

# Case Study

## Securing an Urban University Campus

### PUBLIC SAFETY

Howard University, Washington D.C.



With diverse demographics and open geographic environments, university campuses often present unique security challenges, and in this regard Howard University is no exception. Located on the northwest side of Washington D.C. about 10 blocks from Capitol Hill, historic Howard University is woven into the fabric of the city's urban neighborhoods. Its facilities encompass five separate campuses, law and divinity schools, sports stadiums and arenas, the region's leading trauma center, a research campus and even a charter middle school that the University founded in 2005. According to Police Chief, Leroy K. James, the University's location, in the heart of one of the world's most security-conscious cities, only adds to the challenges.

"We have more than 10,000 students at Howard University and we have a major thoroughfare that runs right through the heart of the campus, so

our facilities are open to everyone," says Chief James. "The role of our police officers is to keep the students, faculty and visitors safe and secure 24 hours a day, seven days a week while maintaining an open environment. My job is to make sure the officers have the training and tools they need to perform at a high level."

### Covering More Ground On Campus

One important tool that Chief James began deploying is the Segway® Personal Transporter (PT). "I spent 27 years with the nearby Prince Georges County Police Department, most recently as a district commander near the Woodrow Wilson Bridge," says Chief James. "I had planned to purchase several Segway PTs to help my officers patrol a large commercial development that was being constructed in that district. When I took this position at the University in early 2008, I thought that if the units would work in that development, they would probably perform just as

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- Police Chief Leroy K. James  
Howard University, Washington, DC

## Executive Summary

### CUSTOMER

Howard University,  
Washington, D.C.

### MARKET SECTOR

Public Safety

### THE CHALLENGE

- Maximize the safety and security of a college campus while keeping it open and accessible
- Patrol areas of the campus that police cruisers can't reach

### THE SOLUTION

- Purchase six Segway i2 Police units
- Deploy units at the main campus, the University hospital and satellite campuses

### BENEFITS TO THE CUSTOMER

- Officers on Segway PTs are far more visible to students and faculty
- Police department morale rises with Segway PT use
- Police are able to respond quickly to requests for campus escorts

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well on a campus. I was hoping that the Segway PTs would help my officers cover more ground more quickly and get into places that they couldn't reach in their cruisers."

Chief James purchased four Segway i2 police units in April 2008, and added two more in June. The units supplement his cruiser and mountain bike fleets, and add greater mobility to foot patrols. They have also made his patrol officers much more visible.

"The biggest benefit for me has been the increased visibility of our officers as they ride the Segway PTs," says Chief James. "The people on campus are acknowledging my officers and talking to them – building relationships – which is difficult to do from a patrol car. This, in turn, has dramatically raised the morale of my officers. Now, because the units are in such demand, it is up to each shift commander to decide which officers will patrol on them."

Chief James has assigned two Segway PTs to patrol the hospital and trauma center, and placed two on the main campus. The remaining two units are deployed to other campus sections such as the law and divinity schools and to special events. They

also use Segway PTs to respond to requests from students and faculty for escorts across campus or to parking areas during evening hours.

"We have outfitted the units with police decals, heavy-duty floor mats and reflective tape for visibility," says Chief James. "We will also outfit the units with lights so we can begin using them on the midnight shift this summer. Each unit also has a cargo bag that our officers use to carry ticket books and any other equipment that they might need."

### **Saving On Fuel Costs**

Chief James is also very appreciative of the economic and environmental benefits of the Segway PTs. "I love the fact that we don't need to buy any gas for these units – just plug them in to recharge them," says Chief James. "We have even been able to park our cruisers more often, so we are also saving on fuel costs there."

Chief James hears many responses from students who say they are noticing the officers on Segway PTs. "This is what it is all about – creating a safe environment for teaching and learning," says Chief James. ■



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