

Connected and protected: How Indianola PD and Verizon redefined public safety



Members of the Indianola Police Department (IPD) weren't just looking for an upgrade when they partnered with Verizon for an advanced wireless communications solution—they were seeking a transformation. What they achieved emphasizes what the power of collaboration and innovative technology can do to revolutionize public safety. This is their story, and it could be yours too.

Initially, IPD sought to address challenges with communication reliability and access to critical information for officers in the field. Combining advanced network capabilities with cutting-edge devices and applications—not to mention the #1 network choice in public safety¹—Verizon Frontline promised to deliver a solution. Indianola PD says the results have unlocked unexpected benefits that are helping reshape how IPD protects and serves its community.



The biggest solution for our smaller department was being able to put this one device in the hands of our officers – and have that one device be so many different tools for the officers when needed.”

– Pat Allsup, Departmental Administrator, IPD

Beyond connectivity: A new era of policing

While enhanced communication was the primary objective, the implemented solution triggered a ripple effect of improvements across the department, positively affecting areas ranging from officer safety to community engagement. The integration of Verizon Frontline with Versaterm Visual Labs' Smartphone Body-Worn Camera solution on the Verizon network and devices didn't just check the boxes for communication and body cameras—it opened the gates to unforeseen advantages. Additionally, the solution's use of mobile device management (MDM) further streamlined operations, enabling seamless oversight and ensuring the security and efficiency of all connected devices.

Real-time crime alerts and rapid response

To improve operational efficiency and response times, IPD integrated Flock Safety's license plate recognition system with the Verizon Wireless Priority Service, leveraging the prioritized network for faster communication. This integration was pivotal in the swift recovery of a missing person, as the Flock Safety system identified the person's vehicle and immediately alerted officers. For IPD, this demonstrated an added value of the solution—enhancing the department's ability to respond effectively to critical incidents and further protect the community.

To the residents of Indianola, this is more than knowing the police department is operating efficiently. It's about feeling confident that their families are protected when it's needed most.

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The officers received an alert ... of a missing gentleman ... It was a huge relief for the family ... It reaffirmed the acquisition of the devices and applications was absolutely a need that we can fulfill for our community.”

– Pat Allsup, Departmental Administrator, IPD

Enhanced situational awareness

To help enhance situational awareness and decision-making, the solution enables IPD officers to have access to critical information in every situation. The integration of Versaterm Visual Labs' Smartphone Body-Worn Camera solution with America's most reliable 5G network² delivers near-real-time access to vital data, while the low-latency and high-bandwidth capabilities provide support for data-intensive applications. This combination of advanced software and hardware empowers officers to run multiple applications smoothly, providing them with the tools and knowledge they need to make informed decisions that can help improve both their safety and operational effectiveness.

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We discovered how many different advantages the phones could give our officers. ... drug identifiers, artificial intelligence, facial recognition, Carfax ...”

– Pat Allsup, Departmental Administrator, IPD

Streamlined evidence collection and management

The Versaterm Visual Labs' Smartphone Body-Worn Camera solution has helped IPD's Records Department streamline evidence collection and management, leading to improved efficiency and accountability. By leveraging MDM, the solution gives the department secure, centralized oversight of all devices, simplifying deployment, maintenance and data access. With these operational efficiencies freeing up valuable time and resources, the department can now focus more on core policing functions.

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Almost daily, our records section [officers] are asked to produce body cam footage for various calls. This has helped tremendously when getting to the actual account of the call and what took place. ... It saves them [time] and assists others daily.”

– Pat Allsup, Departmental Administrator, IPD

The power of partnership

The success of IPD's transformation wasn't solely due to technology; it was also a result of the strong collaborative partnership with Verizon. From initial consultation to implementation to ongoing support, Verizon has worked closely with IPD to understand their unique needs and tailor the solution accordingly. This collaborative approach helped ensure a near-seamless integration and increased the impact of the technology.

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I think any department, big or small, would benefit from this setup, and it is very cost-effective and saves money in the short and long term.”

– Pat Allsup, Departmental Administrator, IPD



Proactive support and responsiveness

IPD experienced near-seamless integration of new technology and readily available support from Verizon. This level of responsiveness helped ensure that any challenges were addressed swiftly and effectively.



Personalized training and guidance

Verizon's comprehensive training programs, including online videos and personalized sessions, helped ensure that IPD officers were equipped to use the new technology. This personalized approach improved the adoption and impact of the solution.



My CSG support rep for setting up at the beginning was so patient and literally walked me through every step.”

– Pat Allsup, Departmental Administrator, IPD

Why Verizon

IPD's success is a testament to the transformative potential of advanced wireless communications in public safety. It's a story of exceeding expectations and of achieving outcomes that were initially beyond the intended impact.

Verizon Frontline, the advanced network and technology for first responders, is transforming law enforcement by providing near-real-time data, helping to enhance decision-making, officer safety and community relations. These efficiencies not only help maximize resources but also improve officer safety—as backup and critical intelligence are readily available.



I think the big reason for me [in choosing to work with Verizon] is the support that I get from Verizon. If I have questions or issues, they always find the answer or solution that I need quickly.”

– Pat Allsup, Departmental Administrator, IPD



A commitment to success

Verizon's proactive approach and willingness to collaborate closely with IPD fostered a true partnership. This commitment to understanding the team's unique needs and providing tailored solutions was key to their success.



It's a no-brainer – being able to have so many tools in one device for our officers and alleviate having to have more items on their belts/chests, which are already overloaded.”

– Pat Allsup, Departmental Administrator, IPD

For more information about Verizon Frontline, contact your Account Representative. Call 888-789-1223 or visit verizon.com/frontline.

If you'd like to know more about this story, visit verizon.com/business/resources/customer-success-stories/indianola-police-department-advanced-wireless-communications.

1. Based on quarterly third-party wireless voice market share data, Q4 2024

2. Based on RootMetrics® State of 5G Report, United States, 2H 2024. Tested with best commercially available smartphones on three national mobile networks across all available network types. Your experiences may vary. RootMetrics rankings are not an endorsement of Verizon.