

# Case Study

## Personal Transporters Raise Profile of Munich Airport Terminal Services

### Airport Patrolling

Munich Airport, Germany



Since May 2007, operations superintendents of Munich Airport's two terminals have been turning heads. Elevated above the travelling masses, they ride Segway® Personal Transporters (PTs) to give them greater speed and visibility as they respond to terminal incidents with less fatigue.

Munich Airport is Germany's second-largest airport, and ranks seventh among Europe's passenger airports. It consists of two terminals, each about 1km (.6miles) long, linked by a 300m (1000ft) hallway. Each terminal has the capacity to serve over 20 million passengers per year. At this scale, sophisticated and smooth-running terminal services and patrolling are of utmost importance.

Working in shifts around the clock, 75 operations personnel are responsible for the operational reliability of the airport terminals. Patrolling staff manage the passenger flow at departure and landing, and support the federal police with security checks, lost luggage, and other lost and found items.

Shift managers frequently need to get from the far end of one terminal to the next in a short period of time to respond to security incidents. At peak periods, they cover as much as 30 km (18 miles) in a single shift, all on foot. Naturally, their response time is limited to manpower and they become tired and slower by the end of the day.

Similarly, airport operation's lost and found staff frequently have to walk long distances to collect unclaimed items and deal with related security breaches. The VIP team, also part of

airport operations, handles flight check-in for high profile travelers, so they have a need to get to airline desks very quickly.

At the beginning of 2007, the airport staff began looking for a transportation solution to help terminal operations staff be more

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-Siegfried Obermeier  
Operation Superintendent,  
Munich Airport

## Executive Summary

**CUSTOMER**  
Munich Airport

**MARKET SECTOR**  
Transportation /  
Terminal Services

### THE CHALLENGE

- Increase the productivity and responsiveness of senior operations staff at Munich Airport

### THE SOLUTION

- Equip the operations staff with three Segway i2 personal transporters (PTs) — for the patrolling, VIP, lost-and-found teams.

### BENEFITS TO THE CUSTOMER

- Personnel are able to patrol the airport, escort VIPs and respond to incidents much faster than on foot.
- Segway PTs are clean, agile, and easy to maneuver, enabling access to all airport areas, such as elevators, parking lots, and private areas. Segway PT batteries are fast-charging, and hold their charge for a long time.

To learn more information or to find a local Authorized Segway Dealer, please visit [www.segway.com](http://www.segway.com) or call 866.4SEGWAY

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**SEGWAY**  
Simply moving

responsive and reduce the amount of required walking. The team tested the Segway PT for two weeks, with each shift manager offering input.

Operation superintendent Siegfried Obermeier, a 15-year veteran of the airport, supervises a patrolling shift at the airport. "During the trial, we came to the conclusion that the Segway PT is ideal for us," he said. "The Segway PT allows perfect mobility for our team. It's agile and flexible and fast — great for moving quickly from one terminal to the next. We can even turn in elevators, drive up ramps, and carry documents and our walkie-talkies."

The team made a case to the controller, and an initial purchase of three Segway PTs was approved — one for the patrolling team, one for the VIP team and one for the lost and found team. They selected the Segway i2, which includes a handlebar bag for gear, reflective security labels, an LED taillight and cargo frames that double as lift handles. Additional gear can be attached to two universal cargo plates with bungee hooks or nets, and comfort mats that alleviate the fatigue of standing for long periods.

"We had been planning to purchase electric scooters from a different manufacturer but, after we tried the Segway PT, we knew this was the perfect vehicle — it was made for us," Obermeier said. "Before, it took us at least 15

minutes to walk from one terminal to the next, which when dealing with an incident is a very long time. Now we are at the right spot within minutes."

Because Segway PTs recharge quickly and inexpensively, and the battery range is up to 38km (24 miles) of travel, they meet the needs of Munich Airport perfectly. Shift managers can recharge their Segway PTs in between shifts and during breaks — in effect, enabling Segway PT use 24 hours a day.

Not only does Obermeier's team find the Segway i2 units to be fast, easy to learn and handle, but they also value being a more visible security presence at the airport. And their success is having a ripple effect at Munich Airport. The technical engineers of the Airport operations team have already run trials and ordered two Segway PT's to respond even quicker to technical incidents.

An important side-effect has been the increase in morale for people who are able to do their jobs more efficiently, and who no longer have aching feet at the end of their workday.

"It not only makes my job easier, but it's also fun," Obermeier said. "All six of my colleagues using the Segway PTs would say the same. It contributes to our overall job satisfaction, as we are less exhausted at the end of a shift. Thirty kilometers on your feet or on a Segway PT — it makes quite a difference!"

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