COMMUNITY CONNECT

SHIELD GROUP
TECHNOLOGIES

Powerful Technology for Communicating with Residents in Ways Never Before Possible.

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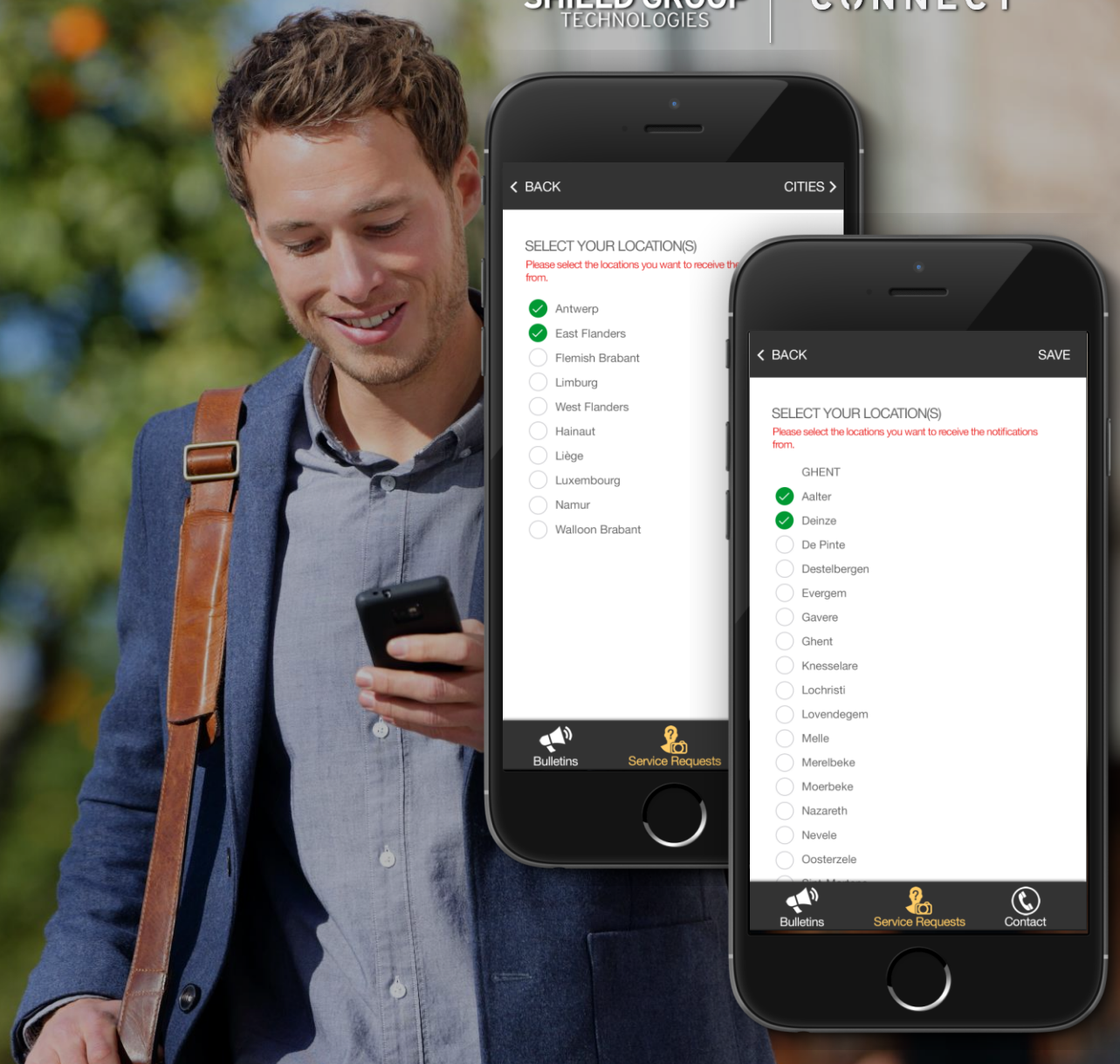
Send To Residents GEO-targeted Communications & Information.

CommunityConnect℠ 311 technology links localities with their residents, allowing localities to both receive GEO-tagged information from residents and to send residents GEO-targeted bulletins and information.

CommunityConnect℠ 311 gives counties, cities and towns the power to send GEO-fenced information to residents based on exactly where residents are physically located at the moment; and to receive a variety or GEO-tagged information from residents.



Send To Residents GEO-targeted Communications and Information.

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Localities can communicate information with residents targeted to where in the community they live, work or are at play at the moment --- providing residents with information that is the most relevant to their homes, neighborhoods or location. GEO-targeted information can be delivered as bulletins with:

- **Text**
- **Audio or Video**
- **Images**

Counties, cities and towns can GEO-target, push-notify information to one area of a community that may be of little or no interest to residents in another area, getting greater attention and buy-in from residents in the process.

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Receive From Residents Real-time, GEO-Tagged Information or Requests for Service

With CommunityConnect℠ 311 counties, cities and towns have powerful control over the real-time flow and direction of incoming information from residents.

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Receive From Residents Real-time, GEO-Tagged Information or Requests for Service

This information can be actual service requests with the GPS-location of the issue; or, reports from residents with information from their neighborhood. Information, issues and requests for service can be totally customized and include:

- Animal Control
- Code Compliance
- Noise and Sound
- Parks and Recreation
- Street signs & lights
- Street maintenance & cleaning
- Water & Flooding
- Graffiti
- Environmental issues
- Parking
- Grass & weed growth
- Refuse collection & recycling
- ANY OTHER ISSUE, DEPARTMENT OR SERVICE

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Web Interface for PC and Tablet Access

For residents who do not use smartphone technology - or simply prefer to use a web interface to report/receive information- there's a web version of CommunityConnect℠ 311. It has all of the power to control and direct information of the CommunityConnect℠ 311 mobile technology.

