

12/18/2023

**FOR YOUR INFORMATION**

2023-212/5-70

2047452

To: Airport Manager, London Heathrow Int'l Airport (LHR/EGLL), United Kingdom

Info: United Kingdom Civil Aviation Authority (CAA), FAA (AFS-260, AFS-200, AEU-BRU, AVP-1), ATSG, ALPA, IFALPA, APA, ASAP, ATA, IATA, CAPA, ICAO, ICASS, IPA, NBAA, NTSB

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

Re: EGLL (LHR) Taxiway Signage

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](mailto:becky.l.hooey@nasa.gov).



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



**ACN 2047452****DATE / TIME**

Date of Occurrence	202310
Local Time Of Day	0001 to 0600

**PLACE**

Locale	EGLL.Airport
State	FO
Altitude - AGL	0

**AIRCRAFT / EQUIPMENT X**

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

**PERSON 1**

Function - Flight Crew	First Officer
Function - Flight Crew	Pilot Not Flying
ASRS Report Number	2047452

**PERSON 2**

Function - Flight Crew	Captain
Function - Flight Crew	Pilot Flying
ASRS Report Number	2047445

**PERSON 3**

Function - Flight Crew	First Officer
Function - Flight Crew	Pilot Not Flying
ASRS Report Number	2047985

**EVENTS**

Anomaly	Deviation / Discrepancy - Procedural - Clearance
Anomaly	Deviation / Discrepancy - Procedural - Published Material / Policy
Anomaly	Ground Incursion - Taxiway
Detector - Person	Flight Crew
Result - Flight Crew	Became Reoriented
Result - Flight Crew	Requested ATC Assistance / Clarification
Result - Air Traffic Control	Issued New Clearance

**NARRATIVE 1**

Taxi instructions from gate were H, B, E hold short of E1. While taxi on Bravo, Captain mentioned that the wind sock was indicating a tailwind for takeoff. I agreed and said, I was going heads down to pull up performance data with the tailwind component. We had just started a turn onto taxiway Foxtrot when the relief pilot reiterated the taxi instructions were taxiway "Bravo to Echo". I looked up and saw we had just started a turn onto taxiway Foxtrot instead of Echo. I then told Ground Control that we had started a turn onto taxiway Foxtrot. Instead of having us try to maneuver back on to Bravo then Echo, he had us continue on Foxtrot and hold short of Foxtrot 1.

Going “heads down” to pull new performance data for the tailwind took one set eyes off the taxi route. Also, the taxiway signage is not the best in that particular area.

Waiting until the end of the runway to pull new performance data up.

## **NARRATIVE 2**

Taxiing to 9R from Gate, turned left on F instead of E (the next 1) as instructed. We Immediately notified ground. He said "no problem, just continue on F HOLD SHORT of F1"

Cause: Marginal LHR taxi signage

Suggestion: Better LHR Signage

## **NARRATIVE 3**

We pushed back from gate X. Ground Control cleared us to turn left onto B, then left onto E for our taxi to 09R. The Captain started turning onto taxiway F (just prior to reaching taxiway E) and was committed to the turn as we spoke of the error. Ground Control was immediately contacted. There was no traffic. We were cleared to continue taxi straight ahead.

I believe my head was down for a short time looking at paperwork. I should have been watching the taxi more closely.

## **SYNOPSIS**

Flight crew reported a taxiway incursion at EGLL airport when First Officer became distracted while requesting updated takeoff performance data. Flight crew suggested that poor taxiway signage contributed to the incursion.