

Compliant, Secure Police Communications in City of Surprise, AZ

The City of Surprise, located in Maricopa County, Arizona, is one of the fastest-growing municipalities in the Southwest. As the population expands and public safety needs evolve, Surprise, law enforcement and first responders require advanced communication tools to keep pace. Effective police communications are critical in coordinating emergency response efforts, sharing operational updates, and maintaining public trust.

In Surprise, multiple departments, including police, fire, and emergency management, collaborate regularly. Traditional communication channels, such as email or unsecured messaging apps, are increasingly inadequate for the real-time demands of modern emergency communications. Recognizing this, public safety leaders in the city of Surprise began searching for a solution that would allow for compliant, centralized law enforcement communications across agencies.

Problem

Before implementing a dedicated system, many Surprise law enforcement teams relied on consumer messaging apps or legacy systems that lacked compliance with public safety regulations such as CJIS (Criminal Justice Information Services).

These platforms, while convenient, posed serious risks to operational integrity, data security, and legal accountability.

Inconsistent use of unauthorized communication tools made it difficult to ensure secure communications across departments. Police and emergency personnel could not reliably verify message delivery or maintain audit trails for legal compliance.

In a region like Maricopa County, where law enforcement communications are often time-sensitive and sensitive in nature, this was a critical vulnerability.



Solution

To address these challenges, the City of Surprise adopted Genasys Evertel, a secure communications platform purpose-built for law enforcement and public safety agencies. Evertel allows users to send encrypted, role-based messages across departments, ensuring that critical information reaches the right personnel fast!

In a collaborative environment like Maricopa County, Evertel's ability to support inter-agency communication without compromising security enables regional coordination that previously depended on ad hoc methods. It consolidates disparate channels into a single, compliant platform designed specifically for public safety operations.





City of Surprise, Arizona Police Station

“

This is our secure platform so send it, send the video, send whatever you need. It keeps the Chiefs updated and keeps the city managers updated. It's been a big upgrade.”

– Brenden Espie, Assistant Chief of the Surprise Fire Department



SURPRISE
ARIZONA



Civic Center and City Hall of Surprise, Arizona

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Results

Since deploying Genasys Evertel, the City of Surprise has significantly improved the security and reliability of its police communications. Officers, dispatchers, and emergency personnel now communicate using a compliant platform that **protects sensitive data and provides real-time delivery confirmation.**

More importantly, the City of Surprise agencies can now coordinate across city departments and with neighboring jurisdictions in Maricopa County through a unified emergency communications system. **The result is faster response times, fewer communication breakdowns, and a higher level of trust among first responders and the community.**

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Surprise, Arizona By the Numbers

176,447
Estimated residents in 2025¹

*1. <https://www.arizona-demographics.com/>

5%
Approximate population growth per year²

*2. [neilsberg.com/insights/surprise-az-population-by-year/](https://www.neilsberg.com/insights/surprise-az-population-by-year/)

TOP 10
Most populous city in Arizona³

*3. <https://www.arizona-demographics.com/surprise-demographics>