

Security Checkpoint Wait Times Now Available

New Technology To Make Travel Planning Easier

Passengers at Charlotte Douglas International Airport can now view security checkpoint wait times via CLT's website and app before arriving at the terminal. The Airport has partnered with CrowdVision to provide the user-friendly amenity to flyers.

"Time is valuable, especially at an airport," said Acting Aviation Director Haley Gentry. "This is a great tool that enhances the passenger experience by identifying the shortest security checkpoint wait time with a glance at your phone."

The technology uses state-of-the-art Light Detection and Ranging (LIDAR) sensors that measure the reflection of light to gauge wait times.

Passengers can visit CLT's website (cltairport.com) or app (download at the [App Store](#) or on [Google Play](#)) to see estimated wait times at each of the checkpoints, including Standard and TSA Pre-Check lines. For current CLT Airport app users, dependent upon device settings, if the app does not automatically update, please update manually via the App Store or Google Play to enjoy this new feature.

"CrowdVision is proud and excited to be serving Charlotte Douglas International Airport," said Sam Kamel, CrowdVision's president of Americas. "We share their vision for transforming the passenger experience, making the entire curb-to-gate process more efficient, less frustrating and always focused on passenger safety."

CrowdVision is a pioneer in visual analytics, working with airports and airlines worldwide, including Chicago O'Hare Airport, Delta Air Lines, London Heathrow Airport and Narita Japan Airport. The pilot project is available through spring 2021 while CLT explores this technology and evaluates a permanent wait-time reporting system.

Additional assets available online:

 [Photos](#) ⁽¹⁾

<https://stage.mediaroom.com/cltairport/CLTSecurityWaitTimesNowAvailable>