



StreetSmart®

Certified Segway Training

As departments seek to find solutions to training, and as more people become aware of our Certification Program, we have found that there are specific questions that are common to these discussions. We hope the questions and answers covered here will help facilitate the best decisions for your team.

1. Is there documentation with this program?

Yes. Every phase of training is documented and signed by both the student and the Instructor.

2. Does our department get a copy of this documentation?

Yes. You will receive electronic copies for each student. Plus we maintain a backup copy in our database.

3. Are manuals and materials included with this program?

Yes. Every person in the Rider Certification Class receives his/her own Student Materials Packet which includes a Student Book plus pages for signing. Each Instructor receives a binder with detailed information, an Instructor's copy of the Student Materials, plus specific access to an Instructor's Page on our website.

4. What does this program cover?

This program covers all aspects of the Segway PT, both riding and technical information, as well as a Code of Conduct that is given to the department officer in charge for approval or amendment before the scheduled class. It teaches safety as a priority and covers risk management principles. It also provides informational tools to help with Preventative Maintenance Programs, SOPs and Deployment Forms. This is an all encompassing program designed specifically for Public Safety departments and the unique concerns they face.

5. How long is the Rider Certification Class?

Total class time is 8 hours, beginning with classroom instruction and initial Segway PT orientation and technical information. It encompasses drills and maneuvers that focus on Segway PT control in a wide variety of terrains and circumstances. It includes a 3 hour ride time with a real life practical approach to areas and situations where the Segway PT will be deployed.

6. Is this a national program?

Yes. This standardized program is offered throughout the United States and its territories. Certification will go with you should you transfer to a different department.

7. What if we've already had training?

Many departments have members that have logged hundreds of hours on a Segway PT and have still been surprised at what they have learned in the Rider Certification Class. Some department Instructors have actually given the test at the beginning of the class to help them point out the necessity of Standardized Training and of having ALL team members know the same information. To insure the integrity of the program, all individuals seeking Certified status must take the StreetSmart Training Certified Rider Class. All Instructor candidates who have previously participated in another program and logged at least 80 hours on the Segway PT may take the Rider Certification Class and the Instructor Course (2 day course) in 3 consecutive days.

8. How can you assure Standardized Training?

To maintain the integrity of the StreetSmart Certified Segway Training program, ALL Rider Certification Classes MUST be taught with approved course materials by a Certified StreetSmart Training Instructor. All signed pages must be submitted to our database for quality control. This copy also serves as your department backup copy. All Certificates and Instructor Cards are sent from StreetSmart Training.

9. How can our department sustain this program?

Once you have a Certified StreetSmart Training Instructor, he/she may teach the class as outlined for only \$25.00 per student. This fee registers the student as a Certified Rider, maintains all information in the database, provides Certificate of Certification, and continuing support with newsletters and current status updates.

10. Once we have an Instructor in our department, how do we obtain the Student Materials Packet?

There are two options: 1) Each StreetSmart Training Instructor is given access to the Instructor's Page on our website where the Student Materials Packet may be downloaded. You may print and assemble each packet from this source. The only fees associated with this option are whatever your department's per page printing cost is. 2) You may purchase the packets directly from StreetSmart Training at \$25.00 per packet. It is required that each person in the class have their own book.

11. Does each person in the class need to have their own Segway PT for training?

Yes. The training is designed for optimum learning. That can only happen when each person can spend time with the unit and not waiting his/her turn to actually ride.

12. Is there a class maximum?

Yes. The Instructor to student ratio is 1-6. You may of course have more in the class providing you have more Instructors as well.

13. How long does Certification last?

Rider Certification is for two years. Re-Certification is done by department Instructor. As long as the Rider re-certifies before the expiration date, there is no fee. Instructor Certification is for three years. As long as the Instructor has Active status, there is no fee for Instructor recertification.

14. Who is eligible for StreetSmart Certified Segway Training?

Any person in a legally recognized EMS or police department or private security company, any EMT or policeman who works or donates time at specialized locations such as cancer camps, amusement parks, hotels, and resorts, or any individual who will utilize the Segway PT in the course of their employment in high profile areas such as hospitals and universities.

15. Can our StreetSmart Instructor train other departments?

Yes. Your department may charge the standard \$250 fee for the StreetSmart Certified Rider Training Class. The Instructor is responsible for acquiring the class materials, teach the class as outlined in the Instructor Manual, and submitting all paperwork to StreetSmart. Along with the Class Roster, the \$25 per student registration fee must be paid. Your department keeps the remaining \$225.00.