent: Sunday, July 14, 2013 3:46 PM
To: (b)(6)
Cc: [REDACTED]
Subject: Re: News Report

Let's talk on Monday if okay with you. I need to check with my client and co-counsel (b)(6) on this and time differences requires my to hold off.

(b)(6)
[REDACTED]
[REDACTED]@ntsb.gov]
Sent: Sunday, July 14, 2013 02:41 PM

To: (b)(6)
Cc: (b)(6)@ntsb.gov>
Subject: News Report.

(b)(6)

I read this in the news. Would you like to discuss?

http://usnews.nbcnews.com/_news/2013/07/14/19468645-asiana-airlines-considering-legal-action-over-racially-offensive-fake-pilot-names?lite

(b)(6)

Counsel
Transportation Safety Board
Legal Counsel
Plaza East, S.W.
C. 20594
(Office)
(Direct Line)

(202) 314-6090 (Fax)

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From: (b)(6)
Sent: Saturday, July 13, 2013 12:00 AM
To: Hersman Debbie
Cc: (b)(6)
Subject: FW: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

(b)(6)
Counsel
Transportation Safety Board
Legal Counsel
Washington, D.C. 20594
(Office)
(Direct Line)
(202) 314-6090 (Fax)

From: (b)(6)
Sent: Saturday, July 13, 2013 12:00 AM
To: (b)(6)
Cc: (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

(b)(6)

My apologies for these late emails, but given the time difference if there is a window of opportunity, the NTSB Chairman would like to speak with the Asiana CEO to apologize.

Could you please let the correct individuals in Asiana know so that we can arrange a call?

(b)(6)
Counsel
Transportation Safety Board
Legal Counsel
Washington, D.C. 20594
(Office)
(Direct Line)
(202) 314-6090 (Fax)

From: (b)(6)
Sent: Friday, July 12, 2013 11:52 PM
To: (b)(6)
Cc: (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

(b)(6)

Please let us know if we need to follow up further with you or any individuals in Asiana.

(b)(6)

Counsel
Transportation Safety Board
Legal Counsel
Plaza East, S.W.
C. 20594
(Office)
(Direct Line)
(202) 314-6090 (Fax)

From: (b)(6)
Sent: Friday, July 12, 2013 11:48 PM
To: (b)(6)
Cc: (b)(6)
Subject: Re: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Thank you for bringing this to my attention so promptly. I have forwarded it on to Asiana in Seoul.

(b)(6)

From: (b)(6)@ntsb.gov]
Sent: Friday, July 12, 2013 09:11 PM

(b)(6)

Subject: FW: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

(b)(6)

I wanted to make you aware of a mistake made by one of our NTSB summer interns. This individual erroneously confirmed the names of Asiana Flight 214 crewmembers to a media outlet. In addition, these names were inaccurate and offensive. I wanted to let you so that you may contact appropriate individuals within your client's organization that we have publicly apologized for this action. Specifically, please make your client aware that the NTSB sincerely apologizes to Asiana and its crewmembers for this mistake. Our official statement may be found below.

(b)(6)

Counsel
Transportation Safety Board
Legal Counsel
Plaza East, S.W.
C. 20594
(Office)
(Direct Line)
(202) 314-6090 (Fax)

From: Hersman Debbie
Sent: Friday, July 12, 2013 11:01 PM
To: (b)(6)
Subject: FW: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

FYI

Have a good weekend. I appreciated your support and perspectives on scene this week.

Deb

-----Original Message-----

From: Hersman Debbie
Sent: Friday, July 12, 2013 09:41 PM Eastern Standard Time
To: Board Members
Cc: (b)(6)
Subject: FW: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Hello,

I arrived back home this evening from SFO. Many of our investigators are on their way home as well, although a few (such as survival factors) have a few days of work ahead of them. The runway was released by NTSB Wed night and the wreckage removal process began Thurs night. Final presser was at 2 pm Thursday. The Family Assistance Center is still operational and sadly, one additional passenger that had been hospitalized, a 16-year-old girl, died today. I wanted to let you know about the background on the recent media release (see below).

(b)(6) is on her way to the Heathrow event to serve as Acc Rep on the 787 investigation (Boeing and FAA are en route as well).

Finally, we have offered assistance to the TSB on the deadly rail crash. Our RE team will go up with the laser scanner when the scene is secure/safe and RPH is providing information on our prior tank car work.

I hope you have found the new situation reports (sit reps) helpful. Please let me know if you want to discuss any of the above items or need a more detailed update on the Asiana investigation,

Deh

-----Original Message-----

From: (b)(6)
Sent: Saturday, July 13, 2013 7:59 AM
To: Hersman Debbie; (b)(6)
Subject: FW: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

FYI

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)@good.com]
Sent: Saturday, July 13, 2013 07:52 AM Eastern Standard Time

(b)(6)

Subject: Re: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Thanks, (b)(6) I have relayed the Chairman's gracious offer to call the CEO to my contact, the Deputy General Counsel in Seoul, asking if the CEO is amenable and available and for a time and phone number.

I will keep you posted.

(b)(6)

From: (b)(6)@ntsb.gov]
Sent: Friday, July 12, 2013 11:59 PM

(b)(6)

Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

(b)(6)

My apologies for these late emails, but given the time difference if there is a window of opportunity, the NTSB Chairman would like to speak with the Asiana CEO to apologize.

Could you please let the correct individuals in Asiana know so that we can arrange a call?

(b)(6)

Counsel
National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594

(202) 314-6080 (Office)
(202) 314-(b)(6) (Direct Line)
(202) 314-6090 (Fax)

From: (b)(6)
Sent: Friday, July 12, 2013 11:52 PM
To: (b)(6)
Cc: [REDACTED]
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

(b)(6)

Please let us know if we need to follow up further with you or any individuals in Asiana.

(b)(6)

(b)(6)
National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)
(202) 314-(b)(6) (Direct Line)
(202) 314-6090 (Fax)

From: (b)(6).com]
Sent: Friday, July 12, 2013 11:48 PM
To: (b)(6)
Cc: [REDACTED]
Subject: Re: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Thank you for bringing this to my attention so promptly. I have forwarded it on to Asiana in Seoul.

(b)(6)

From: (b)(6)@ntsb.gov]
Sent: Friday, July 12, 2013 09:11 PM

(b)(6)

Subject: FW: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

(b)(6)

I wanted to make you aware of a mistake made by one of our NTSB summer interns. This individual erroneously confirmed the names of Asiana Flight 214 crewmembers to a media outlet. In addition, these names were inaccurate and offensive. I wanted to let you so that you may contact appropriate individuals within your client's organization that we have publicly apologized for this action. Specifically, please make your client aware that the NTSB sincerely apologizes to Asiana and its crewmembers for this mistake. Our official statement may be found below.

From: Hersman Debbie
Sent: Sunday, July 14, 2013 3:13 PM
To: Nantel, Kelly
Subject: FW: Question regarding Korea's protest letter on Asiana accident briefings =Fuji TV (Japan)

I have not responded, will you?

-----Original Message-----

From: (b)(6) [redacted].com]
Sent: Sunday, July 14, 2013 12:34 PM Eastern Standard Time
To: Hersman Debbie
Cc: (b)(6) [redacted]
Subject: Question regarding Korea's protest letter on Asiana accident briefings =Fuji TV (Japan)

Hi Debbie,

This is (b)(6) [redacted] with Fuji TV of Japan again. I hope you are well.

Has the NTSB received this letter mentioned in the following article and does it have any statements regarding this matter?

<http://english.yonhapnews.co.kr/national/2013/07/14/34/0302000000AEN20130714001800320F.HTML>

I have also tried reaching out to Kelly and Keith, but haven't got a response as of yet.
Please respond at your earliest convenience.

Thank you,

(b)(6) [redacted]

Fuji TV Los Angeles Bureau
10100 Santa Monica Blvd., Suite 460,
Los Angeles, CA 90067
Cell: (b)(6) [redacted]
Email: (b)(6) [redacted]

SEOUL, July 14 (Yonhap) -- South Korea has sent a letter to the U.S. National Transportation Safety Board (NTSB) in protest to what it views as excessive disclosure of information linked to the ongoing investigation of the crash of Asiana Airlines Flight 214 in San Francisco, government sources said Sunday.

The Boeing 777 plane, carrying 291 passengers and 16 crew members, crashed on July 6 when its tail hit a seawall at the end of the runway at San Francisco International Airport. Asiana Airlines is South Korea's second-largest flag carrier.

Three Chinese schoolgirls were killed with about 180 others injured in the accident.

According to the sources, South Korea's transportation ministry faxed the two-page letter written in English to NTSB chief Deborah Hersman on Friday to ask for a faithful and periodic disclosure of accident-related information.

It added that the investigation should be conducted objectively in accordance with international standards, an indirect protest against what it views as excessive disclosure of related information by the NTSB, which is conducting the probe along with its South Korean counterparts.

The letter was sent amid underlying frictions between the two sides over the extent of information disclosure.

The NTSB chief had held daily press conferences for five straight days following the accident, detailing the preliminary results of an analysis of the pilots' statements, flight data and cockpit voice recorder. She also made remarks that some interpreted as allusions to the pilots' responsibility for the plane crash.

In an apparent response to her remarks, Seoul's transportation ministry recently called into question the benefit of making public the pilots' statements and calling for more efforts to verify facts.

"It is desirable for the government to announce something always based on facts, and we need to determine whether the pilots' statements are factual or not," a high-ranking transportation ministry official said during a press conference on Thursday.

"We also need to think about whether it is desirable that making the statements public will help us figure out the cause of the accident."

South Korea and the U.S. have been holding their own press conferences several hours apart, giving different impressions on their approach to the crash investigation. The U.S. investigators have made remarks hinting that the pilots might be responsible for the accident, while South Korea has countered the claims just hours later.

Sources said that South Korea's investigators deployed to the accident site have also been complaining about a lack of cooperation by their U.S. counterparts. They asked for the NTSB to share its daily press briefing materials in advance, but the NTSB just gave them short and verbal summaries, the sources added.

The transportation ministry is expected to have its own chance to interview the four pilots of the ill-fated plane.

They came home on Saturday after being interviewed by investigators jointly from both the U.S. and South Korea. They will get medical checks until Tuesday and then undergo additional face-to-face interviews, the ministry said.

Asiana Airlines, meanwhile, is considering a legal action against the NTSB and a U.S. broadcasting company for mistakenly confirming and airing the false names of the four pilots by

using offensive expressions during a recent program.

KTVU, an affiliate of Fox TV, claimed the names it used during the program were confirmed by the NTSB.

"This is a serious case that hurt the fame of not just the four pilots but also our company," a company official said. "We are considering taking a legal action against KTVU that aired the program and the NTSB that is known to have confirmed the names."

(b)(6)@yna.co.kr
(END)

From: (b)(6)@ocanational.org>
Sent: Wednesday, July 17, 2013 4:57 PM
To: Hersman Debbie
Cc: (b)(6)
Subject: OCA Letter Regarding NTSB Intern Incident
Attachments: Letter in Response to NTSB Incident.doc

Dear Ms. Hersman:

Thank you for the wonderful work that you and the National Transportation Safety Board have done to advance safety for all Americans. Please accept this letter from OCA - Asian Pacific American Advocates, a national membership driven organization dedicated to advancing the political, social, and economic well-being of Asian Pacific Americans (APAs), in response to the recent incident involving a NTSB intern and the confirmation of Asiana pilot names. A hard copy of this letter is also en route to your office.

If you have any questions, concerns, or would like to respond to our organization, please contact our Executive Director, (b)(6) at (b)(6) or at (b)(6). We look forward to your reply.

Sincerely,

(b)(6)
Civil Rights Fellow
OCA – Asian Pacific American Advocates
National Center
1322 18th Street, NW
Washington, DC 20036

(b)(6) tel
202-296-0540 fax
(b)(6).org

Error! Filename not specified.

Join us for our 40th Year Anniversary National Convention in Washington DC: July 18 – 21, 2013



1000 17th Street, Suite 1000, San Francisco, CA 94103 | Tel: 415.774.8888 | Fax: 415.774.8889

July 15, 2013

Deborah A. P. Hersman
Chairman
National Transportation Security Board
490 L'Enfant Plaza, SW
Washington, DC 20594

Dear Ms. Hersman:

I am writing on behalf of OCA – Asian Pacific American Advocates, a national membership driven organization dedicated to advancing the political, social, and economic well-being of Asian Pacific Americans (APAs) – to express our concerns regarding the recent racially offensive and inappropriate actions of an intern from the National Transportation Security Board (NTSB).

OCA is disappointed that one of NTSB's interns engaged in a racially offensive prank mocking Asian Pacific Americans. We commend the agency's timely and appropriate response to this unfortunate incident. However, the fact such an act still occurred, despite the solemn nature of the accident, means that NTSB must move beyond an apology.

The intern responsible for this prank must not only be appropriately disciplined but must also recognize and understand the offensiveness and inappropriate nature of his or her actions. We believe that this is an opportunity for the agency to ensure that another incident such as this does repeat itself by broadening diversity, inclusion, and cultural sensitivity training for all of its interns, if such a training is not already part of the orientation process.

Despite the opportunities this incident presents for training interns, we remain concerned about the welfare of the APA staff. Incidents such as this can create an unsafe and hostile work environment, and we request that NTSB actively cultivate a respectful space conducive to all its employees. It is important that the agency ensures that diversity, inclusion, and cultural sensitivity trainings are also provided to its current and new hires.

We look forward to your response.

Sincerely,

(b)(6)

Executive Director

From: Hersman Debbie
Sent: Friday, July 12, 2013 7:22 PM
To: Nantel, Kelly
Subject: Press release

Are we recognizing that it is a unpaid student intern, not an employee?

From: (b)(6)
Sent: Tuesday, July 16, 2013 6:04 PM
To: Hersman Debbie; Nantel, Kelly
Cc: (b)(6)
Subject: RE: [RE]FW: NTSB ISSUES INVESTIGATIVE UPDATE ON CRASH OF ASIANA FLIGHT 214

Chairman, in consulting with (b)(6) I would like to have (b)(6) review the proposed response letter tomorrow before sending it. (b)(6) developed a draft, which (b)(6) has reviewed and (b)(6) and I are reviewing now. I would anticipate reviewing it briefly with (b)(6), then it should be ready for dispatch tomorrow.

Thanks, (b)(6)

From: Hersman Debbie
Sent: Tuesday, July 16, 2013 6:55 AM
To: (b)(6); Nantel, Kelly
Subject: FW: [RE]FW: NTSB ISSUES INVESTIGATIVE UPDATE ON CRASH OF ASIANA FLIGHT 214

repeat

From: Nantel, Kelly
Sent: Wednesday, July 24, 2013 10:02 AM
To: Hersman Debbie (b)(6)
Subject: RE: 2014 ICRC Conference

This is really cool. I'm thinking you could use the presentation/case study that I'm working on about the crisis communications associated with Asiana, and the use of social media, to highlight how successful a crisis coms plan can be and the challenges that we faced (perception challenges, language challenges, leaks, etc.).

This is a great opportunity to delve into an area you haven't dipped your toe into. It makes it about the communication effort. I think it's a great opportunity.

From: Hersman Debbie
Sent: Wednesday, July 24, 2013 9:51 AM
To: Nantel, Kelly (b)(6)
Subject: FW: 2014 ICRC Conference

From: (b)(6) [redacted]@ucf.edu]
Sent: Wednesday, July 24, 2013 9:45 AM
To: Hersman Debbie
Subject: 2014 ICRC Conference

Good morning Deborah,

(b)(6) [redacted] asked me to reach out to you regarding the fourth annual International Crisis and Risk Communication Conference (March 3-5, 2014). He is interested in having you present one of our general sessions regarding Asiana Airlines and possibly sitting on one of our panel discussions.

I have attached the 2014 Call for Presentations to give you a better idea about our theme, The Human Element. If you have time to discuss this, please let me know.

If you have any questions, please do not hesitate to contact me. I look forward to hearing from you.

Best,

(b)(6) [redacted]

Nicholson School of Communication
University of Central Florida
12405 Aquarius Agora Drive
Bldg. 75, Room 238E
Orlando, FL 32816-1344

(b)(6) [redacted]

(b)(6)

Facebook

(b)(6)

Twitter: @UCFNSC

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UNIVERSITY OF CENTRAL FLORIDA

The [call for presentations](#) is now open for the fourth annual International Crisis and Risk Communication (ICRC) Conference. The conference is being hosted by the Nicholson School of Communication at UCF on March 3-5, 2014. Plan now to attend this exceptional event. For more information please visit: www.icrcconference.com.

From: (b)(6)
Sent: Sunday, July 14, 2013 9:33 AM
To: (b)(6); Hersman Debbie
Subject: RE: (b)(6)

Yes. I believe the language in the (b)(5),(b)(6) s. (b)(6) assists AD as the SME. I will check with her.

(b)(6)

-----Original Message-----

From: (b)(6)
Sent: Saturday, July 13, 2013 11:16 PM Eastern Standard Time
To: Hersman Debbie
Cc: (b)(6)
Subject: RE: (b)(6)

Good question about (b)(6). I believe that (b)(6) is away. I have reached out to to AD folks to may have knowledge of the (b)(5). Of course, (b)(6) may know from her days as (b)(6)...

repeat

From: Nantel, Kelly
Sent: Friday, July 12, 2013 10:39 PM
To: Hersman Debbie
Subject: RE: (b)(6)

In my mind, (b)(6). (b)(6) suggested that I wait until Monday and engage HR before taking action. So I have a meeting set up with HR for Monday morning and will go from there. I have told reporters that we are taking appropriate action. They know what that means and they also know I can't say it.

I'm finishing a few other responses and then I'll be heading home, unless you need me.

-----Original Message-----

From: Hersman Debbie
Sent: Friday, July 12, 2013 10:34 PM
To: Nantel, Kelly
Subject: (b)(6)

I have forwarded your message to Board Members to explain what happened and the specific actions taken in response.

The press release isn't specific, but just in case they ask me, what is (b)(6) status? I am not advocating for a specific course of action, just want to know what you have decided (unless you are still evaluating).

From: (b)(6)
Sent: Sunday, July 14, 2013 1:27 PM
To: Hersman Debbie
Cc: (b)(6)
Subject: RE: (b)(6)

Just to close the loop, as I have advised (b)(6) and (b)(6) separate email. I have been in touch today with our contracting staff, and they have advised that we CAN (b)(6) to (b)(6) if he wishes to make use of them. Please let me know if I can be of assistance.

(b)(6)

repeat

From: (b)(6)
Sent: Sunday, July 14, 2013 2:11 PM
To: Hersman Debbie
Cc: Nantel, Kelly
Subject: RE: All Hands Message

This is the email message to the NTSB employees regarding the mistake of the confirmation of names

(b)(6)

National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)
(202) 314-(b)(6) (Direct Line)
(202) 314-6090 (Fax)

From: Hersman Debbie
Sent: Sunday, July 14, 2013 1:44 PM
To: (b)(6)
Cc: Nantel, Kelly
Subject: RE: All Hands Message

I am not sure what is in it, but if it references on-scene activities - AS and RE should get a heads up.

-----Original Message-----

From: (b)(6)
Sent: Sunday, July 14, 2013 12:34 PM Eastern Standard Time
To: Hersman Debbie
Cc: Nantel, Kelly
Subject: All Hands Message

Chairman,

I just completed the first draft of the All-Hands message. I sent the draft to (b)(6) and (b)(6) with a copy to (b)(6). Anyone else you want me to vet it with before you review?

(b)(6)

(b)(6)

National Transportation Safety Board

Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)
(202) 314-(b)(6) (Direct Line)
(202) 314-6090 (Fax)

From: (b)(6)
Sent: Friday, July 12, 2013 10:50 PM
To: Hersman Debbie
Subject: RE: Breaking News: NTSB says intern confirmed fake Asiana Airlines pilot names

Exactly what I was thinking.

(b)(6)

Transportation Safety Board



repeat



From: (b)(6)
Sent: Friday, July 12, 2013 9:32 PM
To: (b)(6)
Subject: RE: Breaking News: NTSB says intern confirmed fake Asiana Airlines pilot names

(b)(6)

From: Hersman Debbie
Sent: Friday, August 09, 2013 12:55 PM
To: (b)(6)
Subject: RE: Final Voucher 5939867(1) has not been approved

Non Responsive

(b)(5)

-----Original Message-----

From: (b)(6)
Sent: Friday, August 09, 2013 11:51 AM Eastern Standard Time
To: Hersman Debbie
Subject: RE: Final Voucher 5939867(1) has not been approved

Non Responsive

Regarding the emails requested by the FOIA (b)(5) (including yours) on the mainframe to make it more automated, in order to grab the relevant information as referenced in the 9 FOIAs. Thus no need to work on that either so enjoy your weekend! (b)(6)

From: Hersman Debbie
Sent: Friday, August 09, 2013 8:24 AM
To: (b)(6)
Subject: FW: Final Voucher 5939867(1) has not been approved

Non Responsive

From: (b)(6)
Sent: Tuesday, August 06, 2013 5:26 PM
To: FOIA; Nantel, Kelly
Cc: (b)(6) Hersman Debbie
Subject: RE: FOIA-2013-00332

(b)(6)

I do not have any records responsive to this request, these would all be in PA.

Also, per other FOIAs, this investigation is on-going, all groups are working, and the public docket has not been opened.

Please note you had some misspelled names in the address list, they are now correct.

