

# White Settlement, Texas, Police Department Deploys EVERTEL Messaging

The White Settlement Police Department (WSPD), located just west of Fort Worth, Texas, faced the same operational challenges as many mid-sized law enforcement agencies. Officers and command staff have to coordinate across multiple jurisdictions, work seamlessly with county and federal partners, and provide timely situational awareness to keep their community safe.

Traditional communication channels (radio traffic, phone calls, and unsecured apps) were increasingly insufficient. For WSPD, establishing a dedicated communication app for law enforcement was critical. The department needed secure, compliant, and real-time collaboration to keep up with today's fast-moving incident response landscape.

## Problem

Before adopting EVERTEL, officers and commanders struggled with fragmented communications. Updates were often delayed, scattered across channels, or lost in the noise of radio traffic. Specifically, these issues impacted efficiency:

- **Real-time gaps:** Critical updates weren't always reaching decision-makers quickly enough.
- **Lack of compliance:** The consumer messaging apps in use were not compliant with CJIS, FOIA, HIPAA, or state and local requirements.

- **Cross-jurisdiction hurdles:** Coordinating with regional and federal partners was slowed by siloed systems and inconsistent workflows.

These challenges created risks during high-stakes operations, from severe weather events to tactical deployments, where seconds matter and reliable communication can be the difference between escalation and resolution.



## Solution

WSPD deployed EVERTEL, a secure and scalable communications platform purpose-built for first responders. EVERTEL offered the department:

**Secure, real-time collaboration:** Messaging, multimedia sharing, and incident-specific chat rooms accessible to officers, supervisors, and partner agencies.

**Compliance & oversight:** Automatic records retention aligned with public safety obligations and CJIS, FOIA, and HIPAA compliance requirements.

**Cross-agency interoperability:** A platform for integrating federal, county, and local resources in one digital space.





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When you're on Genasys EVERTEL, you're able to push out updates in real time. To me, that is the value proposition and is worth its weight in gold. ... we're able to integrate federal, county, and local assets and resources ... and make decisions that commanders can rely on."

– Chief Christopher Cook,  
White Settlement Police  
Department



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## Results

Since adopting EVERTEL, in 2022, the White Settlement Police Department has transformed its operational communications:

**Faster, more reliable decisions:** Commanders receive immediate situational updates and can direct resources effectively.

**Enhanced regional coordination:** EVERTEL creates a cross-jurisdictional communication pathway across agencies and departments from various counties or cities/towns, removing silos and accelerating response.

**Improved compliance:** Secure records meet regulatory standards, eliminating the risks of consumer-grade apps.

The department's experience demonstrates the growing importance of a communications messaging app for local law enforcement that improves tactical decision-making from a compliant and secure application.

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White  
Settlement,  
Texas PD:  
By the  
Numbers

18,100

Residents served in 2024<sup>1</sup>

<sup>1</sup>1. <https://worldpopulationreview.com/us-cities/texas/white-settlement>

10+

Federal/military partners  
from a single hub<sup>2</sup>

<sup>2</sup>2. <https://www.wstx.us/m/newsflash/home/detail/704>

60,000

People served in 4 cities  
by WEST Comm 911<sup>3</sup>

<sup>3</sup>3. <https://www.wstx.us/1466/Recruiting-Hiring>