

DCA24LA097

AIR TRAFFIC CONTROL

Group Chairman's Factual Report - Attachment 9

Facility Event Review Documentation

September 30, 2025



Federal Aviation Administration

System Service Review

Date: February 23, 2024

To: Tarah R. Park, Boston ARTCC (ZBW) Air Traffic Manager and Kevin Coeyman, ZBW NATCA President

From: System Service Review Team

Prepared by: Brian Howard, Seth Myers, Marc Moscatelli and Daniel Obert

Subject: UAL1890 Turbulence Event

Summary of Event:

On Saturday, February 10, 2024, UAL1890, a B777, was flying through ZBW airspace to Newark Liberty International airport (KEWR). UAL1890 was in the Delancey Sector (R24) airspace southeast bound at flight level (FL) 270 and was initially issued a descent to FL240 for traffic. A position relief briefing (PRB) occurred describing the weather affecting the operation, with deviations occurring near the Albany New York area and ride reports of light to moderate between FL220 and FL190, as such, the relieved controller was descending aircraft to 17,000 feet. UAL1890 was issued a crossing restriction of 5 miles the other side of Hancock at FL190, this clearance was read back incorrectly and not caught by the controller. UAL1890 would verify the clearance, 5 miles the other side of HNK at FL190. UAL1890 was not issued a depicted weather call or disseminated the PIREP for moderate turbulence in the descent reported by the previous KEWR arrival (ACA548). As UAL1890 was frequency changed to the Stewart Sector (R05), UAL1890 reported hitting some "severely moderate turbulence." This report was not acted upon.

Event Timeline:

- 2035 UAL1890 checks on the ZBW Delancey sector radar (R24) position's frequency at Flight Level (FL) 270.
- 2036 R24 issues UAL1890 a descent to FL240. UAL1890 acknowledges.
- 2039 R24 PRB discusses deviations occurring near Albany and light to moderate FL220 to FL190, which was why the controller was descending aircraft to 17,000 feet. UAL1890 was started down for traffic.

- 2040 R24 instructs UAL1890 to cross 5 miles the other side of Delancey (DNY) at FL190.
- 2041 R24 instructs UAL1890 to cross 5 miles the other side of Hancock (HNK) at FL190. UAL1890 asks for clarification. R24 instructs UAL1890 to cross 5 miles the other side of HNK at FL190. UAL1890 reads back 50 miles this side of HNK at FL190.
- 2042 UAL1890 verifies their clearance is 5 miles the other side of HNK at FL190. R24 tells UAL1890 that is correct.
- 2043 R24 instructs UAL1890 to contact ZBW on 134.3. UAL1890 acknowledges 134.3 and reports to R24 they hit "severely moderate turbulence."
- 2044 UAL1890 checks on the R05 position's frequency thru FL200 descending to FL190. Controller advises of moderate to heavy precipitation, light rime icing and light to moderate chop in descent. UAL1890 acknowledges and reports moderate turbulence descending thru FL210.
- 2047 R05 issues UAL1890 a descent to 17,000 feet, and issues STEWART altimeter 29.76. No reply. R05 reissues same clearance. Clearance is read back by UAL1890.
- R05 issues UAL1890 direct FLOSI and descent to 11,000 feet. Clearance is read back by UAL1890.
- 2048 R05 issues UAL1890 to cross FLOSI at 9,000 feet. Clearance is read back by UAL1890.
- 2050 R05 issues UAL1890 to cross CRANK at 7,000 feet. Clearance is read back by UAL1890.
- 2052 R05 instructs UAL1890 to contact New York Terminal Radar Approach Control (N90) on 120.15. Clearance is read back by UAL1890.
- 2053 R05 issues SIGMETs 30E/31E to all aircraft.
- 2053 R05 issues UUA PIREP to all aircraft for moderate to severe turbulence over UTICA at FL240 reported by a TBM.
- 2059 N90 calls the ZBW Operations Manager-in-Charge (OMIC) and reports that UAL1890, B777, hit a pocket of severe turbulence between FL210 and FL200. N90 reports that three individuals were injured, and UAL1890 was requesting medical assistance at the gate.
- 2100 N90 informs the OMIC that the event took place near HNK. The OMIC acknowledges.
- 2103 The OMIC calls New York Air Traffic Control Center (ZNY) and reports the Urgent PIREP over HNK for severe turbulence between FL210 and FL200.
- 2105 The OMIC calls Yankee Terminal Radar Approach Control (Y90) to report the UUA PIREP.
- 2106 The OMIC tells Y90 there was severe turbulence over HNK at FL210. Y90 acknowledges the PIREP and advises they will tell the tower as well. The OMIC calls Albany Approach and reports the Urgent PIREP over HNK for severe turbulence at FL210.
- 2107 Albany Approach acknowledges the PIREP.