(b)(6)

From: (b)(6) [mailto:foia@ntsb.gov]
Sent: Tue 06-Aug-13 10:57
To: (b)(6) Nantel, Kelly; deborah.hermans@ntsb.gov
Cc: (b)(6)@ntsb.gov
Subject: FOIA-2013-00332

Good morning,

Attached is a copy of FOIA request #2013-00327 regarding the names of the pilots on Asiana Flight 214. (We have other FOIA requests specific to the pilot's names and will forward them in separate e-mails).

Below is a sheet, which you should fill out and return to us with the responsive records. You may post any electronic submissions (i.e. emails, etc) to (b)(4) Mark your folder with your last name and the FOIA number, and send an e-mail to foia@ntsb.gov stating that you have posted your items.

Please let us know if there is anyone else we should notify and do not hesitate to contact the Records Management Division FOIA section (314-6540) if you have any questions. (b)(6) in GC is working with us on these requests.

Thank you.

From: FOIA
Sent: Wednesday, August 07, 2013 7:38 AM
To: (b)(6) FOIA; Nantel, Kelly
Cc: (b)(6) Hersman Debbie
Subject: RE: FOIA-2013-00332

Thank you, (b)(6). The email was generated outside of Microsoft Outlook thus the errors and I did not detect them. Thank you again for letting me know..

I also noticed that the FOIA number referenced in the body of the e-mail does not reflect the FOIA number in the subject of the e-mail on the requests I previously sent.. I am making the correction for this e-mail notification now and will do the same on the others. I apologize in advance for any duplicate e-mails.

(b)(6)

repeat

repeat

From: (b)(6)
Sent: Thursday, August 08, 2013 10:10 AM
To: Nantel, Kelly
Cc: (b)(6); FOIA; Hersman Debbie; (b)(6)
(b)(6) (b)(6)
Subject: RE: FOIA-2013-00340

Kelly,

We've taken on this practice so to cover the entire basis and anticipation of what could cause the requester to file an appeal on his/her request. Including "the present" to when we start the process is reasonable and we avoid complaints that we didn't cover everything.

(b)(6)

From: FOIA
Sent: Thursday, August 08, 2013 9:58 **Cc:** (b)(6)
Subject: RE: FOIA-2013-00340

We're just starting the process today for this request and since they are seeking e-mails from "July 6 to the present" we will have to include today's date.

(b)(6)

From: Nantel, Kelly
Sent: Thursday, August 08, 2013 9:30 AM
To: FOIA; Hersman Debbie; (b)(6)
Cc: (b)(6)
Subject: RE: FOIA-2013-00340

I don't understand why we would be compelled to provide emails beyond the date of the actual request. Can you please explain the rational for that?

From: FOIA
Sent: Thursday, August 08, 2013 8:10 AM
To: Hersman Debbie; FOIA; (b)(6) Nantel, Kelly
Cc: (b)(6)
Subject: RE: FOIA-2013-00340

August 8, 2013, is the effective date.

(b)(6)

From: Hersman Debbie
Sent: Thursday, August 08, 2013 7:53 AM
To: FOIA; (b)(6) Nantel, Kelly
Cc: (b)(6)
Subject: RE: FOIA-2013-00340

I note that the letter from the AP is dated July 15 - and asks for emails from July 6 "to the present". Please clarify if "to the present" effective date is July 15 or Aug 8.

Thanks,

Debbie

-----Original Message-----

From: (b)(6)@ntsb.gov]

Sent: Thursday, August 08, 2013 06:56 AM Eastern Standard Time

To: (b)(6) Hersman Dehhie; Nantel, Kelly

Cc: (b)(6)

Subject: FOIA-2013-00340

Good morning,

Attached is a copy of the above for access to and copies of all emails in which the words KTVU, intern or mistake appear in the "To", "From", "CC", "BCC", or subject fields and/or body of the message. This cover emails sent or received from July 6, 2013, to the present. Please let us know if there are responsive records.

Below is a sheet, which you should fill out and return to us with the responsive documents no later than August 8, 2013. Do not hesitate to contact the Records Management Division FOIA section (314-6540) if you have any questions. Thank you.

From: Nantel, Kelly
Sent: Thursday, August 08, 2013 10:32 AM
To: (b)(6)
Cc: (b)(6); FOIA; Hersman Debbie; Hart
Subject: RE: FOIA-2013-00340

Understood, thanks (b)(6)

From: (b)(6)
Sent: Thursday, August 08, 2013 10:10 AM
To: Nantel, Kelly
Cc: (b)(6); FOIA; Hersman Debbie; (b)(6)
Subject: RE: FOIA-2013-00340

Kelly,

We've taken on this practice so to cover the entire basis and anticipation of what could cause the requester to file an appeal on his/her request. Including "the present" to when we start the process is reasonable and we avoid complaints that we didn't cover everything.

(b)(6)

From: FOIA
Sent: Thursday, August 08, 2013 9:58 **Cc:** (b)(6)
Subject: RE: FOIA-2013-00340

We're just starting the process today for this request and since they are seeking e-mails from "July 6 to the present" we will have to include today's date.

(b)(6)

From: Nantel, Kelly
Sent: Thursday, August 08, 2013 9:30 AM
To: FOIA; Hersman Debbie; (b)(6)
Cc: (b)(6)
Subject: RE: FOIA-2013-00340

I don't understand why we would be compelled to provide emails beyond the date of the actual request. Can you please explain the rational for that?

From: FOIA
Sent: Thursday, August 08, 2013 8:10 AM
To: Hersman Debbie; FOIA; (b)(6); Nantel, Kelly
Cc: (b)(6)
Subject: RE: FOIA-2013-00340

August 8, 2013, is the effective date.

(b)(6)

From: Hersman, Debbie
Sent: Thursday, August 08, 2013 7:53 AM
To: FOIA: (b)(6) Nantel, Kelly
Cc: (b)(6)
Subject: RE: FOIA-2013-00340

I note that the letter from the AP is dated July 15 - and asks for emails from July 6 "to the present". Please clarify if "to the present" effective date is July 15 or Aug 8.

Thanks,

Debbie

-----Original Message-----

From: (b)(6) [foia@ntsb.gov]
Sent: Thursday, August 08, 2013 06:56 AM Eastern Standard Time
To: (b)(6) Hersman, Debbie; Nantel, Kelly
Cc: (b)(6)
Subject: FOIA-2013-00340

Good morning,

Attached is a copy of the above for access to and copies of all emails in which the words KTVU, intern or mistake appear in the "To", "From", "CC", "BCC", or subject fields and/or body of the message. This covers emails sent or received from July 6, 2013, to the present. Please let us know if there are responsive records.

Below is a sheet, which you should fill out and return to us with the responsive documents no later than August 8, 2013. Do not hesitate to contact the Records Management Division FOIA section (314-6540) if you have any questions. Thank you.

From: (b)(6)
Sent: Tuesday, August 20, 2013 5:44 PM
To: Hersman Debbie
Cc: (b)(6)
Subject: RE: FOIA-2013-00355

This FOIA request is still being actively worked. The plan is that (b)(6) shop will finish collecting records that may be relevant this week, and will review those records for responsiveness and releasability next week. (b)(5)

(b)(5) I will stay on this to ensure it is brought to an appropriate close.

(b)(6)

From: Hersman Debbie
Sent: Monday, August 19, 2013 7:06 PM
To: (b)(6)
Subject: RE: FOIA-2013-00355

Can someone give me an update on this situation?

-----Original Message-----

From: (b)(6)
Sent: Thursday, August 08, 2013 12:54 PM Eastern Standard Time
To: (b)(6); Hersman Debbie
Subject: RE: FOIA-2013-00355

We have received a total of 9 FOIA requests on this matter.

From: (b)(6)
Sent: Thursday, August 08, 2013 9:24 AM
To: Hersman Debbie; (b)(6)
Subject: RE: FOIA-2013-00355

I spoke with (b)(6) a few minutes ago. We have received several FOIA requests pertaining to the Asiana pilot names. Most of the requestors are seeking email traffic, so many of the requests overlap. She will be meeting this afternoon with (b)(6) and (b)(6) to make sure that they understand exactly what is being requested.

One of the FOIA requests specifically asked for email or correspondence from (b)(6) and Keith Holloway (among other specific individuals), so she included (b)(6) and Keith to collect any materials they might have.

(b)(6)

From: (b)(6)
Sent: Tuesday, August 20, 2013 6:38 AM
To: Hersman Debbie; (b)(6)
Subject: RE: FOIA-2013-00355

I was just thinking about this as well. I will check in on it this morning.

(b)(6)

-----Original Message-----

From: Hersman Debbie
Sent: Monday, August 19, 2013 07:05 PM Eastern Standard Time
To: (b)(6)
Subject: RE: FOIA-2013-00355

Can someone give me an update on this situation?

-----Original Message-----

From: (b)(6)
Sent: Thursday, August 08, 2013 12:54 PM Eastern Standard Time
To: (b)(6) Hersman Debbie
Subject: RE: FOIA-2013-00355

We have received a total of 9 FOIA requests on this matter.

repeat

From: (b)(6)
Sent: Sunday, July 14, 2013 10:37 PM
To: Hersman Debbie (b)(6)
(b)(6)
Cc: Nantel, Kelly (b)(6)
Subject: RE: Google Alert - hersman ntsb

I did take notes on the call and can send them out tomorrow

Sent with Good (www.good.com)

-----Original Message-----

From: Hersman Debbie
Sent: Sunday, July 14, 2013 08:09 PM Eastern Standard Time
To: (b)(6)
Cc: (b)(6) Nantel, Kelly; (b)(6)
Subject: RE: Google Alert - hersman ntsb

repeat

From: Hersman Debbie
Sent: Saturday, July 13, 2013 9:41 AM
To: Nantel, Kelly; (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

I defer to your judgement - you know what needs to be done. Thank you for your efforts.

-----Original Message-----

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 09:17 AM Eastern Standard Time
To: Hersman Debbie; (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Chairman - I don't think we need to issue an investigative update this weekend. I would like to have one ready for Monday. I suggest we let this run its course today - with me continuing to handle inquiries as they come. I expect it will be behind us tomorrow and then on Monday, we refocus back to the investigation.

So you know - media calls have trailed off. I am mostly receiving concerned citizen emails now - and I am receiving LOTS of them. I'd say they are a 75/25 split of "I'm outraged" vs. "it was a joke, get over it".

I'm responding to each and every one of them.

If you disagree regarding the release and want to put one out today, please let me know and I'll go into the office and do so.

Thanks!

-----Original Message-----

From: Hersman Debbie
Sent: Saturday, July 13, 2013 08:44 AM Eastern Standard Time
To: (b)(6)
Cc: Nantel, Kelly
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Sure, it is early for an investigative update, but may be a good idea to wrap things up in this particular situation.

Here are some thoughts... although they would need verification by the the investigative team:

Runway was released by NTSB Wed night.

Salvage ops on the aircraft structure have been completed and the aircraft has been moved to a secure location on the airport so it will be available to investigators for further examination.

Insert bullets from (b) here:

- 1 - Group x has done x and are finishing field notes
- 2 - Group x has done x and they have left the site....
- etc.

A number of additional interviews have been conducted with survivors and first responders. The work of the survival factors team and the emergency response team is still underway and will not be completed until next week.?

Perhaps a status on Family Assistance Center - get a generic update from (b)(6) The Family Assistance Center remains open and Asiana is working with the families to arrange transportation options.

Any further updates on this investigation will be provided in writing by the NTSB. Media contacts are: Kelly and Keith

I will be a passenger in a car shortly... available for a call if needed.

-----Original Message-----

From: (b)(6)

Sent: Saturday, July 13, 2013 06:57 AM Eastern Standard Time

To: (b)(6) Hersman Debbie

Cc: Nantel, Kelly

Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Chairman,

I asked for (b)(6) thoughts - she had some good additional considerations especially about a press release on the investigation

Do you want me to reach out to (b)(6) for any contact to Korean embassy!

See below

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)

Sent: Saturday, July 13, 2013 06:50 AM Eastern Standard Time

To: (b)(6)

Cc: Nantel, Kelly

Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Hey,

All good things. Any need to get (b)(6) involved? Is there a Korean embassy here? An ambassador to reach out to?

I think the other actions are great!

Will keep thinking. As I told Kelly last night, we need to quickly put out a press release about the accident and bring the story back to focus on what we want to talk about.

(b)(6)

Sent with Good (www.good.com)

repeat

From: (b)(6)
Sent: Saturday, July 13, 2013 12:11 AM
To: (b)(6) Hersman Debbie; Nantel, Kelly; (b)(6)
(b)(6)
Cc:
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

I have only contacted people at my equivalent level. (b)(6) KARAIB accredited rep. and (b)(6), Asiana tech advisor coordinator.

-----Original Message-----

From: (b)(6)
Sent: Friday, July 12, 2013 11:55 PM Eastern Standard Time
To: Hersman Debbie; (b)(6) Nantel, Kelly; (b)(6)
Cc: (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

I created a chart to track the contacts made to the external parties. We don't want to duplicate efforts or fail to contact some party we should.

Please send names of individuals who should be contacted and names of individuals who you have contacted, the date and method of contact.

Thx

(b)(6)

National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)
(202) 314-(b)(6) (Direct Line)
(202) 314-6090 (Fax)

From: Hersman Debbie
Sent: Friday, July 12, 2013 11:50 PM
To: (b)(6) Nantel, Kelly; (b)(6)
Cc: (b)(6) PA; CmCtr; (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

I called (b)(6) of the KARAIB and apologized. He was very gracious, but I am not sure that he was aware of it.

From: Hersman Debbie
Sent: Friday, July 12, 2013 10:27 PM
To: (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Thanks, (b)(6)

I am looking forward to catching up.

The crew names action is so hard to bear. After all the hard work on scene and at the family assistance center by so many, it is painful to now have the agency be associated with something so insensitive.

-----Original Message-----

From: (b)(6)
Sent: Friday, July 12, 2013 10:08 PM Eastern Standard Time
To: Hersman Debbie
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Debbie,

Welcome home! A superb job all around and I hope you get to relax and catch up on much needed time with your family and your sleep. Very difficult with another passenger passing away today and ongoing injuries still being treated. You represented the NTSB brilliantly and in so many ways . . .

Bad action to come home to after such an effective week but consistent response in acknowledging the error and addressing it.

Always appreciate these other updates as well; the sitreps were quite informative and helpful.

Look forward to hearing more about the week and catching up on other activities when there is an opportunity . . .

(b)(6)

-----Original Message-----

From: Hersman Debbie
Sent: Fri 7/12/2013 9:41 PM
To: Board Members
Cc: (b)(6)
Subject: FW: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Hello,

From: Hersman Debbie
Sent: Friday, July 12, 2013 10:21 PM
To: (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

(b)(6)

Look forward to catching up next week.

As far as the intern talking to the media about the crew names... after all of the team's efforts on site and at the family center this week, it is so painful for the agency to be involved in something that is so insensitive.

-----Original Message-----

From: (b)(6)
Sent: Friday, July 12, 2013 10:13 PM Eastern Standard Time
To: Hersman Debbie
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Welcome home. Needless to say, you are a folk hero with all. Great job!

(b)(5),(b)(6)

Sometime I'd like to get a briefing on how this ridiculous thing happened today. How does one confirm wrong information? How are we handling this?

(b)(6)

Get some sleep. Like for 4 days straight.

Again, great job.

Again, get some sleep.

(b)(6)

-----Original Message-----

From: Hersman Debbie
Sent: Friday, July 12, 2013 09:41 PM Eastern Standard Time

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 9:49 AM
To: Hersman Debbie; [REDACTED]
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Thank you. I'll keep you posted if there are any changes to report b

-----Original Message-----

From: Hersman Debbie
Sent: Saturday, July 13, 2013 09:41 AM Eastern Standard Time
To: Nantel, Kelly; [REDACTED]
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

repeat

From: Nantel, Kelly
Sent: Friday, July 12, 2013 8:19 PM
To: Hersman Debbie
Subject: RE: Press release

Oh no. I'm sorry to hear that.

From: Hersman Debbie
Sent: Friday, July 12, 2013 8:16 PM
To: Nantel, Kelly
Subject: RE: Press release

(b)(6) told me one more 16 year old girl died today.

-----Original Message-----

From: Nantel, Kelly
Sent: Friday, July 12, 2013 08:05 PM Eastern Standard Time
To: Hersman Debbie
Subject: RE: Press release

Yes, ma'am. Here is the draft that has been cleared by GC and OC....your thoughts...

NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

The National Transportation Safety Board apologizes for inaccurate and offensive names that were mistakenly confirmed as those of the crew of Asiana flight 214, which crashed at San Francisco International Airport on July 6.

Earlier today, in response to an inquiry from a media outlet, a summer intern acted outside his scope of authority when he erroneously confirmed the names of the crew on the aircraft.

The NTSB does not release or confirm the names of crewmembers or people involved in transportation accidents to the media and deeply regret that this occurred.

Appropriate actions will be taken to ensure that such a serious error is not repeated.

-----Original Message-----

From: Hersman Debbie
Sent: Friday, July 12, 2013 7:22 PM
To: Nantel, Kelly
Subject: Press release

Are we recognizing that it is a unpaid student intern, not an employee?

From: Nantel, Kelly
Sent: Friday, July 12, 2013 8:16 PM
To: Hersman Debbie
Subject: RE: Press release

Great...will do. Thank you for the quick turnaround.

From: Hersman Debbie
Sent: Friday, July 12, 2013 8:14 PM
To: Nantel, Kelly
Subject: RE: Press release

Looks good...

"acted outside the scope of his authority"

change regret to "regrets"

-----Original Message-----

From: Nantel, Kelly
Sent: Friday, July 12, 2013 08:05 PM Eastern Standard Time
To: Hersman Debbie
Subject: RE: Press release

Yes, ma'am. Here is the draft that has been cleared by GC and OC....your thoughts...

NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

The National Transportation Safety Board apologizes for inaccurate and offensive names that were mistakenly confirmed as those of the crew of Asiana flight 214, which crashed at San Francisco International Airport on July 6.

Earlier today, in response to an inquiry from a media outlet, a summer intern acted outside his scope of authority when he erroneously confirmed the names of the crew on the aircraft.

The NTSB does not release or confirm the names of crewmembers or people involved in transportation accidents to the media and deeply regret that this occurred.

Appropriate actions will be taken to ensure that such a serious error is not repeated.

-----Original Message-----

From: Hersman Debbie
Sent: Friday, July 12, 2013 7:22 PM
To: Nantel, Kelly
Subject: Press release

Are we recognizing that it is a unpaid student intern, not an employee?

From: Nantel, Kelly
Sent: Friday, July 12, 2013 8:27 PM
To: Hersman Debbie
Subject: RE: Press release

I made one minor tweak to it in the second to last graph....

WASHINGTON – The National Transportation Safety Board apologizes for inaccurate and offensive names that were mistakenly confirmed as those of the pilots of Asiana flight 214, which crashed at San Francisco International Airport on July 6.

Earlier today, in response to an inquiry from a media outlet, a summer intern acted outside the scope of his authority when he erroneously confirmed the names of the flight crew on the aircraft.

The NTSB does not release or confirm the names of crewmembers or people involved in transportation accidents to the media. We work hard to ensure that only appropriate factual information regarding an investigation is released and deeply regret today's incident.

Appropriate actions will be taken to ensure that such a serious error is not repeated.

repeat

repeat

From: (b)(6)
Sent: Tuesday, July 16, 2013 7:01 PM
To: (b)(6); Hersman
Debbie (b)(6); M-EFW; M-MRR;
(b)(6)
Cc:
Subject: RE: Talking points

Thanks so much, (b)(6)

-----Original Message-----

From: (b)(6)
Sent: Tuesday, July 16, 2013 06:35 PM Eastern Standard Time
To: (b)(6); Hersman Debbie; (b)(6)
(b)(6); M-EFW; M-MRR; (b)(6)
(b)(6)
Subject: Talking points

Board Members,

The Chairman asked that I prepare talking points to be used if/when you are asked questions regarding the recent incident involving an intern in the Office of Public Affairs who erroneously confirmed the names of the Asiana flight 214 crew.

I am aware that earlier today the Chairman mentioned to several Members that the summer intern

(b)(6)

in your talking points).

I hope you find this information helpful. If you have additional questions please do not hesitate to contact me.

Thank you,

(b)(6)

(b)(6)

Office of Communications
National Transportation Safety Board

(b)(6)

From: Hersman Debbie
Sent: Monday, July 15, 2013 3:57 PM
To: (b)(6)
Subject: RE: Update

Thanks. I will share your thoughts with our social media team. Would you like them to be anonymous?

From: (b)(6)
Sent: Monday, July 15, 2013 3:51 PM
To: Hersman Debbie
Subject: RE: Update

Debbie,

I think NTSB should take this opportunity to re-examine exactly what it is doing with Twitter as well. It's increasingly embarrassing to see how we're using or abusing that form of social media including:

- 1) the quantity and density of tweets;
- 2) the information content or lack thereof of tweets;
- 3) misspellings and errors in tweets;
- 4) our responses to people who complain about our tweets.

We're becoming noise in the signal-to-noise ratio on Twitter. I think if we slowed down our ambition to tweet by at least half it'd still give NTSB a visible presence in this medium and increase the quality of the signal for those using Twitter.

(b)(6)

From: Hersman Debbie
Sent: Monday, July 15, 2013 14:27
To: All Hands NTSB
Subject: Update

repeat

From: (b)(6)
Sent: Monday, July 15, 2013 3:58 PM
To: Hersman Debbie
Subject: RE: Update

No need for that – I'm happy to stand behind them.

From: Hersman Debbie
Sent: Monday, July 15, 2013 15:57
To: (b)(6)
Subject: RE: Update

Thanks. I will share your thoughts with our social media team. Would you like them to be anonymous?

