

10/19/2023

FOR YOUR INFORMATION

2023-166/11-32

2033327

To: Airport Manager, Charlotte/Douglas International, (CLT), FAA (AAS-1)

Info: FAA (AAS-300, AVP-1, AVP-200, AFS-260, AJV-A, AFS-200, ASO-600, AJI-144, Director of Air Traffic Operations ESA South, Runway Safety Team), A4A, AAAE, ALPA, AOPA, APA, ASAP, ATSAP, ATSG, CAPA, EAA, IATA, IBT, ICAO, ICASS, IFALPA, IPA, NAFI, NATCA, NBAA, NTSB, RAA, SWAPA

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

Re: CLT Ramp Procedures

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 2033327

DATE / TIME

Date of Occurrence	202309
Local Time Of Day	1201 to 1800

PLACE

Locale	CLT.Airport
State	NC
Altitude - AGL	0

AIRCRAFT / EQUIPMENT X

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

PERSON 1

Function - Flight Crew	Pilot Not Flying
ASRS Report Number	2033327

PERSON 2

Function - Flight Crew	Pilot Flying
ASRS Report Number	2033324

EVENTS

Anomaly	ATC Issue - All Types
Anomaly	Deviation / Discrepancy - Procedural - Clearance
Anomaly	Deviation / Discrepancy - Procedural - Published Material / Policy
Anomaly	Ground Incursion - Ramp
Detector - Person	Flight Crew
Result - General	None Reported / Taken

NARRATIVE 1

Ramp control in CLT gives instructions that don't match the charts in FDPro. We were told to taxi "blue line" to 24S. The chart shows the blue line going to 24N. When we queried the ramp controller he continued to give instructions that don't match the chart. Ambiguous taxi instructions on the CLT ramp because of controller instructions or incorrect charts. Give clearances that match the taxi charts or change the taxi charts.

NARRATIVE 2

Given instructions to taxi to 24S on the blue line. 24N is on the blue line, not 24S. Issue correct taxi instructions and when questioned by ground crew be clear on your instructions. Training and poor design of taxi spots.

SYNOPSIS

Air carrier pilot crew reported the taxi instructions given by the CLT ramp controller do not coincide with the instructions printed on the EFB chart.