DODGE COUNTY
SHERIFF'S OFFICE

Dale J Schmidt Sheriff **Chad Enright** Chief Deputy

Captain Scott Smith
Jail Administrator
Dodge County Jail
Juneau, Wisconsin

Date: September 24, 2026

To:
Regional Director Brian Apgar
Smart Communications

Subject: Testimonial for Smart Communications

Mr. Apgar,

I am pleased to provide this testimonial regarding Smart Communications and the services implemented at Dodge County Jail following your award of our RFP contract in September 2025 and our go-live in May 2026.

Smart Communications has consistently delivered A+ service from presentation through implementation and daily operations. Your continued involvement as our single point of contact has ensured direct communication and rapid resolution of issues.

The Smart Communications tablet program has been especially successful. Tablets are issued one-to-one, and we have never been short on inventory. Their durable construction allows them to withstand abuse while remaining fully operational. With our previous vendor, broken tablet pieces were sometimes used to create improvised edged weapons. Since transitioning to Smart tablets, we have not experienced this problem, nor do we have a backlog of broken tablets awaiting repair or replacement.

Communication management is another major strength of your system. Monitoring and controlling inmate and detainee communication—including telephone calls, video visits, and messaging—is straightforward and highly effective. This oversight provides a critical layer of safety for victims of crimes and prevents members of the jail population from coordinating illegal activity. Staff can quickly monitor, intervene, or restrict communication when needed, enhancing overall security.

Law enforcement partners have also benefited significantly. The ability to easily monitor communications for evidence or to surveil suspects has streamlined investigative work. Providing

communication records is far simpler and more efficient than it was with our previous vendor, reducing administrative burden and accelerating investigations.

Your team responded promptly to FCC-related Agreement changes, ensuring a smooth transition. The go-live process—including training, hardware installation, and system integration—was executed professionally and seamlessly, including interfaces with our commissary and records management systems. We have not required additional technical staff; one administrative specialist manages the program effectively alongside her other duties.

Mail scanning, including legal mail, has been instrumental in preventing attempts to introduce contraband substances. Portable kiosks ensure continued access to services for inmates in segregation or special-management units. Professional-visitor communication through tablets has reduced staff scheduling responsibilities and improved access for medical and mental-health providers.

Smart Communications has significantly improved our efficiency, safety, and investigative capabilities. I have confidence in your team's performance and continued support.

Respectfully,



Scott Smith
Captain / Jail Administrator
Dodge County Sheriff's Office
Phone: 920-386-4016

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