From: (b)(6)
Sent: Monday, July 15, 2013 3:51 PM
To: Hersman Debbie
Subject: RE: Update

Debbie,

I think NTSB should take this opportunity to re-examine exactly what it is doing with Twitter as well. It's increasingly embarrassing to see how we're using or abusing that form of social media including:

- 1) the quantity and density of tweets;
- 2) the information content or lack thereof of tweets;
- 3) misspellings and errors in tweets;
- 4) our responses to people who complain about our tweets.

We're becoming noise in the signal-to-noise ratio on Twitter. I think if we slowed down our ambition to tweet by at least half it'd still give NTSB a visible presence in this medium and increase the quality of the signal for those using Twitter..

(b)(6)

From: Hersman Debbie
Sent: Monday, July 15, 2013 14:27
To: All Hands NTSB
Subject: Update

repeat

From: (b)(6)
Sent: Monday, July 15, 2013 3:53 PM
To: Holloway Keith
Subject: Asiana Flight 214

Keith,

(b)(6) here from the San Jose Mercury News again.

I'm writing a story about the communication aspects of the July 6 crash of Asiana 214 and have several questions for you:

Who arranged for the passengers to visit the crash site last week? Did Asiana request permission -- or was it the passengers themselves? Did the NTSB have to authorize that visit? When was the last time passengers did something similar following a plane crash on U.S. soil?

Can you elaborate on the NTSB's role in the bogus KTVU report naming the four "pilots" in the crash? Did KTVU have those names that it checked with your intern? Or did those names originate with the NTSB at some point?

Asiana said it plans to sue KTVU, but not the NTSB over its bogus report. Did the NTSB discuss the possibility of a lawsuit with Asiana before Asiana announced it won't sue the NTSB?

I can be reached at (b)(6) Thanks in advance.

--

(b)(6)

(b)(6)

From: Holloway Keith
Sent: Friday, July 12, 2013 9:18 PM
To: Nantel, Kelly
Subject: FW: asiana pilots' names

You want to handle.

From: (b)(6)
Sent: Friday, July 12, 2013 9:12 PM
To: Holloway Keith
Cc: (b)(6)
Subject: RE: asiana pilots' names

Hi Keith,

We just saw this release via the NTSB website.

Can you please let us know if this was some kind of a hoax by this summer intern. How did the intern come up with these names? It offended a lot of viewers. How is the NTSB handling the actions caused by this intern?

We called the Office of Public Affairs and was repeatedly told you your agency does not release names/confirm names of crewmembers.

Please help us understand.

Thank you,

(b)(6)

PS: Please hit "reply all" to this email so my colleagues can get your reply.

NTSB statement on erroneous confirmation of crew names

JULY 12

The National Transportation Safety Board apologizes for inaccurate and offensive names that were mistakenly confirmed as those of the pilots of Asiana flight 214, which crashed at San Francisco International Airport on July 6.

Earlier today, in response to an inquiry from a media outlet, a summer intern acted outside the scope of his authority when he erroneously confirmed the names of the flight crew on the aircraft.

The NTSB does not release or confirm the names of crewmembers or people involved in transportation accidents to the media. We work hard to ensure that only appropriate factual information regarding an investigation is released and deeply regret today's incident.

Appropriate actions will be taken to ensure that such a serious error is not repeated.

Office of Public Affairs
490 L'Enfant Plaza, SW
Washington, DC 20594
(202) 314-6100
Kelly Nantel
kelly.nantel@ntsb.gov

###

(b)(6)

cbsf.com
cwbayarea.com

studio855.com



From: Holloway Keith [<mailto:Hollowk@ntsb.gov>]
Sent: Friday, July 12, 2013 3:14 PM
To: (b)(6)
Subject: RE: asiana pilots' names

The NTSB does not identify or release names.

-----Original Message-----

From: (b)(6)

Sent: Friday, July 12, 2013 05:08 PM Eastern Standard Time

To: Holloway Keith

Subject: asiana pilots' names

Can you confirm that these were two of the pilots' names onboard Asiana Flight 214?

(b)(6)

A local FOX affiliate is reporting the NTSB gave them THESE names of the pilots:

"Sum Ting Wong,"

"Wi Tu Lo,"

"Ho Lee Fuk,"

"Bang Ding Ow."

Can you please confirm or deny that the above 4 names are true?

Thank you.

(b)(6)

cbsSF.com
cwbayarea.com

studio855.com



From: (b)(6)
Sent: Monday, July 15, 2013 9:33 AM
To: Nantel, Kelly
Cc: Holloway Keith
Subject: FW: Intern questions

Wanted to make sure this got in front of someone in a position to answer -- thanks,

(b)(6)

From: (b)(6)
Sent: Monday, July 15, 2013 8:53 AM
To: (b)(6)
Subject: Intern questions

Hi (b)(6)

Could you give me a call this morning? I'd like to ask you a few more questions about what happened last week with the list of names on KTVU.

Thanks,
(b)(6)

=====

(b)(6)
Senior reporter, transportation
POLITICO Pro

1100 Wilson Blvd.,
Arlington, VA 22209

(b)(6)

From: Holloway Keith
Sent: Friday, July 12, 2013 9:09 PM
To: (b)(6)
Subject: FW: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

To ensure that this news release is delivered to your inbox, add
NTSB_NEWS@LISTSERV.NTSB.GOV to your address book.



NATIONAL TRANSPORTATION SAFETY BOARD NEWS RELEASE

An independent federal agency

NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

July 12, 2013.

WASHINGTON – The National Transportation Safety Board apologizes for inaccurate and offensive names that were mistakenly confirmed as those of the pilots of Asiana flight 214, which crashed at San Francisco International Airport on July 6.

Earlier today, in response to an inquiry from a media outlet, a summer intern acted outside the scope of his authority when he erroneously confirmed the names of the flight crew on the aircraft.

The NTSB does not release or confirm the names of crewmembers or people involved in transportation accidents to the media. We work hard to ensure that only appropriate factual information regarding an investigation is released and deeply regret today's incident.

Appropriate actions will be taken to ensure that such a serious error is not repeated.

###

Contact Information

Office of Public Affairs
490 L'Enfant Plaza, SW
Washington, DC 20594

(202) 314-6100
Kelly Nantel
kelly.nantel@ntsb.gov

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<http://www.nts.gov/registration/registration.aspx>

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From: Holloway Keith
Sent: Friday, July 12, 2013 8:16 PM
To: Nantel, Kelly
Subject: RE: Asiana 214 pilot names

Okay

From: Nantel, Kelly
Sent: Friday, July 12, 2013 8:15 PM
To: Holloway Keith
Subject: FW: Asiana 214 pilot names

If not on our list....please add (b)(6) for the 777 list. Thanks.

From: (b)(6)
Sent: Friday, July 12, 2013 6:33 PM
To: Nantel, Kelly
Subject: Re: Asiana 214 pilot names

Thank you for the prompt response. Someone might want to clarify that point with KTVU since their on-air apology clearly stated that an NTSB official confirmed a list of fictitious names.

(b)(6)

On Jul 12, 2013, at 3:30 PM, "Nantel, Kelly" <kelly.nantel@ntsb.gov> wrote:

The NTSB does not release the name of crew members.

From: (b)(6)
Sent: Monday, July 15, 2013 1:15 PM
To: Holloway Keith
Subject: RE: KTVU hoax?

Keith, can you identify the intern in question, and has he/she been let go by NTSB?

Thanks,

(b)(6)

(b)(6)

Reporter

POLITICO

(b)(6)

****Sign up to receive the Huddle, POLITICO's daily email tipsheet for Capitol Hill:**
<http://www.politico.com/huddle>.

From: Holloway Keith [mailto:Hollowk@ntsb.gov]
Sent: Friday, July 12, 2013 6:22 PM
To: (b)(6)
Subject: RE: KTVU hoax?

The NTSB does not identify or release names.

-----Original Message-----

From: (b)(6)
Sent: Friday, July 12, 2013 04:41 PM Eastern Standard Time
To: Holloway Keith
Subject: KTVU hoax?

Hi Keith,

Have you seen this video circulating on YouTube? It purports to be a KTVU report from san Francisco, saying NTSB gave them this list of pilot names. But the names are a hoax.

http://www.youtube.com/watch?v=C76T9_fThH0

Did NTSB provide these names to KTVU, did this segment actually air, or has someone just altered the broadcast as a joke? thanks for any light you can shine on this.

(b)(6)

From: Holloway Keith
Sent: Friday, July 12, 2013 6:20 PM
To: (b)(6) Nantel, Kelly
Subject: RE: KTVU's Asiana pilot "names"

The NTSB does not identify or release names.

-----Original Message-----

From: (b)(6)
Sent: Friday, July 12, 2013 04:57 PM Eastern Standard Time
To: Nantel, Kelly; Holloway Keith
Subject: KTVU's Asiana pilot "names"

Hey guys,

I'm sure you have approximately a million better things to do, but considering that KTVU is basically deflecting blame onto you I wanted to ask whether you in fact did confirm to them this set of offensive and obviously fake pilot names referenced here.

<http://gawker.com/ktvu-reports-asiana-air-pilots-were-sum-ting-wong-and-759185714>

Here's to this day/week ending soon,

(b)(6)

(b)(6)
Senior reporter, transportation
POLITICO Pro

1100 Wilson Blvd.
Arlington, VA 22209

(b)(6)

From: Holloway Keith
Sent: Friday, July 12, 2013 6:11 PM
To: (b)(6)
Subject: RE: NTSB confirmation on names of Asiana Airlines pilots

No, we did not.

-----Original Message-----

From: (b)(6)
Sent: Friday, July 12, 2013 06:01 PM Eastern Standard Time
To: Holloway Keith
Subject: NTSB confirmation on names of Asiana Airlines pilots

Hi Keith,

I'd like to confirm a report by Gawker that the NTSB did not give out any names of the Asiana Airline pilots or confirm them to news station KTVU, which incorrectly reported the names of the pilots on air on Friday.

Thanks,

(b)(6)
Staff Editor, THR.com
The Hollywood Reporter

From: Nantel, Kelly
Sent: Monday, July 15, 2013 4:07 PM
To: (b)(6)
Cc: Holloway Keith
Subject: RE: Reporter inquiry about National Transportation Safety Board internship

(b)(6) - I think (b)(6) should respond only if she is comfortable doing so. She shouldn't feel obligated to do so but if she wants to, that's fine.

From: (b)(6)
Sent: Monday, July 15, 2013 2:16 PM
To: Nantel, Kelly
Cc: Holloway Keith
Subject: FW: Reporter inquiry about National Transportation Safety Board internship

(b)(6) was an intern in my office who did work for Public Affairs also.

From: (b)(6)
Sent: Monday, July 15, 2013 1:43 PM
To: (b)(6)
Subject: Fwd: Reporter inquiry about National Transportation Safety Board internship

Hello, (b)(6)

I hope this email finds you well. I just received this email from a reporter through LinkedIn inquiring about my experience as an NTSB intern. The email is below.

She is emailing me as a result of the recent intern incident that occurred last week. I haven't responded yet. I wanted to inform you to make you aware before responding. You may want to forward this to Public Affairs, too. As a public relations major, I am well aware of the seriousness of this matter and just want to make sure I still represent the Board the way it wants to be represented, even though I no longer work there.

Please let me know how Public Affairs would like me to respond, if at all. Thank you!

Non Responsive

Best regards,

(b)(6)

Begin forwarded message:

From: (b)(6)
Date: July 15, 2013, 12:00:02 PM CDT

To: (b)(6)

Subject: Reporter inquiry about National Transportation Safety Board internship

Reply-To: (b)(6)

(b)(6)

Dear (b)(6),

I'm a reporter from ProPublica, a non-profit news organization in New York, and we've been doing a long-term project on internships. (You can see more of our work here:

<http://www.propublica.org/series/internships>.) I'm following the story about the National Transportation Safety Board intern who erroneously confirmed names of the Asiana flight crew, and I'm working on a post about NTSB internships. Would you be willing to talk about your experience?

My deadline is 4 pm today. You can reach me at (b)(6) or

(b)(6) (It may look like this message is coming from someone else because I am using a colleague's LinkedIn Recruiter account.) I would really appreciate your help!

Best,

(b)(6)

[Reply](#) [Not interested](#)

View (b)(6) LinkedIn profile..

[Unsubscribe](#)

[included this](#)

[Learn why we](#)

From: Hersman Debbie
Sent: Friday, July 12, 2013 11:54 PM
To: (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Please let (b)(6) know I would like to apologize to the CEO. I have spoken to my counterpart.

-----Original Message-----

From: (b)(6)
Sent: Friday, July 12, 2013 11:51 PM Eastern Standard Time
To: (b)(6)
Cc: (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

(b)(6)

Please let us know if we need to follow up further with you or any individuals in Asiana.

(b)(6)

(b)(6)

National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)
(202) 314-(b)(6) (Direct Line)
(202) 314-6090 (Fax)

From: (b)(6).com]
Sent: Friday, July 12, 2013 11:48 PM
To: (b)(6)
Cc: (b)(6)
Subject: Re: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Thank you for bringing this to my attention so promptly. I have forwarded it on to Asiana in Seoul.

(b)(6)

From: (b)(6)
Sent: Friday, July 12, 2013 09:11 PM
To: (b)(6)
Cc: (b)(6)
(b)(6)

From: (b)(6)
Sent: Friday, July 12, 2013 11:28 PM
To: (b)(6)
Subject: RE: Media Requests and Inquiries in the investigation of Asiana FL 214

Let me know if you need anything over the weekend.

(b)(6)
ortation Safety Board



From: (b)(6)
Sent: Friday, July 12, 2013 9:46 PM

(b)(6)

Subject: Media Requests and Inquiries in the investigation of Asiana FL 214

Dear Office Directors, Deputies and Chiefs,

Due to the sensitivities and complex issues involved in the investigation of Asiana Flight 214, all media inquiries must be directed specifically to Kelly Nantel, Office of Public Affairs. We appreciate the adherence to this direction by you and your staff.

Have a good weekend,

(b)(6)

National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)
(202) 314-(b)(6) (Direct Line)
(202) 314-6090 (Fax)

From: (b)(6)
Sent: Saturday, July 13, 2013 12:05 AM
To: Hersman Debbie; (b)(6) Nantel, Kelly; (b)(6)
(b)(6)
Cc: (b)(6); PA; CmCtr; (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

I didn't have the actual contacts, but the "CEO script" traffic should have a good contact.

-----Original Message-----

From: Hersman Debbie
Sent: Friday, July 12, 2013 11:50 PM Eastern Standard Time
To: (b)(6) Nantel, Kelly; (b)(6)
Cc: (b)(6) PA; CmCtr; (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

I called (b)(6) of the KARAIB and apologized. He was very gracious, but I am not sure that he was aware of it.

(b)(6) has reached out to the Asiana's rep to set up a call with their CEO. (b)(6), you could let (b)(6) know I would like to speak to him as well.

Please advise if there are others that I should call.

-----Original Message-----

From: (b)(6)
Sent: Friday, July 12, 2013 11:13 PM Eastern Standard Time
To: (b)(6); Hersman Debbie; Nantel, Kelly; (b)(6)
Cc: (b)(6) PA; CmCtr; (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

I sent the press release to (b)(6), Esq. who is counsel for Asiana.

repeat

From: (b)(6)
Sent: Wednesday, July 17, 2013 6:08 AM
To: (b)(6)
Subject: Asiana lawsuit

See article - Asiana suing Boeing:

<http://news.yahoo.com/law-firm-says-suing-boeing-232803203.html>

The article notes they want to control testing etc. (b)(6)
(b)(6) So far, we have held them at bay and carefully explained the primacy and custody (thanks (b)(6) !), but I don't think they're going away easily. They keep trying (b)(6) into the disassembly. The insurance and recovery companies (and United) understand who's in charge, but the (b)(6).

In fact, I'm asking (b)(6) to harvest the throttle quadrant (b)(6)
(b)(6).

From: (b)(6)
Sent: Tuesday, July 16, 2013 6:03 PM
To: (b)(6)
Cc:
Subject: (b)(6)

(b)(6)

It is not a good idea to get into the details of the personnel matter with the press or public. I think it is best, from a legal standpoint, to leave the talking points as we discussed in the meeting - that (b)(6) for us and we can't discuss it further as it is a personnel matter.

Please let me know if you have any other questions or further concerns.

Thanks,

(b)(6)

(b)(6)

(b)(6)

National Transportation Safety Board
202-314 (b)(6)

-----Original Message-----

From: (b)(6)
Sent: Tuesday, July 16, 2013 05:54 PM Eastern Standard Time
To: (b)(6)
Cc:
Subject: (b)(6)

(b)(6)

Regarding the discussion in our meeting earlier today, would it be appropriate for us to say that the individual (b)(6) his internship?

Thanks,

(b)(6)

Office of Communications
National Transportation Safety Board
(202) 314 (b)(6)

From: (b)(6)
Sent: Tuesday, July 16, 2013 5:14 PM
To: (b)(6)
Cc:
Subject: RE: Talking points.

Agree as edited.

(b)(6)

From: (b)(6)
Sent: Tuesday, July 16, 2013 5:01 PM
To: (b)(6)
Cc:
Subject: RE: Talking points

A few suggestions, attached.

From: Nantel, Kelly
Sent: Tuesday, July 16, 2013 4:44 PM
To: (b)(6)
Cc:
Subject: RE: Talking points

Slight edits from me.

From: (b)(6)
Sent: Tuesday, July 16, 2013 4:40 PM
To: (b)(6)
Cc:
Subject: Talking points

Attached is the draft in our earlier meeting. Please provide comment/corrections ASAP. I would like to provide these to the Chairman by 5pm.

Thank you,

(b)(6)

(b)(6)
Office of Communications
National Transportation Safety Board
(202) 314-(b)(6)

From: (b)(6)
Sent: Tuesday, July 16, 2013 3:48 PM
To: (b)(6)
Subject: RE: Google Alert - hersman ntsb

Oh, my mistake! I didn't notice yesterday's date. My edits weren't substantive, in any event.

Now, I think you have a vacation to enjoy! ☺

From: (b)(6)
Sent: Tuesday, July 16, 2013 3:46 PM
To: (b)(6)
Subject: RE: Google Alert - hersman ntsb

Too late
Sent it to I for info.
Sorry about that

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Tuesday, July 16, 2013 03:31 PM Eastern Standard Time
To: (b)(6)
Subject: RE: Google Alert - hersman ntsb

I just have a few nits to the presser. OK to send to Kelly and the group? I think it's fine, tone-wise. It's very matter-of-fact and doesn't unduly (b)(6) participation in the investigation. Also (b)(6)

From: (b)(6)
Sent: Tuesday, July 16, 2013 3:09 PM
To: (b)(6)
Subject: RE: Google Alert - hersman ntsb

Yes and see tone of press release
If u update it- send to me as well

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)

Sent: Tuesday, July 16, 2013 03:08 PM Eastern Standard Time

To: (b)(6)

Cc:

Subject: RE: Google Alert - hersman ntsb

Thanks! Would you like for me to weave some of these facts into the draft letter to Chairman (b)(6)?

From: (b)(6)

Sent: Tuesday, July 16, 2013 3:07 PM

To: (b)(6)

Cc:

Subject: FW: Google Alert - hersman ntsb

Sent with Good (www.good.com)

repeat

From: (b)(6)
Sent: Tuesday, July 16, 2013 4:40 PM
To: (b)(6)
Cc:
Subject: Talking points
Attachments: Asiana 214 talking points.docx

Attached is the draft in our earlier meeting. Please provide comment/corrections ASAP. I would like to provide these to the Chairman by 5pm.

Thank you,

(b)(6)
Office of Communications
National Transportation Safety Board
(202) 314-(b)(6)

The talking points below are provided to assist you with responding to potential questions resulting from the recent incident where a summer intern in the Office of Public Affairs confirmed the Asiana flight 214 crew members names provided to him by a media outlet.

- NTSB shares your deep concern regarding this incident
- The agency issued an apology via a press release upon learning of this incident which is posted on our web site
- The intern responded to a telephone request from a media outlet to confirm a series of names that the producer provided to him.
- (b)(5),(b)(6)
- The NTSB is currently reviewing internal policies and taking appropriate corrective action

In addition, below are responses to two anticipated questions.

1.) (b)(5),(b)(6)

2.) What are you doing to make sure this doesn't happen again? *We are currently reviewing the NTSB Board Order on Media Relations and our Operations Bulletin relating to our Social Media Policy. In addition, the Office of Public Affairs is reviewing internal operating procedures to ensure proper training and guidance is provided to employees.*

From: (b)(6)
Sent: Tuesday, July 16, 2013 11:34 AM
To: (b)(6)
Subject: OC Intern
Attachments: image2013-07-16-094640.pdf

(b)(6)
the OC Intern.

-----Original Message-----

From: (b)(6)
Sent: Tuesday, July 16, 2013 9:49 AM
To: (b)(6)
Subject: Statement and letter.

Here are the two documents that (b)(6)
early.

(b)(6)

-----Original Message-----

From: Lexmark_MFD@ntsb.gov [mailto:Lexmark_MFD@ntsb.gov]
Sent: Tuesday, July 16, 2013 9:47 AM
To: (b)(6)
Subject: Scanned file

See Attached

From: (b)(6)
Sent: Tuesday, July 16, 2013 10:54 AM
To: (b)(6)
Subject: (b)(6) message re (no) lawsuit

I think this is old news, but (b)(6) Asiana GM of Marketing and primary on-scene contact last week, left me a message emphasizing Asiana was not going to file suit against the NTSB.

(b)(6) not necessarily the decision maker on issues, but he is able to get to the CEO or other decision makers.

