

Airports & Transit

BWI AIRPORT

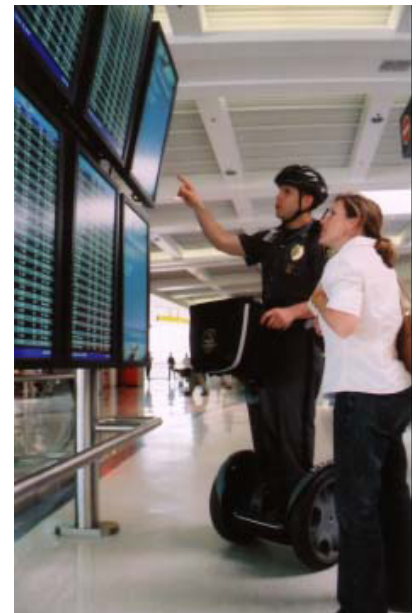
In 2003, Captain Eric Garrison of the Maryland Transportation Authority Police at Baltimore-Washington International (BWI) Airport saw a news report about the Segway Personal Transporter (PT) and wondered if the devices would be useful for the officers who patrolled the airport. He thought that the quiet, self-balancing Segway PT might allow an officer to respond more quickly to emergencies and patrol the facility without getting fatigued. “Of all the officers on an airport shift, we have several in cars on the roadway, one or two officers on bike patrol, and several on ATV’s patrolling the acreage to the south of the airport,” says Garrison. “Other than that, all of our officers are on foot patrol, and they do a lot of walking -- an average of about 7 miles a day. They also carry and wear approximately 33 pounds of gear and equipment. At the 11th hour of a 12-hour shift you get very tired, but you still have to respond to your service calls and emergency calls like it’s the first hour. It’s tough”



In February 2004, Garrison heard about a program from the Department of Justice that helps local police departments try and evaluate the Segway PT.

“We found out that the Department of Justice had a representative named Michael O’Shea who was loaning out Segway PTs on a trial basis to see if officers would like to use them,” says Garrison. “I contacted O’Shea and we made arrangements for him to loan us 2 units and provide training. In a single day O’Shea trained about 30 officers and a couple of our commanders to use the machines. I then went ahead and put the units into service at BWI.”

“BWI began Segway PT patrols in March 2004,” recalls Garrison. “We kept them in certain areas of the airport so we could document and evaluate their use. At the end of the evaluation program we would then have a nice report that we could send to the DOJ and to our commanders. Our evaluation covered a broad range of areas: use in and around crowds, noise abatement, use in inclement weather, the durability of the unit, the field life of the batteries, feedback from the public and airport management. We also wanted to see how the units operated with officers of different heights and body weights, and explore the potential for injury to police personnel and airport patrons. Lastly we assessed the morale of the officers after they used the Segway for an entire 12-hour shift.”



Officer fatigue was the primary reason Garrison evaluated Segway PTs at BWI, and during the four-month study he found that the devices were a perfect solution to this problem. “The Segway PT helped us respond to service calls faster and eliminated the fatigue that we normally had in a twelve hour day,” says Garrison. “We found that the officers on the units got to emergency calls three to four minutes faster than the other officers. Moreover, the use of Segway PTs put enjoyment back into foot patrols. Throughout the study the other officers were begging us to train them on the Segway PT so they could use them. We also found that the public is attracted to an officer on the Segway like a bear to honey, which greatly improves our community relations and increases our security presence.”

According to Garrison, the Segway PT performed well in every category of the evaluation. It was quiet, easy to maneuver in crowds, and generated enthusiasm among the officers and the other airport agencies and departments. The report recommended purchase of Segway PTs as means to enhance police presence and improve response times.

In September of 2004 Chief Gary W. McLhinney of the Maryland Transportation Authority Police authorized the purchase of nine Segway PTs for the airport. Today, the units are distributed around the airport at key locations, where they are used for traffic control on the upper and lower roadways in front of the airport, and for patrolling the adjacent six-level parking garage and the expansive main terminal. According to Garrison, 95 percent of the officers assigned to patrol the airport are now fully trained on the Segway PT.

