

9/3/2021

FOR YOUR INFORMATION

2021-113/5-35

1823728

To: Airport Manager, Los Angeles Int'l (LAX), CA, FAA (AAS-1)

Info: FAA (AFS-200, AVP-1, AVP-200, AJV-A, AWP-600, AFS-280, AFS-400, AJI-144, Runway Safety Team), ATSG, AFA, ALPA, IFALPA, APA, APFA, ASAP, A4A, IATA, CAPA, ICAO, ICASS, IPA, NTSB, RAA, SWAPA, Jeppesen Sanderson Inc

From: Becky L. Hooey, Director
NASA Aviation Safety Reporting System

Re: LAX Taxiway Signage and Charting

We recently received an ASRS report describing a safety concern that may involve your area of operational responsibility. We do not have sufficient details to assess either the factual accuracy or possible gravity of the report. It is our policy to relay the reported information to the appropriate authority for evaluation and any necessary follow-up. We feel you should be aware of the enclosed deidentified report.

To properly assess the usefulness of our alert message service, we would appreciate it if you would take the time to give us your feedback on the value of the information that we have provided. Please contact Dr. Becky Hooey at (408) 541-2854 or email at becky.l.hooey@nasa.gov.



Aviation Safety Reporting System
P.O. Box 189 | Moffett Field, CA | 94035-0189



ACN 1823728

DATE / TIME

Date of Occurrence	202107
Local Time Of Day	1801 to 2400

PLACE

Locale	LAX.Airport
State	CA
Altitude - AGL	0

AIRCRAFT / EQUIPMENT X

ATC / Advisory - Ground	LAX
Make Model Name	Commercial Fixed Wing
Operating Under FAR Part	121

AIRCRAFT / EQUIPMENT Y

ATC / Advisory - Ground	LAX
Make Model Name	Commercial Fixed Wing
Operating Under FAR Part	121

PERSON 1

Function - Air Traffic Control	Ground
Function - Air Traffic Control	Instructor
ASRS Report Number	1823728

EVENTS

Anomaly	Deviation / Discrepancy - Procedural - Clearance
Anomaly	Ground Incursion - Taxiway
Detector - Person	Air Traffic Control
Result - Air Traffic Control	Issued New Clearance
Result - Air Traffic Control	Provided Assistance

NARRATIVE 1

I was providing on the job training on Ground 1 when the following event happened. Aircraft X exited [Runway] 25R at J and was instructed to "taxi via B, L, hold short of K1 and contact City Ramp." Aircraft X read back the instruction correctly. The developmental made two more calls and in the meantime Aircraft X started to turn from B onto K...one taxiway earlier than instructed. I pointed out the error to the developmental and then the developmental immediately told Aircraft X to stop. (Background: K & L are now City Ramp controlled and the only entry point to the ramp without additional coordination is via L short of K1.)

We explained to Aircraft X that they were prematurely turning into the ramp and not following the issued route. Aircraft X responded by saying they had received clearance to continue on K short of K2, however we had never mentioned anything about K/K2. The Controller in Charge coordinated with the City Ramp via the phone and verified that it was safe for Aircraft X to continue northbound on K. Additionally, while this entire scenario was unfolding, Aircraft Y deviated from their taxi clearance (B, K, C, Northroute) and turned onto L. I overkeyed the developmental and told Aircraft Y to "hold short of K1 and contact the ramp." After the training session, I reviewed the tapes for both Aircraft X and Aircraft Y's instructions/readbacks. There were no discrepancies with either--each pilot responded correctly and timely to the developmental's instructions but failed to comply.

I am writing a report about the operation of this "LAWA City Ramp" because it continues to cause unsafe proximity events. While I was previously under the impression that the majority of the errors were due to pilot

expectation bias and over reliance on familiarity (the old Northroute was on K/L), I now believe that the instructions of the Ramp Tower personnel contributed to Aircraft X's deviation today. See below:

When we told Aircraft X that they turned too soon, their response was "we had further clearance to continue via K short of K2." It is my belief that Aircraft X called the City Ramp on their second radio while taxiing westbound on B and the ramp personnel instructed them to continue via K short of K2. Aircraft X understood this as a complete change from the instructions we provided and began to turn on K early. If this is approximately what happened, then it needs to be remedied immediately. It's unsafe to have non-ATC personnel issuing instructions to aircraft that could be confused with new or amended instructions for how to taxi/proceed on the movement area. The ramp personnel need to clearly define to inbound aircraft that the previous clearance remains the same, but once on L short of K1, they may continue, hold, etc.

Additionally, this is about the actions of pilots that turn early onto L/K when they correctly were issued and read back "the Northroute." I previously stated that "I'd recommend additional signage, a change to the charts, or added emphasis in the text of the "Northroute" that emboldens how N is now the Northroute, not K or L. Or all of the above," and my sentiments still remain. I believe there was one small change to the Jeppesen map that tried to highlight the new ramp area but bolding the Northroute and re-emphasizing that N is the Northroute could also help prevent this occurrence.

SYNOPSIS

LAX Ground Controller reported ongoing issues relating to poor signage at the airport.