(b)(6) have (b)(6) info, as does (b)(6) in the email string scheduling the CEO call by the Chairman this weekend.

I'm almost out of juice and get a charge until evening, so will check messages late.

(b)(6)

(b)(6)
counsel
ation Safety Board

From: (b)(6)
Sent: Monday, July 15, 2013 4:43 PM
To: (b)(6)
Cc: (b)(6)
Subject: RE: Paperwork for intern

I'm on the phone with her now.

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 4:15 PM
To: (b)(6)
Cc: (b)(6)
Subject: Paperwork for intern

Just got a call from (b)(6) - did (b)(6) email you the paperwork for the intern's (b)(6)

If yes any concerns

Sent with Good (www.good.com)

From: (b)(6)
Sent: Monday, July 15, 2013 1:58 PM
To: (b)(6)
Subject: RE: Status of a couple items

Good for you! Non Responsive

You did a great job last week in keeping things under control when it seemed like everything was spinning out of control!! Maybe we should come into the office more often in flip flops and shorts... we seem to get a lot accomplished..

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 1:56 PM
To: (b)(6)
Cc:
Subject: RE: Status of a couple items

(b)(6) now has email
:-)

(b)(6)
Counsel
National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)
(202) 314-(b)(6) (Direct Line)
(202) 314-6090 (Fax)

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 12:59 PM
To: (b)(6)
Subject: RE: Status of a couple items

Don't know....she hasn't said.

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 12:54 PM
To: (b)(6)
Subject: Status of a couple items

What is the status of the all hands email from the chairman Did she decide not to do it?

Also did we find the letter sent directly to the chairman from (b)(6)?

Sent with Good (www.good.com)

From: (b)(6)
Sent: Monday, July 15, 2013 1:58 PM
To: (b)(6)
Subject: RE: Status of potential lawsuit

(b)(6)

Thank you for the update.

(b)(6)

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 1:36 PM
To: Hersman Debbie; (b)(6) Nantel,
Kelly
Cc: (b)(6)
Subject: RE: Status of potential lawsuit

Please see (b)(6) message below.

(b)(6)

(b)(6)

National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)
(202) 314-(b)(6) (Direct Line)
(202) 314-6090 (Fax)

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 1:33 PM
To: (b)(6)
Subject: RE: Status of potential lawsuit

(b)(6)

Just spoke with (b)(6), who confirmed Asiana has taken a final decision *not* to include the NTSB in any lawsuit arising from the broadcast of the pilots' names. Still assessing options with respect to claims against the TV station and has retained Covington and Burling to consider those claims.

Will be happy to send this info out to the group (Chairman Hersman, (b)(6), et al.) if you'd like.

Thanks,

(b)(6)

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 9:03 AM
To: Hersman Debbie; (b)(6) Nantel, Kelly; (b)(6)
Cc: (b)(6)
Subject: Status of potential lawsuit

According to news reports Asiana will not sue NTSB but will sue the TV station.

Our discussion with (b)(6) was not particularly productive. We learned that he advised not to sue but he does not know the decision.

There will likely be another firm retained by Asiana to represent them b4 the NTSB.
He does not know his future role.
The message he recd was that Mr (b)(6) accepted the NTSB apology.

He did repeat much of what was inferred in the letter from (b)(6) including that Asiana felt blindsided. By press releases.

Please copy (b)(6) on issues related to Asiana 214 - he has my number (Non Res) and can reach me ASAP.

Sent with Good (www.good.com)

From: (b)(6)
Sent: Monday, July 15, 2013 9:21 AM
To: (b)(6)
Cc: (b)(6)
Subject: News reports regarding Asiana pilots

Dear (b)(6)

Good morning. I am an attorney with the NTSB and am assisting in the Asiana 214 investigation. Our (b)(6) and I spoke with (b)(6) this morning regarding reports that Asiana is considering legal claims against the NTSB in connection with a television news station's reporting of fictitious pilot names last week.

The most recent news reports seem to indicate Asiana has elected not to pursue legal action against the NTSB. Can you confirm whether these reports are accurate?

Thank you very much, and best regards,

(b)(6)
Attorney General Counsel
Office (202) 314-6080
Fax (202) 314-6090

National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594

Non Responsive

-----Original Message-----

From: (b)(6)

Sent: Sun 7/14/2013 10:34 PM

To: Hersman Debbie; (b)(6)

Cc: (b)(6)

Subject: Asiana's consideration of legal action

Tomorrow at 8:30 am (b) and I will be speaking with (b)(6) regarding the news reports that Asiana is weighing taking legal action against the NTSB.

We have done preliminary research and we can (b)(5). We can provide you more details on our research if needed after our conversation.

Sent with Good (www.good.com)

From: (b)(6)
Sent: Sunday, July 14, 2013 9:32 PM
To: (b)(6)
Subject: Asiana

(b)(6)

Is (b)(6) their only DC representation?

(b)(6)

(b)(6)

NTSB

(b)(6)

From: (b)(6)
Sent: Sunday, July 14, 2013 5:50 PM
To: (b)(6)
Subject: RE: News Report

Thank you. Very interesting, I'm glad you sent it.

-----Original Message-----

From: (b)(6)
Sent: Sunday, July 14, 2013 05:43 PM Eastern Standard Time
To: (b)(6)
Subject: FW: News Report

Too much info for a big group but I thought u would be interested

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Sunday, July 14, 2013 05:31 PM Eastern Standard Time
To: (b)(6)
Cc:
Subject: RE: News Report

(b)(5)

Here are the highlights -- let me know if you'd like this in a more formal format:

(b)(5)

(b)(5)

-----Original Message-----

From: (b)(6)
Sent: Sun 7/14/2013 4:54 PM
To: (b)(6)
Subject: RE: News Report

Have u found anything that we should be concerned about

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Sunday, July 14, 2013 04:53 PM Eastern Standard Time
To: (b)(6)
Subject: RE: News Report

That will be fine.

-----Original Message-----

From: (b)(6)
Sent: Sun 7/14/2013 4:51 PM
To: (b)(6)
Subject: FW: News Report

Does 8:30 work for u

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6) [mailto:(b)(6)@good.com]
Sent: Sunday, July 14, 2013 04:19 PM Eastern Standard Time
To: (b)(6)
Cc: (b)(6)
Subject: Re: News Report

I think I am free 8 to 12.

(b)(6)

From: (b)(6) [mailto:(b)(6)@ntsb.gov]
Sent: Sunday, July 14, 2013 03:47 PM
To: (b)(6)
Cc: (b)(6)
<A>

Subject: RE: News Report

That will work. Please let me know your availability. (b)(6) is on vacation. (b)(6) and I will be on the call.

(b)(6)

National Transportation Safety Board

Office of General Counsel

490 L'Enfant Plaza East, S.W.

Washington, D.C. 20594

(202) 314-6080 (Office)

(202) 314-(b)(6) (Direct Line)

(202) 314-6090 (Fax)

From: (b)(6)@com]
Sent: Sunday, July 14, 2013 3:46 PM
To: (b)(6)
Cc:
Subject: Re: News Report

Let's talk on Monday if okay with you. I need to check with my client and co-counsel (b)(6) on this and time differences requires my to hold off.

(b)(6)

From: (b)(6)@ntsb.gov]
Sent: Sunday, July 14, 2013 02:41 PM
To: (b)(6)
Cc:
Subject: News Report

(b)(6)

I read this in the news. Would you like to discuss?

<http://usnews.nbcnews.com/news/2013/07/14/19468645-asiana-airlines-considering-legal-action-over-racially-offensive-fake-pilot-names?lite> <<http://usnews.nbcnews.com/news/2013/07/14/19468645-asiana-airlines-considering-legal-action-over-racially-offensive-fake-pilot-names?lite>>

(b)(6)
Counsel

National Transportation Safety Board

Office of General Counsel

490 L'Enfant Plaza East, S.W.

Washington, D.C. 20594

(202) 314-6080 (Office)

(202) 314-(b)
(6) (Direct Line)

(202) 314-6090 (Fax)

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From: Nantel, Kelly
Sent: Sunday, July 14, 2013 3:15 PM
To: (b)(6)
Subject: RE: AllHandsBulletin

Sorry. Was out. Looking now.

(b)(6) Public Affairs
National Transportation Safety Board

-----Original Message-----

From: (b)(6)
Sent: Sunday, July 14, 2013 02:36 PM Eastern Standard Time
To: Nantel, Kelly
Subject: FW: AllHandsBulletin

Any thoughts?

(b)(6) Counsel
National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)
(202) 314-(b)(6) (Direct Line)
(202) 314-6090 (Fax)

From: (b)(6)
Sent: Sunday, July 14, 2013 2:26 PM
To: (b)(6) Nantel, Kelly; (b)(6)
Subject: RE: AllHandsBulletin

Looks good to me.

(b)(6) Communications
National Transportation Safety Board
490 L'Enfant Plaza, SW
Washington, DC 20594

-----Original Message-----

From: (b)(6)
Sent: Sunday, July 14, 2013 02:20 PM Eastern Standard Time
To: (b)(6); Nantel, Kelly; (b)(6)
Cc: (b)(6)
Subject: RE: AllHandsBulletin

The edits for some reason did not show up in track changes on my computer. But I read the updated version and like it. Does anyone else have edits?

(b)(6)
Counsel
National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)
(202) 314-(b)(6) (Direct Line)
(202) 314-6090 (Fax)

-----Original Message-----

From: (b)(6)
Sent: Sunday, July 14, 2013 1:24 PM
To: (b)(6); Nantel, Kelly; (b)(6)
Cc: (b)(6)
Subject: RE: AllHandsBulletin

Good afternoon, I think sending this message is a good idea. I have some minor suggestions for the opening and closing paragraphs. I am attaching my edited version in track changes mode. I do not have access to MS Word at the moment, so I am hopeful that you are able to work with my attachment. If not, please let me know. Thanks.

(b)(6)

(b)(5), (b)(7)(C)
Please let me know if I can be of any assistance.

-----Original Message-----

From: (b)(6)
Sent: Sun 7/14/2013 12:31 PM
To: Nantel, Kelly; (b)(6)
Cc: (b)(6)
Subject: AllHandsBulletin

Here is my first draft. As Kelly and I discussed, we are seeking to add more detail so the vacuum in the hallways is not filled with rumors. The Chairnan wants us to tie this into safety culture and learning from our mistakes.

Please send edits by hitting reply all so we call all weigh in.

(b)(6)

From: Hersman Debbie
Sent: Sunday, July 14, 2013 1:44 PM
To: (b)(6)
Cc: Nantel, Kelly
Subject: RE: All Hands Message

I am not sure what is in it, but if it references on-scene activities - AS and RE should get a heads up.

-----Original Message-----

From: (b)(6)
Sent: Sunday, July 14, 2013 12:34 PM Eastern Standard Time
To: Hersman Debbie
Cc: Nantel, Kelly
Subject: All Hands Message

Chairman,

I just completed the first draft of the All-Hands message. I sent the draft to Kelly, (b)(6) and (b)(6) with a copy to (b)(6). Anyone else you want me to vet it with before you review?

(b)(6)

(b)(6)
Counsel
National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)
(202) 314-(b)(6) (Direct Line)
(202) 314-6090 (Fax)

From: (b)(6)
Sent: Sunday, July 14, 2013 9:53 AM
To: (b)(6)
Subject: RE: Intern

I have been thinking about what other options might exist. I would like to talk with HR and (b)(6) to be sure we do what is best for everyone.

(b)(6)

-----Original Message-----

From: (b)(6)
Sent: Sunday, July 14, 2013 09:45 AM Eastern Standard Time
To: (b)(6)
Subject: RE: Intern

I know (b)(6)
I could be misreading this but the chairman referred to (b)(6)
(b)(6) That was my other
option
I mostly wanted to put that out to u for consideration
Obviously it's oc determination

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Sunday, July 14, 2013 09:38 AM Eastern Standard Time
To: (b)(6)
Subject: RE: Intern

Non Responsive

(b)(6)

-----Original Message-----

From: (b)(6)
Sent: Sunday, July 14, 2013 09:36 AM Eastern Standard Time
To: (b)(6)
Subject: RE: Intern

Non Responsive

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)

Sent: Sunday, July 14, 2013 09:35 AM Eastern Standard Time

To: (b)(6)

Subject: RE: Intern

Thanks (b)(6) Non Responsive

(b)(6)

-----Original Message-----

From: (b)(6)

Sent: Sunday, July 14, 2013 07:01 AM Eastern Standard Time

To: Nantel, Kelly; (b)(6)

Subject: Intern

I am available to discuss options (b)(6)

Maybe I am misreading tea leaves- but I think there is a sense we need to find options

Call if you would like to discuss

Sent with Good (www.good.com)

From: (b)(6).com>
Sent: Saturday, July 13, 2013 6:53 PM
To: (b)(6)
Cc:
Subject: Re: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

(b)(6)

I just got word that the call took place 5 hours ago and Asiana would like to disclose the call to the media.

No problem with that? I would think NTSB would prefer the Korean public know of her apology.

I need to get back to the GC soon.

Thanks.

(b)(6)

From: (b)(6)@ntsb.gov]
Sent: Saturday, July 13, 2013 07:59 AM

(b)(6)

Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Thank you,

(b)(6)

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6).com]
Sent: Saturday, July 13, 2013 07:52 AM Eastern Standard Time

To: (b)(6)

Cc:

Sharon

Subject: Re: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Thanks (b)(6). I have relayed the Chairman's gracious offer to call the CEO to my contact, the Deputy General Counsel in Seoul, asking if the CEO is amenable and available and for a time and phone number.

I will keep you posted.

(b)(6)

From: (b)(6):@ntsb.gov]

Sent: Friday, July 12, 2013 11:59 PM

(b)(6)

Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

(b)(6)

My apologies for these late emails, but given the time difference if there is a window of opportunity, the NTSB Chairman would like to speak with the Asiana CEO to apologize.

Could you please let the correct individuals in Asiana know so that we can arrange a call?

(b)(6)

Counsel

National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)
(202) 314-(b)(6) (Direct Line)
(202) 314-6090 (Fax)

From: (b)(6)

Sent: Friday, July 12, 2013 11:52 PM

(b)(6)

Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

(b)(6)

Please let us know if we need to follow up further with you or any individuals in Asiana.

(b)(6)

Counsel

National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)
(202) 314-(b)(6) (Direct Line)
(202) 314-6090 (Fax)

From: (b)(6)
Sent: Saturday, July 13, 2013 1:33 PM
To: (b)(6)
Subject: RE: Will update the chart around lunch

Were you on the call?.. Was anyone else?.. How did it go?



ortation Safety Board



From: (b)(5)
Sent: Saturday, July 13, 2013 1:28 PM
To: (b)(6)
Subject: RE: Will update the chart around lunch

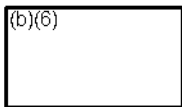
Will update

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Saturday, July 13, 2013 01:26 PM Eastern Standard Time
To: (b)(6)
Subject: RE: Will update the chart around lunch

Yes. And, did I mention it was sent to (b)(6) office as well?



ortation Safety Board

-----Original Message-----

From: (b)(6)
Sent: Saturday, July 13, 2013 11:22 AM
To: (b)(6)
Subject: Will update the chart around lunch

Did u reach out to the senators offices via email?

Sent with Good (www.good.com)

Sent: Saturday, July 13, 2013 11:09 AM Eastern Standard Time

To: (b)(6)

Cc: Hersman Debbie; (b)(6)

(b)(6)

Subject: RE: CEO contact proposes call at 10am Pacific (1pm Eastern)

Thanks (b)(6)

Chairman are u able to call at 1?

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)

Sent: Saturday, July 13, 2013 11:02 AM Eastern Standard Time

To: (b)(6)

Subject: CEO contact proposes call at 10am Pacific (1pm Eastern)

(b)(6)

I spoke with (b)(6) He suggested the Chairman call at 10am Pacific (1pm Eastern).

(b)(6) said to call 415-828-(b)(6), which is the number of (b)(6) who will be with the CEO (b)(6)

<http://www.staralliance.com/en/about/airlines/management> (b)(6)

(b)(6)

(b)(6)

Counsel

National Transportation Safety Board

490 L'Enfant Plaza East, SW

Washington DC 20594

202.314 (b)(6)

202.320 (cell)

202.314 (fax)

-----Original Message-----

From: (b)(6)

Sent: Saturday, July 13, 2013 07:36 AM Eastern Standard Time

To: (b)(6)

Subject: RE: I don't have the CEO number - Do you?

I know but she may call him

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)

Sent: Saturday, July 13, 2013 07:24 AM Eastern Standard Time

To: (b)(6)

Subject: RE: I don't have the CEO number - Do you?

(b)(6)

(mobile)

(b)(6)

(mobile)

I didn't call because it's 4:23 am there.

(b)(6)

counsel

National Transportation Safety Board

490 L'Enfant Plaza East, SW

Washington DC 20594

202.314 (b)(6)

202.320 (cell)

202.314.6090 (fax)

-----Original Message-----

From: (b)(6)

Sent: Saturday, July 13, 2013 07:20 AM Eastern Standard Time

To: (b)(6)

Subject: RE: I don't have the CEO number - Do you?

Do u have the senior vp number?

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)

Sent: Saturday, July 13, 2013 07:17 AM Eastern Standard Time

To: (b)(6); Nantel, Kelly; (b)(6)

Cc: (b)(6)

Subject: RE: I don't have the CEO number - Do you?

I just sent messages to the Asiana Senior VP and GM of Marketing asking for a CEO contact number. They are the senior people with whom we dealt most directly at the family assistance center. I will let everyone know as soon as I hear back.

(b)
(6)

(b)(6)
uez
l Counsel
ortation Safety Board
za East, SW
20594
ell)
ux)

-----Original Message-----

From: (b)(6)

Sent: Saturday, July 13, 2013 07:12 AM Eastern Standard Time

To: (b)(6); Nantel, Kelly; (b)(6)

Cc: (b)(6)

Subject: RE: I don't have the CEO number - Do you?

I am thinking (b)(6) may have it
Waiting to call ,... Don't want to wake up household

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)

Sent: Saturday, July 13, 2013 07:00 AM Eastern Standard Time

To: (b)(6) Nantel, Kelly; (b)(6)
Cc: (b)(6)
Subject: RE: I don't have the CEO number - Do you?

I've asked United if they know.

The Chairman met with him at the family center. Did she receive a card?

-----Original Message-----

From: (b)(6)
Sent: Saturday, July 13, 2013 12:27 AM Eastern Standard Time
To: Nantel, Kelly; (b)(6)
Subject: I don't have the CEO number - Do you?

(b)(6)
Counsel
National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)
(202) 314-(b)(6) (Direct Line)
(202) 314-6090 (Fax)

repeat

-----Original Message-----

From: (b)(6)

Sent: Saturday, July 13, 2013 07:36 AM Eastern Standard Time

To: (b)(6)

Subject: RE: I don't have the CEO number - Do you?

I know but she may call him

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)

Sent: Saturday, July 13, 2013 07:24 AM Eastern Standard Time

To: (b)(6)

Subject: RE: I don't have the CEO number - Do you?

(b)(6)

From: (b)(6)
Sent: Saturday, July 13, 2013 10:51 AM
To: (b)(6)
Subject: RE: Media Requests and Inquiries in the investigation of Asiana FL 214

Okay, thanks. I'm going to alert all AS staff just in case they receive a direct media inquiry while out and about on-scene or on travel. Thanks.

(b)(6)
Office of Aviation Safety
National Transportation Safety Board
490 L'Enfant Plaza East SW
Washington, DC 20594
(C) 202-314-(b)(6)
(W) 202-258-(b)(6)

-----Original Message-----

From: (b)(6)
Sent: Saturday, July 13, 2013 10:46 AM Eastern Standard Time
To: (b)(6)
Subject: RE: Media Requests and Inquiries in the investigation of Asiana FL 214

It went right to the intern

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Saturday, July 13, 2013 10:45 AM Eastern Standard Time
To: (b)(6)
Subject: RE: Media Requests and Inquiries in the investigation of Asiana FL 214

Who received the initial media inquiry, (b)(6); do you know?

(b)(6)
Office of Aviation Safety
National Transportation Safety Board
490 L'Enfant Plaza East SW

Washington, DC 20594
(C) 202-314 (b)(6)
(W) 202-25 (b)(6)

-----Original Message-----

From: (b)(6)

Sent: Friday, July 12, 2013 09:46 PM Eastern Standard Time

To: (b)(6)

(b)(6)

Cc: (b)(6); OC-10-

PA: (b)(6)

Subject: Media Requests and Inquiries in the investigation of Asiana FL 214

Dear Office Directors, Deputies and Chiefs,

repeat

From: (b)(6)
Sent: Monday, July 15, 2013 1:58 PM
To: (b)(6)
Subject: RE: Status of potential lawsuit

(b)(6)

Thank you for the update.

(b)(6)

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 1:36 PM
To: Hersman (b)(6) Nantel,
Kelly
Cc: (b)(6)
Subject: RE: Status of potential lawsuit

Please see (b)(6) message below.

(b)(6)

Counsel

National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)
(202) 314-(b)(6) (Direct Line)
(202) 314-6090 (Fax)

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 1:33 PM
To: (b)(6)
Subject: RE: Status of potential lawsuit

(b)(6)

Just spoke with (b)(6) who confirmed Asiana has taken a final decision *not* to include the NTSB in any lawsuit arising from the broadcast of the pilots' names. Still assessing options with respect to claims against the TV station and has retained Covington and Burling to consider those claims.

Will be happy to send this info out to the group (Chairman Hersman, (b)(6), et al.) if you'd like.

