

SEGWAY PTS HELP POLICE DETER CRIME

CUSTOMER

Edmonton Police Services Edmonton, Alberta, Canada

CHALLENGES

The Edmonton Police Services' (EPS) motto is 'Integrity, Courage and Community'. The team continually focuses on identifying new ways to improve its presence in the community.

SOLUTION

EPS deployed 12 Segway Patrollers to be used as an additional resource for its operational and community policing team. Superintendent Tony Harder said, "The idea was to provide our officers with higher level of access to people, events and downtown areas – and to improve our patrol presence."

Once EPS officers were trained to ride and they began using the Patroller in the field, its benefits became even clearer. Sergeant Maurice Brodeur said, "The Patroller is an extension of me. It improves my mobility and it is manoeuvrable. I cover about 50 kilometres per week and I am even more approachable than a beat man. I travel on roadways, sidewalks, through parkways, on the green belt and through the river valley trails. I also take the Patroller into office buildings and elevators. It doesn't have limitations. There is no better way to patrol congested areas."

Dwayne Williams, Acting Sergeant, added, "Riding a bike puts you at a pedestrian's head level or lower. The Segway Patroller positions me a foot higher than the average pedestrian. I can see things happening and respond. I don't have to wait for an incident to be called in."

Patrollers are used throughout the capital city by beat officers and liaison constables who work in a variety of proactive community programs. "The reaction from the public is consistently positive. The Patroller is an ice breaker, it opens the door to engaging with the people in a way that a patrol car just can't. Patrollers can change the way the public perceives police officers," said Sergeant Brodeur. Deputy Chief Simpson added, "We see so many advantages to using the Patrollers. They facilitate interaction with people, improve visibility and project a presence that helps to deter crime. At EPS we're happy to have them. They're a very valuable tool."

