



**Nashville PD Case Study:  
Enhancing Community Policing  
with Great Lakes Segway**

## Introduction

In this case study, we will delve into how Great Lakes Segway (GLS) collaborated with the Metropolitan Nashville Police Department (Nashville PD: MNP) to support their community policing division. By providing specialized equipment and training, Great Lakes Segway helped Nashville PD improve their community interactions and fill a critical gap in service.







## Chapter 1: The Needs of MNPD

### 1.1 Supporting the Community Policing Division:

MNPD recognized the importance of community policing in building trust and enhancing public safety. In a letter to the Nashville mayor, Chief John Drake reiterated the 3 core pillars for the MNPD; precision policing, community engagement, and organizational excellence. They needed a solution to enable officers' engagement and response capabilities while improving their interactions with the community.

### 1.2 Equipment Requirements:

To meet their objectives, MNPD required reliable and efficient equipment that would allow officers to navigate through crowded areas effectively. They sought a solution that could bridge the gap between squad cars and foot patrol, enhancing their presence and efficiency in high traffic pedestrian locations, especially the central precinct's downtown district.

### 1.3 Commitment to the Community:

MNPD aimed to demonstrate their commitment to the community and law-abiding citizens as part of their community outreach program. They sought a visible and accessible solution that would foster positive interactions between officers and the public.





## Chapter 2: Great Lakes Segway's Contribution

### 2.1 Consultation and Product Selection:

Great Lakes Segway, renowned for their expertise in providing specialized equipment, sourced Segway units suitable for MNPD's needs. An initial meeting between John Smith (Owner of Great Lakes Segway) and MNPD Deputy Chief Sebastian Gordon at a security conference started the process to hear the needs of MNPD. A product demonstration was completed on location to show the equipment capabilities. After gaining a better understanding, it was determined that a fleet of Segway SE-3 Patroller units would be the best choice for MNPD.

### 2.2 Efficient Logistics:

Great Lakes Segway leveraged their family of dealerships and extensive nationwide logistics network to facilitate the delivery of the customized Segway units from various locations across the country. This ensured a streamlined process enabled all units to arrive in Nashville ready for deployment. The purchase order was executed by Captain Huber, and within 90 days GLS completed the delivery, fulfilling their commitment to curate a fleet in a timely manner.

### 2.3 Refurbishment and Customization for MNPD:

Understanding the specific requirements of MNPD, the team of skilled, certified technicians at Great Lakes Segway customized the units accordingly. This customization included adding department decals, mounting additional

gear, installing unique department specific colored lights, and integrating communication systems for seamless officer coordination. The GLS team meticulously refurbished these units to meet the highest safety and performance standards that can only be achieved from a Segway certified level-3 service center.

## **2.4 White Glove Service and Delivery:**

The Great Lakes Segway and Segway of Central Florida teams carefully and securely loaded the 5 SE-3 Patroller units and drove them from their two dealership locations in Michigan and Florida. Driving over 500 miles and 600 miles respectively, to ensure the Segways were properly hand-delivered to the awaiting team of Community Policing Officers.

## **2.5 Comprehensive Training:**

Recognizing the importance of proper training, Great Lakes Segway went beyond supplying equipment. Upon delivery, and under the direction of commander Lt. Paul Stein, they provided MNPD with comprehensive training sessions, ensuring officers were proficient in operating and maneuvering the Segway units. This training also focused on safety protocols to help fulfill the specific goals of the community services bureau.



## Chapter 3: Results and Impact

### 3.1 Enhanced Community Engagement:

With the deployment of customized Segway units, MNPD experienced a significant improvement in their community interactions. Officers were more visible and accessible, leading to increased trust and positive relationships with residents.

### 3.2 Responsive and Agile Deployment:

The Segway units provided MNPD officers with the ability to navigate through crowded areas efficiently. This increased their response capabilities, enabling them to swiftly address community concerns and needs.

### 3.3 Pioneering Community Policing:

Through their partnership with Great Lakes Segway, MNPD is at the forefront of adopting innovative solutions to support community policing initiatives. MNPD consistently demonstrates their commitment to the community and law-abiding citizens with programs such as El Protector and GREAT. It has been a huge hit for the department and the patrons seeing Segways on Broadway in the entertainment district.





## In Conclusion

Great Lakes Segway's collaboration with the Metropolitan Nashville Police Department exemplifies the power of innovative solutions in enhancing community policing efforts. By providing customized Segway units and comprehensive training, Great Lakes Segway enabled MNPd to bridge the gap between squad cars and foot patrols, greatly improving their ability to engage with the community. "It was an honor for our team to support the community policing program at MNPd. It was a privilege to partner with such a prominent public safety agency as MNPd. We are pleased to live out our mission to support those who are supporting our community, and are dedicated to helping public departments and agencies throughout the United States." John Smith Owner, Great Lakes Segway, Segway of Central Florida. This successful partnership showcases the positive impact that strategic equipment and training solutions can have on fostering trust and enhancing public safety and community engagement.

To learn more about how Great Lakes Segway and Segway of Central Florida can support your public safety and community policing needs please visit [greatlakessegway.com](http://greatlakessegway.com) or contact us at: 248-896-2600. We look forward to speaking with you.

## Sources

MNPD website - Metropolitan Nashville Police Department | Nashville.gov

MNPS Chief Letter to Mayor - [https://www.nashville.gov/sites/default/files/2022-02/Letter\\_Dean\\_Lewis\\_Policing\\_Policy\\_Commission\\_February\\_8\\_2022.pdf?ct=1644436345](https://www.nashville.gov/sites/default/files/2022-02/Letter_Dean_Lewis_Policing_Policy_Commission_February_8_2022.pdf?ct=1644436345)

Community Outreach Overview - <https://filetransfer.nashville.gov/portals/0/sitecontent/P/Police/docs/Administrative%20Svcs/Community%20Outreach%20March%202020.pdf>

Great Lakes Segway Website Public Safety page: <https://greatlakessegway.com/use-cases/public-safety/>

Great Lakes Segway service page:  
<https://greatlakessegway.com/segway-repair-service/#offerings>