



NEWS RELEASE

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Banner Estrella Medical Center Security Department first in Valley to use Segway

Technology creates safer environment for patients, staff and visitors

PHOENIX (September 3, 2008) –The Security Department at Banner Estrella Medical Center has found a new way of patrolling the exterior of the hospital’s campus with just two wheels—a Segway Personal Transporter. Banner Estrella, known for its high-tech facility, is the first hospital in the Valley to introduce a Segway to its campus. The Security Department will use the Segway as another measure to enhance security around the facility, while also being eco-friendly.

"The Segway gives us the ability to cover both sides of the campus at the same time, making our campus safer for everyone," said Denis Hyams, director of Security at Banner Estrella Medical Center. "Not only is it cost and fuel-efficient, but it also provides additional support to each officer in the parking lot."

The Segway transporter the Security Department will use is a specially-equipped version of the police version of the Segway. It will be primarily be used in the parking lots of the hospital to augment the security patrol vehicle and provide faster response times, improving efficiency and safety. The Segway is quiet, fast and small – small enough to weave its way between parked cars in the parking lot. In addition, the Segway increases visibility and gives officers an extra eight inches off the ground, allowing for better line of sight.

"Providing a safe environment for our associates and guests is of utmost priority," said Banner Estrella CEO Kathy Bollinger. "It is one of the ways we demonstrate our value of people."

All officers are required to go through extensive training in order to ensure proper knowledge and use of the Segway. Currently, the Segway is in "training mode" as the rest of the department completes training sessions. Four officers have been fully trained and are able to operate the Segway. The Segway will be fully integrated into the security patrol program beginning Oct. 6.

Banner Estrella Medical Center, located on the southeast corner of the Loop 101 Freeway and Thomas Road, is a 214-bed full-service, non-profit hospital offering general surgery, orthopedics, OB services, a full cardiac program with open-heart surgery, emergency services, and imaging services. Banner Estrella is part of Banner Health, the leading provider of health care services in the Valley with 10 hospitals.

Note: To schedule a demonstration of the Segway, please contact Tiffany Tcheng at (623) 327-7168 or tiffany.tcheng@bannerhealth.com.

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