Interviewed:

Delancey Sector radar controllers who provided services to UAL1890.

Area A certified professional controller who aided the initial Delancey Sector radar controller.

Operations Supervisor area A (OSIA) providing oversight.

The Traffic Management Weather Coordinator (TMWC).

The Operations Manager-in-Charge.

Due to SSR time constraints and the Supervisor Traffic Management Coordinator's (STMC) schedule, SSR team was unable to interview the STMC.

FINDINGS

- Pre-duty weather brief and daily weather sheets did not forecast severe turbulence within ZBW for the operational workforce. SSR team reviewed pre-duty weather briefings videos from 0545L and 1235L. SSR team reviewed CWSU ZBW weather briefing sheets 1200z and 1800z.
- Initial R24 controller failed to issue UAL1890 depicted weather and a ride report upon checking in. The preceding KEWR arrival (ACA548) was issued this information.
- Initial R24 controller reported increased complexity due to operating on multiple frequency, resulting in transmission overlap.
- Second R24 controller assumed all aircraft on frequency had been issued the pertinent weather and PIREPs.
- Second R24 controller missed the PIREP for moderate turbulence from ACA548 upon frequency change and did not hear UAL1890's report of "severely moderate turbulence" upon their frequency change as well.
- ZBW OMIC was very active in obtaining weather products, soliciting PIREPs from operational areas and ensuring those areas were aware of weather.
- ZBW OMIC was carrying out some of the weather coordinator duties, specifically solicitation of PIREPs from areas, and dissemination of weather products.
- UAL1890's PIREP was manually transferred inaccurately from ERIDs for dissemination at the TMWC position and first entered as a Routine (UA) rather than an Urgent (UUA). This was caught and corrected and disseminated again as a UUA.
- TMU PIREP process in SOP (Appendix 4. A4-1) does not match the apparent current process of using "PF" quick action keys.
- TMWC 7230-4 not accurate. Lack of activity on the log from 1722-2150Z. SSR team did not perform an in-depth review due to time constraints but found lack of entry information of convective SIGMETs 29E, 30E, and 31E. SSR team did find SIGMET 29E disseminated by R24 and SIGMETs 30E and 31E disseminated by R05.
- TMWC was performing nonoperational activities.
- ZBW SOP still references AIRMET requirements contradicting national guidance and requirements.

- Traditional staffing and workload indicators of seasonal traffic and MAP values (green for event) were utilized in decision making process for staffing and resource management.
- Majority of people interviewed reported the complexity and volume was routine. It appears there is a lack of facility awareness that calling depicted weather, volume of PIREPs which require dissemination to affected aircraft via automation and verbally at the sector/area increases workload.
- SSR in the past identified issues with long line dissemination of PIREPs. It appears from this review that long line dissemination of PIREPs match inputs made by controllers.
- During the 3:45 PM standup, the TMWC was the only person in TMU.
- MAP values were green for the event, discussion of MAP value adjustments were only discussed at the OMIC desk.
- Facility disseminated 257 PIREPs via GI messages on February 10, 2024.
- The SSR team conducted a one hour and twenty-nine-minute review for the services provided by the ZBW Delancey Sector between 1954Z and 2123Z. Forty-six aircraft traversed the sector during that period, of those, twenty-seven aircraft required a depicted weather call, sixteen aircraft were issued one correctly. Compliance rate of 59%. Thirty-six of the forty-six aircraft required a PIREP to be issued, twenty aircraft received PIREPs as required. Compliance rate of 55%. Seventeen PIREPS were received at the sector requiring system distribution, of those, eight were input and distributed correctly. Compliance rate of 47%. See Table 1.
- 2023 Weather and Chaff Services Reviews. Fifteen reviews were conducted, with an average compliance rate of 64%. Highest compliance rates were 100%, while the lowest was a 0%. See Table 2.
- SSR team reviewed some of the 2023 ICV data (table 2) and found that this hour and twenty-minute SSR review was comparable to previously gather data.
- PIREP dissemination review attached on CEDAR, see Sector 24 Data 1954-2123Z.

