

2/2/2024

**FOR YOUR INFORMATION**

2024-14/4-1

To: Airport Manager, Phoenix Sky Harbor International (PHX) AZ, FAA (AAS-1)

2064324

Info: FAA (AFS-200, AVP-1, AVP-200, AAS-300, AJV-A, AWP-600, AFS-260, AJI-144, Director of Air Traffic Operations WSA), ATSG, AFA, ALPA, IFALPA, APA, APFA, ASAP, A4A, IATA, CAPA, ICAO, ICASS, IPA, NTSB, RAA, SWAPA

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

Re: PHX Jetway Lights Blinding Pilots

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 2064324

### DATE / TIME

Date of Occurrence	202312
Local Time Of Day	1801 to 2400

### PLACE

Locale	PHX.Airport
State	AZ
Altitude - AGL	0

### AIRCRAFT / EQUIPMENT X

ATC / Advisory - Ramp	PHX
Make Model Name	Large Transport, Low Wing, 2 Turbojet Eng
Operating Under FAR Part	121

### PERSON 1

Function - Flight Crew	Pilot Flying
ASRS Report Number	2064324

### EVENTS

Anomaly	Ground Event / Encounter - Ground Equipment Issue
Detector - Person	Flight Crew
Result - Flight Crew	Became Reoriented
Result - Flight Crew	Overcame Equipment Problem

### NARRATIVE 1

Bright lights shining in pilot's eyes while taxiing on the ramps and into gates have been increasing system wide however, newer bright lights on the jetway for a gate in PHX reached a new level. The bright light bulbs on the jetway next to the marshaller, made it challenging to watch the marshaller and became worse approaching the jetway as I took steps to block the lights from shining in my eyes. Lights should not shine into pilot's eyes any more then taxi lights should shine in the marshaller's eyes. It appears to me that ground operations do not recognize lights that shine into pilot's eyes. I discussed the lights with with the jetway driver afterwards and she said this gate has a new jetway and the lights are required to be on to operate the jetway. Turn off jetway lights while the aircraft taxi's into the gate. Shield and aim bulbs so that they do not shine into pilots eyes. Return to lower lumen bulbs previously used.

### SYNOPSIS

Air carrier pilot reported difficulty viewing instructions from the aircraft marshaller during gate arrival due to bright lights from the jetway that obscure pilots' vision.