

CLT Among Top 10 in J.D. Power's Airport Satisfaction Study

CLT ranks 10th among mega airports (airports with 33 million or more yearly passengers) in J.D. Power's 2019 North America Airport Satisfaction Study, moving up one spot from last year.

Charlotte Douglas received 763 points overall, scoring above the 756 average for mega airports. The report examined six factors: terminal facilities, airport accessibility, baggage claim, security check, check-in/baggage check and food, beverage and retail.

CLT made the biggest jumps this year in baggage (up 20 points) , check-in experience (up 14 points), security (up 12 points) and terminal facilities (up 6 points).

The study was based on responses from 32,276 U.S. or Canadian residents who traveled through at least one U.S. or Canadian airport. Data was collected from October 2018 to September 2019.

Enhancing the customer experience has been a primary goal at CLT. The Airport recently completed Concourse B renovations, opened five new upper lanes of the terminal roadway and debuted Concourse A Expansion last spring. In coming weeks, five lower level lanes in front of the terminal will be available to the public, creating an improved traffic flow for picking up and dropping off passengers. Upgrades to Concourses A and C are also underway and scheduled to wrap up next year. The variety of construction projects are part of Destination CLT, a \$2.5 - \$3.1 billion capital investment program to renovate concourses and expand CLT's roadway, curb front, airfield and terminal.

Read the [J.D Power press release](#).

Additional assets available online: [**Photos**](#) ⁽¹⁾

<https://cltairport.mediaroom.com/2019-09-27-CLT-Among-Top-10-in-J-D-Powers-Airport-Satisfaction-Study>