[FALCON LINK R24/RA24 1953-2123Z](#)

Table 1

WX Audit			Area A		Sector 24		2/10/24		1954-2123Z		PRBs	HIWAS
Callsign	Time	PIREP Time Received at Sector	Precip on Route	Precip Issued	PIREP Required	PIREP Issued	Info	Request PIREP	Pilot provided updated PIREP	Time	Time	
UAL1053	1954	1954Z							Y	1953	1959	
SWA509	1955				Y	N				2038		
JZA592	1955				Y	N			Y			
PDT5806	1955	1955*	Y	N	Y	N			Y			
UAL1053	1956							Y	Y			
LAK676	2000		Y	Y	Y	N						
EIN10M	2000		N/A	N/A	Y	N						
UAL78	2004	2020	Y	Y	Y	N						
JZA542	2004		N/A	N/A	Y	N						
SKW4062	2007		N/A	N/A	Y	N						
SWA3056	2011		Y	Y	Y	Y						
DLH402	2011		Y	Y	Y	N						
N296ST	2016	2020	Y	Y	N	N			Y			
CGXII	2019		Y	Y	N	N						
EJA449	2026		Y	Y	Y	N						
ATN3429	2027		Y	Y	Y	N						
UAL147	2028	2028*	N/A	N/A	Y	N			Y			
JIA5182	2029		Y	Y	N	N						
JZA942	2030	2033/2039*	Y	N	Y	N			Y			
EJA525	2031		Y	Y	Y	Y						
EDV5331	2032		N/A	N/A				Y				
ACA548	2032	2040*	Y	Y	Y	Y			Y			
UAL1890	2035	2043	Y	N	Y	N						
LXJ500	2037		Y	Y	Y	Y						
SKW3785	2041	2045*	Y	N	Y	N						
EDV4845	2041	2049*	Y	Y	Y	Y		Y	Y			
VJA176	2045		Y	Y	Y	Y						
AAL1308	2050		Y	Y	Y	Y						
JBU1285	2052		N/A	N/A	N/A	N/A						
JIA5308	2053		N/A	N/A	N/A	N/A						
N46RT	2054		N/A	N/A	N/A	N/A						
FPY845	2055		N/A	N/A	Y	N						
JIA5158	2103	2108	Y	N	Y	Y		Y	2108z/2111			
SWA2218	2104		N/A	N/A	Y	Y		Y	Y			
RPA3651	2105	2115	Y	N	Y	Y		Y				
PDT5806	2106		Y	N	Y	Y		Y				
JIA5177	2106	2114*	Y	Y	Y	Y						
UAL130	2109	2120	Y	N	Y	Y		Y				
JZA943	2111		N/A	N/A	Y	Y						
JZA640	2112	2118	N/A	N/A	Y	Y		Y				
JZA726	2114/2115		N/A	N/A	N/A	N/A						
JZA639	2116		N/A	N/A	Y	Y						
SWA2354	2116		Y	N	Y	Y/N						
RPA4556	2118		Y	N	Y	Y						
UAL18	2119	2119*	Y	N	Y	Y						
VFR Canadian aircraft				Y	Y	Y	Y			2121		
Depicted Weather Calls			PIREPs Required									
Aircraft	Percentages		Aircraft	Percentages								
Aircraft Count:	46	58.70%	Aircraft Count:	46	78.26%							
Needed Calls:	27	59.26%	Needed PIREP:	36	55.56%							
Non-compliant:	11		Non-compliant:	16								
PIREPs Entered into System												
		PIREPs	Percentages									
PIREPs Required entry		17	47%									
PIREPs Entered		8										
PIREPs Entered Correctly		8	100%									

