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# News Release

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## ‘Laptop Pitstop’ gives Power to the People *--Customers get a charge out of new service*

Air travelers sometimes feel powerless at airports, or at least their cell phones and laptops do, when running low on juice. Power to charge up travelers’ rapidly multiplying electronic devices is available at those elusive electric outlets; but where are they?

Airport management at Detroit Metropolitan Airport is providing a creative solution in the Smith Terminal by offering Laptop Pitstop charging stations at no cost. The airport is rewiring and converting unused phone banks into charging stations. Each area has a seat, a shelf and four electric outlets. That’s power! Each station has a clearly visible Laptop Pitstop sign, to let Motor City air travelers know where to rev up their batteries.

“Previously, the best way to find an electric outlet was to creep along behind the custodian with the vacuum cleaner,” said airport authority CEO Lester Robinson. “You *know* they are headed for a wall outlet. Today, all you need to do is look for the Laptop Pitstop charging station sign. It’s much more dignified.”

The prototype Laptop Pitstop charging station was commissioned at the Smith Terminal near Spirit gates C-7, C-9 & C-11 within hearing range of the boarding announcements. Another station is located near the Smith Terminal restrooms on the main level behind the check-in counters; and phone bank to charging station conversions are also occurring on Concourses A & B.

The idea of the prototype was to determine if passengers would find the charging stations to be a customer convenience. Experiment over. Amped-up customers found them immediately.

The airport has not, however, devised a solution for the *second* biggest problem passengers face when traveling with electronics—those annoying calls and e-mails from the boss.

*A photo of the prototype Laptop Pitstop is available by calling (734) 247-7279.*

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