

9/11/2026

FOR YOUR INFORMATION

2026-318/11-65

To: Airport Manager, San Francisco International Airport (SFO), CA, FAA 2394769
(ATM SFO Tower, AWP-600)

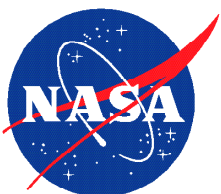
Info: FAA (AAS-1, AAS-300, AFS-260, AFS-200, AVP-1, AVP-200, Director of Air Traffic Operations WSA, Runway Safety Team), A4A, AAEE, ALPA, APA, ASAP, ATSAP, ATSG, CAPA, IATA, IBT, ICAO, ICASS, IFALPA, NATCA, NTSB, RAA, SWAPA

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

Re: SFO Gate Parking Concerns

We recently received ASRS reports 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 2394769**DATE / TIME**

Date of Occurrence	202607
Local Time Of Day	1201 to 1800

PLACE

Locale	SFO.Airport
State	CA
Altitude - AGL	0

AIRCRAFT / EQUIPMENT X

ATC / Advisory - Ramp	SFO
Make Model Name	Commercial Fixed Wing
Operating Under FAR Part	121

PERSON 1

Function - Flight Crew	Captain
ASRS Report Number	2394769

EVENTS

Anomaly	Deviation / Discrepancy - Procedural - Published Material / Policy
Anomaly	Ground Event / Encounter - Ground Equipment Issue
Anomaly	No Specific Anomaly Occurred - Unwanted Situation
Detector - Person	Flight Crew
Result - Flight Crew	Overcame Equipment Problem

NARRATIVE 1

When taxiing into Gate B15 at SFO after a flight from ZZZ, the ground crew directed us to use the automatic guidance system. However, the hinged power poles for the adjacent jet bridge partially blocked our view of the guidance. We initially tried to communicate with the ground crew but they did not understand our request to have the jet bridge moved. The FO and I decided we could see enough of the guidance if we used our two vantage points. I taxied in slowly and was able to complete the task with the help of my FO, who had a better view of the guidance system. After block in, I raised the issue with the gate team, who stated "that's not the first time we've heard this." That begged a question about whether anybody was trying to rectify this safety issue. Nobody seemed to know if this was being addressed. This is a safety issue. With hindsight, I will in future stop and insist the jet bridge is moved or ground staff manually guide us in when I encounter this issue again. I was annoyed at myself after this event for taxiing in without a clear view of the guidance system. A crew debrief and discussion after the flight has reinforced my view that I should not have continued taxiing even though no negative event occurred.

Ensure ramp staff include the visibility of the guidance system as part of their ramp prep.

SYNOPSIS

Air carrier Captain reported an adjacent jet bridge's power poles partially blocked the view of the guidance system at SFO gate B15.