Table 2

Area	Date	Sector	Aircraft Issued weather	Number of Aircraft that required weather	Training	Compliance	AVG Compliance %
A	4/23/2023	24	9	17	No	52%	64.03508772
A	4/29/2023	24	16	20	No	80%	
A	5/7/2023	24	8	19	No	42%	
B	4/29/2023	52	18	19	No	95%	
B	5/8/2023	MID	16	18	No	89%	
B	4/23/2023	36	27	39	No	69%	
C	4/1/2023	47	18	26	No	69%	
C	4/23/2023	47	37	51	YES	73%	
C	4/29/2023	32	13	13	No	100%	
D	4/29/2023	16	6	21	No	29%	
D	4/29/2023	16	0	24	No	0	
D	4/23/2023	16	11	21	No	52%	
E	4/15/2023	5	18	18	No	100%	
E	4/22/2023	5	15	16	No	93%	
E	4/30/2023	19	7	20	No	35%	

Air Traffic Mandatory Occurrence Report

ZBW-M-2024/02/10-0005

1. Reporting FAC ID			2. Date UTC (dd/mm/yyyy)								3. Time UTC				4. Significant Occurrence?	
Z	B	W	1	0	0	2	2	0	2	4	2	1	0	0	☒ Yes ☐ No	
5. MOR reported by (select one): ☐ Controller providing services ☐ FLM ☐ Internal Facility Review ☐ CIC ☐ Aircraft Owner/Operator ☐ Electronically Detected ☐ External Facility Referral ☐ Hotline (Describe in summary) ☐ Other (Describe in summary)														6. Did equipment outage potentially contribute to this event? ☐ Unknown ☐ Yes ☒ No		
Training in progress? ☐ Yes ☒ No ☐ Unknown Nearest Airport: _____ Possible NMAC? ☐ Yes ☒ No Alert #: _____																
Emergency MORs																
H1. MOR type - in-flight emergency conditions involving (select one): ☐ Medical emergency ☐ Inflight equipment malfunction ☐ Pilot Disorientation ☐ VFR in/on top IFR conditions ☐ Fuel quantity ☐ Bird strike ☒ Passenger/Flight Crew Injury ☐ Other																
H1a. Aircraft information:																
Aircraft ID		Aircraft Type/Suffix		IFR/VFR		Facility communicating with A/C		Position communicating with A/C				Frequency				
UAL1890		B772/L		☒ IFR ☐ VFR		ZBW		R24				127.37				
Heading		Altitude		Phase of Flight				Traffic Pattern Location				Evasive Action				
H1b. Malfunctioning equipment component:						H1c. Passenger or crew condition:						H1d. Medical assistance aboard:				
												☐ Yes ☐ No ☐ Unknown				
Only complete for mechanical MORs						Only complete for medical MORs										
H2. Injuries Suffered: 28 year old male, 38 year old male and 50 year old female were injured due to the turbulence.																
H2b. Type of Turbulence:						H2c. Altitude:		A/C Heading:		Relative Clock Position:						
Storm						21000										
H2e. A/C Location (fix/radial distance);						H2f. Number Injured:		H2d. Route information:								
HNK						3		Departed		Destination		Diverted to				
KLAX						KEWR										

Air Traffic Mandatory Occurrence Report

ZBW-M-2024/02/10-0005

NMAC			
Was this a verified NMAC?			
☐ Yes ☒ No		NMAC Number: _____	
Apt/NAVAID:		Direction:	Distance:
Pilot of UAL1890			
Pilot Name:		Phone Number:	Certificate Number:
Address:			
Pilot of			
Pilot Name:		Phone Number:	Certificate Number:
Address:			
NMAC Description:			
Summary			
J1. Summary - provide a brief summary for all MORs in this section that will provide enough information for QA to understand what occurred. Include information about items that require additional information in the specific MOR you are reporting. 2100z N90 called to inform that UAL1890 had experience severe turbulence over HNK from FL210 to FL200 in sector ZBW-24. UAL1890 reported that a 28 year old male, 38 year old male and 50 year old female were injured due to the turbulence. N90 informed that UAL1890 would be seeking medical attention for the injured people.			
QA Summary			
Reviewed falcon, separation details and facility summary. Event validated on linked MOR: N90-M-2024/02/10-0001 8020-9 filed by N90. Appropriate action taken by ATC.			