Thanks,

(b)(6)

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 8:20 AM
To: (b)(6)
Cc:
Subject: RE: Asiana not to sue NTSB

For what it's worth, USA Today reports OZ has not made decision yet re suing NTSB as well:
<http://m.usatoday.com/article/news/2515541>.

(b)(6)

Sent with Good (www.good.com) on a mobile device -- please pardon any typos.

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 07:49 AM Eastern Standard Time
To: (b)(6)
Cc:
Subject: Asiana not to sue NTSB

News is reporting that it will sue tv station but not ntsb

Sent with Good (www.good.com)

(b)(6)

(b)

-----Original Message-----

From: (b)(6)

Sent: Sunday, July 14, 2013 02:52 PM Eastern Standard Time

To: Hersman Debbie

Cc: (b)(6) Nantel, Kelly; (b)(6)

(b)(6)

Subject: All Hands Message to NTSB Employees

(b)(6) have both reviewed. Please see attached.

Counsel

National Transportation Safety Board

Office of General Counsel

490 L'Enfant Plaza East, S.W.

Washington, D.C. 20594

(202) 314-6080 (Office)

(202) 314-(b) 8 (Direct Line)

(202) 314-6090 (Fax)

From: (b)(6)
Sent: Wednesday, July 17, 2013 5:50 PM
To: (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Non Responsive

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Wednesday, July 17, 2013 05:48 PM Eastern Standard Time
To: (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Fairly quiet. Non Responsive

-----Original Message-----

From: (b)(6)
Sent: Wednesday, July 17, 2013 05:47 PM Eastern Standard Time
To: (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Very good
Everyone else ok?

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Wednesday, July 17, 2013 05:44 PM Eastern Standard Time
To: (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

No rush. Things are quieting down on that front.

-----Original Message-----

From: (b)(6)

Sent: Wednesday, July 17, 2013 05:42 PM Eastern Standard Time

To: (b)(6)

Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

No when VPN is working I will send it
Any particular rush ?

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)

Sent: Wednesday, July 17, 2013 01:39 PM Eastern Standard Time

To: (b)(6)

Subject: FW: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

(b)(6)

Is this the most updated version of the tracking chart?

Thanks.

(b)(6)

From: (b)(6)

Sent: Saturday, July 13, 2013 7:21 AM

To: (b)(6)

Subject: FW: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Non Responsive

-----Original Message-----

From: (b)(6)

Sent: Saturday, July 13, 2013 06:17 AM Eastern Standard Time

To: (b)(6)

Cc: Nantel, Kelly

Subject: FW: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Hey

I thought we could tap your corporate crisis management experience

(b)(6) issued a press release

We are contacting external parties

We still haven't gotten ahold of Asiana CEO

But see who we have contacted

(b)(6) will work with (b)(6)

We r drafting an Email to all hands ntsb

Anything else?

(b)(6)

Sent with Good (www.good.com).

-----Original Message-----

From: (b)(6)

Sent: Saturday, July 13, 2013 12:26 AM Eastern Standard Time

To: (b)(6) Nantel, Kelly; (b)(6)

(b)(6)

Cc: (b)(6)

(b)(6)

Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Updated chart.

Signing off for the night. No word from (b)(6) for contact info.

(b)(6)

Counsel

National Transportation Safety Board

Office of General Counsel

490 L'Enfant Plaza East, S.W.

Washington, D.C. 20594

(202) 314-6080 (Office)

(202) 314-(b)(6) (Direct Line)

(202) 314-6090 (Fax)

From: (b)(6)

Sent: Saturday, July 13, 2013 12:21 AM

To: (b)(6); Nantel, Kelly; (b)(6)

Cc: (b)(6)

Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

I emailed with (b)(6) office and I will contact (b)(6) and (b)(6) as well.

(b)(6)

NTSB

(202) 314-(b)(6)

(202) 258-(b)(6) ccll

-----Original Message-----

From: (b)(6)

Sent: Saturday, July 13, 2013 12:19 AM Eastern Standard Time

To: Hersman Debbie; (b)(6); Nantel, Kelly; (b)(6)

Cc: (b)(6)

(b)(6)

Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Updated Chart

I don't know how active (b)(6) i has been engaged with NTSB on this investigation – should we contact her office as well? (b)(6)

(b)(6)

Counsel

National Transportation Safety Board

Office of General Counsel

490 L'Enfant Plaza East, S.W.

Washington, D.C. 20594

(202) 314-6080 (Office)

(202) 314-(b)(6) (Direct Line)

(202) 314-6090 (Fax)

From: Hersman Debbie

Sent: Saturday, July 13, 2013 12:15 AM

To: (b)(6); Nantel, Kelly; (b)(6)

Cc: (b)(6)

Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

I spoke to (b)(6) at 8pm eastern on July 12 - she had not heard/seen it yet.

I apologized to (b)(6), KARAIB, at approx 11:45pm eastern on July 12 - I am not sure

(b)(6)

(b)(5),(b)(6) for. He was very gracious.

I have put out requests through (b)(6) and (b) to speak to CEO of Asiana. If no word on a contact number soon, I will try tomorrow.

-----Original Message-----

From: (b)(6)

Sent: Friday, July 12, 2013 11:55 PM Eastern Standard Time

To: Hersman Debbie; (b)(6) Nantel, Kelly; (b)(6)

Cc: (b)(6)

Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

I created a chart to track the contacts made to the external parties. We don't want to duplicate efforts or fail to contact some party we should.

Please send names of individuals who should be contacted and names of individuals who you have contacted, the date and method of contact.

Thx

(b)(6)

Counsel

National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)
(202) 314-(b)(6) (Direct Line)
(202) 314-6090 (Fax)

From: Hersman Debbie

Sent: Friday, July 12, 2013 11:50 PM

To: (b)(6) Nantel, Kelly; (b)(6)

Cc: (b)(6)

Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

I called (b)(6) of the KARAIB and apologized. He was very gracious, but I am not sure that he was aware of it.

(b)(6) has reached out to the Asiana's rep to set up a call with their CEO. (b)(6) you could let (b)(6) know I would like to speak to him as well.

Please advise if there are others that I should call.

-----Original Message-----

From: (b)(6)
Sent: Friday, July 12, 2013 11:13 PM Eastern Standard Time
To: (b)(6); Hersman Debbie; (b)(6)
Cc: (b)(6); Jul
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

I sent the press release to (b)(6), who is counsel for Asiana.

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Friday, July 12, 2013 11:04 PM Eastern Standard Time
To: Hersman Debbie; Nantel, Kelly; (b)(6)
Cc: (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

I am passing the word to all the team and parties. I will speak to (b)(6) in the morning..

-----Original Message-----

From: Hersman Debbie
Sent: Friday, July 12, 2013 10:30 PM Eastern Standard Time
To: Nantel, Kelly; (b)(6)
Cc: (b)(6); PA; (b)(6)
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

The crew names action is so hard to bear. After all the hard work on scene and at the family assistance center by so many, it is painful to now have the agency be associated with something so insensitive.

(b)(6) please help (b)(6) with making sure our team is aware of appropriate responses to media inquiries if they are approached, we know Korean media is camped out at the hotel.

-----Original Message-----

From: Nantel, Kelly
Sent: Friday, July 12, 2013 08:54 PM Eastern Standard Time
To: (b)(6); Hersman Debbie; (b)(6)
Cc: (b)(6); PA; (b)(6); CmCtr.
Subject: FW: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

From: (b)(6)
Sent: Wednesday, July 17, 2013 5:33 PM
To: (b)(6)
Cc:
Subject: RE: Chairman's letter to Dr. (b)(6) of KARAIB

I like it
VPN is not working

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Wednesday, July 17, 2013 05:05 PM Eastern Standard Time
To: (b)(6)
Cc: (b)(6) Nantel, Kelly
Subject: RE: Chairman's letter to Dr. (b)(6) of KARAIB

Looping in Kelly, as well. Kelly, the current draft incorporates your prior edit regarding the fact that we will continue to provide advance notice to the KARAIB of scheduled press briefings.

From: (b)(6)
Sent: Wednesday, July 17, 2013 4:41 PM
To: (b)(6)
Cc:
Subject: Chairman's letter to Dr. (b)(6) of KARAIB

Dana (b)(6),

I'm attaching a version of the letter with our suggested revisions. We incorporated all of the AS edits that (b)(6) sent earlier today, and we made further reference to the MoC between the NTSB and the KARAIB with respect to mutual support in investigations. We will stand by to provide any further assistance that would be helpful to you in preparing and sending the letter.

Thanks,

(b)(6)

(b)(6)
General Counsel
Office (202) 314-6080
x (202) 314-6090

National Transportation Safety Board

Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594

From: (b)(6)
Sent: Tuesday, July 16, 2013 3:48 PM
To: (b)(6)
Subject: RE: Google Alert - hersman ntsb

(b)(6)

I will call with my edits

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Tuesday, July 16, 2013 03:45 PM Eastern Standard Time
To: Nantel, Kelly; (b)(6)
Subject: RE: Google Alert - hersman ntsb

All,

I've attached a second version of the letter to KARAIB (b)(6) with (b)(6) edit incorporated (very good catch) and weaving in a few more facts from the e-mail chain. Will stand by for further edits (still looking to confirm the individual investigative groups on which KARAIB representatives participate).

Thanks!

(b)(6)

From: (b)(6)
Sent: Tuesday, July 16, 2013 2:11 PM
To: (b)(6)
Subject: RE: Google Alert - hersman ntsb

My only comment is that while on-scene, we began to provide KARAIB a copy of the Chairman's bullets before the press briefing and we provided them with a copy of the yesterday's news release before it was issued. There were no other press releases issued. The way it is written - it implies it is a new process. I would suggest using something like - "will continue to provide...." in that second to last paragraph.

From: (b)(6)
Sent: Tuesday, July 16, 2013 12:51 PM
To: (b)(6) Nantel, Kelly; (b)(6)
Subject: RE: Google Alert - hersman ntsb

(b)(6) (b)(6) Kelly,

I've attached a draft letter from the Chairman to KARAIB (b)(6) . Would welcome your feedback and edits. (b)(6), you'll notice some blanks representing the investigative groups on which OZ and KARAIB technical representatives are participating. Could you fill in those blanks? I don't think I have an authoritative list at my fingertips.

Thanks very much!

(b)(6)

(b)(6)
General Counsel
Office (202) 314-6080
(202) 314-6090

National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594

From: (b)(6)
Sent: Tuesday, July 16, 2013 10:49 AM
To: Nantel, Kelly; (b)(6)
Cc: (b)(6)
Subject: RE: Google Alert - hersman ntsb

Good morning
I had not started to draft the response because I was waiting to hear next steps -
We all agreed we will avoid a defensive letter

I will have (b)(6) begin the draft.

(b)(6) I will give u a call

Thank for looping me in- I was wondering the status- I am working until (b)(6) is back.

Sent with Good (www.good.com)

-----Original Message-----

From: Nantel, Kelly
Sent: Tuesday, July 16, 2013 10:21 AM Eastern Standard Time
To: (b)(6) Hersman Debbie

Cc: (b)(6)

Subject: RE: Google Alert - hersman ntsb

Yes, I understood that (b)(6) was working on a draft as well. Adding her.

From: (b)(6)

Sent: Tuesday, July 16, 2013 9:39 AM

To: Hersman Debbie; (b)(6)

Subject: FW: Google Alert - hersman ntsb

Debbie, (b)(6) had discussed some approaches to a response with me over the weekend below, but these were high level concepts. I had the impression that (b)(6) was drafting a proposed response. The letter itself is not what I would consider confrontational, and I think our response should draw on the collaboration cited in the letter and our commitment to continue doing the same going forward. The letter specifically points to sharing of information before press releases and coordination of those releases with KARAIB, so my thought is that Kelly take the lead with support as needed from me and (b)(6).

Kelly, your thoughts?

(b)(6)

Office of Aviation Safety
National Transportation Safety Board
490 L'Enfant Plaza East SW
Washington, DC 20594
(C) 202-314 (b)(6)
(W) 202-25 (b)(6)

-----Original Message-----

From: (b)(6)

Sent: Sunday, July 14, 2013 02:35 PM Eastern Standard Time

To: (b)(6) Hersman Debbie; (b)(6)

Cc: (b)(6) Nantel, Kelly; (b)(6)

Subject: RE: Google Alert - hersman ntsb

I realize there is a lot more conversation to be held on the appropriate response. (b)(6) and I were brainstorming the overall structure of the response and we came up with 3 main points:

1. In this investigation, the NTSB has permitted KARAIB and Asiana to provide a technical representative to each investigative group. Currently, KARAIB provided technical representatives to: X XX
Asiana provided technical representatives to: XXX. These technical representatives have had the same opportunities as the other party technical representatives. This process that we used in the 214 investigation reflects and incorporates Annex 13 standards and provisions.

2. We did provide advance notice to the family members and the press releases were based on going group activities that KARAIB and Asiana representatives were a part of. Moving forward, we can provide advance notice to the press releases and press briefings.
3. We would welcome conversations to discuss ways to further enhance communications and exchange information.

The form of the response, the details of the response and timing of the response are probably best vetted in a verbal discussion. We wanted to give folks something to think about before we meet to discuss next steps.

(b)(6)
Counsel
National Transportation Safety Board
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490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)
(202) 314-(b)(6) (Direct Line)
(202) 314-6090 (Fax)

From: (b)(6)
Sent: Sunday, July 14, 2013 12:34 PM
To: Hersman Debbie; (b)(6)
Cc: (b)(6); Nantel, Kelly; (b)(6)
Subject: RE: Google Alert - hersman ntsb

I spoke earlier to State's head of Korean affairs. She was unaware of the letter but she will alert her folks at desk and post and pass along any input they may have for us.

(b)(6)

From: Hersman Debbie
Sent: Sun 7/14/2013 7:59 AM
To: (b)(6)
Cc: (b)(6); Nantel, Kelly; (b)(6)
Subject: FW: Google Alert - hersman ntsb

I have not seen the letter from the Korean government referenced below. Have any of you?

(b)(6), we probably need a check in with the WH on the international issues.

(b)(6) - We probably need to check in with Dept of State.

-----Original Message-----

From: Google Alerts [googlealerts-noreply@google.com]

Sent: Sunday, July 14, 2013 07:49 AM Eastern Standard Time

To: Hersman Debbie

Subject: Google Alert - hersman ntsb

News

3 new results for **hersman ntsb**

Non Responsive

[S. Korea sends protest letter to NTSB over plane crash probe: sources](#)

GlobalPost

According to the sources, South Korea's transportation ministry faxed the two-page letter written in English to **NTSB** chief Deborah **Hersman** on Friday to ask for a faithful and periodic disclosure of accident-related information. It added that the ...

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Non Responsive

Tip: Use site restrict in your query to search within a site ([site:nytimes.com](#) or [site:.edu](#)). [Learn more.](#)

[Delete](#) this alert.

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From: (b)(6)
Sent: Tuesday, July 16, 2013 4:55 PM
To: (b)(6); Nantel, Kelly; (b)(6)
(b)(6)
Cc: (b)(6)
Subject: RE: Talking points

Looks good to me

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Tuesday, July 16, 2013 04:40 PM Eastern Standard Time
To: Nantel, Kelly; (b)(6)
(b)(6)
Cc: (b)(6)
Subject: Talking points

Attached is the draft in our earlier meeting. Please provide comment/corrections ASAP. I would like to provide these to the Chairman by 5pm.

Thank you,

(b)(6)
Office of Communications
National Transportation Safety Board
(202) 314-(b)(6)

From: (b)(6)
Sent: Tuesday, July 16, 2013 3:08 PM
To: (b)(6)
Cc:
Subject: FW: RELEASE ASIANA UPDATE
Attachments: RELEASE ASIANA UPDATE.docx

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 11:54 AM Eastern Standard Time
To: (b)(6)
Cc:
Subject: RELEASE ASIANA UPDATE

Team – please review the attached draft release. I'd like to get this out ASAP....please provide feedback and again, if there are any additional nuggets that make it more newsy, I'd love to have them.

Thank you.

NTSB ISSUES INVESTIGATIVE UPDATE ON CRASH OF ASIANA FLIGHT 214

WASHINGTON - Members of the South Korean accident investigation board will visit the National Transportation Safety Board's Washington headquarters to further review flight data recorder and cockpit voice recorder data from Asiana flight 214.

As South Korea's accredited representative to the NTSB's investigation, the Korean Aviation and Railway Accident Investigation Board has had full access to the investigation. They are accompanying NTSB investigators back to Washington, where they will participate in a further review of recorder data.

The visit comes as the investigation pivots from the on-scene phase in San Francisco. The NTSB closed its on-scene command post today, as the investigative team completed the examination of the airplane wreckage and runway. The wreckage will still be available for further examination if necessary at its secure storage location at San Francisco International Airport.

The Airplane Systems, Structures, Powerplants, Airplane Performance, and Air Traffic Control investigative groups have completed their on-scene and have left San Francisco. The Flight Data Recorder and Cockpit Voice Recorder groups completed their work in Washington last week.

The Flight Crew Operations group completed several witness interviews over the weekend. The Survival Factors/Airport group will be completing their interviews of the first responders today.

The next phase of the investigation will include additional interviews, examination of the evacuation slides and other airplane components and additional analysis of how the airplane performed.

From: (b)(6)
Sent: Tuesday, July 16, 2013 3:44 PM
To: (b)(6)
Subject: RE: Outreach spreadsheet

Yep but today my computer won't hook up too outlook - very frustrating

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Tuesday, July 16, 2013 03:41 PM Eastern Standard Time
To: (b)(6)
Subject: Outreach spreadsheet

(b)(6)

I don't think I received the outreach spreadsheet from the weekend. Can you please send it?

Thanks,

(b)(6)

NTSB

(b)(6)

From: (b)(6)
Sent: Tuesday, July 16, 2013 3:05 PM
To: (b)(6)
Cc:
Subject: FW: Google Alert - hersman ntsb

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Sunday, July 14, 2013 02:18 PM Eastern Standard Time
To: (b)(6)
Subject: RE: Google Alert - hersman ntsb

Good point, thanks (b)(6).

-----Original Message-----

From: (b)(6)
Sent: Sunday, July 14, 2013 02:08 PM Eastern Standard Time
To: (b)(6)
Subject: RE: Google Alert - hersman ntsb

Another note to be aware of, 2pm in San Francisco is 6am the next day in Seoul.

From: (b)(6)
Sent: Sun 14-Jul-13 12:26
To: (b)(6)
Subject: RE: Google Alert - hersman ntsb

(b)(6) to expand on (b)(6) note, generally, we have always tried to give the families, the parties, and Acc Reps advanced notice of the information planned for release at subsequent press conferences. This doesn't give the parties alot of time to prepare, but it does prevent the shock factor. The mid-day pressers complicate this process to some degree because the focus is on the investigative work underway on-scene. The absence of a script well in advance (without the visibility provided via a progress meeting) also complicates the ability to pull party/Acc Rep coordinators together on short notice for a pre-brief before mid-day pressers. I imagine (b)(6) tried to do this, but again, the timing makes it very difficult (b)(6) chime in if I'm misspeaking).

(b)(6) do you know if the families were briefed before the mid-day presser?

(b)(6)

Office of Aviation Safety
National Transportation Safety Board
490 L'Enfant Plaza East SW
Washington, DC 20594

(b)(6)

-----Original Message-----

From: (b)(6)

Sent: Sunday, July 14, 2013 12:17 PM Eastern Standard Time

To: (b)(6)

Subject: RE: Google Alert - hersman ntsb

Thx this is helpful

(b)(6)

Counsel
National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)
(202) 314- (b)(6) (Direct Line)
(202) 314-6090 (Fax)

From: (b)(6)

Sent: Sunday, July 14, 2013 11:28 AM

To: (b)(6)

Subject: RE: Google Alert - hersman ntsb

Also, for (b)(6), so you are aware of the major process - there is a Korean group member on every single investigative group, and the team was able to access the Accelion shared files site as soon as it was up and running.

From: (b)(6)

Sent: Sun 14-Jul-13 11:06

To: (b)(6)

Subject: RE: Google Alert - hersman ntsb

As I understand it, the problem is timing of information release. Each day, the Koreans requested to have DAPH's press conference script 2 hours prior to the conference so they could

send it back to Korea. That was not done for various reasons, not the least of which is that there was no script 2 hours in advance.

The timing was such that info would be gathered and released for the press conferences in the mid-day, before it could be circulated in the evening progress meetings. Those standard investigative process meetings (if that is what (b) is referencing) went fine, but they happen 4 hours or so after the pressers.

This is similar to the issue that (b)(6) complained about the other day.

From: (b)(6)
Sent: Sun 14-Jul-13 10:43
To: (b)(6)
Subject: FW: Google Alert - hersman ntsb

Sending to a small group to get a better idea of the issues: Is the problem simply language and having translators available at the meetings – would that help (do we already have translators)?
2. can we agree to have a teleconference with the rep b4 a press release

(b)(6)
Counsel
National Transportation Safety Board
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Washington, D.C. 20594
(202) 314-6080 (Office)
(202) 314-(b)(6) (Direct Line)
(202) 314-6090 (Fax)

From: (b)(6)
Sent: Sunday, July 14, 2013 8:39 AM
To: Hersman Debbie; (b)(6)
Cc: (b)(6); Nantel, Kelly; (b)(6)
Subject: RE: Google Alert - hersman ntsb

Is it this?

(b)(6) showed me this and said (b)(6) sent it to you.

(b)(6)

From: Hersman Debbie
Sent: Sun 14-Jul-13 07:59
To: (b)(6)

Cc: (b)(6); Nantel, Kelly; (b)(6)
Subject: FW: Google Alert - hersman ntsb

I have not seen the letter from the Korean government referenced below. Have any of you?