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Mobile Application Overview

Platforms: iOS, Android

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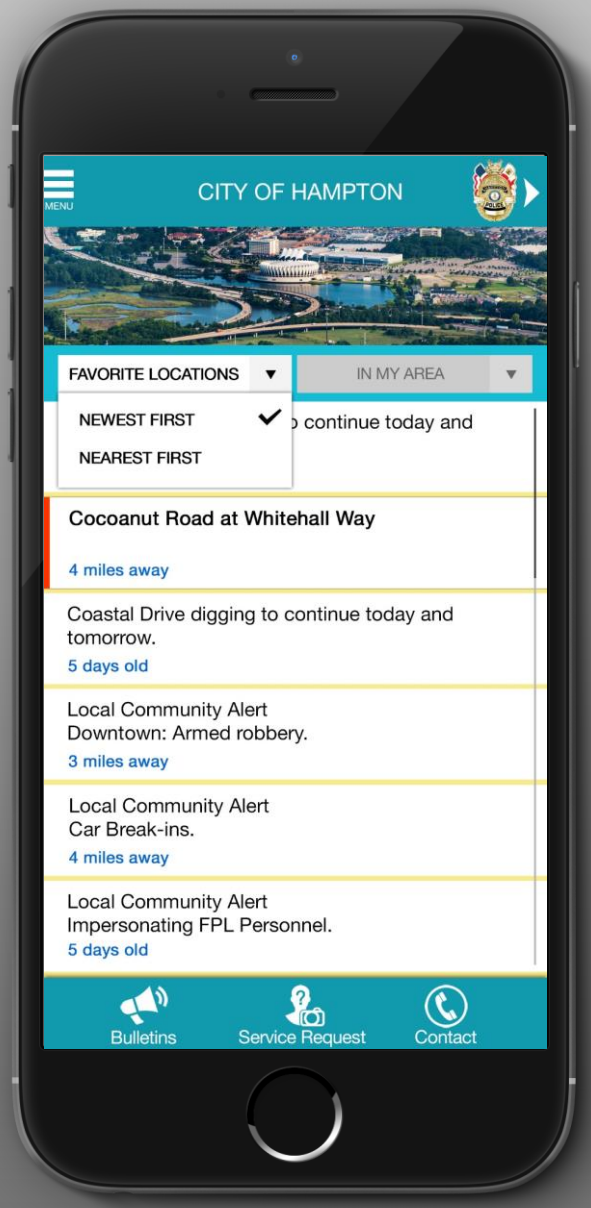

01. GEO-Targeted Notifications and Bulletins from Local Government and Law Enforcement

All information reported by local government is listed either chronologically or by distance from the user's current location.

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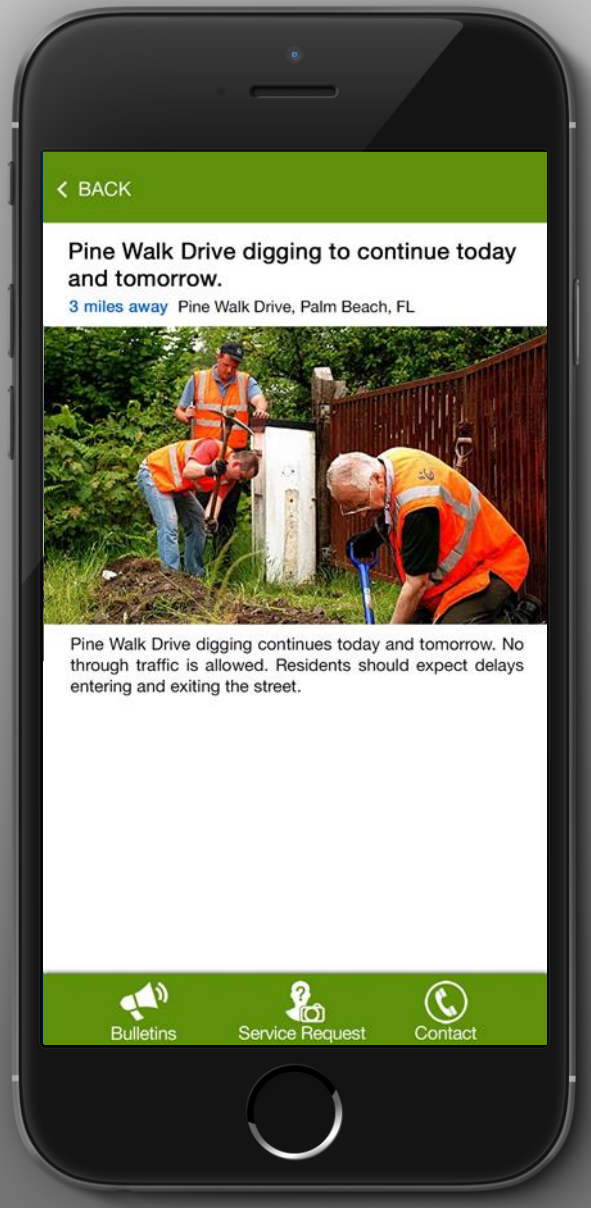

02. Detail of GEO-Targeted Bulletins from Local Government and Law Enforcement

Once local government information/alert has been sent to the user, a simple click supplies all current information.

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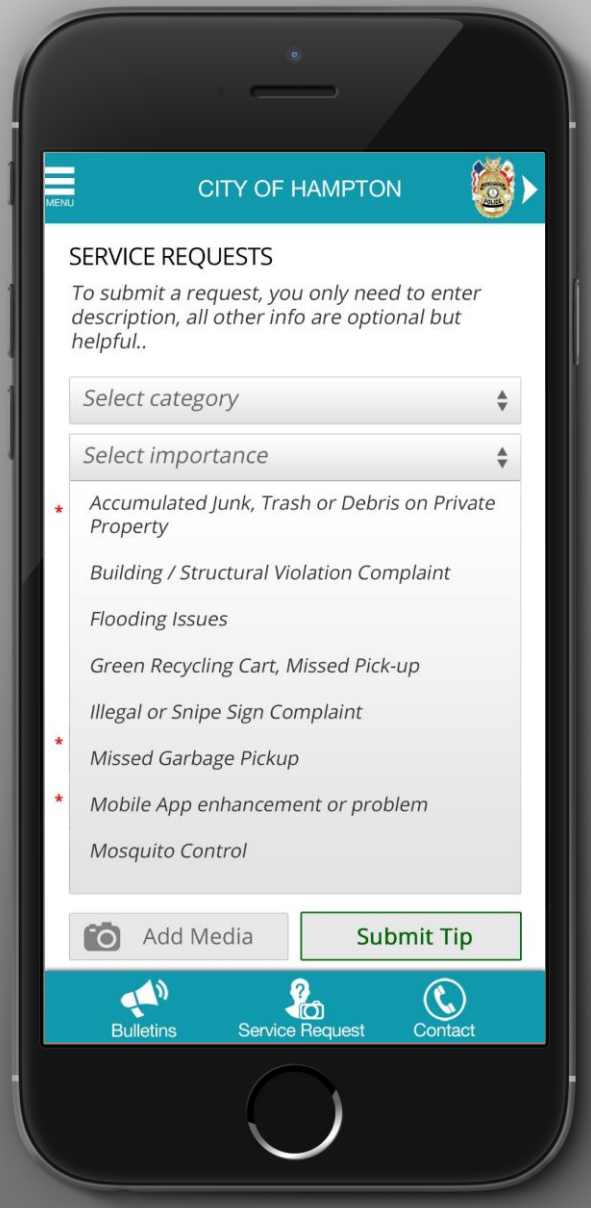

