

12/1/2023

FOR YOUR INFORMATION

2023-199/5-67

To: Airport Manager, George Bush Intercontinental/Houston, (IAH), TX, FAA (AAS-1), Jeppesen Sanderson Inc. 2037084

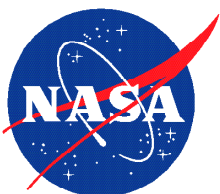
Info: FAA (Director of Air Traffic Operations CSA, ATM IAH Tower, AAS-300, AVP-1, AVP-200, ASW-600, AFS-260, AFS-200, Runway Safety Team), ATSG, ALPA, ICASS, IFALPA, AOPA, APA, ASAP, A4A, ATSAP, CAPA, IPA, NATCA, NBAA, NTSB, RAA, SWAPA

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

Re: IAH Taxiway Confusion

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 2037084

DATE / TIME

Date of Occurrence	202309
Local Time Of Day	1201 to 1800

PLACE

Locale	IAH.Airport
State	TX
Altitude - AGL	0

AIRCRAFT / EQUIPMENT X

ATC / Advisory - Ground	ZZZ
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	2037084

EVENTS

Anomaly	ATC Issue - All Types
Anomaly	Deviation / Discrepancy - Procedural - Clearance
Anomaly	Ground Incursion - Taxiway
Detector - Person	Air Traffic Control
Detector - Person	Flight Crew
Result - Flight Crew	Became Reoriented
Result - Flight Crew	Requested ATC Assistance / Clarification
Result - Air Traffic Control	Provided Assistance

NARRATIVE 1

We were on day three of a very long four-day trip with relatively short overnights. We closed the main cabin door early in IAH (IAH-ZZZ) but had a long delay before pushing back because of ramp congestion. We finally pushed and were cleared to Spot 5 and contact Ground Control. Upon contacting Ground, we were instructed to taxi to Runway 15R via the west 2 route but hold-short NE. I had looked at the West 2 but needed to review it to find NE. I didn't see NE depicted on the "Standard" route chart, so I switched to the airport diagram. I also saw signage outside to the left that seemed to indicate that we were taxiing through WB, and I misread the chart to read that NE was an E-W taxiway further and to our right. What I thought was taxiway NE was actually NB, not NE. In fact, we were taxiing through NE, which apparently changes to WB near our intersection.

I had originally thought NE was WB since I saw the WB signage to the left and "WB" on the airport diagram to the south on the same taxiway. I didn't realize that WB changed to NE either at, or slightly before our intersection. Later in the taxi process, we were told "Company (no number) contact Tower 127.3". Since there was no number as part of the clearance, both the Captain and I missed the switch over. Later I realized that, despite the company page emphasizing in the first remark specifically to NOT switch until told to do so by ATC, the West 2 states to make the switch without further instruction. This contradiction, coupled with the lack of flight number from Ground, added to the overall confusion.

More review of the standard taxi routes would have been helpful. We briefed potential taxi routes, but including the Standard Routes, there were multiple possible routes. The changeover from taxiway WB added to the confusion, as did our clearance to taxi to Runway 15R with essentially an immediate hold-short instruction. The chart depiction (not AMM Airport Moving Map) seems to indicate WB to our left, and NE possibly E-W orientation further on in the taxi route. The AMM would've been better, but only after zooming in quite a bit. Even then, NE appears to be WB. This is a threat area. Finally, there is a contradiction between the company page (do NOT switch until specifically instructed to do so) and the Standard Taxi route instruction to switch without instruction. We also were instructed to switch, but without our actual flight number.

SYNOPSIS

Air carrier First Officer reported a taxiway incursion and signage confusion regarding taxi instructions given by ATC. The crew was taxiing for Runway 15R in IAH using the West 2 standard route but hold-short NE, a route where taxiway NE changes to taxiway WB.