



Adams County Detention Center Reaches Compliance Scores of 99% with Command Cloud

By modernizing and optimizing its inmate management processes with Command Cloud, the officer experience platform, Adams County has elevated staff collaboration while setting new benchmarks for operational efficiency, officer accountability, and compliance.

About the Adams County Sheriff's Office and Detention Center

Located in Decatur, Indiana, the Adams County Sheriff's Office and Detention Center has a proud, decorated history that spans well over hundreds of years. It's a full-service agency with a countywide E-911 system, county jail, and Work Release facility.

The county jail, also known as the Detention Center, was built in 2017. It currently holds an average daily population of roughly 85 inmates, with a rated bed capacity of 260 inmates. The mission of the Adams County Sheriff's Office is to provide professional, high-quality, and effective policing, correctional, and court security services in partnership with the community.



The Challenge

Before Command Cloud, the staff at Adams County struggled to capture adequate documentation for observation checks and inmate movements due to their outdated software. This included the use of their previous guard tour system, Guard1, and its data collector, known as the "PIPE," from TimeKeeping Systems, Inc.

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The PIPE was initially implemented to assist Adams County with rounds compliance, but the team quickly identified that it failed to meet expectations for completing observation checks and inmate movements. For example, if an officer needed to place an inmate in temporary restraints, staff were unequipped to document the situation in detail, as the PIPE fell short of capturing critical data. Because of this, the agency relied heavily on paper logs and its jail management system, Spillman Flex, to manually document entries in as much detail as possible—ultimately taking time and attention away from the situation at hand.

“When it’s on pen and paper, sometimes that can take away the focus that we need to have on our inmates,” said Officer Chloe Rogers.

While using their previous guard tour system, staff encountered additional obstacles in capturing inmate activities, such as which inmates accepted their meals and which did not. The guard tour system’s limited reporting capabilities also failed to identify which staff members were late during checks, requiring manual video footage review.

These challenges led Adams County staff to reassess their use of the existing PIPE system, which lacked the functionality to capture detailed information and ensure officer accountability. Recognizing the need for more robust documentation and defensibility, the facility sought a modern inmate tracking solution that could streamline the accurate tracking of inmate movements and observation checks—ultimately enhancing the overall efficiency and operations of the Detention Center.

As Adams County began searching for a more advanced and defensible solution, it looked to its neighboring counties, which were modernizing their facilities. Whitley County and Wells County, Indiana, were



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successfully leveraging GUARDIAN RFID technology and shared operational improvements they were seeing firsthand, further encouraging Adams County to explore Command Cloud as a solution to consider.

In addition to limited system performance, Adams County faced difficulty maintaining efficient staffing levels. Ensuring safety and compliance with fewer or rotating staff highlighted the urgent need for greater efficiency and automation. The facility's outdated methods for capturing inmate data further impeded staff collaboration and operational awareness—especially amid a declining workforce.

Recognizing these challenges, Adams County identified the need to replace its outdated guard tour system with a comprehensive platform that unified its inmate management objectives. Staff sought a solution that would streamline workflows, strengthen documentation confidence, and deliver critical information directly at their fingertips.

The Solution

Adams County chose Command Cloud to serve as the system of record for all inmate management records. This included observation checks and security rounds, as well as inmate movements and meals management. The facility officially went live in April 2025.

By replacing the county's longstanding paper-based logs and manual forms, Command Cloud automated activity logging, inmate tracking, and security rounds—streamlining operations and significantly enhancing efficiency across the facility.



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"Looking at the technology, we went from just a 'rod' to a 'mini computer.' It makes a big difference," said Sheriff Dan Mawhorr. "The Command Cloud dashboard displaying what's been done and showing who is where is a good thing for my command staff in the back because instead of having to call people to see what's going on, they just have to pull up the dashboard to see it."

When GUARDIAN RFID's Academy team arrived on-site for the facility's Go-Live, Chris Riedmueller, Director of Academy, was pleasantly surprised to see that Adams County staff had already been utilizing Command Cloud, such as Mobile Command XR, for completing security rounds and customizing locations to match the unique needs of their facility. This allowed the Academy trainer to focus primarily on helping the team gain a deeper understanding of other core modules, such as supply passes, movements, meal offerings, and more.