03. Service Requests

Powerful suspicious activity reporting based on user's exact location and info category. Backed by a world-class information distribution system for Law Enforcements use to personnel and cooperating agencies. Users have the option of anonymous reporting of suspicious activity.

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04. Information About Community Leaders

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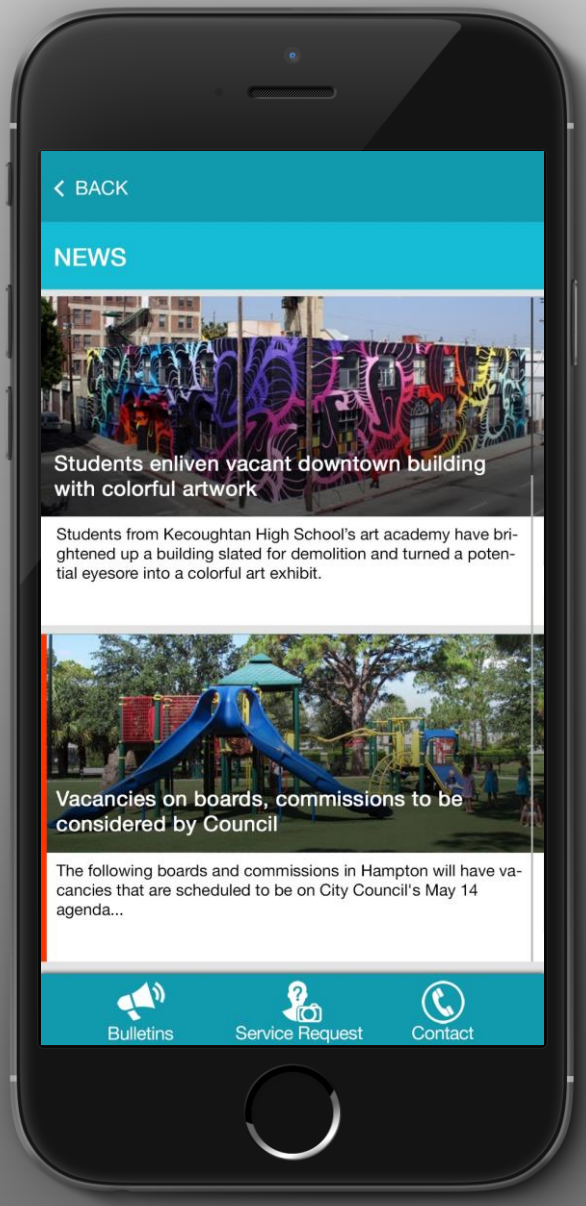

05. News from Local Government and Law Enforcement

News section promotes good news and events that the public needs to know about.

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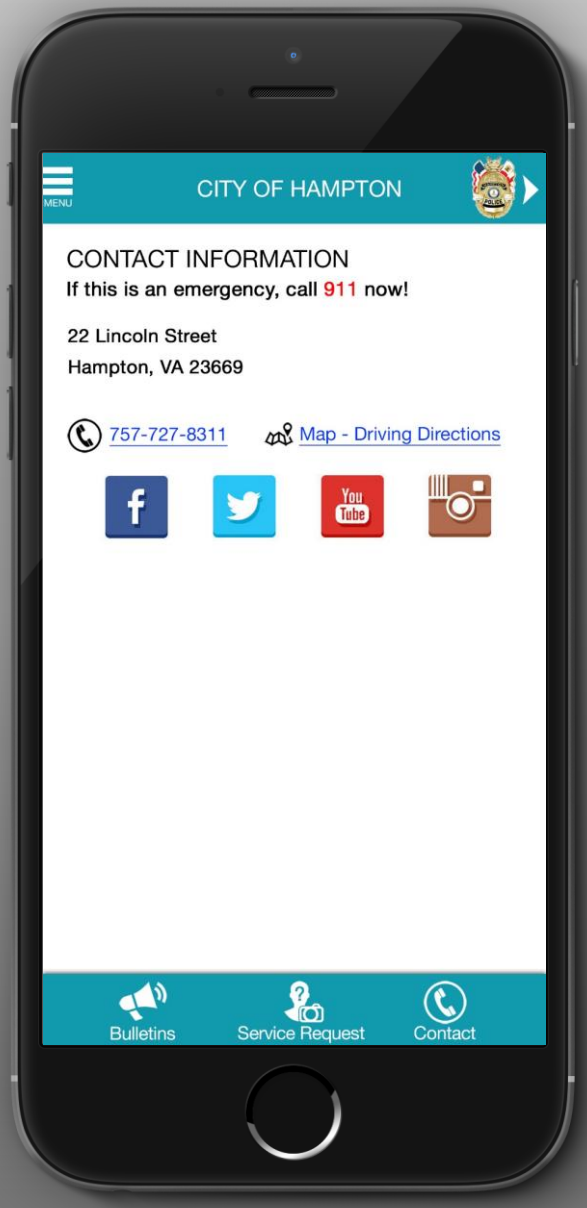

06. Community Contact 311 Information

Residents can find contact information for all of local government and any other contact information desired.