System Service Review
ZBW-S-2024/02/10-0001

A1. FAC ID			A2. Date UTC (mm/dd/yyyy)							A3. Start Time UTC				A4. Emd Time UTC				A5. Position	
Z	B	W	0	2	1	0	2	0	2	4	1	9	5	4	2	1	2	3	R24
A6. Aircraft #1											A7. Aircraft #2								
Aircraft ID			Aircraft Type/Suffix				IFR/VFR				Aircraft ID			Aircraft Type/Suffix			IFR/VFR		
UAL1890			B772				IFR												
Training																			
1. Were any training issues identified?																			
☐ Yes ☒ No																			
Weather																			
1. What were the prevailing weather conditions?																			
☒ IFR ☐ VFR ☐ Other																			
2. Was any pertinent precipitation depicted on the radar?																			
☒ Yes ☐ No																			
If yes, explain																			
Moderate to heavy precipitation was depicted on R24's scope.																			
View attachment:																			
R24 Depicted Weather 2043.06Z																			
3. Did LLWAS alert?																			
☐ Yes ☐ No ☒ N/A																			
4. Were weather phenomena a factor?																			
☒ Yes ☐ No																			
☒ Turbulence ☐ Icing ☒ Thunderstorm ☐ Low Ceilings ☐ Break Conditions ☐ Wind Shear ☐ Other																			

System Service Review

ZBW-S-2024/02/10-0001

Weather (continued)	
5. Were any SIGMETs or PIREPs in effect? ☒ Yes ☐ No If yes, explain Convective SIGMET 29E was in effect at 1955Z. Convective SIGMET 30E was in effect at 2055Z. Convective SIGMET 31E was in effect at 2055Z. PIREPs input by R23/R24 UA /OV CFB /TM 1957 /FL 220 /TP B38M /TB LGT-MOD CHOP 200-220 UA /OV HNK /TM 2022 /FL 220 /TP B789 /TB 220-190 MOD CHOP UA /OV CAM100020 /TM 2021 /FL 160 /TP P46T /TA M16 /IC LGT RIME /RM 190 NEG ICE UUA /OV HNK /TM 2052 /FL 210 /TP B737 /TB MOD-SEV CAT 200-210 Gl'd at 2107Z UUA /OV RKA250030 /TM 2109 /FL 210 /TP CRJ7 /TB MOD-SEV CAT /RM FL180-210 UA /OV CFB040015 /TM 2114 /FL 170 /TP E170 /TA M02 /TB MOD /IC LGT MX UA /OV ALB180020 /TM 2120 /FL 190 /TP E75S /TB OCNL MOD UA /OV HNK /TM 2120 /FL 170 /TP B772 /TB MOD /RM WIND SHEAR WITH MINOR SPEED CHANGES	
Efficiency	
1. Were any efficiency issues identified? ☐ Yes ☒ No	
Airspace/Airport	
1. Were any airspace/airport issues identified? ☐ Yes ☒ No	
Procedures	
1. Were any procedural issues identified? ☐ Yes ☒ No	
Directives	
1. Were any directive issues identified? ☒ Yes ☐ No	
2. Were there national requirements to develop local directives that were not fulfilled? ☐ Yes ☒ No	

System Service Review

ZBW-S-2024/02/10-0001

Directives (continued)	
3. Was an optional local directive developed to augment a national directive?	☐ Yes ☒ No
4. Were any identified components of local directives in conflict with national directives?	☒ Yes ☐ No
If Yes, explain ZBW SOP is not in compliance with national guidance regarding AIRMET distribution.	
5. Were personnel unfamiliar with the application of a directive?	☒ Yes ☐ No
If Yes, explain Operational personnel used the traditional staffing indicators, the TSD, sector volume, and forecast weather products, but failed to utilize depicted weather and PIREPS as an indicator for increased workload to provide maximum service. Reference Attachment: SOP Chapter 3. Operations Management 3-1-1 (C)	
6. Were any potential systemic directive issues identified?	☒ Yes ☐ No
If Yes, explain ZBW's SOP pertaining to PIREP dissemination requires the use of a dissemination chart to ensure accurate distribution. The operation has implemented the use of "PF" quick action keys which appears to have added extra facilities/sectors not listed on this chart. Reference Attachments: SOP Chapter 12 PIREPs SOP PIREP Dissemination Chart PF quick action Keys MBI	
Equipment	
1. Were any equipment issues identified?	☐ Yes ☒ No
Customer Feedback	
1. Was there customer feedback regarding the operation during this review session?	☐ Yes ☒ No
Resource Management	
1. Were any resource management issues identified?	☒ Yes ☐ No
2. Were any resource management issues identified?	☒ FLM ☐ CIC ☐ OM ☐ Unknown

