



**SEGWAY®**

# CASE STUDY

Canobie Lake Park - Salem, NH  
Steven McPherson, CPP  
Director of Security & EMS



# THE CHALLENGE:

- Improve security supervisors' mobility and efficiency; decrease EMS team's response time across a large park
- Quickly move across the park's diverse terrain to address security and medical calls
- Ensure the amusement park's thousands of daily guests sense a security presence

# THE SOLUTION:

Two Segway x2 PTs that:

- Empower supervisors to cover 9x times more area than they could on foot and move at up to 12.5 mph, while reducing fatigue
- Easily move riders across pavement, packed dirt and grass as well as up and down moderate inclines
- Maximize security and EMS personnel's visibility throughout the 65 acre park

Canobie Lake Park, a New England family amusement park, established in 1902 and based in Salem, New Hampshire, features rides, games, restaurants, live shows and so much more. Its security team began using a Segway®

**"I IMMEDIATELY KNEW THE PT WOULD BE AN IDEAL FIT"**

Personal Transporter (PT) several years ago to improve mobility, decrease response time, reduce fatigue and heighten visibility.

Steven McPherson, CPP, Director of Security & EMS at the Park recalls, "I had an opportunity to ride a PT when they were first introduced. When I accepted a security management role with the Park, I immediately knew the PT would be an ideal fit for public safety use at this unique venue."

Steve deployed the park's first x2 PT for security use. A couple years later, he purchased an additional x2 SE PT, the product line's latest model. This unit was outfitted with a comprehensive Patroller package\*, for the security team. The original unit is now used exclusively by EMS staff.

"PTs are incredibly easy to ride and they're such an effective,

dependable tool for personnel working to keep a busy, vast amusement park safe." The Park spans 65 acres and its diverse terrain includes pavement, packed dirt, grass and inclines -- all of which the x2 PT handles with ease. The PT is also durable and requires minimal routine maintenance.

**"PTS ARE INCREDIBLY EASY TO RIDE"**

Canobie Lake Park's PTs are deployed every single day, weather permitting, and run for 10+ miles before needing to be charged. Steve shares that his

team enjoys riding because they're empowered to more effectively do their jobs. He comments, "The PT is highly visible and genuinely enhances our team's presence. In addition, security officers and EMTs can quickly

**"THE PT ... GENUINELY ENHANCES OUR TEAM'S PRESENCE"**

travel from one end of the Park to the other to respond to service calls from guests and team members. We consistently receive feedback from guests that they're highly satisfied with the service we deliver."



\*The Segway Patroller package includes upper and lower shields, reflective labels, word labels, Patroller bag, front bumper, comfort mats, lights, LED taillight, mounting hardware and Infokey wrist strap.





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