

CLT Unveils New App and Redesigned Website

Charlotte Douglas International Airport has redesigned its website (cltairport.com) and introduced an app that makes navigating the Airport easier than ever before.

Within seconds, passengers can discover the status of their flight, choose where to park, locate their favorite restaurant or retail store and much, much more.

“Both the website and app enhance the customer experience at CLT,” said Aviation Director/CEO Brent Cagle. “Directions, flight status, CLT amenities, restaurants and shops, it’s all there. It’s like having your own Airport assistant right at your fingertips.”

CLT App

CLT’s first-ever app was created with all phases of a passenger’s journey in mind, from preparing for travel to departure.

Special features include 48-hour flight tracking with real-time flight status updates, allowing users to easily search, save and share all flights to and from CLT.

Indoor navigation provides turn-by-turn directions from anywhere in the terminal.

An interactive terminal map makes locating shopping, dining and relaxation amenities a breeze, giving travelers the flexibility to view all concession options or filter by preference.

The Real-Time Parking Map provides an easy solution for choosing your best parking option by listing the cost, description, location and open/closed status of the lot or deck.

Any questions? CLT’s app has answers to passengers’ most frequently asked questions, along with helpful travel tips.

Visit the Apple Store or Google Play Store to download the app.

Redesigned CLT Website

Keeping in mind approximately 75 percent of CLT’s website traffic originates from mobile devices, the new design is responsive on every electronic screen, regardless of size, creating an improved interface on phones and tablets.

Visitors to the site will enjoy real-time flight details that mirror the Flight Information Display System (FIDS). The new feature lets passengers search their flight and see information such as flight status, gate location, flight number and even the weather in their destination city.

“We wanted to ensure the Airport’s app and website redesign were customer focused and anticipated passenger needs,” Cagle added. “The final products deliver, offering valuable digital tools for any traveler seeking Airport news and information.”

The redesign also separates content based on the audience – passengers, business partners, community programs and news media – making it easier for visitors to find relevant information in just one click based on how they interface with the Airport.

CLT’s website receives more than 150,000 visits each month. It was last redesigned in December 2011.

<https://stage.mediaroom.com/cltairport/2019-05-16-clt-unveils-new-app-and-redesigned-website>