

# Case Study

## Boosting The Law Enforcement Presence At The LAC-USC Medical Center Complex

### Public Safety

Los Angeles County Police



Captain Hector Lemus is a 34-year veteran of the Los Angeles County Police. He began his career in the Health Services Bureau at the USC Medical Center Station in 1974, and following promotions to several other posts, he returned to the USC Medical Center as captain in 2003.

Already one of the largest teaching hospitals in the U.S., LAC-USC Medical Center is the flagship of the Los Angeles County Health Services Bureau and serves more than 50,000 inpatients and 750,000 outpatients each year. In 2005, Captain Lemus began thinking about security for the new LAC-USC Replacement Facility, which opened in 2008. This state-of-the-art facility greatly expanded the current campus, which also includes the College of Nursing, the Coroner's Office and the Sheriff's jail ward.

"The LAC-USC Medical Center campus is basically a small city, with approximately 35,000 people – patients, visitors, students, faculty and healthcare workers – moving through the campus each day," says Captain Lemus. "With the new facilities nearing completion, we were looking for ways to enhance the overall safety of the campus. Specifically, we wanted to make our police officers stand out, thereby giving the public greater awareness of a police presence, and allow our officers to respond quickly to any part of the campus. I had been following police use of Segway® Personal Transporters (PTs) since their introduction, and thought that they might be the answer. In the fall of 2007, we organized a 30-day trial of the i2 police models."

The trial was successful and in May 2008, the LACP purchased four Segway PTs, two i2 police units and two x2 all-terrain police units, and immediately began implementing the training process. "We put eight of our officers through Segway Inc.'s standard training program," says Captain Lemus. "The officers then received additional training through the Riverside County Sheriff Department and received certification through our Police Officers Standards in Training (POST) for Segway PTs. In addition, two of our supervisors have obtained instructor certification as Segway PT instructors so we can now certify more of our own officers."

Today, two LACP officers and two supervisors use Segway PTs throughout the day to patrol the entire campus, which has become even busier as the move to the new Medical Center progresses. "Right now there is a lot of ground that needs to be covered from a security standpoint, so we want to make sure that we are visible," says Captain Lemus. "A lot of construction is still on going within the new building, and there are loads of people moving furniture, computers, pharmaceuticals and supplies from the old facility to the new one, which is about the length of three football fields. We need to have a strong presence within all this activity, and the Segway PTs are the perfect tool for the job. We even use the Segway PTs to patrol areas inaccessible to vehicles, such as tunnels that run under the old hospital and are used to transport food service supplies and other equipment within the facility. I would estimate that overall we

## Executive Summary

### CUSTOMER

Los Angeles County Police, Los Angeles, California

### MARKET SECTOR

Public Safety

### THE CHALLENGE

- Increase police presence in an extremely large and active medical center campus
- Provide security for the ongoing move into the new medical center facility

### THE SOLUTION

- Purchase four Segway PTs, two i2 Police units and two-all terrain x2 Police units
- Deploy units throughout the facility, including the old and new hospital

### BENEFITS TO THE CUSTOMER

- Increased the patrol range of the police officers by 50 to 60%
- Boosted the morale of the patrol officers
- Enabled officers to respond quickly to emergencies anywhere on the campus
- Saved on fuel costs and enabled patrols within the tunnel system

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have increased the range of our patrol officers by 50 to 60 percent with the Segway PTs, which is a huge boost in the policing services provided by our department.”

The reaction of the officers to the Segway PTs has been very positive. “Our officers who use the Segway PTs are much less fatigued at the end of the day than they were during foot patrols,” says Captain Lemus. “The Segway PTs can get our officers to any point in the facility very quickly, and I have also seen that the Segway PTs have made our officers more approachable. The public is intrigued by the Segway technology, and our officers are able to use this interest to create relationships with the people they serve. It has been a morale booster for our station.”

One other performance aspect of the Segway PTs that has become even more important to Captain Lemus is their environmental profile. “The Segway PTs are incredibly quiet and efficient, and they give off no exhaust or emissions,” says Captain Lemus. “When you look at the cost of fuel today, it is easy to see why the battery-powered Segway PTs are a smart choice.”

“I would estimate that overall we have increased the range of our patrol officers by 50 to 60 percent with the Segway PTs, which is a huge boost in the policing services provided by our department.”

- Captain Hector Lemus  
Los Angeles County Police  
Health Services Bureau

