

DCA24LA097

OPERATIONAL FACTORS

Attachment 1

Flight Crew Written Statements

June 18, 2024

Captain's Statement

UA1890 LAX-EWR

10FEB2024

Position: Pilot Monitoring

I was the Captain on UA1890 from LAX to EWR on February 10, 2024, and was the Pilot Monitoring. Our layover in LAX was over 24 hours, as we had flown from HNL landing in LAX the morning prior. The morning of the incident, the First Officer and I met in the hotel lobby around 7 am Pacific time. I felt rested for our flight to EWR. We discussed the flight plan and noted the dispatcher remarks of FPG turbulence and northerly routing for turbulence avoidance. We discussed altitude select, and that we may need to climb or descend for turbulence and agreed on the planned fuel. Upon arriving at the aircraft, I briefed the Purser. I mentioned the multiple areas of forecasted turbulence, asked if she is familiar with United's turbulence commands, and mentioned, as I always do, that the rear of aircraft may be bumpier than front, and if seatbelt sign is not on and she feels it should, please call us, as well as take their jump seats if she thought it appropriate.

The departure from LAX was uneventful as was most of cruise. The seat belt sign was off and on a few times for light turbulence enroute. I had the turbulence weather layer selected on my iPad (WSI), and we descended for turbulence avoidance in Toronto and/or Cleveland's airspace. Approaching the FLOSI4 arrival, Boston Center handed us off to New York, the ride was mostly smooth. Descending through approximately FL270 as PM, I gave the "Flight attendants prepare the cabin for landing" and turned on seat belt sign. About 6 minutes later passing through approximately FL210 in the HNK area, we encountered a couple seconds of moderate turbulence. The turbulence can be best described as moderate as there was a momentary jump in airspeed and I felt hard pressure against my seat belt. It subsided as quick as it came upon us, and I gave, "Flight attendants check in" command over the PA. The Purser gave me preliminary report that two flight attendants were injured, and stated the medical kit was being used as one flight attendant had head injuries and was bleeding.

There wasn't sufficient time to contact dispatch and prepare for landing, so I declared emergency with ATC. It was clarified with ATC that the emergency was for medical issues in cabin, due to turbulence, and they requested information about the injured parties. I passed this information, and we made an uneventful landing, and taxi to gate. Passengers were asked to remain seated. Port Authority police arrived and checked on the injured parties. I informed passengers over the PA that people sustained injuries in back of the airplane, and while awaiting EMS, I started dismissing them in sections while keeping the right aisle clear for EMS personnel. Port Authority Police and EMS personnel attended to injuries parties. Once they were attended, the remaining flight attendants and I exited the aircraft.

First Officer Statement
February 10, 2024
Dept. LAX 1618Z/2113Z
Position: Pilot Flying

I was the First Officer on Flight 1890 on February 10th, 2024, from LAX to EWR and was the Pilot Flying. The Captain and I met in the hotel lobby at 0655 local time to catch the shuttle to the airport. I felt well-rested, and we discussed the flight plan including possible turbulence near the EWR arrival area on the way to the airport. I looked at the Skypath APP on the iPad and pointed out to the Captain the amount of light to moderate identification circles in the area. The Captain replied that was the probable reason we were arriving at EWR on a north arrival (FLOSI4) instead of the usual west arrival (WILLIAMSPORT3). Looking at Skypath, I noticed fewer turbulent reports in the FLOSI4 arrival area. The CA asked if I was good with the flight plan/fuel. I agreed with it. The CA also said he would talk to the FAs about the potential for turbulence, specifically as we got closer to EWR.

After an uneventful departure and climb out, we leveled off at a cruise altitude of FL350, and for much of the flight, it was smooth with clear visibility. At one point, we started to get some light turbulence and climbed to FL370, where we would remain until our initial descent into EWR. With each indication of turbulence, the seatbelt sign would be turned ON, and once it smoothed out, it would be turned OFF again, along with the required turbulence mitigation procedures, which included PA announcements.

Since I was the PF, I was responsible for briefing the approach/arrival into EWR. As part of my brief, I selected the WSI APP on my iPad to look for potential turbulence; no activity was present, although there was likely precipitation, which a light band was indicating near the cold front. I also selected the Skypath APP to see if any aircraft ahead of us had reported any turbulence tracks along our route. Again, there were no significant indications of turbulence other than some light reports near our route. After the brief, the Captain turned the onboard weather radar ON for our eventual descent into EWR.

The initial descent with ATC had some step-downs; however, eventually we were instructed to cross 5 miles south of the HNK VOR at FL190. Passing through FL270, the Captain announced via the PA that the Flight Attendants prepare the cabin for landing, followed by turning the seatbelt sign ON.

I could see an overcast layer of clouds that we would penetrate ahead and below our current altitude, but nothing to indicate any potential turbulence it might contain. Nothing showed on the aircraft's weather radar or the Skypath APP. There were also no indications from ATC or any dispatch messages from other aircraft regarding turbulence. We penetrated the overcast layer at FL220 and were IMC.

Descending through FL210, we started to feel some turbulence, at which point I reached for the Mode Control Panel to open the speed (SPD) window to slow the aircraft down. Before I was able to reach the airspeed knob, we encountered moderate turbulence. It lasted only a few seconds but was enough to throw unsecured items all over the flightdeck. We could see a small lining of blue sky (VMC) off to our 2-3 o'clock position and the Captain commanded a turn to the right to get us

out of the turbulent layer. I selected HDG and spun the heading bug about 40-50 degrees to the right.

I could now open the SPD window to slow the aircraft down. At this point, the plane encountered a momentary overspeed condition, which I corrected by extending the speed brakes. Once out of the turbulence, the Captain had the Flight Attendant "check in," he then notified me of the injuries to the Flight Attendants. We then turned back on course toward the HNK VOR, and the Captain told me he would declare a medical emergency with ATC to get priority handling into EWR. The Captain then notified ATC of the emergency, sent a quick note to dispatch, and continued to monitor the Flight Attendant's condition in the cabin. ATC wanted the injured party's information so they could pass it along to ground personnel. That made things very busy in a very compressed amount of time. The landing and taxi to the gate were uneventful. I made a PA asking the passengers to remain seated so the medical personnel could get onboard and help the injured. Once the aircraft was shut down and secured, the Captain went back to assist the Flight Attendant and talk to the passengers. I then followed shortly to be of whatever assistance I could.