“Airport management likes the way we’re using the Segway PTs and we’ve trained two of their managers on them,” says Garrison. “The State Fire Marshals even had us train a dozen of their Fire Marshals, who are now permitted to use our units when responding to calls in their heavy bomb suits.”

BWI units are all similarly equipped with a front cargo bag, headlamps and a pedestrian alert. According to Garrison, the Segway PT nickel metal hydride batteries last approximately 10 hours when operated on the intermediate key (up to 8 mph), and approximately 12 hours – an entire shift – on the beginner key (up to 6 mph).

BOOSTING POLICE EFFICIENCY AT O'HARE

Police Officers at O'Hare

Last year, the Chicago Police Department was looking for a more efficient way for its officers to patrol O'Hare International Airport and provide a secure environment to the 200,000 people who move through the facility each day. O'Hare, the largest hub airport in the United States, covers more than 7,000 acres and includes four separate terminals, several massive parking ramps, 178 departure gates and miles of concourses complete with retail stores, gift shops, restaurants, bars, conference centers and cafés.



The 69 million people who use O'Hare International each year are always on the move, and Commander Michael Acosta wants his officers to be able to keep pace. They need to move safely through the multitudes, and to be conspicuous without causing alarm. They must be able to patrol vast distances on a regular basis, and respond quickly to security problems wherever they might develop.

Commander Acosta has now found what he thinks may be the ideal tool for his officers: the Segway Personal Transporter (PT). After testing the units for nearly a year, the city of Chicago purchased 28 Segway PTs and put them into full service at O'Hare in February 2004.

Today, 40 Chicago police officers have been fully trained on the Segway PT. Ten Segway PTs are in constant use at O'Hare, covering all terminals during all shifts. Another five are on patrol at Chicago Midway Airport. According to Acosta, the Segway PTs are a uniquely valuable tool for his officers.

“The Segway makes it very easy to move around and provide assistance to the passengers,” says Acosta. “They can get back and forth easier, and can cover more space in a shorter amount of time.”

Segway PTs also make it easier for Acosta's officers to interact with people. “People come up and talk to the officers on the Segways,” says Acosta. “It makes the officers more visible.” Riding on a Segway PT also makes the officer a head taller than the rest of the crowd, which provides for good sightlines.

Officer James LoBianco, one of the officers currently using the Segway PT, thinks the devices really come in handy when there is an urgent situation. “Especially these days, people don't want to see an officer running through the terminal because it arouses suspicion and concern,” says LoBianco. “Using the Segway PT you can move quickly through the concourse at a faster speed without attracting any negative attention. Typically, they see an officer running through the terminal and they assume the worst.”

LoBianco is also impressed with the technology itself. “It was very easy to learn. The zero turning radius and the ease at which you can change directions and move through a crowd of pedestrians is very helpful,” says LoBianco. “People are fascinated by the technology and the efficiency of it.”

Officer Scott Shaver estimates that it would take him a minimum of one hour to patrol one level of the O'Hare parking facility on foot. Using a Segway PT it now takes approximately 30 minutes per level. "With the Segway I can see up above the cars," says Shaver. "We can also quickly cover the whole terminal looking for lost children. I can move the length of the concourse in a couple of minutes."

Over the next decade the O'Hare Modernization Program will add another western terminal to the airport, expanding the number of gates and parking facilities, and enabling O'Hare to accommodate approximately 76 million outbound passengers each year.

That program will also create a new expanse for the police force, equipped with Segway HTs, to patrol, and attract millions more travelers to keep safe and secure.

In addition, to Chicago O'Hare and Midway, the international airports in Atlanta, Orlando and Harrisburg, Pennsylvania, are also using Segway PTs to increase the effectiveness of their police and security patrols.

Call a Segway Inc. Account Manager toll-free at 1-866-4SEGWAY today to learn more about how the Segway PT can get your business rolling.