

Case Study

Segway® Patrollers Are Critical To The Success Of Rotterdam's Community Patrol Program

COMMUNITY PATROL | Rotterdam, Netherlands

The Segway Patroller is a very familiar sight in the streets of Rotterdam, Netherlands. One of the government's largest departments, the Department of City Supervision and Maintenance, has more than 30 Segway Patrollers in its fleet. All officers are trained to ride. Units are used daily to instantly multiply the team's visibility as well as improve mobility and productivity.

The department began using Segway Personal Transporters (PTs) in 2008. Since then, the fleet has grown considerably. In fact, Segway Patrollers are often used in lieu of patrol cars to increase an officer's mobility and help reduce their carbon footprint.

"We were interested in helping to sustain our environment by employing a zero emissions transportation solution," said Eduardo Ouwehand, Resources Service Manager. "Selecting the

Segway PT was an easy choice for us because it was green and more than met our community patrol needs."

The Rotterdam Department appreciates that the Segway Patroller:

- **Provides Access**

The Segway Patroller's maneuverability is superior. It's used all over the city to patrol pedestrian areas, indoor and outdoor shopping centers, station areas and parks.

- **Enhances Efficiency**

The Segway Patroller can travel up to 20 kph/12.5 mph. Officers can travel up to 3x faster than walking and cover 9x more area than walking – all without fatigue. The team is empowered to get more done.

- **Improves Visibility**

Officers riding Segway Patrollers are often approached by citizens. Connections are made and relationships are quickly built with the community. In addition, the height of the Segway Patroller's base allows officers to see over crowds and patrol large concentrations of people.

- **Increases Mobility**

Rotterdam hosts a multitude of events each year including festivals, carnivals and sporting events. The Segway Patroller allows officers to smoothly move through crowds, travel on diverse terrain including up ramps and over curbs and quickly attend to any emergency situation that may arise.



Photo Credit: Segway Netherlands

Executive Summary

CUSTOMER

Department of City Supervision and Maintenance, Rotterdam, Netherlands

MARKET SECTOR

Community Patrol

THE CHALLENGE

- Improve the efficiency of a large city's community patrol program

THE SOLUTION

- Implement 30 zero emissions Segway Patrollers and instantly improve mobility and visibility

BENEFITS TO THE CUSTOMER

- Maximized productivity of entire community patrol team
- Helped to sustain the environment and reduced the team's carbon footprint
- Increased maneuverability and ability to patrol diverse areas
- Improved approachability and increased interaction with community members

To learn more or find a local Authorized Segway Dealer, please visit www.segway.com/patrol or call 866.4SEGWAY

www.segway.com

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Photo Credit: Segway Netherlands

The current Dutch rule does allow for the Segway PT to be used on roads, but not on paved walkways. However, after realizing the tremendous value that the PT brought to community patrol programs, the Rotterdam government invoked a special ordinance to allow for the PT to be used in paved pedestrian areas.

“Our Segway Patroller fleet adds real value to our patrol efforts. Segway Patrollers are efficient, affordable, inexpensive to maintain – and green”, added Ouwehand. “After 4 years, it is just as commonplace to see a Segway PT on patrol as it is to see a bicycle, which by Dutch standards is quite a compliment.” ■

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- Eduardo Ouwehand, Resources Service Manager,
Department of City Supervision and Maintenance



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