(b)(6), we probably need a check in with the WH on the international issues.

(b)(6) - We probably need to check in with Dept of State.

-----Original Message-----

From: Google Alerts [googlealerts-noreply@google.com]
Sent: Sunday, July 14, 2013 07:49 AM Eastern Standard Time
To: Hersman Debbie
Subject: Google Alert - hersman ntsb

News

3 new results for hersman ntsb

Families of Flight 3407 victims want **NTSB** to reopen investigation

Buffalo News

That's the message that Hugh M. Russ III, a lawyer for several of the families of the crash's victims, delivered in a letter to **NTSB** Chairwoman Deborah A.P. **Hersman** last month. "I don't think that Colgan has told the full truth here. They didn't reveal ...

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S. Korea sends protest letter to **NTSB** over plane crash probe: sources

GlobalPost

According to the sources, South Korea's transportation ministry faxed the two-page letter written in English to **NTSB** chief Deborah **Hersman** on Friday to ask for a faithful and periodic disclosure of accident-related information. It added that the ...

[See all stories on this topic »](#)

Research Shows Teamwork in the Cockpit Key Indicator in Aviation Accidents

Exec Digital

San Francisco, CA, July 12, 2013 --(PR.com)-- Three decades of research support **NTSB** Chairman Deborah **Hersman's** comments yesterday on the role of teamwork in the cockpit and its impact on aviation accidents. Ron Warren, behavioral psychologist, ...

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Tip: Use site restrict in your query to search within a site (site:nytimes.com or site:.edu). [Learn more.](#)

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From: (b)(6)
Sent: Monday, July 15, 2013 1:36 PM
To: Hersman Debbie; (b)(6)
(b)(6); Nantel, Kelly
Cc: (b)(6)
Subject: RE: Status of potential lawsuit

Please see (b)(6) message below.

(b)(6)
Counsel
National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)
(202) 314-(b)(6) (Direct Line)
(202) 314-6090 (Fax)

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 1:33 PM
To: (b)(6)
Subject: RE: Status of potential lawsuit

(b)(6)

Just spoke with (b)(6), who confirmed Asiana has taken a final decision *not* to include the NTSB in any lawsuit arising from the broadcast of the pilots' names. Still assessing options with respect to claims against the TV station and has retained Covington and Burling to consider those claims.

Will be happy to send this info out to the group (Chairman Hersman, (b)(6), et al.) if you'd like.

Thanks,

(b)(6)

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 9:03 AM
To: Hersman Debbie; (b)(6) Nantel, Kelly (b)(6)
Cc: (b)(6)
Subject: Status of potential lawsuit

According to news reports Asiana will not sue NTSB but will sue the TV station.

Our discussion with (b)(6) was not particularly productive. We learned that he advised not to sue but he does not know the decision.

There will likely be another firm retained by Asiana to represent them b4 the NTSB.

He does not know his future role.

The message he recd was that (b)(6) accepted the NTSB apology.

He did repeat much of what was inferred in the letter from (b)(6) including that Asiana felt blindsided. By press releases.

Please copy (b) on issues related to Asiana 214 - he has my number Non Resp and can reach me ASAP.

Sent with Good (www.good.com)

From: (b)(6)
Sent: Sunday, July 14, 2013 12:31 PM
To: Nantel, Kelly; (b)(6)
Cc: (b)(6)
Subject: AllHandsBulletin
Attachments: AllHandsBulletin.docx

Here is my first draft. As Kelly and I discussed, we are seeking to add more detail so the vacuum in the hallways is not filled with rumors. The Chairman wants us to tie this into safety culture and learning from our mistakes.

Please send edits by hitting reply all so we call all weigh in.

(b)(6)

From: (b)(6)
Sent: Wednesday, July 17, 2013 11:42 AM
To: (b)(6)
Subject: (b)(6) is now in the news...

Hi (b)(6). One of the Google alerts I received states the intern's identity and his status as a student at (b)(6) been revealed: (b)(6)
(b)(6)

And the saga continues...this is just an awful situation and I'm very sorry you have been dragged in to help clean things up. I hope today is going better than yesterday

Non Responsive

Non Responsive

(b)(6)

From: (b)(6)
Sent: Tuesday, July 16, 2013 3:42 PM
To: (b)(6)
Subject: FW: Statement and letter
Attachments: image2013-07-16-094640.pdf

-----Original Message-----

From: (b)(6)
Sent: Tuesday, July 16, 2013 09:49 AM Eastern Standard Time
To: (b)(6)
Subject: Statement and letter

Here are the two documents that (b)(6) provided yesterday: statement and letter (b)(6) early.

(b)(6)

-----Original Message-----

From: (b)(6)@ntsb.gov
Sent: Tuesday, July 16, 2013 9:47 AM
To: (b)(6)
Subject: Scanned file

See Attached

From: (b)(6)@comcast.net>
Sent: Friday, July 12, 2013 8:45 PM
To: (b)(6)
Subject: Fwd: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

So who is this intern and which office did they used to work in?

Begin forwarded message:

From: NTSB Press Release <ntsbpressreleases@NTSB.GOV>
Subject: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES
Date: July 12, 2013 5:37:11 PM PDT
To: AVIATION@LISTSERV.NTSB.GOV
Reply-To: LISTSERV-No-Reply@NTSB.GOV

To ensure that this news release is delivered to your inbox, add
NTSB_NEWS@LISTSERV.NTSB.GOV to your address book.



NATIONAL TRANSPORTATION SAFETY BOARD NEWS RELEASE

An independent federal agency

NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

July 12, 2013

WASHINGTON – The National Transportation Safety Board apologizes for inaccurate and offensive names that were mistakenly confirmed as those of the pilots of Asiana flight 214, which crashed at San Francisco International Airport on July 6.

Earlier today, in response to an inquiry from a media outlet, a summer intern acted outside the scope of his authority when he erroneously confirmed the names of the flight crew on the aircraft.

The NTSB does not release or confirm the names of crewmembers or people involved in transportation accidents to the media. We work hard to ensure that only appropriate factual information regarding an investigation is released and deeply regret today's

Contact Information

Office of Public Affairs
490 L'Enfant Plaza, SW
Washington, DC 20594

(202) 314-6100
Kelly Nantel
kelly.nantel@ntsb.gov

incident.

Appropriate actions will be taken to ensure that such a serious error is not repeated.

###

You are subscribed to NATIONAL TRANSPORTATION SAFETY BOARD. To unsubscribe, visit:
<http://www.nts.gov/registration/registration.aspx>

This message is delivered to you as a free service from the National Transportation Safety Board.

An archive of press releases is available at http://www.nts.gov/news/press_releases.html

From: (b)(6)
Sent: Sunday, July 14, 2013 7:01 AM
To: (b)(6)
Subject: Intern

I am available to discuss options about (b)(6) Maybe I am misreading tea leaves- but I think there is a sense we need to find options

Call if you would like to discuss

Sent with Good (www.good.com)

From: (b)(6)
Sent: Wednesday, July 17, 2013 2:03 PM
To: Nantel, Kelly
Subject: Multiple launches and office staffing

Kelly,

I mentioned in the meeting yesterday that I wanted to be able to capture the context of the event involving (b)(6). I want to be sure that when we look back at this situation or when/if it comes up in the future we have the benefit of the big picture.

I am not sure who from PA deployed to each location so could you please prepare a brief document that outlines the multiple demands on the PA team, including support provided by (b)(6), starting with the SFO launch? The timeline of the launches, the investigative hearing, and who from PA responded to support each of the launches. Also, it would be helpful to add information on the team members here at HQ providing support to PA. I plan to schedule the next meeting for Monday July 22nd so it would be helpful to have the document by then, if possible.

Thanks,

(b)(6)

(b)(6)
Office of Communications
National Transportation Safety Board
(202) 314-(b)(6)

From: (b)(6)
Sent: Saturday, July 13, 2013 11:53 AM
To: Nantel, Kelly; Hersman Debbie; (b)(6)
Cc: (b)(6)
Subject: RE: CEO contact proposes call at 10am Pacific (1pm Eastern)

One thought is that this is a one to one call - a personal apology
My initial gut tells me that is the way to go

But if we want the image everyone stands behind the apology I am happy to join the call as well

Sent with Good (www.good.com)

-----Original Message-----

From: Nantel, Kelly
Sent: Saturday, July 13, 2013 11:45 AM Eastern Standard Time
To: Hersman Debbie; (b)(6)
Cc: (b)(6)
Subject: RE: CEO contact proposes call at 10am Pacific (1pm Eastern)

I'm happy to join if people think its appropriate. As I mentioned last night - I shared the statement with the Asiana Airlines my public affairs contact on scene.

Please let me know.

-----Original Message-----

From: Hersman Debbie
Sent: Saturday, July 13, 2013 11:42 AM Eastern Standard Time
To: (b)(6)
Cc: (b)(6) Nantel, Kelly; (b)(6)
Subject: RE: CEO contact proposes call at 10am Pacific (1pm Eastern)

That is fine. Does anyone else need to be on the call? I will ask Comm Center to set it up.

-----Original Message-----

From: (b)(6)

From: (b)(6)
Sent: Monday, July 15, 2013 1:06 PM
To: (b)(6) Nantel, Kelly
Subject: RE: Intern Statement

I think this looks fine. I don't have any questions to add.

(b)(6)

From: (b)(6)
Sent: Monday, July 15, 2013 12:57 PM
To: (b)(6) Nantel, Kelly
Subject: Intern Statement

I think this covers the basics. Anything else we should add?

Thanks,

(b)(6)

From: (b)(6)
Sent: Saturday, July 13, 2013 12:00 AM
To: (b)(6)
Cc:
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

(b)(6),

My apologies for these late emails, but given the time difference if there is a window of opportunity, the NTSB Chairman would like to speak with the Asiana CEO to apologize.

Could you please let the correct individuals in Asiana know so that we can arrange a call?

(b)(6)
(b)(6)
National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)
(202) 314-(b)(6) (Direct Line)
(202) 314-6090 (Fax)

From: (b)(6)
Sent: Friday, July 12, 2013 11:52 PM
To: (b)(6)
Cc:
Subject: RE: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

(b)(6),

Please let us know if we need to follow up further with you or any individuals in Asiana.

(b)(6)
(b)(6)
National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)
(202) 314-(b)(6) (Direct Line)
(202) 314-6090 (Fax)

From: (b)(6).com]
Sent: Friday, July 12, 2013 11:48 PM
To: (b)(6)

Cc: (b)(6)

Subject: Re: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

Thank you for bringing this to my attention so promptly. I have forwarded it on to Asiana in Seoul.

(b)(6)

From: (b)(6)@ntsb.gov]

Sent: Friday, July 12, 2013 09:11 PM

To: (b)(6)

Cc:

Lind

Subject: FW: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

(b)(6),

I wanted to make you aware of a mistake made by one of our NTSB summer interns. This individual erroneously confirmed the names of Asiana Flight 214 crewmembers to a media outlet. In addition, these names were inaccurate and offensive. I wanted to let you so that you may contact appropriate individuals within your client's organization that we have publicly apologized for this action. Specifically, please make your client aware that the NTSB sincerely apologizes to Asiana and its crewmembers for this mistake. Our official statement may be found below..

(b)(6)

(b)(6)

National Transportation Safety Board

Office of General Counsel

490 L'Enfant Plaza East, S.W.

Washington, D.C. 20594

(202) 314-6080 (Office)

(202) 314-(b)(6) (Direct Line)

(202) 314-6090 (Fax)

From: NTSB AVIATION LIST [<mailto:AVIATION@LISTSERV.NTSB.GOV>] **On Behalf Of** NTSB Press Release

Sent: Friday, July 12, 2013 8:37 PM

To: AVIATION@LISTSERV.NTSB.GOV

Subject: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES

To ensure that this news release is delivered to your inbox, add
NTSB_NEWS@LISTSERV.NTSB.GOV to your address book.

From: (b)(6)
Sent: Wednesday, July 17, 2013 8:06 AM
To: (b)(6)
Subject: RE: (b)(6)

(b)(6)

Was the Chairman okay with this?

I did see the WA Post this morning is reporting we dismissed him. Speaking of not verifying your news story.

(b)(6)

-----Original Message-----

From: (b)(6)
Sent: Tuesday, July 16, 2013 05:54 PM Eastern Standard Time
To: (b)(6)
Cc:
Subject: (b)(6)

(b)(6)

Regarding the discussion in our meeting earlier today, would it be appropriate for us to say that the individual (b)(6)?

Thanks,

(b)(6)

(b)(6)

Office of Communications
National Transportation Safety Board
(202) 314- (b)(6)

From: (b)(6)
Sent: Tuesday, July 16, 2013 9:24 AM
To: (b)(6)
Subject: Summer Intern

[http://www.wwtdd.com/2013/07/\(b\)\(6\)ntsb-ktvu-asiana-airlines/](http://www.wwtdd.com/2013/07/(b)(6)ntsb-ktvu-asiana-airlines/)

FYI.

Actual Press Release:

The National Transportation Safety Board apologizes for inaccurate and offensive names that were mistakenly confirmed as those of the pilots of Asiana flight 214, which crashed at San Francisco International Airport on July 6.

Earlier today, in response to an inquiry from a media outlet, a summer intern acted outside the scope of his authority when he erroneously confirmed the names of the flight crew on the aircraft.

The NTSB does not release or confirm the names of crewmembers or people involved in transportation accidents to the media. We work hard to ensure that only appropriate factual information regarding an investigation is released and deeply regret today's incident.

Appropriate actions will be taken to ensure that such a serious error is not repeated.

(b)(5)



From: (b)(6)
Sent: Friday, July 12, 2013 7:54 PM
To: (b)(6)
Subject: FYI...Fw: NYT July 12th - Safety Board Reconstructs Crew Actions Before Crash

The New York Times
July 11, 2013
Safety Board Reconstructs Crew Actions Before Crash
By MATTHEW L. WALD

SAN FRANCISCO — In a critical period of nearly 30 seconds shortly before impact, none of the three pilots in the cockpit of the Asiana jet that crashed here on Saturday mentioned the airspeed of their Boeing 777, the chairwoman of the National Transportation Safety Board said Thursday.

From an altitude of 500 feet — when one of them noted that they had completed a prelanding checklist — to the point where a mechanical system warned them they were within 100 feet of the ground, the cockpit voice recorder captured no mention of speed, said the official, Deborah A. P. Hersman.

Board investigators, who are preparing to wrap up their work at San Francisco International Airport and return to their laboratories in Washington, have not yet found any mechanical problems, Ms. Hersman said. She did not speculate about the cause of the crash, in which two people died and scores were injured. But in the course of releasing facts that painted a dismal picture of crew performance, she also said that in the crash, the plane itself had performed fairly well.

The seats stayed bolted to the floor instead of coming loose and crushing the passengers; the landing gear sheared away cleanly, as designed; and after the crash, the aisle path lighting and the public address system worked. The fuel tanks did not rupture. (A postcrash fire came from oil dripping into the hot section of an engine that had been torn away and ended up resting against the fuselage, investigators said.)

One part that clearly did not work as intended were the emergency slides. Two inflated inside the fuselage, each trapping a flight attendant.

Ms. Hersman also said that the flash of light described at 500 feet by the pilot flying the plane was not noted by the other two men in the cockpit and did not seem to have had much effect.

On Thursday, workers at the airport had cleared the runway, 28L, of aircraft parts and other debris and were preparing to repave and paint new markings, hoping to have it reopened by Sunday or Monday, ending a week of cancellations and delays. Soon they will begin chopping up the hulk of the plane, now visible to incoming and departing flights, and carting it away.

Investigators will have to determine why the autothrottles, which the crew thought were engaged and would maintain safe speed, were not working. Some of the instructions that the crew gave the autopilot may have disabled the autothrottles, experts said.

For example, when air traffic controllers told the crew to make a broad left turn and descend, the flight crew could have moved the autopilot into a mode called "flight level change," a mode in which the autothrottle does not work to maintain speed.

The safety board has not provided much detail, but Ms. Hersman said investigators needed to "validate" the information they had, meaning reconstruct the state of the cockpit automation.

There are two broader issues. One, as Ms. Hersman pointed out, is that the pilots are supposed to closely monitor what the automated system is doing, or what they think it is doing, including maintenance of airspeed. Another is the possibility of overreliance on technology.

(b)(6) an engineering professor at the University of Southern California and an expert on human performance, said that pilots' reliance on technology leads to atrophy of critical flying skills, "just like muscle atrophy."

The airport was operating the runway on visual flight rules, because part of the instrument landing system was out of service for construction work on the runway, and the crew, accustomed to automated landings, evidently had trouble with a manual one.

Some degree of automation is essential in planes that fly for 10 or 12 hours, or even more. But, (b)(6) said, "We really need to refrain from irrational exuberance in embracing automation and new technology."

(b)(6)
Professor
Department of Civil/Environmental Engineering
Department of Industrial and Systems Engineering
Kaprielian Hall (KAP), Rm 238B
University of Southern California
Los Angeles, California 90089-2531
U.S.A.
Tel: (b)(6)
Fax: (213) 744-1426
Email: (b)(6)
(b)(6)

From: (b)(6)
Sent: Thursday, August 08, 2013 1:33 PM
To: (b)(6)
Subject: RE: You probably got this in your clips already

Thx for sending this, (b)(6) . . . lots of blame to go around . . .

From: (b)(6)
Sent: Thursday, August 08, 2013 12:48 PM
To: (b)(6)
Subject: You probably got this in your clips already

Pilot consultant source of KTVU's fake pilot list, report says

An ex-commercial pilot who previously had consulted with KTVU and was considered a reliable source was the source of the phony Asian names of pilots on the Asiana Airlines jet that crashed last month, blogger Rich Lieberman is reporting.

The pilot fed the names electronically to investigative producer Roland De Wolk, one of at least three staffers fired by the station over the embarrassing incident, according to Lieberman's 415 Media blog.

The Bay Area media blogger also says that KTVU Managing Editor Michelle Toy read the fake names prior to the broadcast as part of normal checks and questioned their authenticity, but approved the list after she was told they had been confirmed by the National Transportation Safety Board. The NTSB intern who OK'd the list later was fired.

Toy was not among those fired by the Oakland TV station and its parent, Cox Media.

Asiana Flight 214 crashed at San Francisco International Airport on July 6. The Korean pilots' actual names had been reported several days before the phony ones were read on the air July 12 by anchor Tori Campbell.

Update: Media blogger (b)(6) posted a version of this story in his blog on July 25.

(b)(6)

API aspires to make the world safer, greener and smaller every day.

From: (b)(6)
Sent: Friday, July 19, 2013 10:20 AM
To: (b)(6) Nantel, Kelly;
(b)(6)
Cc: (b)(6)
Subject: FW: Asiana Flight 214
Attachments: NTSB.pdf

Importance: High

FYI – (b)(6) and I will work on a draft a response.

(b)(6)

From: Hersman Debbie
Sent: Thursday, July 18, 2013 7:12 PM
To: (b)(6)
Subject: FW: Asiana Flight 214
Importance: High

Another response...

From: (b)(6)
Sent: Thursday, July 18, 2013 4:39 PM
To: Hersman Debbie
Cc: (b)(6)
Subject: Asiana Flight 214
Importance: High

Please see attached letter from (b)(6) United Master Executive Council.

Thank you.



(b)(6)
United Airlines Master Executive Council
Air Line Pilots Association, International

(b)(6)



From: (b)(6)
Sent: Wednesday, July 17, 2013 6:09 PM
To: (b)(6)
Subject: Intern

Need to follow up with you on this in the morning.

From: (b)(6)
Sent: Wednesday, July 17, 2013 4:04 PM
To: (b)(6)
Subject: RE: Talking Points

(b)(6)

Thanks for the offer of stopping by. I think this is fine. I'll give (b)(6) a call and talk with her.

(b)(6)

From: (b)(6)
Sent: Wednesday, July 17, 2013 2:08 PM
To: (b)(6)
Subject: RE: Talking Points

repeat

From: (b)(6)
Sent: Wednesday, July 17, 2013 1:40 PM
To: (b)(6)
Subject: FW: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES
Attachments: TrackingChartofContacts.docx

(b)(6)

Is this the most updated version of the tracking chart?

Thanks.

(b)(6)

From: (b)(6)
Sent: Saturday, July 13, 2013 7:21 AM
To: (b)(6)
Subject: FW: NTSB STATEMENT ON ERRONEOUS CONFIRMATION OF CREW NAMES



Tracking Chart To Ensure NTSB Makes Appropriate Calls and Contacts Re Erroneous Confirmation of
Crewmembers Names

Name of External Stakeholder	NTSB Staff Making Contact	Type of Contact	Date Completed
Asiana CEO	C-DAPH	(awaiting coordination from (b)(6))	
(b)(6) KARAIB	C-DAPH	Telephone	7/12/13 (11:45 EDT)
(b)(6)	IIC, AS	Telephone	7/12/13
(b)(6)	OGC	Email	7/12/13
(b)(6) Public Affairs, Asiana Airlines	Kelly Nantel, PA	Email	7/12/13
(b)(6)	IIC, AS	Telephone	7/12/13
(b)(6)	GA	Email	
(b)(6)	GA	Email	
(b)(6)	GA	Email	7/12/13
(b)(6)	C-DAPH	Telephone	7/12/13 (8 pm EDT)
ALPA	C-DAPH or OC?	Email to forward press release	

From: (b)(6)
Sent: Wednesday, July 17, 2013 11:37 AM
To: (b)(6)
Subject: FW: Non Responsive

See the third article below:

From: DiversityInc (b)(6)
Sent: Tuesday, July 16, 2013 4:15 PM
To: (b)(6)
Subject: Non Responsive

Non Responsive

KTVU faces not only embarrassment but also legal action for its airing of offensive Asian-American “names” during coverage of a fatal tragedy.

