



Meadows Field Airport and AeroCloud Drive Positive Passenger Experience with Real-Time, Accurate Flight and Gate Information.

The Customer

Meadows Field Airport (BFL) in Bakersfield, California, is a small regional airport known for its strong sense of community and focus on passenger experience. Serving more than 1.4 million passengers each year, BFL was set on finding a modern solution to enhancing the passenger experience that would support their growing passenger volumes.



“It used to take 24 hours to upload flight data. With AeroCloud FIDS it’s instant.”
Meadows Field Airport

The Challenge

Meadows Field Airport (BFL) was struggling with an outdated legacy flight information display system (FIDS) that had been in place for more than 20 years. Updating gate and flight information required staff to input changes manually, which created delays and inefficiencies, particularly in communicating real-time updates to passengers. **With a small team and limited resources, BFL needed a more modern, efficient, and scalable solution that would improve the passenger experience and communicate information effectively without overburdening staff.**



“With our previous system, we would train employees to manually log in on the system with their login credentials every month because if you didn’t, we would wipe out the board and it would take like 24 hours to upload the new flight data. If the aircraft was delayed or cancelled, none of our passengers would know. The only way they would know that is if that airline employee walked over and inputted the delay or gate information into the system.”

The Solution

To address these challenges, Meadows Field partnered with AeroCloud to implement our cloud-based Flight Information Display System (FIDS). AeroCloud FIDS ensures passengers stay up-to-date with accurate flight, gate and baggage information, without the heavy hardware costs. By pulling data directly from operating systems, BFL’s new terminal displays update in real-time, keeping arrival and departure passengers informed reducing dwell time.

“We were very excited to finally upgrade our dinosaur system that we used to have for our flight information display system. It was time for an upgrade. Working with the AeroCloud team, we’ve had a great experience and we’re really happy with what we have.”



The Outcome

Since implementing AeroCloud, Meadows Field Airport has experienced significant improvements in operational efficiency and passenger satisfaction. The new system eliminated the need for manual updates which reduced delays and improved staffing efficiently tenfold. Passengers now enjoy a smoother, more informed experience, with clear, strategically placed displays enhancing navigation and reducing stress.

“When we partnered with AeroCloud, we were shocked by the ease of access. The manpower that our previous FIDS system would need was improved tenfold. Our passengers compliment the new FIDS and how you can see all the information at the same time. Passengers are able to find where they need to go. We look forward to working on new features in the future with AeroCloud.”

Looking to revolutionise your airport management?

Streamline operations, enhance passenger experience, and maximise revenue with AeroCloud.

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