

Flight 1973 – N505JB - Statement from Captain Dan Buschor:

On 8/8/2019 while enroute from EWR to TPA (in the vicinity of Charlottesville VA) we initiated a climb from FL340 to FL 380 at approximately 16:15L due to reports of turbulence in the area at lower flight levels. I coordinated an expected better altitude with ATC. While in the climb we encountered turbulence passing FL350. Upon reaching FL380 at approximately 16:25L we received a FA call on the intercom. The FA informed us the passenger in 24D had been injured as a result of a hot water spill. The FA filled out our Medlink form and passed it under the door to the cockpit. A phone patch to Medlink was established and the patient condition relayed. Instructions for treating the passenger were passed to the FA's. Medlink advised us to continue to TPA and have EMS meet us and Dispatch concurred. Upon arrival at TPA, EMS met the flight. I did not observe the injury or interact with the passenger. The passenger had already disembarked before the Flight Deck door was opened.

---

Flight 1973 – N505JB - Statement from First Officer Timothy Tatem:

On August 8, 2019, I was the First Officer of Jetblue flight 1973 (KEWR-KTPA) with Captain Dan Buschor. I was the PM and Captain Buschor was the PF.

We were at FL340 and in Washington Center airspace. When we checked in, the controller informed us that moderate turbulence was reported ahead and that FL380 was better. Captain Buschor instructed me to request FL380 which I did. At that time, Captain Buschor communicated with the Inflight crew but I do not know what he specifically said or who he talked with as I was communication with Washington Center.

Shortly after the request for FL380, we were cleared to climb. In that climb, we initially experienced light turbulence but it was increasing. As the turbulence continued to get stronger Captain Buschor commanded the Inflight crew to take their seats. Just before reaching FL375 the turbulence subsided and the air remained calm up to FL380.

A few minutes later, Inflight notified us that a gentleman in seat 24D had been burned by coffee from the cart. Captain Buschor then made me the PF and to also maintain communication with Washington

The information contained in this document is confidential and produced by JetBlue Airways to the National Transportation Safety Board to supplement NTSB Form 6120.1 and pursuant to 49 C.F.R. Part 830. Except where mandated by applicable law, use of, reliance upon, or disclosure of this document or the information contained herein for any other purpose is strictly prohibited without the express written authorization of JetBlue Airways.

Center so that he could manage the event with the injured customer. He began communications with Inflight and shortly after with MedLink.

Approximately 10-15 minutes later, Captain Buschor and MedLink ended communications with the result of continuing the flight to our destination.

I do not know when the injured customer exited the aircraft but I was aware that the intention was to have him off the aircraft first.

---

The information contained in this document is confidential and produced by JetBlue Airways to the National Transportation Safety Board to supplement NTSB Form 6120.1 and pursuant to 49 C.F.R. Part 830. Except where mandated by applicable law, use of, reliance upon, or disclosure of this document or the information contained herein for any other purpose is strictly prohibited without the express written authorization of JetBlue Airways.