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Content Management System Overview

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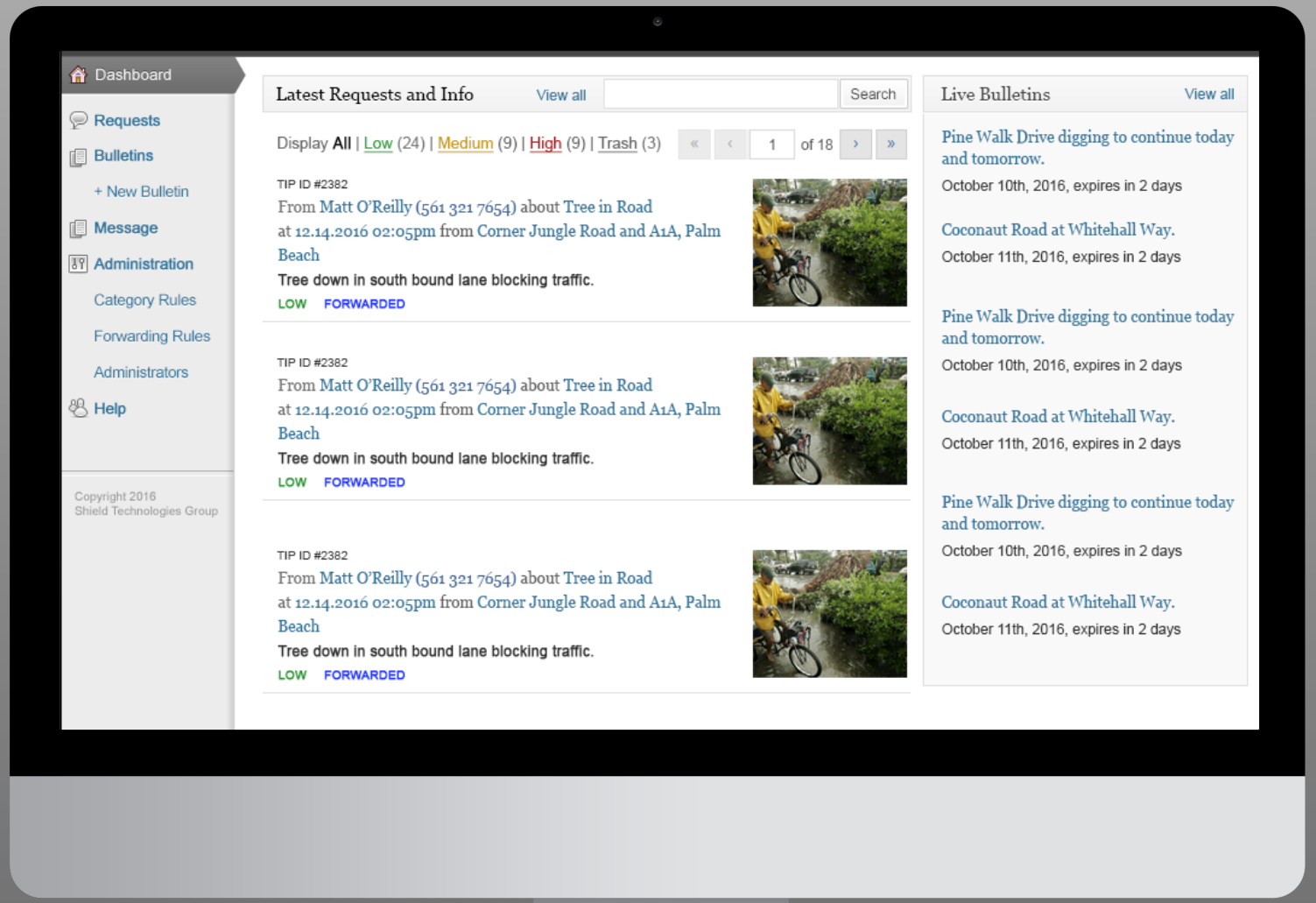

01. CMS Dashboard Home Screen

The Dashboard is for authorized personnel only and is an overview of all information posted both incoming from residents and outgoing from your community.

All information, photos, and reports from residents are located in one place and set-up for automatic distribution per Community's determination.

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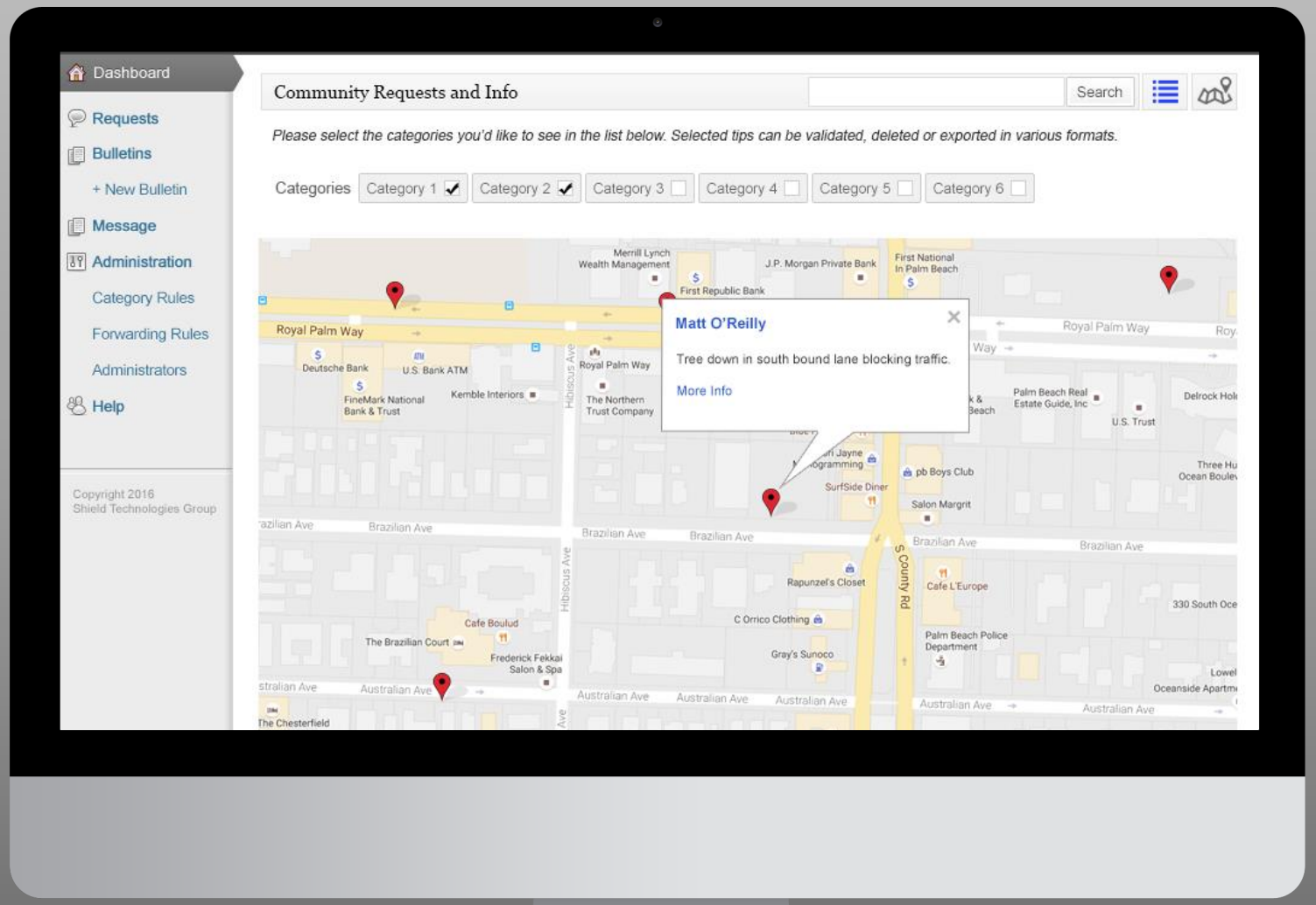

