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**ADMINISTRATIVE DIRECTIVE – 107.007**  
**SEGWAY OPERATIONS**

**EFFECTIVE DATE:** December 12, 2006

**REVISION DATE:** February 4, 2009

**REVIEW DATE:**

**AFFECTS:** All Sworn Personnel

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**I. PURPOSE**

This directive establishes guidelines for the safe and proper use of the Segway (also known as Human Transporter) by designated personnel within the Plano Police Department. Employees will comply with the guidelines listed in this directive and those covered in the Segway Operating Manual.

**II. POLICY**

The use of a Segway is restricted to personnel who have had proper training on said equipment. The Segway is designed to allow officers to more easily move throughout the downtown district, Legacy Town Center, Balloon Festival, 4<sup>th</sup> of July, Dickens and other special events or assignments with Sergeant approval. This equipment will improve response to calls or requests for assistance that would be delayed by foot traffic or the use of an automobile. This equipment must be operated in a safe and proper manner to minimize the risk of injury to the rider or citizen.

**III. PROCEDURES**

**A. Operation**

1. Prior to operating the Segway, employees will successfully complete department sponsored or authorized training.
2. Employees must first gain approval from a Sergeant or above before each use of the Segway.
3. Prior to placing the device into service, all operators will conduct an inspection of the unit to ensure tires are properly inflated; the unit is adequately charged, is clean and free of any defects. Any discovered issues as a result of pre-patrol inspection by the operator shall be immediately reported and/or documented to the Watch Commander.
4. No operators will start their patrol assignment with the Segway when there is less than a 50% charge left on the battery pack.
5. The Key (Control Module) will be stored in locked key boxes at 800 and 802. Helmets will be kept with the Segway in the designated storage points at 800 and 802.
6. The device operator will always use the power assist mode when moving the device without riding it.
7. Segway device operators will at all times, yield to pedestrian traffic. Every reasonable attempt will be made to avoid unnecessarily surprising pedestrians by approaching them from behind. Upon approach of a citizen the officer must announce approach, slow down and pass on the left when possible.
8. When pedestrian traffic is heavy, slow down and proceed at the pace of the sidewalk traffic.
9. Officers must slow down for corners and before making turns to avoid striking a pedestrian that cannot be easily seen.
10. Officers will not ride the Segway inside of buildings.

**B. Safety**

1. Officers riding the Segway will utilize and wear any required and approved personal safety equipment when operating this device. Personal safety equipment includes, but is it not limited to, head gear.

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2. Segway operators will not, under any circumstances, perform any unsafe maneuver with the device. Unsafe maneuvers include stunts or tricks that do not comply with normal training or operations procedures for the device.
3. The operator will keep both hands on the handgrips when operating the device.
4. The operator will follow all safety recommendations provided during training.
5. Smoking, use of cell phones, headphones, operating with hands off controls, or use of any device which distracts the operator is prohibited.
6. If the Segway is not being operated and is not within the immediate grasp of the operator, it shall be secured by removing the key (control module).
7. Never leave the device unattended in operational mode when not in use. Exercise the same precautions as you would a motor vehicle
8. If the operator parks the device and utilizes the kickstand, the operator shall take reasonable measures to help ensure no one steps onto the platform of the unit. The kickstand is not designed to support anything more than the weight of the unit.
9. Do not allow unauthorized persons to operate the device at any time.
10. Segway operators should always use proper crosswalks when crossing streets.
11. Avoid operating the Segway on public streets and roadways primarily used for motor vehicle traffic. Utilize sidewalks or pathways for Segway travel.
12. In the event the operator must utilize the Public Street or roadway for travel, always travel with the flow of traffic.
13. No more than one person is allowed on the Segway at a time.

**C. Responsibility**

1. The Segways will be assigned to the Patrol Services Division for oversight of the program.
2. It is the responsibility of each operator to ensure the Segway is safe to operate.
3. It will be the responsibility of the on duty supervisor to ensure each operator is utilizing the Segway in a safe manner and within compliance of this directive.
4. Operators involved in any incident involving the Segway will notify the supervisor on duty. An incident is defined as striking any object or person or an accident that causes the Segway to fall to the ground.
5. A supervisor will respond to the scene of any incident involving the Segway to determine if there are any injuries or to determine if the equipment is damaged in any manner.
6. If damage cannot be immediately determined, the Segway will be taken out of service until it can be checked by an authorized representative of the manufacturer. The Segway is to be transported in a department vehicle.
7. Any injuries or damage are to be reported according to Administrative Directive 107.005.
8. Storage will be in the Patrol Sergeants Office areas at 800 and 802.
9. A database will be maintained allowing only trained and properly authorized personnel to reserve and operate the Segway.

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10. Trainers will be limited to five (5) personnel selected by a Patrol Services Division Commander.
11. The Segway sign out sheets located near the Segway must be filled out by the operator prior to use.
12. The Segway must be returned to its designated storage point before the end of the operator's tour of duty.