

Customer Stories

Dubois County Sheriff's Office

- **Agency/Organization Needs** – The Dubois County Sheriff's Office patrols a rural, forested area where coverage is scarce, and existing Wi-Fi strength was inadequate
- **Networking Solution** – Upgraded to smartphones for all personnel, installed ruggedized hot spot devices that allowed mobile broadband connectivity directly to the vehicles.
- **Business value** – Streamlined day-to-day operations, making deputies more accessible and efficient, allowing them to conduct reporting remotely
- **Industry Focus** – Law enforcement
- **Size** – 23 deputies

How Dubois County personnel use the network's reliable connectivity

Dubois County Sheriff's Office serves a small community of 42,000 people in southern Indiana. The department's 23 deputies patrol a rural, forested area where coverage is scarce, and existing Wi-Fi strength left much to be desired.

Because the department's mobile hot spots weren't providing the connectivity required, Sheriff Tom Kleinhelter began to look for a new solution. He learned about FirstNet – a network designed for the needs of law enforcement – from a neighboring Sheriff.

His fellow Sheriff shared personal experience staying well-connected when servicing the Indianapolis 500 – a popular racing event where connectivity is non-existent due to a surge of people trying to access coverage.

"I liked what I heard, and I wanted to know how FirstNet could help our department," said Sheriff Kleinhelter.

Upgrading in-vehicle technology



“With the way the world’s technology is moving, being able to have highly reliable coverage wherever you go is a necessity for law enforcement. And FirstNet provides that.”

Sheriff Tom Kleinhelter,
Dubois County Sheriff’s Office

A move to better connectivity

Shortly after, at an industry conference, Sheriff Kleinhelter had the opportunity to attend a FirstNet information session.

He quickly realized there was really “no reason not to switch over,” after learning more about how the service could solve his department’s connectivity challenges.

With the help of attentive FirstNet customer support, Dubois County converted from the existing, standard cellular provider and signed on to the FirstNet public safety broadband communications platform.

In addition to upgrading smartphones supported by the network for all personnel, Dubois County installed new, ruggedized hot spot devices that transmit uninterrupted mobile broadband connectivity directly to the vehicles.

This significantly streamlines the day-to-day operations for deputies, allowing them to be accessible and more efficient, conducting reporting remotely, rather than waiting until they are back at the station.

“Deputies are able to complete accident reports right at the scene with a fast, continuous connection,” said Sheriff Kleinhelter.

Now, deputies who would have previously wasted time driving back within city limits to restore a lost hot spot signal are free to continue responding to requests and supporting the community.

Priority Makes a Difference

Serving and protecting the community is of utmost importance to Sheriff Kleinhelter and his personnel.

“With the way the world’s technology is moving, being able to have highly reliable coverage wherever you go is a necessity for law enforcement,” he added. “And FirstNet provides that.”

Moving to FirstNet has instilled confidence in Dubois County’s ability to deliver optimal response in any location.