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 of 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.

A Swift 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 leveled-up to FirstNet’s dedicated public safety broadband communications platform.
Upgrading In-Vehicle Technology

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 of deputies, allowing them to be both 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 now 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.