

# Case Study

## Segway PTs deliver mail faster at University of Canterbury

### The Challenge:

- Deliver mail faster
- Reduce operational costs, heavy lifting and emissions.

### The Solution:

- Segway PTs fitted with custom mail bags

### Mail Delivery

When Chris Hawker saw security guards in action on Segway Personal Transporters (PTs) at Atlanta Airport he knew he'd found the solution to at least two pressing problems back home. As newly appointed Manager of Services at the University of Canterbury, New Zealand, he had already identified the University's internal mail delivery and on-campus security as areas that required urgent improvements.

Segway New Zealand provided PTs for a trial in July 2006, and right from the start the units exceeded expectations. In September two units were purchased and implemented as a key improvement to the way mail was being delivered to the many buildings on campus.

#### Out with the old

The traditional method of delivering mail used heavy trays of pre-sorted mail that were carried into buildings by hand from two mail vans parked nearby. Also in use were deep, high-sided trolleys that were pushed from the mail room to buildings. These no longer met Occupational and Health Safety standards. They were hard to push and very heavy (40kg plus 30kg of mail), and it was especially difficult for shorter staff to reach down into them to retrieve mail.

The day the Segway PTs arrived was the day the trolleys and the largest of the two vans were retired from service.

#### Faster delivery

The Mail Room has four employees, and three mail runs are performed daily - morning, midday and afternoon. The morning run was reduced from 50 minutes to 30 minutes, so staff at the University get their mail delivered earlier. Similar improvements were achieved on the other two runs. These are significant improvements in both productivity and the quality of the internal mail service.

#### Big savings

"We're saving a lot of money. Just one year of running costs alone for that petrol van we got rid of paid for the purchase cost of the two PTs. The running costs of the zero-emission PTs is insignificant by comparison. On this basis alone I can't think of a stronger or more compelling business case" says Hawker.

#### Happier staff

He recognised the importance of ensuring that staff were involved with the introduction of this new technology. "Right from the start I got the staff excited about looking at new ideas. This was really important, because at that time Segway PTs were still considered very futuristic."



The general trend in mail is a decrease in letter volumes and an increase in parcels and packages - and thus an increase in the total weight and bulk of mail that needs to be carried. Increasingly heavier trays were leading to workplace accidents, exhaustion and dissatisfaction.

The introduction of Segway PTs fitted with custom designed mail bags has resolved all of these issues. Further, not only has there been a big improvement in staff morale, reports of pain from lifting have stopped. "Two years later, I still see my staff really enjoying using the PTs" observes Hawker.

#### New routes

The retirement of the large van enabled new routing options to maximise productivity. Because the Segway PT is easy to control, can turn on the spot (zero turning radius), pass through standard width doorways and use lifts (elevators), there is no impediment to delivering mail anywhere on campus by the most direct route. Also, the entire campus is wheelchair accessible, and PTs make use of these facilities. The PTs are fitted with standard non-marking tyres and are used in all weather conditions, including frost.

Concludes Hawker: "Without a doubt, the Segway PTs have improved our operational process, the timeliness and quality of the services we provide, and the health and safety of our staff. They're also helping us meet our sustainability goals."

### PT Use Expanding on Campus - Security, Custodians & more

From the outset, Chris Hawker envisaged "a wider picture, with Segway PTs being used in many roles, not just mail." His University was already taking a leadership position in sustainability, and when the Segway PT was assessed it met key criteria including emissions reduction and minimum total-cost-of-ownership.

In November 2006 two Segway x2 models entered service to improve security on campus. When the University tendered a new security contract it required the private security company to provide and maintain two x2's in service at all times.

In their first year these PTs had each travelled more than 10,000km - or the distance from New Zealand to UK. That's an average of more than 25km per day - three times the distance a security guard typically walks on foot patrol. Segway PTs have contributed a very visible increase in security presence and delivered improved student safety on campus.

In mid-2008 a fifth PT entered service for use by Custodians. Fitted with tool-boxes, the cargo carrying capabilities of this PT enables staff to carry a full selection of tools and commonly required replacement parts at all times.

Additional Segway PTs are expected to be added to the Universities fleet in the future.

To learn more or to arrange a free on-site demonstration please call

**0800 2 SEGWAY**

or Philip Bendall  
021 669 649



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