02. Community Requests and Info (Inbound)

All reports are plotted on a map to monitor patterns and determine locations.

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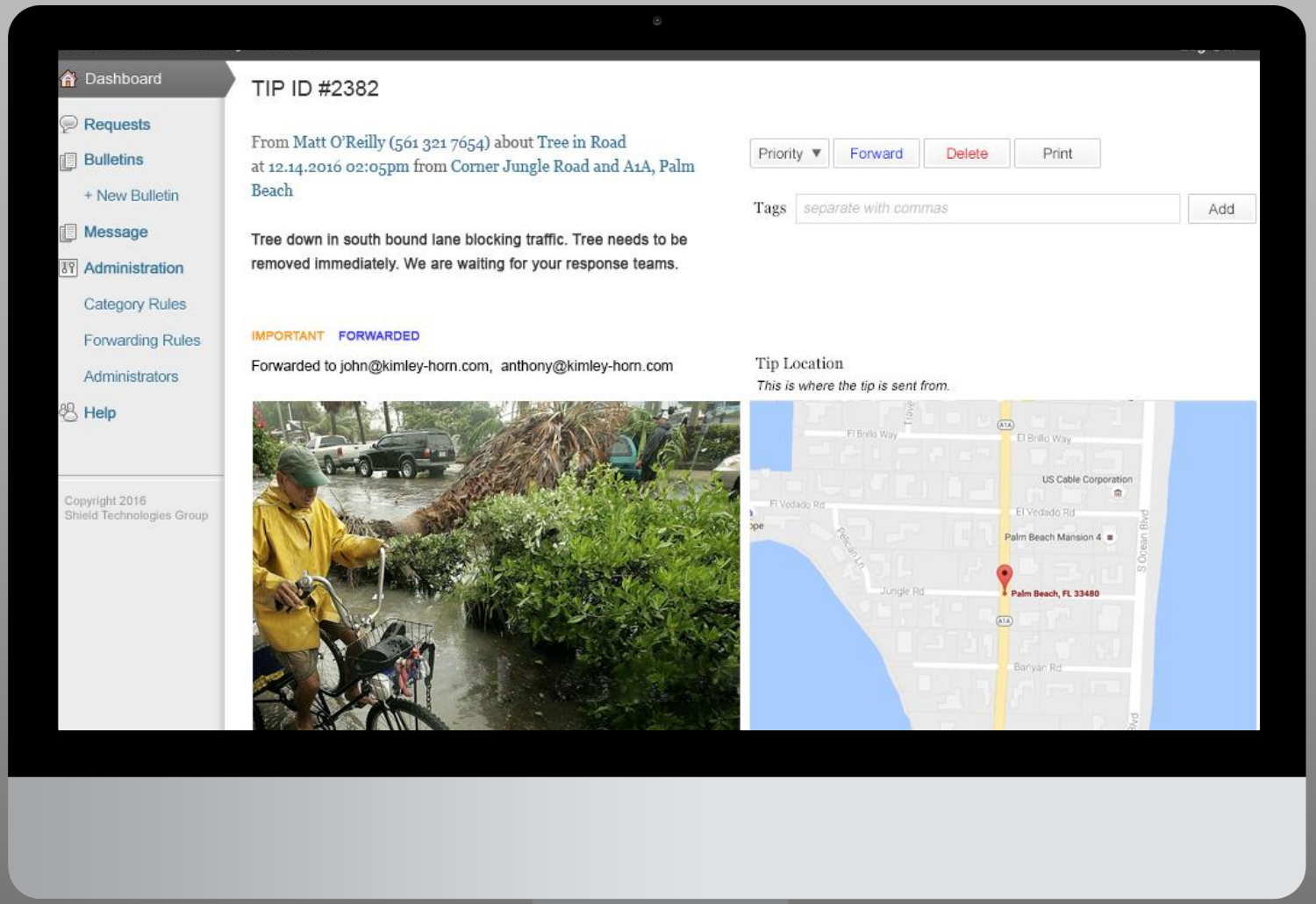

03. Activity Detail (Inbound Information)

Sample of an incoming activity report.

