

5/9/2024

**FOR YOUR INFORMATION**

2024-96/5-38

To: Airport Manager, San Francisco International Airport (SFO), CA, FAA (AAS-1) 2100002

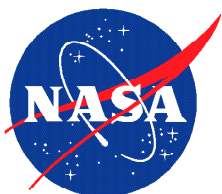
Info: FAA (AAS-300, AWP-600, AFS-260, AJV-A, ATM SFO Tower, AFS-200, AJI-144, AVP-1, AVP-200, Director of Air Traffic Operations WSA, Runway Safety Team), A4A, AAAE, ALPA, APA, ASAP, ATSAP, ATSG, CAPA, IATA, IBT, ICAO, ICASS, IFALPA, IPA, NATCA, NTSB, RAA, SWAPA

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

Re: SFO Airport 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 Hooley at (408) 541-2854 or email at [becky.l.hooley@nasa.gov](mailto:becky.l.hooley@nasa.gov).



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



## ACN 2100002

### DATE / TIME

Date of Occurrence	202403
Local Time Of Day	1201 to 1800

### PLACE

Locale	SFO.Airport
State	CA
Altitude - AGL	0

### ENVIRONMENT

Flight Conditions	VMC
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### AIRCRAFT / EQUIPMENT X

ATC / Advisory - Ground	SFO
Make Model Name	Medium Large Transport
Operating Under FAR Part	91

### PERSON 1

Function - Flight Crew	First Officer
Function - Flight Crew	Pilot Flying
ASRS Report Number	2100002

### EVENTS

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

### NARRATIVE 1

The airport is under construction, typically landing 28R and departing 1R. From [the] FBO, we're given: via C, taxi 1R, hold short of Z. We did that and from there on I don't remember the exact instructions, but we first got wrapped around the proverbial axle at the Z/B1/Q intersection. We ended up doing a 360 there, followed by "a hold short of E," which I believe in retrospect should have been "a hold short of K," at which point we're confronted by construction somewhere in the vicinity of D, and nowhere to go. We are then turned 180 degrees until we are now facing west on A somewhere short of D.

At no point have any of our taxi instructions mentioned Runway 28L/10R, the utilization of which, for taxi, is required in order to get to E – which connects to A and/or B and gets you to Runway 1R. It was like being in the Twilight Zone. We don't go to SFO often, but we have both been there many times before. I find the airport to be poorly signed in comparison to other major airports. We had two moving maps going in the cockpit plus heads on the swivel and still couldn't figure out where we were supposed to go relative to where we were.

Now that you're confused as well: after our initial hold short of Z, our taxi instructions SHOULD have been something on the order of, "Continue via Z, B, T, Runway 10R, hold short of E on 10R – for airline traffic that

has exited 28R at E.” Better still, the – almost worthless – temporary airport construction plate could include expected taxi routes.

We called the Tower on our own initiative after we leveled off. There were no conflicts, per se, just total confusion at least on our part and from where we were sitting on the controller's part as well.

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## **SYNOPSIS**

Corporate First Officer reported confusion during taxi at SFO due to ongoing construction at the airport. The reporter stated the signage at the airport is poor.