System Service Review

ZBW-S-2024/02/10-0001

Resource Management (continued)

3. Was the operational area under review properly staffed?

☐ Yes ☒ No

If No, explain

Area A had enough resources available to staff positions if required. The area A guideline number for the afternoon of 2-10-2024 was 8, web scheduler shows 9 individuals were scheduled.

4. Were any positions not properly staffed?

☒ Yes ☐ No

If Yes, explain

R24 position was not properly staffed.

Reference:

SOP Chapter 3. Operations Management 3-1-1 (C)

5. Were positions/sectors combined/decombined in an appropriate/timely manner?

☐ Yes ☒ No

If No, explain

Positions were left combined and possibly not de-combined in a timely manner.

Reference:

SOP Chapter 3. Operations Management 3-1-1 (C)

6. Were there any distractions in the operation?

☐ Yes ☒ No

7. Were any potential systemic resources management issues identified?

☒ Yes ☐ No

If Yes, explain

Positions are not routinely combined and de-combined in accordance with guidelines published by facility management. Additionally, required "floating" RA positions are not always staffed again despite guidelines requiring one.

Individual Performance

1. Was any notable Individual performance identified? (Exemplary and/or needing improvement)

☒ Yes ☐ No

System Service Review

ZBW-S-2024/02/10-0001

Individual Performance (continued)	
	Position OMIC
Explanation The OMIC for the evaluated timeframe was soliciting PIREPs and advised operational areas of weather phenomena forecasted.	
	Position OSIA
Explanation The supervisor did not ensure the sector was properly staffed given the depicted weather and PIREPs impacting the operation.	
	Position R24
Explanation The initial R24 controller did not issue UAL1890 a depicted weather call or PIREP for light to moderate chop along their route of flight for altitudes in which UAL1890 would be operating. ACA548, a KEWR arrival in front of UAL1890 by approximately 23.16 miles, reported moderate turbulence in the descent. The second R24 controller did not issue this PIREP to UAL1890.	
	Position TMWC
Explanation TMWC log was found to have a lack of activity from 1722-2150Z. SSR team found a lack of log entry for convective SIGMETs 29E/30E and 31E. TMWC may have been performing nonoperational activities. Reference: SOP Chapter 12 HIWAS	

System Service Review
ZBW-S-2024/02/10-0001

QC Findings	
	The SSR team conducted a one hour and twenty-nine-minute review for the services provided by the ZBW Delancey Sector between 1954Z and 2123Z. Forty-six aircraft traversed the sector during that period, of those, twenty-seven aircraft required a depicted weather call, sixteen aircraft were issued one correctly. Compliance rate of 59%. Thirty-six of the forty-six aircraft required a PIREP to be issued, twenty aircraft received PIREPs as required. Compliance rate of 55%. Seventeen PIREPS were received at the sector requiring system distribution, of those, eight were input and distributed correctly. Compliance rate of 47%. Reference: Sector 24 Data 1954-2123 2023 Weather and Chaff Services Reviews. Fifteen reviews were conducted, with an average compliance rate of 64%. Highest compliance rates were 100%, while the lowest was a 0%. Reference: 2023 ICV Data Depicted Weather Calls SSR team reviewed some of the 2023 ICV data and found that this hour and twenty-minute SSR review was comparable to previously gathered data. Facility disseminated 257 PIREPs via GI messages on February 10, 2024. Reference: All PIREPs 2-10-2024 0500Z through 2-11-2024 0500Z
Review Team	
	Daniel Obert Brian Howard Seth Myers Marc Moscatelli

