

## **D/FW plugging into need for outlets**

**Airport conducts survey on recharging batteries on the fly**

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By SUZANNE MARTA / The Dallas Morning News

**When Robert Justice arrives at his gate for a flight, he automatically scans for any available outlets under chairs or along the walls.**

**"I've even moved furniture and displays to be able to plug in," said Mr. Justice, who travels 42 weeks a year for his job as a systems engineer.**

**Keeping electronic gadgetry juiced up is a growing frustration for business travelers, who are carrying more devices and waiting longer in airports, in part because of added security.**

**Replenishing computer and cellphone batteries between flights often entails sitting on the airport floor. Some travelers inadvertently create tripwires as their power cords stretch between power outlets and their seats.**

**For Dallas/Fort Worth International Airport, that frustration may prove to be an opportunity.**

**With help from a group of graduate business students at Texas Christian University, D/FW is studying whether adding amenities such as power outlets could attract more connecting passengers.**

**Connecting passengers are crucial for D/FW, accounting for about two-thirds of the airport's 60 million passengers each year.**

**Through their spending on concessions and services, those travelers benefit the airport. As D/FW handles more connecting passengers, it's able to add flights, offering better travel choices for local fliers.**

**The group from TCU will spend several months conducting surveys of D/FW passengers, comparing services at other airports, creating benchmarks and developing a strategy that makes the most of the airport's investments and sales opportunities.**



**LAWRENCE JENKINS/DMN**

**Courtney, Bruce and Josh Walpole take in a movie on a portable DVD player at Dallas/Fort Worth International Airport.**