"Turnover is extremely high, and accountability is extremely low. With the PIPE, truthfully, you could have walked through the entire pod without looking at a single inmate. Now with Command Cloud, it forces you to stop at every single cell and look inside and check on the inmate. It helps us do our jobs and protects our backs," said Officer-In-Charge Conrad Dyer.

On-site training allowed Riedmueller to walk the pod with staff in real-time to pinpoint where processes could be improved and customized. WordBlocks, locations, and Hard Tags were aligned to match facility-specific workflows, such as specific Hard Tags being renamed to Work Release. These adjustments ensured staff could operate with clarity and efficiency during daily routines.



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Measurable Results and Operational Transformation

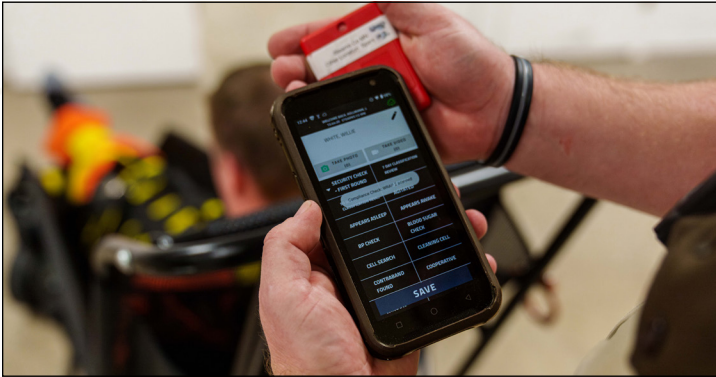
When Command Cloud was fully implemented at the Adams County Detention Center, staff noticed a drastic improvement in facility operations almost immediately—from headcounts and restraint usage to digital evidence and compliance.

Adams County places significant importance on the data captured during headcounts, using it to verify that every inmate is accounted for and in their expected location. Since implementing Mission Command, staff have gained peace of mind—no longer needing to scramble through paper logs or track down colleagues when discrepancies arise.

“The dashboard gives a quick glance of what’s being done and who is where,” said Sheriff Mawhorr. “This has helped my command staff in the back because instead of having to call people to see what’s going on, they can just pull up the dashboard and see it for themselves.”



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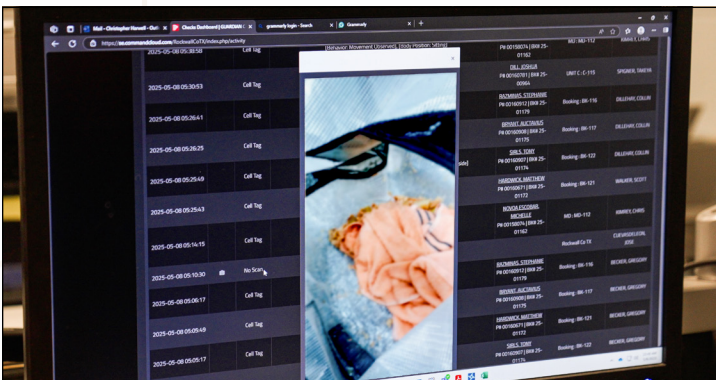
Under its previous guard tour system, Adams County was unable to document temporary inmate restraints in detail. With Command Cloud, staff can now do so securely using Mobile Command XR's Restraints Module. The system allows staff to record the justification for restraints, log the use of WRAP or other devices, and capture the process with photo and video evidence in Mobile Command XR. This provides a single source of truth—enhancing safety, accountability, and transparency across the facility.

"Overnight, Command Cloud transformed the place," said FTO Brad Schuler.



Digital evidence is invaluable not only for documenting moments that justify actions, but also for capturing incidents that require no justification, such as the discovery of contraband. Command Cloud's digital evidence capabilities proved extremely useful when Adams County staff located contraband in an inmate's cell during an inspection and needed to document the incident while ensuring it reached the appropriate team member for review.