Asiana Airlines to Sue Oakland TV Station Over Use of Racist ‘Names’

Are Asian-American employees overlooked for management opportunities? What destructive stereotypes about Asians still exist?

DiversityInc Best Practices: Meeting in a Box—Asian/Pacific American Heritage Month

Non Responsive

DiversityInc Media, 342 Nassau Street, Princeton, NJ 08540

If you no longer wish to receive e-mail messages from DiversityInc or would like to update your email subscriptions, please click here to [manage your preferences or unsubscribe](#).

Diversity

From: (b)(6)
Sent: Wednesday, July 17, 2013 8:50 AM
To: (b)(6)
Subject: RE: (b)(6)

Thanks.

From: (b)(6)
Sent: Wednesday, July 17, 2013 8:47 AM
To: (b)(6)
Subject: RE: (b)(6)

She was okay with it.

-----Original Message-----

From: (b)(6)
Sent: Wednesday, July 17, 2013 08:05 AM Eastern Standard Time
To: (b)(6)
Subject: RE: (b)(6)

(b)(6)

Was the Chairman okay with this?

I did see the WA Post this morning is reporting we dismissed him. Speaking of not verifying your news story.

(b)(6)

-----Original Message-----

From: (b)(6)
Sent: Tuesday, July 16, 2013 05:54 PM Eastern Standard Time
To: (b)(6)
Cc: (b)(6)
Subject: (b)(6)

(b)(6)

Regarding the discussion in our meeting earlier today, would it be appropriate for us to say that the individual (b)(5),(b)(6) his internship?

Thanks,

(b)(6)

(b)(6)

National Transportation Safety Board

(b)(6)

The talking points below are provided to assist you with responding to potential questions resulting from the recent incident involving the erroneous confirmation of the Asiana flight 214 crew members' names.

- The NTSB shares your deep concern regarding this serious and offensive incident
- The agency issued an apology via a press release upon learning of this incident which is posted on our web site
- The NTSB is currently reviewing internal policies and taking appropriate corrective action
- The summer intern in the Office of Public Affairs responded to a telephone request from a media outlet to confirm a series of names that the producer provided to him.
- He acted outside the scope of his authority and in conflict with our agency's policy

In addition, below are responses to two anticipated questions.

1.)What is the NTSB doing to make sure this doesn't happen again? *We are currently reviewing the NTSB internal policies regarding media and social media. In addition, the Office of Public Affairs is reviewing internal operating procedures to ensure proper training and guidance is provided to all employees.*

2.) (b)(5),(b)(6) *Because*
th

From: (b)(6)
Sent: Tuesday, July 16, 2013 5:54 PM
To: (b)(6)
Cc: (b)(6)
Subject: (b)(6)

(b)(6)

Regarding the discussion in our meeting earlier today, would it be appropriate for us to say that the individual (b)(5),(b)(6)?

Thanks,

(b)(6)

(b)(6)

Office of Communications
ation Safety Board

From: (b)(6)
Sent: Tuesday, July 16, 2013 11:34 AM
To: (b)(6)
Subject: OC Intern
Attachments: image2013-07-16-094640.pdf

(b)(6)

(b)(6)

(b)(6)

-----Original Message-----

From: (b)(6)
Sent: Tuesday, July 16, 2013 9:49 AM
To: (b)(6)
Subject: Statement and letter.

Here are the two documents that (b)(6)
early.

(b)(6)

-----Original Message-----

From: Lexmark_MFD@ntsb.gov [mailto:Lexmark_MFD@ntsb.gov]
Sent: Tuesday, July 16, 2013 9:47 AM
To: (b)(6)
Subject: Scanned file

See Attached

From: (b)(6)
Sent: Monday, July 15, 2013 6:34 PM
To: (b)(6)
Cc:
Subject: RE: Paperwork for intern

(b)(6)

Spoke with (b)(6) No concerns. He provided a very basic statement - she read it to me and will email it. We discussed whether it would be a good idea to have Kelly, (b)(6) provide statements. I'm a bit torn on the issue - I think we might be creating a record we don't necessarily need to be creating.

(b)(6)

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 4:15 PM
To: (b)(6)
Cc:
Subject: Paperwork for intern.

repeat

From: (b)(6)
Sent: Tuesday, July 16, 2013 4:32 AM
To: (b)(6)
Subject: RE: Student Volunteer issue

(b)(6)

Could you email me a copy of the intern's (b)(6) statement.

Thanks.

(b)(6)

From: (b)(6)
Sent: Monday, July 15, 2013 4:03 PM
To: (b)(6)
Subject: Student Volunteer issue

Hello (b)(6)

I wanted to touch base with you on this issue when you have a few minutes.

The student has (b)(6) and complied with our request to submit a statement of the event.

Just let me know when it's convenient and I'll give you a call or call me please at (b)(6).

Thanks,

(b)(6)

From: (b)(6)
Sent: Tuesday, July 16, 2013 9:49 AM
To: (b)(6)
Subject: Statement and letter
Attachments: image2013-07-16-094640.pdf

Here are the two documents that (b)(6) provided yesterday: statement and letter (b)(6)

(b)(6)

-----Original Message-----

From: Lexmark MFD@ntsb.gov [mailto:Lexmark MFD@ntsb.gov]
Sent: Tuesday, July 16, 2013 9:47 AM
To: (b)(6)
Subject: Scanned file

See Attached

(b)(6)

From: (b)(6)
Sent: Sunday, July 14, 2013 4:52 PM
To: (b)(6)
Subject: FW: News Report

Does 8:30 work for u

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Sunday, July 14, 2013 04:19 PM Eastern Standard Time
To: (b)(6)
Cc: (b)(6)
Subject: Re: News Report

I think I am free 8 to 12.

(b)(6)

From: (b)(6)
Sent: Sunday, July 14, 2013 03:47 PM
To: (b)(6)
Cc: (b)(6)
Subject: RE: News Report

That will work. Please let me know your availability. (b)(6) is on vacation. (b)(6) and I will be on the call.

(b)(6)
(b)(6) Counsel
National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)
(202) 314-(b)(6) Direct Line)
(202) 314-6090 (Fax)

From: (b)(6)
Sent: Sunday, July 14, 2013 3:46 PM
To: (b)(6)
Cc: (b)(6)
Subject: Re: News Report

Let's talk on Monday if okay with you. I need to check with my client and co-counsel (b)(6) on this and time differences requires my to hold off.

(b)(6)

From: (b)(6)
Sent: Sunday, July 14, 2013 02:41 PM
To: (b)(6)
Cc: (b)(6)
Subject: News Report

(b)(6)

I read this in the news. Would you like to discuss?

<http://usnews.nbcnews.com/news/2013/07/14/19468645-asiana-airlines-considering-legal-action-over-racially-offensive-fake-pilot-names?lite>

(b)(6)

(b)(6) Counsel
National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-(b)(6) (Office)
(202) 314-6088 (Direct Line)
(202) 314-6090 (Fax)

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Non Responsive

and ask to speak with
age back to us and
nic (including voice)
y. No such
record or an electronic
action by electronic
unless otherwise
ite at

From: (b)(6)
Sent: Monday, July 15, 2013 1:33 PM
To: (b)(6)
Subject: RE: Status of potential lawsuit

(b)(6)

Just spoke with (b)(6), who confirmed Asiana has taken a final decision *not* to include the NTSB in any lawsuit arising from the broadcast of the pilots' names. Still assessing options with respect to claims against the TV station and has retained (b)(6) to consider those claims.

Will be happy to send this info out to the group (Chairman Hersman, (b)(6)) if you'd like.

Thanks,

(b)(6)

repeat

Again, would be happy to formalize all this in a memo. There are some nuances with respect to misinformation claims. I will continue to examine those. But these are the broad parameters of our protection. It's not absolute, but we would certainly have good arguments.

-----Original Message-----

From: (b)(6)
Sent: Sun 7/14/2013 4:54 PM
To: (b)(6)
Subject: RE: News Report

Have u found anything that we should be concerned about

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Sunday, July 14, 2013 04:53 PM Eastern Standard Time
To: (b)(6)
Subject: RE: News Report

That will be fine.

-----Original Message-----

From: (b)(6)
Sent: Sun 7/14/2013 4:51 PM
To: (b)(6)
Subject: FW: News Report

Does 8:30 work for u

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Sunday, July 14, 2013 04:19 PM Eastern Standard Time
To: (b)(6)
Cc: (b)(6)
Subject: Re: News Report

I think I am free 8 to 12.

(b)(6)

From (b)(6)

Sent: Sunday, July 14, 2013 03:47 PM

(b)(6)

Subject: RE: News Report

That will work. Please let me know your availability. (b)(6) is on vacation. (b)(6) and I will be on the call.

(b)(6)

ounsel

ation Safety Board

ounsel

East, S.W.

0594

rice)

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k)

From (b)(6)

Sent: Sunday, July 14, 2013 3:46 PM

(b)(6)

Subject: Re: News Report

Let's talk on Monday if okay with you. I need to check with my client and co-counsel (b)(6) on this and time differences requires my to hold off.

(b)(6)

From: (b)(6)
Sent: Sunday, July 14, 2013 02:41 PM
To: (b)(6)
Cc:
Subject: News Report

(b)(6)

I read this in the news. Would you like to discuss?

http://usnews.nbcnews.com/_news/2013/07/14/19468645-asiana-airlines-considering-legal-action-over-racially-offensive-fake-pilot-names?lite
<http://usnews.nbcnews.com/_news/2013/07/14/19468645-asiana-airlines-considering-legal-action-over-racially-offensive-fake-pilot-names?lite>

(b)(6)

Counsel
tion Safety Board
 Counsel
ast, S.W.
0594
(ice)
ect Line).
)

From: (b)(6)
Sent: Monday, July 15, 2013 9:54 AM
To: (b)(6)
Subject: Clarification

Hi (b)(6). One point of clarification—in my e-mail to you earlier this morning, I mentioned that we spoke with (b)(6). (b)(6) indicated he was not aware of any decisions and suggested that you, (b)(6) or (b)(6) might have more insight as to whether a decision had been taken with respect to legal claims arising from the news reports. Hope this clarifies and provides more context on our reaching out to you.

Thanks again, and best regards,

(b)(6)

(b)(6) al Counsel
(202) 314-6080
) 314-6090

National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594

From: (b)(6)
Sent: Monday, July 15, 2013 8:22 AM
To: (b)(6)
Subject: RE: Asiana not to sue NTSB

NBC report was this am about 7 so we can ask (b)(6) which is true

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 08:20 AM Eastern Standard Time
To: (b)(6)
Cc: (b)(6)
Subject: RE: Asiana not to sue NTSB

For what it's worth, USA Today reports OZ has not made decision yet re suing NTSB as well:
<http://m.usatoday.com/article/news/2515541>.

(b)(6)
NTSB
(b)(6)

Sent with Good (www.good.com) on a mobile device -- please pardon any typos.

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 07:49 AM Eastern Standard Time
To: (b)(6)
Cc: (b)(6)
Subject: Asiana not to sue NTSB

News is reporting that it will sue tv station but not ntsb

Sent with Good (www.good.com)

From: (b)(6)
Sent: Sunday, July 14, 2013 2:54 PM
To: (b)(6)
Subject: FW: News Report

We are protected by (b)(5) I would assume- please do research as to what liability we have

(b)(6)
Counsel
National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)
(202) 314-(b)(6) (Direct Line)
(202) 314-6090 (Fax)

From: (b)(6)
Sent: Sunday, July 14, 2013 2:41 PM
To: (b)(6)
Cc:
Subject: News Report

(b)(6)
I read this in the news. Would you like to discuss?

<http://usnews.nbcnews.com/news/2013/07/14/19468645-asiana-airlines-considering-legal-action-over-racially-offensive-fake-pilot-names?lite>

(b)(6)
Counsel
National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594
(202) 314-6080 (Office)
(202) 314-(b)(6) (Direct Line)
(202) 314-6090 (Fax)

From: (b)(6)
Sent: Sunday, July 14, 2013 5:07 PM
To: (b)(6)
Subject: RE: News Report

Will do. About to e-mail some info re FTCA. bottom line: we would have a decent argument for dismissal.

(b)(6)
NTSB
(b)(6)

Sent with Good (www.good.com) on a mobile device -- please pardon any typos.

-----Original Message-----

From: (b)(6)
Sent: Sunday, July 14, 2013 04:58 PM Eastern Standard Time
To: (b)(6)
Subject: RE: News Report

Can u call the comm center and set up a number

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Sunday, July 14, 2013 04:53 PM Eastern Standard Time
To: (b)(6)
Subject: RE: News Report

That will be fine.

-----Original Message-----

From: (b)(6)
Sent: Sun 7/14/2013 4:51 PM

To: (b)(6)
Subject: FW: News Report

Does 8:30 work for u

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Sunday, July 14, 2013 04:19 PM Eastern Standard Time
To: (b)(6)
Cc: (b)(6)
Subject: Re: News Report

I think I am free 8 to 12.

(b)(6)

From: (b)(6)
Sent: Sunday, July 14, 2013 03:47 PM
To: (b)(6)
Cc: (b)(6)

Subject: RE: News Report

That will work. Please let me know your availability. (b)(6) is on vacation. (b)(6) and I will be on the call.

(b)(6)
Counsel

National Transportation Safety Board

Office of General Counsel

490 L'Enfant Plaza East, S.W.

Washington, D.C. 20594

(202) 314-6080 (Office)

(202) 314-(b)(6) (Direct Line)

(202) 314-6090 (Fax)

From: (b)(6)
Sent: Sunday, July 14, 2013 3:46 PM
To: (b)(6)
Cc:
Subject: Re: News Report

Let's talk on Monday if okay with you. I need to check with my client and co-counsel (b)(6) on this and time differences requires my to hold off.

(b)(6)
@ntsb.gov]
Sent: Sunday, July 14, 2013 02:41 PM
To: (b)(6)
Cc: @ntsb.gov>
Subject: News Report

(b)(6)

I read this in the news. Would you like to discuss?

http://usnews.nbcnews.com/_news/2013/07/14/19468645-asiana-airlines-considering-legal-action-over-racially-offensive-fake-pilot-names?lite

(b)(6)

Deputy General Counsel

National Transportation Safety Board

Office of General Counsel

490 L'Enfant Plaza East, S.W.

Washington, D.C. 20594

(202) 314-6080 (Office)

From: (b)(6)
Sent: Monday, July 15, 2013 8:22 AM
To: (b)(6)
Subject: RE: Asiana not to sue NTSB

NBC report was this am about 7 so we can ask (b)(6) which is true

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 08:20 AM Eastern Standard Time
To: (b)(6)
Cc: (b)(6)
Subject: RE: Asiana not to sue NTSB

For what it's worth, USA Today reports OZ has not made decision yet re suing NTSB as well:
<http://m.usatoday.com/article/news/2515541>.

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Sent with Good (www.good.com) on a mobile device -- please pardon any typos.

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 07:49 AM Eastern Standard Time
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Subject: Asiana not to sue NTSB

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Sent with Good (www.good.com)

From: (b)(6)
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Does 8:30 work for u

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6)
Sent: Sunday, July 14, 2013 04:19 PM Eastern Standard Time
To: (b)(6)
Cc: (b)(6)
Subject: Re: News Report

I think I am free 8 to 12.

(b)(6)

From: (b)(6)
Sent: Wednesday, September 04, 2013 11:14 AM
To: (b)(6)
Subject: FW: Asiana 214 e-mails for FOIA request
Attachments: Update; Clarification; News reports regarding Asiana pilots; RE: Asiana not to sue NTSB; RE: Asiana not to sue NTSB; RE: News Report; RE: News Report; RE: Status of potential lawsuit; Re: News Report; RE: News Report; FW: News Report; FW: News Report; RE: Asiana not to sue NTSB

From: (b)(6)
Sent: Tuesday, August 20, 2013 12:15 PM
To: (b)(6)
Subject: Asiana 214 e-mails for FOIA request

Here are e-mails from my folders re the OZ214 FOIA request. Thanks!

(b)(6)
(b)(6) | Office (202) 314-6080
(b)(6) | Fax (202) 314-6090

National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594

From: (b)(6)
Sent: Monday, July 15, 2013 9:21 AM
To: (b)(6)
Cc: (b)(6)
Subject: News reports regarding Asiana pilots

Dear (b)(6):

Good morning. I am an attorney with the NTSB and am assisting in the Asiana 214 investigation. Our (b)(6), and I spoke with (b)(6) this morning regarding reports that Asiana is considering legal claims against the NTSB in connection with a television news station's reporting of fictitious pilot names last week.

The most recent news reports seem to indicate Asiana has elected not to pursue legal action against the NTSB. Can you confirm whether these reports are accurate?

Thank you very much, and best regards,

(b)(6) Counsel
(b)(6) | Office (202) 314-6080
(b)(6) fax (202) 314-6090

National Transportation Safety Board
Office of General Counsel
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594

From: (b)(6)
Sent: Monday, July 15, 2013 12:51 PM
To: Nantel, Kelly
Subject: Asiana/Intern

Reporter wants to know the origin of the "names"

(b)(6) – CBS

(b)(6)

From: (b)(6)
Sent: Tuesday, July 09, 2013 5:44 PM
To: Holloway Keith; Nantel, Kelly; (b)(6)
Cc: (b)(6)
Subject: 911 tapes - Asiana

(b)(6) – California Highway Patrol

CHP has received a request from a media outlet for the 911 tapes. They want to know if we have any objection to releasing them. She will be in the office until midnight Pacific.

Thanks,

(b)(6)

From: (b)(6)
Sent: Thursday, July 18, 2013 9:46 AM
To: Holloway Keith; Nantel, Kelly
Subject: Asiana - 911 tapes

Attorney representing (b)(6) – wants information on emergency response, 911 calls, etc.

(b)(6)

From: (b)(6)
Sent: Monday, July 15, 2013 5:36 PM
To: Nantel, Kelly
Subject: Asiana - Intern

Importance: High

(b)(6)

Caller mentioned that the Korean community is "very upset"

From: (b)(6)
Sent: Tuesday, July 23, 2013 4:54 PM
To: Nantel, Kelly
Subject: Asiana - Intern

(b)(6)

Nichi Bei Weekly

(b)(6)

From: (b)(6)
Sent: Thursday, July 18, 2013 1:34 PM
To: Holloway Keith; Nantel, Kelly
Subject: Asiana 5PM deadline

(b)(6) — National Law Journal

Information on attorneys soliciting Asiana victims

From: (b)(6)
Sent: Friday, July 19, 2013 5:08 PM
To: Holloway Keith
Subject: Asiana flight that just came into SFO - same scheduled flight that

(b)(6) CBS radio

He heard that that Asiana 214 (the same flight that crashed a few weeks ago), missed its approach today at SFO and would like confirmation.

From: (b)(6)
Sent: Monday, July 15, 2013 1:52 PM
To: Nantel, Kelly
Subject: Asiana

(b)(6) - CNN

(b)(6)

From: (b)(6)
Sent: Monday, July 15, 2013 4:11 PM
To: (b)(6) Nantel, Kelly
Subject: Asiana

(b)(6)

Covington and Burling LLP

(b)(6)

Wants to know the parties to the investigation

From: (b)(6)
Sent: Monday, July 15, 2013 4:17 PM
To: Holloway Keith; Nantel, Kelly; (b)(6)
Subject: Asiana

Update desired

(b)(6) – SF Chronicle

(b)(6)

From: (b)(6)
Sent: Tuesday, July 09, 2013 12:31 PM
To: (b)(6)
Cc: Holloway Keith; Nantel, Kelly
Subject: Asiana

(b)(6) KCBS San Francisco

(b)(6)

Wants confirmation that the Asiana Chairman is going to tour the crash site today.

From: (b)(6)
Sent: Tuesday, July 16, 2013 11:14 AM
To: Holloway Keith
Cc: Nantel, Kelly
Subject: Asiana

(b)(6) – JTBC of South Korea – few questions regarding Asiana investigation – follow-up - wants to know if there will be any briefings in DC, etc.

(b)(6) – did not provide e-mail address

From: (b)(6)
Sent: Tuesday, July 16, 2013 3:00 PM
To: Holloway Keith
Subject: Asiana

(b)(6) - SF Chronicle

From: (b)(6)
Sent: Tuesday, July 16, 2013 5:38 PM
To: Nantel, Kelly
Cc: Holloway Keith
Subject: Asiana

KNTV – Bay Area NBC affiliate – LA Times publishing an article that some of the Asiana survivors are taking steps toward suing Boeing. He asked if we comment on such issues.

(b)(6)

From: (b)(6)
Sent: Tuesday, July 16, 2013 5:40 PM
To: (b)(6)
Subject: Asiana

A reporter from a TV station in the Bay Area called asking for comment on an LA Times story which mentioned that some survivors are taking steps to sue Boeing. I know that attorneys cannot legally solicit their services until 45 days after the crash; however, is there any prohibitions on survivors retaining counsel on their own and filing suit?

Just curious..