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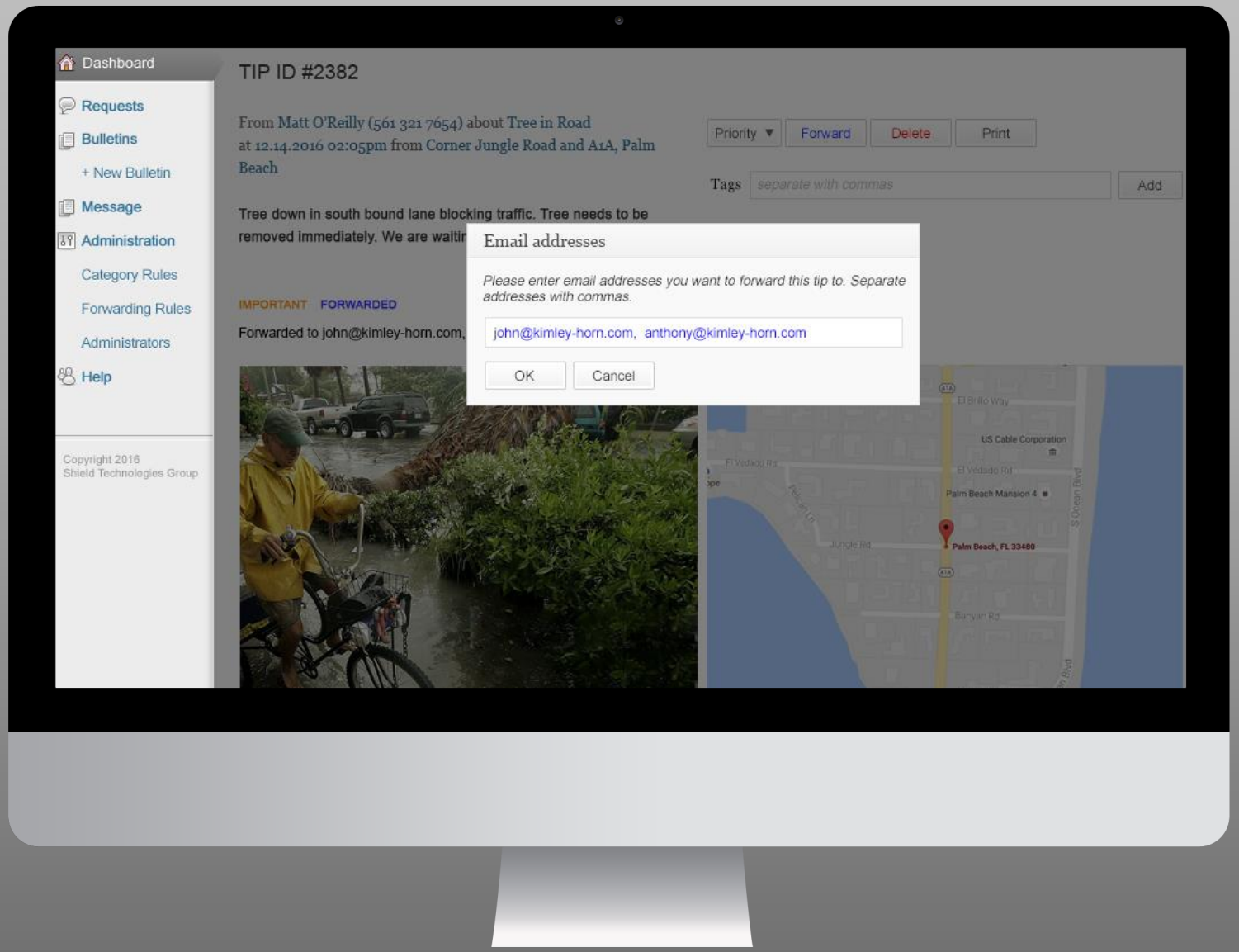

04. Activity Detail: Forwarding

Activity reports can easily be forwarded to anyone inside or outside of agency by sending an email to an individual or to an email group.

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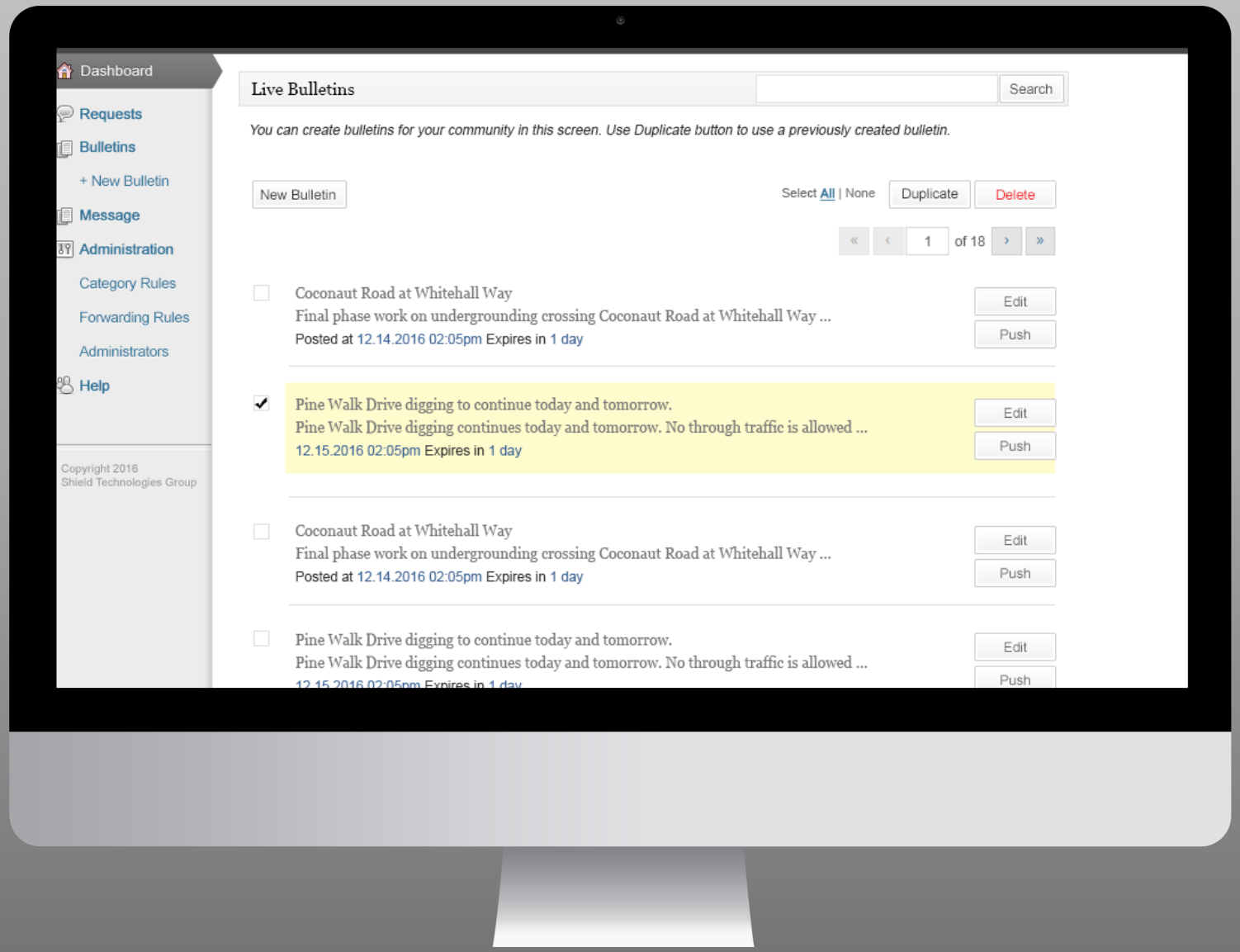

05. Community Connect 311 Geo-Targeted, Push Bulletins (Outbound)

It's simple to Edit and Push Geo-Targeted information to residents and visitors.

