

Public Safety Communication App Checklist

The 9 Instant-Messaging App Functions that keep Agencies Compliant



While it's easy and free to use standard messaging apps for work, it comes with high risk. The texting platforms on your iPhone or Android-and even others like WhatsApp, Signal, and Voxer-just aren't designed for public safety.

The Wrong Ways to Send Messages

Allowing your employees to use "consumer messaging apps" for work (and believe it, they're already doing that) is a violation of both state and federal public records laws.

So while being on those apps might seem convenient, it's also illegal.

There's no doubt that your team's communication needs to happen fast. But more importantly, your instant messaging tool needs to be compliant. Too many agencies have gotten caught up in public drama and civil liabilities-all because of the apps their employees are using.



Don't Make the Same Mistakes

The courts have all agreed that any type of technology that government employees use for work-related communications can be made accessible to the court. That means your team members risk having their personal phones subpoenaed during an investigation.

Lawsuits alleging open records violations continue to set teams back with outrageous fines and scrutiny. Agencies shouldn't have to learn these lessons the hard way.

Public safety teams and government employees need to relay intelligence on a compliant platform. Nowhere else.

9 Communication App Features That Every Public Safety Agency Needs

☐ Instant Communication

Radio chatter, endless email chains, and long phone calls prevent teams from acting quickly. Instant messaging keeps everyone "in the loop" with real-time updates and information.

☐ Full Compliance

The CJIS regulations and FOIA require agencies to share access to all of their communication records. Your solution should meet the Federal Information Processing Standards (FIPS) too.



☐ Secure Encryption

All of your work-related messages need to be encrypted and secure. They also need to be stored on a Secure Cloud Platform. It's the only way to recover data during a records request.

☐ Organized Chatrooms

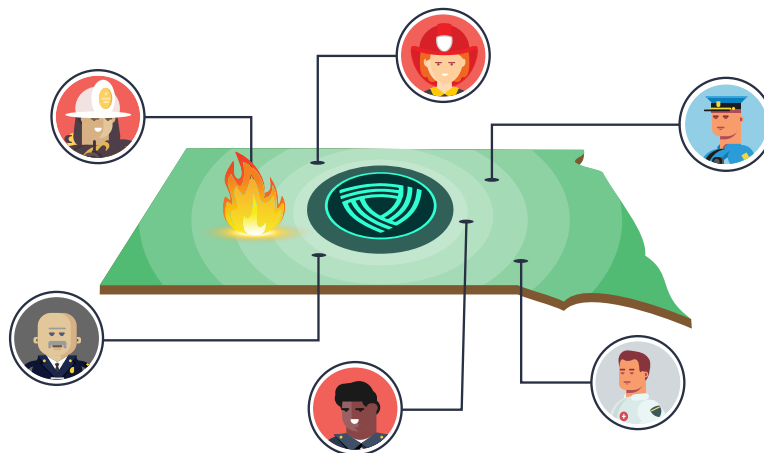
Keep the right people "in the know" with designated chatrooms for any shift, case, or type of crisis event. Your app should also give you options to send out agency-wide priority messages to update every employee simultaneously.



☐ **Interoperability**

Public safety professionals need a communications solution that gives them the power to connect with other agencies all throughout their region, state, and even the country.

Achieve true interoperability to solve crime faster and address public safety issues and crisis events with coordinated efforts.

☐ **Audit Controls**

Executive members of your agency can't run comprehensive data audits when employees use messaging apps that are really only meant for our personal lives.

Agencies must have automatic archiving to allow for quick auditing. Then you'll be ready to go for public information requests and can access past conversations for any investigation.

☐ **Full Transparency**

Compliant work-related messaging logs all of your employees' communications with legitimate timestamps. But users also need the ability to retract chatroom messages whenever they accidentally share incorrect or outdated information.

The right solution will store and maintain all of that data for total transparency and auditability -even the retractions.

☐ **Legal Protection**

Using the "consumer messaging apps" makes agencies vulnerable to civil lawsuits. Your instant messaging platform needs to eliminate legal exposure and reduce the risk of phone subpoenas.

☐ **Easy Onboarding**

Finally, teams need an intuitive, user-friendly communications platform. That's why so many employees are using non-compliant messaging apps in the first place.

Fortunately, switching to an industry-specific messaging solution can still feel familiar, and even better than those illegal options. Along with that, a new app designed for interoperability will also be scalable for your agency-and budget.



	 GENASYS EVERTEL	 GROUPE	 TELEGRAM	 SIGNAL	 WHATSAPP	 SMS TEXTING	 FACEBOOK MESSENGER
FIPS Compliant Military-Grade Encryption	✓	✗	✗	✗	✗	✗	✗
CJIS, HIPAA, FOIA Compliance	✓	✗	✗	✗	✗	✗	✗
Instant Auditability	✓	✗	✗	✗	✗	✗	✗
Historical Message Access	✓	✓	✓	✗	✗	✗	✓
Screenshot Detection/Disabling	✓	✗	✗	✗	✗	✗	✗
Centralized User/Data Management	✓	✗	✗	✗	✗	✗	✗
Audit Logs & Compliance Tracking	✓	✗	✗	✗	✗	✗	✗
Urgent Device Alerting	✓	✗	✗	✗	✗	✗	✗
Multi-Factor Authentication (MFA)	✓	✗	 Third Party	✓	✗	✗	✗
Collaborative Document Sharing	✓	✗	✗	✗	✗	✗	✓
Agency-Wide Broadcasting	✓	✗	✓	✗	✗	✗	✗
Granular Admin Controls	✓	✗	✗	✗	✗	✗	✗
Customer Owns the Data	✓	✗	✗	✗	✗	✗	✗
Room Member Limitation	Unlimited	5,000	200,000	1,000	1,024	20*	250



Get a communications solution that's specifically-built for public safety.

First responders, law enforcement, and other government employees need to relay intelligence on a **public safety communications app** that meets 9 key requirements.

Lawsuits alleging open records violations continue to set teams back with outrageous fines and scrutiny. Agencies shouldn't have to learn these lessons the hard way.



Lower Your Liability. Respond Faster.
EVERTEL Helps Teams **Work Better, Together.**

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