

Customer Stories

Mexico, Maine,
Police Department

The network built with and for first responders supports law enforcement operations in Mexico, Maine

- **Agency/Organization Needs** – The Mexico, Maine, Police Department needed reliable and affordable connectivity to cover a 20-square mile rural area.
- **Networking Solution** – FirstNet phones and potentially tablets to complete reports.
- **Business value** – Cost-effective solution for a smaller agency
- **Industry Focus** – Law enforcement agency
- **Size** – Small agency that handles 3,500 calls a year.

Mexico, Maine, is a papermill town with a small police department that delivers around-the-clock response to 3,000 people.

“We patrol 24 hours a day, seven days a week, and handle approximately 3,500 calls a year, which is quite a bit for a five-man team,” says Chief Roy Hodsdon, Mexico Police Department.

As an agile department that covers over 20 square miles in a rural area, Chief Hodsdon knows how vital connectivity is to their operations. Continuously challenged with spotty coverage in the field when using radios and personal cell phones, he wanted a better solution for his officers.

Affordability is key

Mexico’s existing cellular contract included high fees in exchange for unreliable coverage and Hodsdon needed a more cost-effective provider. After hearing about the affordability of FirstNet from fellow law enforcement colleagues – and in several radio and television ads – Hodsdon contacted FirstNet, the dedicated broadband communications platform built for public safety that was launching in the area.

He worked closely with the FirstNet team to develop a smooth testing and implementation process. And in two short months, all department personnel were outfitted with phones to operate on the network.

Police department modernizes response with reliable connectivity



“We now have immediate contact with them that we didn’t have before. For example, we know when they have vehicles that have crashed off-road or if some need to be cleared for snow removal.”

**Chief Roy Hodsdon,
Mexico Police Department.**

Connecting with partners

To improve interoperability, Hodsdon encouraged the city’s public works to join FirstNet. Under the Department of Transportation (DOT), they’re responsible for citywide maintenance, including sewer and water. And two-way communication is important for working in sync with the police department.

Prior to FirstNet, Mexico’s officers used limited radio in vehicles and text messages from outdated phones to communicate with public works. Operating on the same network allows them to communicate and work together in real-time.

Expanding Technology

Chief Hodsdon’s next goal is to equip officers with tablets to conduct all reporting electronically – a feature possible through the FirstNet network that will help reduce time spent on administrative tasks and allow them to focus more on protecting the community.

New Wi-Fi Capabilities

FirstNet can help the gap in connectivity for areas that don’t have coverage, including Wi-Fi calling capability. Hodsdon explained how the ability to take Wi-Fi calls allowed him to be more accessible. The first night with his new FirstNet device, Hodsdon answered a call from one of his officers at his home, a location where he’s had problems with cell coverage.

“I’m still going to be able to make that important call when cell service is down or depleted because too many people are using it,” said Hodsdon.