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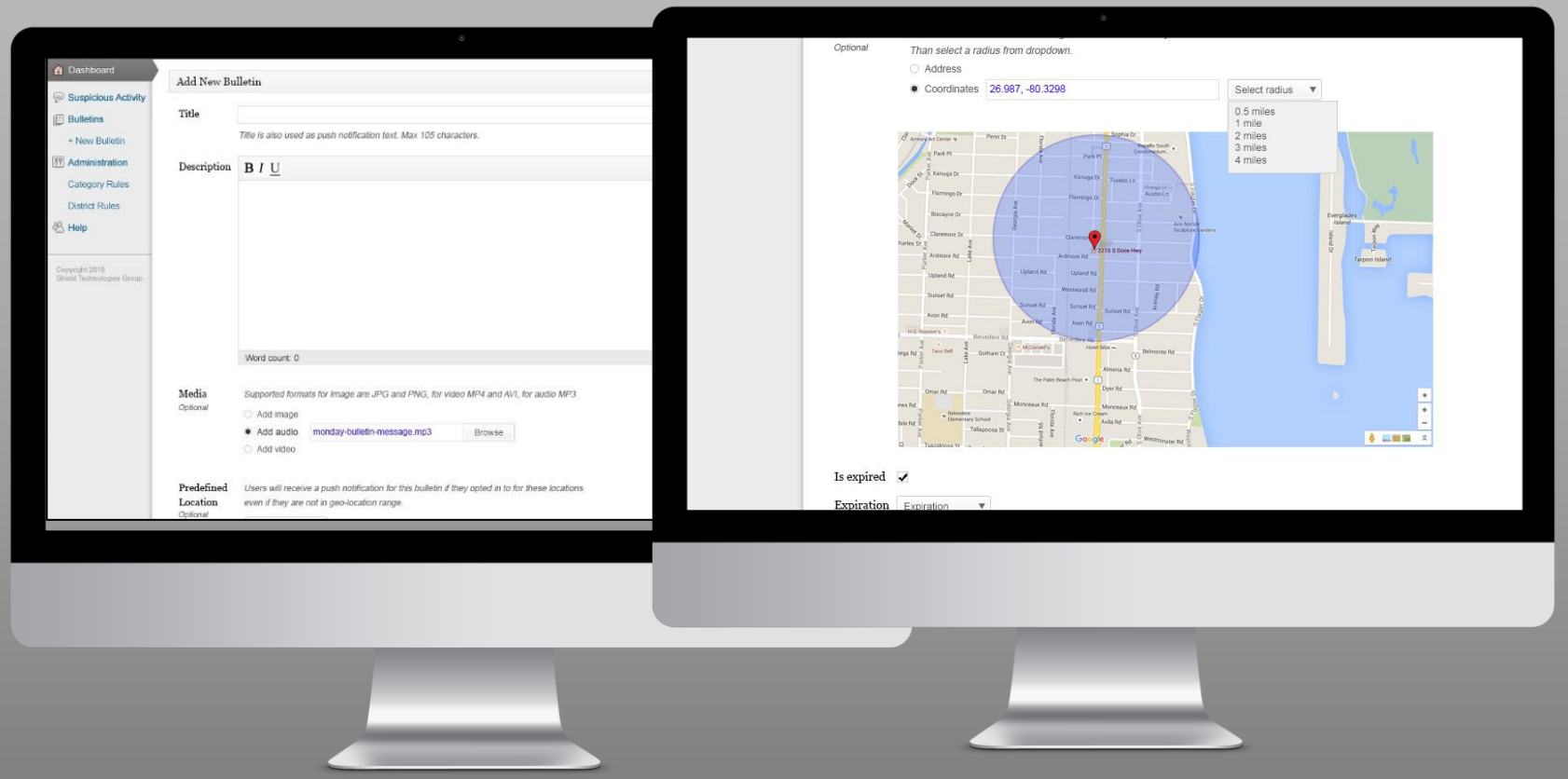

06. Creating an outgoing Bulletin

It's easy to distribute a completely Geo-Targeted information bulletin to a specific area.