Thanks,

(b)(6)

From: (b)(6)
Sent: Friday, July 19, 2013 1:20 PM
To: Holloway Keith
Subject: Asiana

(b)(6) – AP – Asiana

(b)(6)

From: (b)(6)
Sent: Monday, July 15, 2013 11:57 AM
To: Nantel, Kelly
Subject: Asiana/Intern

(b)(6) - CNN

(b)(6)

Information on the Intern situation – including contact information

From: (b)(6)
Sent: Monday, July 15, 2013 12:41 PM
To: Nantel, Kelly
Subject: Call for you on the PA line

(b)(6) – NPR
(b)(6)

From: (b)(6)
Sent: Tuesday, July 16, 2013 9:41 AM
To: Nantel, Kelly
Subject: Call from member of the public

(b)(6) – member of the public – (b)(6)

Very impressed with the Chairman – said NTSB was one of the best agencies – we do our work thoroughly and impressively. He said that he called last week and spoke with a man about this. However, now he is very upset about the intern situation and is on a rant about it. Kept asking pointed questions and wanted to know how we “let it happen.” He seemed very upset that I couldn’t/wouldn’t answer his questions. He refused to provide an e-mail address and seemed offended that I had asked for one. He wants someone to call him and answer his questions.

If we get more of these calls, should I direct them to you or should I read the press release to them?

Thanks!

(b)(6)

From: (b)(6)
Sent: Friday, July 26, 2013 2:37 PM
To: Nantel, Kelly
Subject: E-mail confirmation

This reporter requests e-mail confirmation that he is allowed to use photos and videos from the NTSB website. I will be glad to do it, but it will probably be more "official" in his eyes coming from you.

(b)(6)

From: (b)(6)
Sent: Monday, July 29, 2013 10:24 AM
To: Nantel, Kelly
Subject: Following up on (b)(6) communication

(b)(6) - VOA-TV

(b)(6)

From: (b)(6)
Sent: Tuesday, July 16, 2013 2:02 PM
To: Holloway Keith
Subject: FW: Asiana

(b)(6) just called back. I told her that both you and Kelly are in meetings with members, though.

From: (b)(6)
Sent: Tuesday, July 16, 2013 10:47 AM
To: Holloway Keith; Nantel, Kelly
Subject: Asiana

(b)(6) - WSJ

Had a quick follow-up question on Asiana

From: (b)(6)
Sent: Wednesday, July 17, 2013 11:08 AM
To: Nantel, Kelly
Subject: FW: Call from member of the public

He called again, demanding a return call. Brace yourself. ☹

From: (b)(6)
Sent: Tuesday, July 16, 2013 9:41 AM
To: Nantel, Kelly
Subject: Call from member of the public

(b)(6) – member of the public – (b)(6)

Very impressed with the Chairman – said NTSB was one of the best agencies – we do our work thoroughly and impressively. He said that he called last week and spoke with a man about this. However, now he is very upset about the intern situation and is on a rant about it. Kept asking pointed questions and wanted to know how we “let it happen.” He seemed very upset that I couldn’t/wouldn’t answer his questions. He refused to provide an e-mail address and seemed offended that I had asked for one. He wants someone to call him and answer his questions.

If we get more of these calls, should I direct them to you or should I read the press release to them?

Thanks!

(b)(6)

From: (b)(6)
Sent: Friday, August 09, 2013 2:12 PM
To: (b)(6)
Subject: FW: Request for Asiana Flight 214
Attachments: NonDocketFOIASubmission.pdf

Hi (b)(6)

We just spoke about this earlier. I have since learned that you were detailed to PA at this and that you may have e-mails responsive to this request. Let me know.

Thanks,

(b)(6)

From: (b)(6)
Sent: Friday, August 09, 2013 11:50 AM
To: (b)(6); (b)(6); Nantel, Kelly; (b)(6)
(b)(6)
Cc: Nantel, Kelly; (b)(6)
Subject: Request for Asiana Flight 214

Good morning, PA,

The FOIA Office has received several FOIA requests specific to the names of the pilots on Asiana Flight 214. We are requesting that you search your computer from July 6 to the present for any e-mails relating to interns, KTVU and pilot names.

Below is a sheet, which you should fill out and return to us with the responsive records. You may post any electronic submissions (i.e. emails, etc.) to (b)(4). Mark your folder with your last name and the FOIA number, and reply to this e-mail stating that you have posted your items and or you have no responsive records. Let me know if you have any questions.

Thank you,

(b)(6)

Information Officer
Division (CIO-40)
&
(phone)
al Fax:
@ntsb.gov

From: (b)(6)
Sent: Thursday, July 18, 2013 1:58 PM
To: Holloway Keith
Subject: FW: Team going to Korea

He called again

From: (b)(6)
Sent: Thursday, July 18, 2013 11:57 AM
To: Holloway Keith
Subject: Team going to Korea

(b)(6) – Voice of America

(b)(6)

Wants to know if there are specific dates for the team (other than late July), what they will be doing, how many, etc. (personal aside – he speaks very quickly)

From: (b)(6)
Sent: Monday, July 15, 2013 12:58 PM
To: Nantel, Kelly
Subject: Inquiry

(b)(6) – NBC News
(b)(6)

From: (b)(6)
Sent: Monday, July 15, 2013 1:18 PM
To: Nantel, Kelly
Subject: Intern inquiry

(b)(6)

Broadcasting and Cable

(b)(6)

From:

(b)(6)

Sent:

Monday, July 15, 2013 1:18 PM

To:

Nantel, Kelly

Subject:

Intern inquiry

(b)(6)

Politico

(b)(6)

From:

(b)(6)

Sent:

Monday, July 15, 2013 1:20 PM

To:

Nantel, Kelly

Subject:

intern

CNN

(b)(6)

(b)(6)

From: (b)(6)
Sent: Monday, July 15, 2013 3:29 PM
To: Nantel, Kelly
Subject: Intern/CNN

(b)(6)

From: (b)(6)
Sent: Monday, July 15, 2013 2:51 PM
To: Nantel, Kelly
Subject: (b)(6)

He wanted to express his annoyance that CNN is reporting we confirmed that (b)(6) was let go and you didn't confirm it to him when he asked. I know it is petty, but I promised to pass along the message.

From: (b)(6)
Sent: Wednesday, July 17, 2013 3:18 PM
To: Nantel, Kelly; Holloway Keith
Subject: Media Request - Internship program info

(b)(6) - Daily Caller

(b)(6)

From: (b)(6)
Sent: Friday, July 26, 2013 2:48 PM
To: (b)(6)
Subject: NTSB website

The NTSB website is accessible to the public. All materials on the site can be published, provided NTSB is credited for them.

(b)(6)
NTSB Office of Communications

From: (b)(6)
Sent: Thursday, July 18, 2013 10:30 AM
To: Holloway Keith
Subject: NY Times

(b)(6) – NY Times – following up on query from last week

(b)(6)

From: (b)(6)
Sent: Tuesday, July 09, 2013 11:00 AM
To: (b)(6)
Subject: Pilot training

Needs confirmation that one-third of pilots in the air today are still training. Would like a response today if possible

(b)(6) – ABC news

(b)(6)

From: (b)(6)
Sent: Tuesday, July 16, 2013 10:47 AM
To: Holloway Keith; Nantel, Kelly
Subject: Asiana

(b)(6) – WSJ

Had a quick follow-up question on Asiana

From: (b)(6)
Sent: Thursday, July 18, 2013 10:08 AM
To: Holloway Keith
Subject: RE: Asiana - 911 tapes

Thanks!

From: Holloway Keith
Sent: Thursday, July 18, 2013 10:07 AM
To: (b)(6); Nantel, Kelly
Subject: RE: Asiana - 911 tapes

I'll give him a call.

From: (b)(6)
Sent: Thursday, July 18, 2013 9:46 AM
To: Holloway Keith; Nantel, Kelly
Subject: Asiana - 911 tapes

Attorney representing (b)(6) – wants information on emergency response, 911 calls, etc.

(b)(6)

From: Holloway Keith
Sent: Tuesday, July 16, 2013 11:15 AM
To: (b)(6)
Cc: Nantel, Kelly
Subject: RE: Asiana

I'll give her a call.

From: (b)(6)
Sent: Tuesday, July 16, 2013 11:14 AM
To: Holloway Keith
Cc: Nantel, Kelly
Subject: Asiana

(b)(6) – JTBC of South Korea – few questions regarding Asiana investigation – follow-up - wants to know if there will be any briefings in DC, etc.

(b)(6) – did not provide e-mail address

From: Holloway Keith
Sent: Tuesday, July 16, 2013 2:55 PM
To: (b)(6)
Subject: RE: Asiana

I'll give her a call.

From: (b)(6)
Sent: Tuesday, July 16, 2013 2:02 PM
To: Holloway Keith
Subject: FW: Asiana

(b)(6) just called back. I told her that both you and Kelly are in meetings with members, though.

From: (b)(6)
Sent: Tuesday, July 16, 2013 10:47 AM
To: Holloway Keith; Nantel, Kelly
Subject: Asiana

(b)(6) – WSJ

Had a quick follow-up question on Asiana

From: Holloway Keith
Sent: Tuesday, July 16, 2013 5:41 PM
To: (b)(6); Nantel, Kelly
Subject: RE: Asiana

I can give him a call.

From: (b)(6)
Sent: Tuesday, July 16, 2013 5:38 PM
To: Nantel, Kelly
Cc: Holloway Keith
Subject: Asiana

KNTV – Bay Area NBC affiliate – LA Times publishing an article that some of the Asiana survivors are taking steps toward suing Boeing. He asked if we comment on such issues.

(b)(6)

From: Holloway Keith
Sent: Friday, July 19, 2013 1:26 PM
To: (b)(6)
Subject: RE: Asiana

Got it.

From: (b)(6)
Sent: Friday, July 19, 2013 1:20 PM
To: Holloway Keith
Subject: Asiana

(b)(6) – AP – Asiana

(b)(6)

From: Nantel, Kelly
Sent: Monday, July 15, 2013 3:07 PM
To: (b)(6)
Subject: RE: (b)(6)

Thanks. Unreal.

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 03:04 PM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: (b)(6)

From an article posted on CNN about 10 minutes ago:

The NTSB apologized for the "inaccurate and offensive" names, which it said were erroneously confirmed by a summer intern. A government official with knowledge of the situation said Monday the intern is no longer with the agency.

From: Nantel, Kelly
Sent: Monday, July 15, 2013 2:52 PM
To: (b)(6)
Subject: RE: (b)(6)

I didn't confirm anything with CNN.

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 02:50 PM Eastern Standard Time
To: Nantel, Kelly
Subject: (b)(6)

He wanted to express his annoyance that CNN is reporting we confirmed that (b)(6) was let go and you didn't confirm it to him when he asked. I know it is petty, but I promised to pass along the message.

From: Nantel, Kelly
Sent: Monday, July 15, 2013 3:27 PM
To: (b)(6)
Subject: RE: (b)(6)

Thanks!

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 03:01 PM Eastern Standard Time
To: Nantel, Kelly
Subject: RE: (b)(6)

Do you think he was trying to manipulate me in order to confirm something to him? I responded that I was not privy to any communication between you and CNN and that I would pass his concerns along to you.

From: Nantel, Kelly
Sent: Monday, July 15, 2013 2:52 PM
To: (b)(6)
Subject: (b)(6)

I didn't confirm anything with CNN.

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 02:50 PM Eastern Standard Time
To: Nantel, Kelly
Subject: (b)(6)

He wanted to express his annoyance that CNN is reporting we confirmed that (b)(6) was let go and you didn't confirm it to him when he asked. I know it is petty, but I promised to pass along the message.

From: Nantel, Kelly
Sent: Monday, July 15, 2013 2:52 PM
To: (b)(6)
Subject: RE: (b)(6)

I didn't confirm anything with CNN.

-----Original Message-----

From: (b)(6)
Sent: Monday, July 15, 2013 02:50 PM Eastern Standard Time
To: Nantel, Kelly
Subject: (b)(6)

He wanted to express his annoyance that CNN is reporting we confirmed that (b)(6) was let go and you didn't confirm it to him when he asked. I know it is petty, but I promised to pass along the message.

-

From: (b)(6)
Sent: Sunday, July 14, 2013 3:48 PM
To: (b)(6)
Subject: RE: KTVU reports names of pilots on the plane that crashed at SFO

Believe it or not, it gets worse...

<http://www.mediaite.com/online/would-captain-sum-ting-wong-please-take-the-stand-asiana-may-sue-over-racist-pilot-names/>

I wasn't in the office when this actually happened, and the only information I have seen has been on the news or online. However, I am, unfortunately, not surprised that this happened. Last week, I repeatedly told one of the interns that he needed to get the caller's contact information and refer the questions to the appropriate Public Affairs Officer, rather than trying to answer the questions himself. I also heard (b)(6) give him similar instruction. In fact, during the hearing last week, (b)(6) (for all intents and purposes) told me to beat the kid to the phone. The intern pouted and kept his hand on the phone for the rest of the day. So I'm not surprised that the kid overstepped.

The big question, though, is who made up those names. The kid is overzealous and tries too hard, but he took the job much too seriously than to make up fake names. I think that it was probably a prank gone wrong from the station. We just got caught in the crossfire.

-----Original Message-----

From: (b)(6)
Sent: Sat 7/13/2013 11:09 AM
To: (b)(6)
Subject: FW: KTVU reports names of pilots on the plane that crashed at SFO

Really? See all of the info.

n

-----Original Message-----

From: (b)(6)
Sent: Saturday, July 13, 2013 07:32 AM Eastern Standard Time
To: (b)(6)
Subject: FW: KTVU reports names of pilots on the plane that crashed at SFO

-----Original Message-----

From: (b)(6)
Sent: Saturday, July 13, 2013 07:24 AM Eastern Standard Time
To: (b)(6)
Subject: Fw: KTVU reports names of pilots on the plane that crashed at SFO

Please note: forwarded message attached

From: (b)(6)

To: (b)(6)

Cc: (b)(6)

(b)(6)

Subject: KTVU reports names of pilots on the plane that crashed at SFO

Date: Fri, 12 Jul 2013 22:54:50 -0400

From: Nantel, Kelly
Sent: Wednesday, July 17, 2013 3:20 PM
To: (b)(6); Holloway Keith
Subject: RE: Media Request - Internship program info

(b)(6) - will you see what she wants and how or if we can help?? Thanks.

From: (b)(6)
Sent: Wednesday, July 17, 2013 3:18 PM
To: Nantel, Kelly; Holloway Keith
Subject: Media Request - Internship program info

(b)(6) - Daily Caller

(b)(6)

From: Nantel, Kelly
Sent: Tuesday, July 16, 2013 4:44 PM
To: (b)(6)
Subject: RE: NTSB

That's nice.

From: (b)(6)
Sent: Tuesday, July 16, 2013 4:41 PM
To: Nantel, Kelly
Subject: FW: NTSB

Compliments – YAY!

From: (b)(6)
Sent: Tuesday, July 16, 2013 4:37 PM
To: (b)(6)
Subject: Re: NTSB

Got it. Thanks, (b)(6). We'll publish accordingly.

(BTW, aside from that silly one intern snafu, people throughout the industry are giving immense praise for the efforts of your organization and department in sharing information of the crash and utilizing social media so extensively as well. Congrats to your team....keep up the good work!!)

(b)(6)

--

(b)(6)
President and Founder
NYCAviation LLC

(b)(6)

www.nycaviation.com

On Tue, Jul 16, 2013 at 4:33 PM, (b)(6)

(b)(6)

I compared the photos with the ones on our website and they are not ours. Sorry that I couldn't be of more help.

Good luck,

(b)(6)

From: (b)(6)
Sent: Tuesday, July 16, 2013 4:21 PM
To: (b)(6)
Subject: Re: NTSB

Hi (b)(6),

Thank you for your time. Attached are the photos in question.

(b)(6)

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(b)(6)

President and Founder

NYCAviation LLC

(b)(6)

www.nycaviation.com

On Tue, Jul 16, 2013 at 4:16 PM, (b)(6) wrote:

From: (b)(6)
Sent: Tuesday, July 16, 2013 4:49 PM
To: (b)(6)
Subject: RE: NTSB

(b)(6)

Thank you for your kind words – they were just what the doctor ordered after such a challenging week!
Please let us know if we can be of additional assistance to you.

Regards,

(b)(6)

From: (b)(6)
Sent: Tuesday, July 16, 2013 4:37 PM
To: (b)(6)
Subject: Re: NTSB

Got it. Thanks, (b)(6). We'll publish accordingly.

(BTW, aside from that silly one intern snafu, people throughout the industry are giving immense praise for the efforts of your organization and department in sharing information of the crash and utilizing social media so extensively as well. Congrats to your team....keep up the good work!!)

(b)(6)

--

(b)(6)

President and Founder
NYCAviation LLC

(b)(6)

www.nycaviation.com

On Tue, Jul 16, 2013 at 4:33 PM, (b)(6) wrote:

Hi (b)(6),

I compared the photos with the ones on our website and they are not ours. Sorry that I couldn't be of more help.

From: Holloway Keith
Sent: Thursday, July 18, 2013 1:59 PM
To: (b)(6)
Subject: RE: Team going to Korea

Okay...I'm going to call in a few min. thanks.

From: (b)(6)
Sent: Thursday, July 18, 2013 1:58 PM
To: Holloway Keith
Subject: FW: Team going to Korea

He called again

From: (b)(6)
Sent: Thursday, July 18, 2013 11:57 AM
To: Holloway Keith
Subject: Team going to Korea

(b)(6) – Voice of America

(b)(6)

Wants to know if there are specific dates for the team (other than late July), what they will be doing, how many, etc. (personal aside – he speaks very quickly)

From: (b)(6)
Sent: Wednesday, July 10, 2013 9:45 AM
To: (b)(6)
Subject: RE: Voicemails

Non Responsive

(b)(6)

From: (b)(6)
Sent: Wednesday, July 10, 2013 9:30 AM
To: (b)(6)
Subject: Voicemails

1. (b)(6) from KNBC – called yesterday at 12:30 am – wanted to know if there is any special counseling for the pilots or airline staff for PTSD– I guess he wants to know if TDA extends to them as well. His number is (b)(6) e-mail is (b)(6). Should I pass this along to the TDA folks?

Non Responsive

4. There is also man who said the Asiana crash was due to North Korean terrorism. I accidentally deleted his message before we could get his number. Oops! ☺

From: (b)(6)
Sent: Monday, July 15, 2013 5:08 PM
To: Nantel, Kelly
Subject: Summer Internship

(b)(6) – curious member of the public (supposedly) – wants information on the summer internship program and how to apply – I directed him to USA Jobs – of course, there were no openings – so now he wants a follow up.

(b)(6)

From:

(b)(6)

Sent:

Monday, July 15, 2013 1:13 PM

To:

Nantel, Kelly

(b)(6)

i –Washington Post

(b)(6)

From: Hersman Debbie
Sent: Monday, July 15, 2013 2:27 PM
To: All Hands NTSB
Subject: Update

Many of you have read and heard the reports this past weekend that the NTSB erroneously confirmed the names of the Asiana pilots in response to an inquiry from a local San Francisco television station. On Friday, a KTVU staff member called the NTSB public affairs office asking to confirm names provided by the station as belonging to the Asiana flight 214 crew. The names the station provided the NTSB were pranks. We do not know how the television station obtained these names. An NTSB intern assigned to answer the phones and pass on questions to NTSB staff confirmed the crew names by searching for these names on the internet. An anchor for KTVU then read these fake names on its noon broadcast the same day. Several minutes later, the station told viewers that the names were not accurate, even though an NTSB official had confirmed them.

We recognize that we, as an organization, made a serious mistake. Since then, we have completed the following actions:

- Upon discovery of the incident, we immediately issued a press release apologizing for our mistake in confirming the inaccurate and offensive names;
- I personally called (b)(6), Chief Executive Officer of Asiana Airlines and then separately, Chairman (b)(6) of Korean Aviation & Railway Accident Investigation Board (KARAIB), to convey my apologies for the mistake;
- NTSB staff provided apologies to Asiana and KARAIB investigative, public affairs, and legal representatives with whom we are working;
- We contacted appropriate Congressional offices to acknowledge our mistake and inform them of our plans for corrective action; and
- We accepted an apology from a representative of KTVU apologizing for its error.

This situation was not the result of one individual's mistaken action. I have spoken repeatedly during my tenure that the NTSB and other organizations must create a "safety culture." This means we recognize our mistakes, and we learn from them. As part of this learning effort, I have directed the offices involved to review our policies and procedures on responding to requests for information from members of the public, the media, and external stakeholders to ensure this does not happen again.

As we move forward, I ask everyone to re-read Board Order 6B, Media Relations, and Operations Bulletin OC-GEN-002, Social Media Policy. These two documents contain helpful information that we should all keep in mind when interacting with the media and the public, and when using social media. Specifically, the media relations Board order notes that the Public Affairs staff is principally responsible for agency contact with the media, and it requires NTSB employees to coordinate with Public Affairs before scheduling or engaging in any conversations or interviews with the media. Further, because many of us use social media in our personal lives,

I want to remind you that our social media policy also prohibits anyone (except authorized individuals) from posting NTSB information in a way that suggests or misleads the public into believing that the information is coming from an authorized agency spokesperson.

The Asiana flight 214 crash was a tragedy for all of those involved. However, the NTSB's team on-scene, the supporting teams in DC and the TDA team at the Family Assistance Center have performed well under enormous stress. I know you are all professionals and each of you take your responsibilities and our agency's mission seriously.

I look forward to working together to complete the Asiana 214 investigation and as we review our practices to continuously improve our organization.

Deborah A.P. Hersman
Chairman
National Transportation Safety Board
(202) 314-6662

"Promoting transportation safety through excellence, teamwork, and diversity."

From: (b)(6)
Sent: Monday, July 15, 2013 11:57 AM
To: Nantel, Kelly
Subject: Asiana/Intern

(b)(6) - CNN

(b)(6)

Information on the Intern situation – including contact information