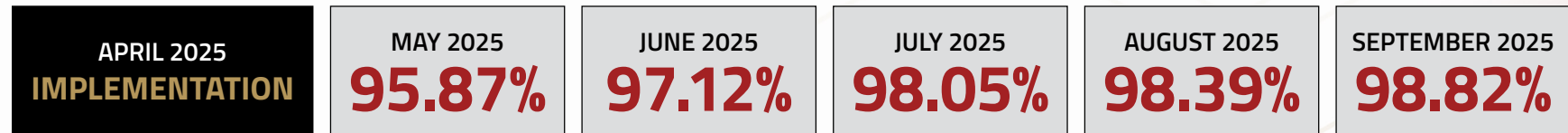
"With Mobile Command XR, we click right on cell inspection. If they have contraband or anything that shouldn't belong in their cell, staff can take pictures and videos of it, and it gets uploaded right to the cloud," commented FTO Brad Schuler, a disciplinary officer. "We actually had an incident where somebody was making hooch, and the staff were able to capture digital evidence with SPARTAN, then emailed me. In Mission Command, I can pull up that inmate and see the digital photo evidence attached to the inmate."



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The rise in officer accountability has significantly boosted check compliance. Once staff began utilizing Mobile Compliance Monitor (MCM), they gained access to real-time data on security round performance, supported by digital timers that use audible and vibration alerts. With an average of more than 1,700 compliance checks conducted per day, Adams County staff quickly adapted to maintaining personal accountability and ensuring checks were completed on time.

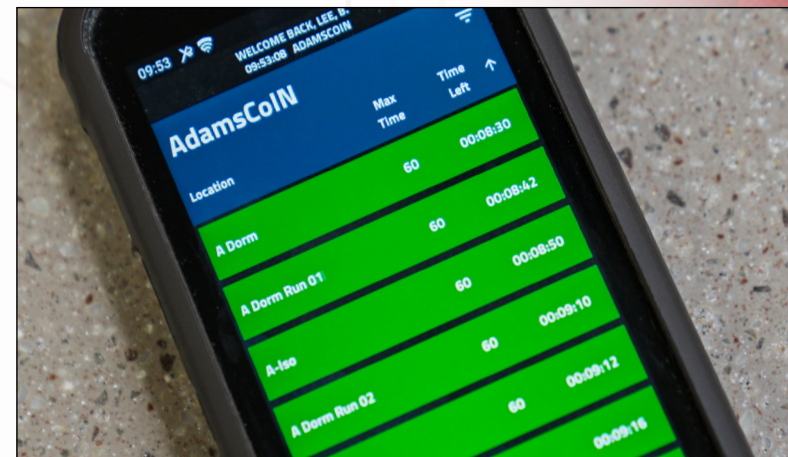
"The change was immediate," said Sheriff Mawhorr. "Our numbers were once in the 40% to 50% of getting our rounds done on time. Now we're in the 98% to 99%. After the first month, I saw the improvement. Command Cloud safeguards my people from complaints, and it's saving me a lot of litigation. To me, that's worth the investment right there."



Adams County reached the 95th percentile in compliance within one month, followed by a steady increase in growth of 0.75% in subsequent months. This learning curve enabled staff to identify operational gaps and continuously improve, ultimately achieving nearly 99% compliance today.

Conclusion

Adams County Detention Center's transformation didn't just modernize its operations—it redefined them. What was once a team struggling to meet 40% compliance now consistently achieves nearly 99%, driven by strong leadership, improved processes, and an officer experience platform that supports digital evidence, highly capable data collection, and real-time dashboards that enable staff to work proactively and defensibly. Adams County proves that with the right technology and leadership, it's possible to set a new standard for operational excellence.



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GUARDIAN RFID is a member of the Amazon Web Services (AWS) Partner Network (APN) and the AWS Public Sector Partner (PSP) Program.

Command Cloud is built from the ground up on a modern technology stack to protect and empower America's Thin Gray Line.



Command Cloud is deployed securely in the Cloud in partnership with AWS, the most trusted and broadly adopted Cloud platform, using a number of AWS cloud services, including AWS GovCloud (US), Amazon EC2, Amazon EBS, Amazon SageMaker, Amazon GuardDuty, Amazon CloudWatch, and AWS Lambda.

Together, these services enable Command Cloud to meet the growing technology needs of Warriors while maintaining a strong security posture that maintains the integrity of Criminal Justice Information Systems (CJIS) Security Policy compliance.