Air Traffic Mandatory Occurrence Report

N90-M-2024/02/10-0001

1. Reporting FAC ID				2. Date UTC (dd/mm/yyyy)								3. Time UTC				4. Significant Occurrence?	
N	9	0	1	0	0	2	2	0	2	4	2	1	0	4	☐ Yes ☒ No		
5. MOR reported by (select one): ☐ Controller providing services ☐ FLM ☐ Internal Facility Review ☐ CIC ☐ Aircraft Owner/Operator ☐ Electronically Detected ☐ External Facility Referral ☐ Hotline (Describe in summary) ☐ Other (Describe in summary)														6. Did equipment outage potentially contribute to this event? ☒ Unknown ☐ Yes ☐ No			
Training in progress? ☐ Yes ☒ No ☐ Unknown Nearest Airport: <u>EWR</u> Possible NMAC? ☐ Yes ☒ No Alert #: _____																	
Emergency MORs																	
H1. MOR type - in-flight emergency conditions involving (select one): ☒ Medical emergency ☐ Inflight equipment malfunction ☐ Pilot Disorientation ☐ VFR in/on top IFR conditions ☐ Fuel quantity ☐ Bird strike ☐ Other (describe in summary)																	
H1a. Aircraft information:																	
Aircraft ID UAL1890		Aircraft Type/Suffix B772		IFR/VFR ☒ IFR ☐ VFR		Facility communicating with A/C N90		Position communicating with A/C 400 EWR OS/CIC				Frequency					
Heading		Altitude		Phase of Flight				Traffic Pattern Location				Evasive Action					
H1b. Malfunctioning equipment component: Only complete for mechanical MORs						H1c. Passenger or crew condition: FLIGHT ATTENDANT'S (3)/ UNKNOWN MEDICAL CONDITION Only complete for medical MORs						H1d. Medical assistance aboard: ☐ Yes ☐ No ☒ Unknown					
H2. MOR type - in-flight security conditions involving (select one): ☐ Laser light illumination ☐ Hijack ☐ Bomb threat																	
H2b. Nearest major city: Only complete for laser light illuminations						H2c. Altitude:				A/C Heading:		Relative Clock Position:					
H2e. Location (lat/long or fix/radial distance);						H2f. Time DEN notified (UTC):				H2d. Route information:							
										Departed KLAX		Destination KEWR		Diverted to KEWR			
METAR Observation																	
KEWR 102051Z 24006KT 10SM FEW100 BKN170 BKN200 OVC250 16/07 A2979 RMK AO2 SLP086 T01560067 55016																	

Air Traffic Mandatory Occurrence Report

N90-M-2024/02/10-0001

NMAC			
Was his a verified NMAC?			
☐ Yes ☒ No		NMAC Number: _____	
Apt/NAVAID:		Direction:	Distance:
Pilot of UAL1890			
Pilot Name:		Phone Number:	Certificate Number:
Address:			
Pilot of			
Pilot Name:		Phone Number:	Certificate Number:
Address:			
NMAC Description:			
Summary			
J1. Summary - provide a brief summary for all MORs in this section that will provide enough information for QA to understand what occurred. Include information about items that require additional information in the specific MOR you are reporting. UAL1890, B772 INBOUND TO EWR REPORTED TO ATCS OVER SAX THAT THEY ENCOUNTERED A POCKET OF SEVERE TURBULENCE IN THE VACINITY OF HNK BETWEEN FL200-FL210. THREE FLIGHT ATTENDANTS WERE INJURED, MALE IN HIS 20'S, MALE IN HIS LATE 30'S AND FEMALE IN HER LATE 50'S. UNKNOWN IF MEDICAL ASSISTANCE WAS ONBOARD. N90 OMIC CONTACTED ZBW OMIC TO SEE IF THEY WERE AWARE OF THIS SITUATION WITHIN THEIR AIRSPACE. N90 ADVISED BOTH EWRT AND THE DEN. A/C LANDED AT 2108Z.			
QA Summary			
Reviewed falcon, separation details and facility summary. UAL1890 inbound EWR from the northwest, descending from 120. Descending through 070 PIC reported to N90 ATCS 4A of previous severe turbulence during descent through FL210-FL200. UAL1890 advised N90 ATCS of possible injuries, requested emergency handling to EWR. ATCS provided assistance as required. Appropriate action taken by ATC.			