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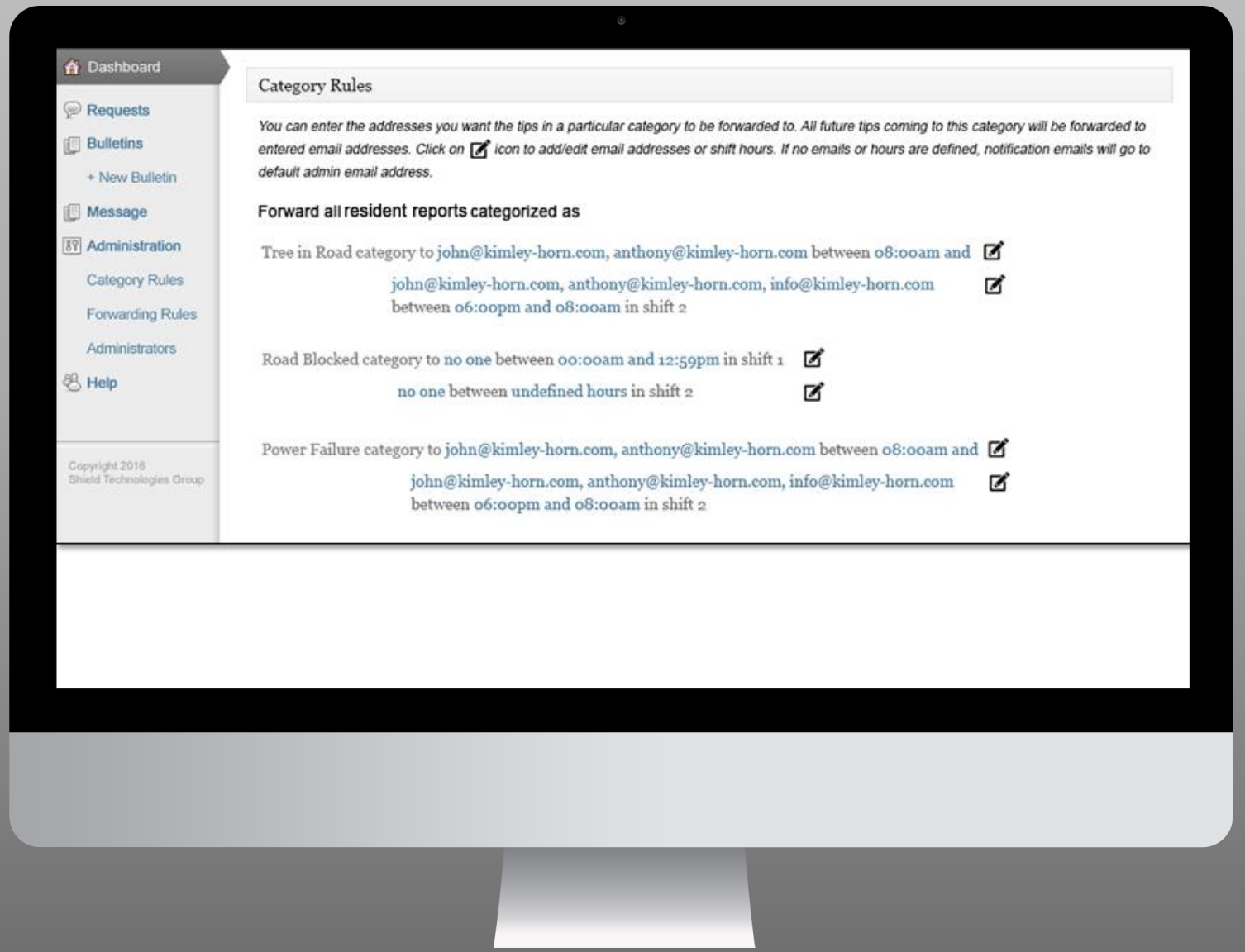

07. Forwarding Rules for Categories

Set-up who receives incoming service tickets based on the category of the tip or location it came from. Administration can change distribution list based on hours of the day.

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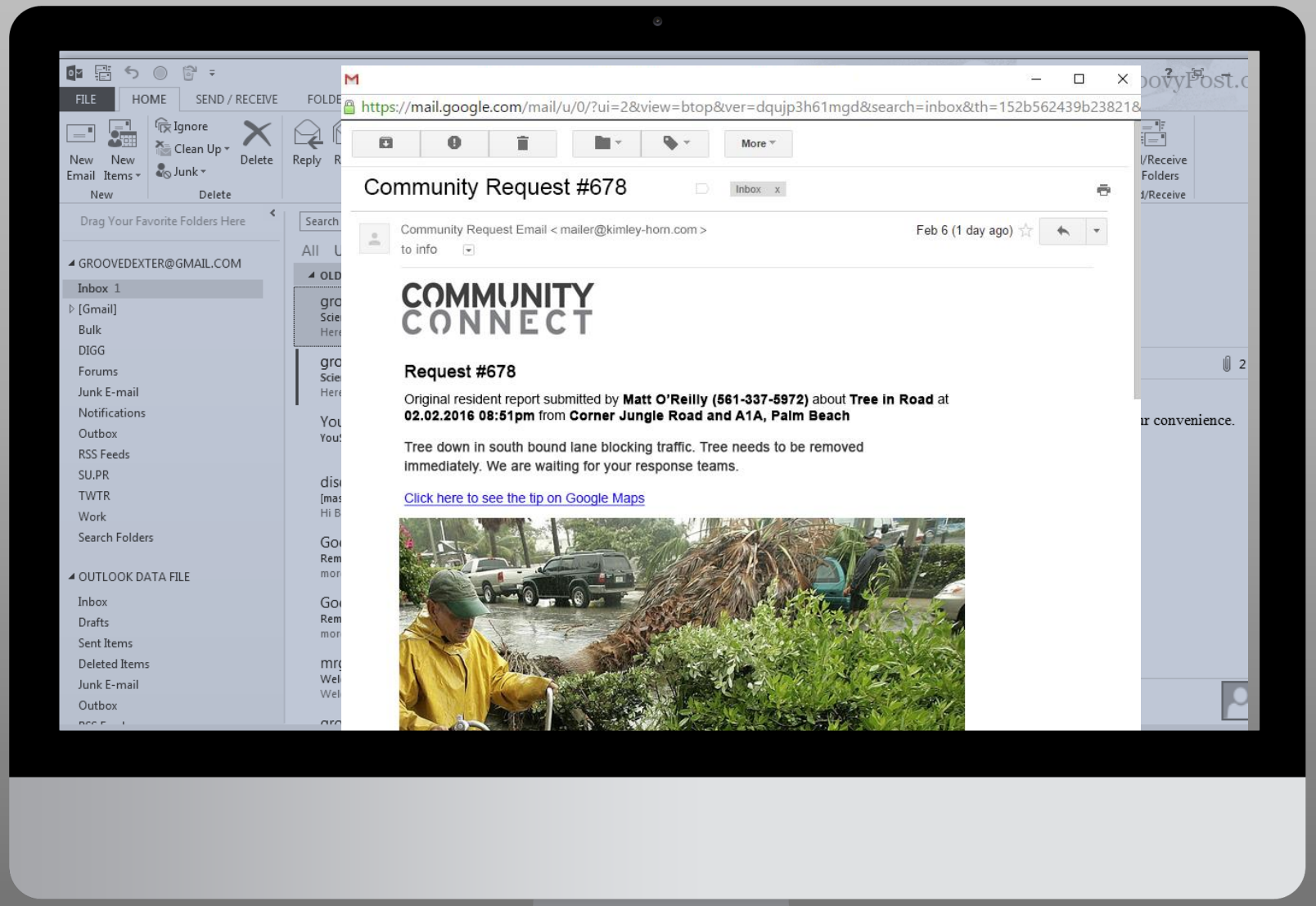

07. Forwarded Activity

Incoming service tickets can automatically be routed to any email or MMS inbox that is designated. All details provided by the resident are included. (Illustration shows information sent by a resident and distributed to the relevant agency).

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