



COMMUNITY CONNECT



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TECHNOLOGIES

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

www.shieldgrouptech.com

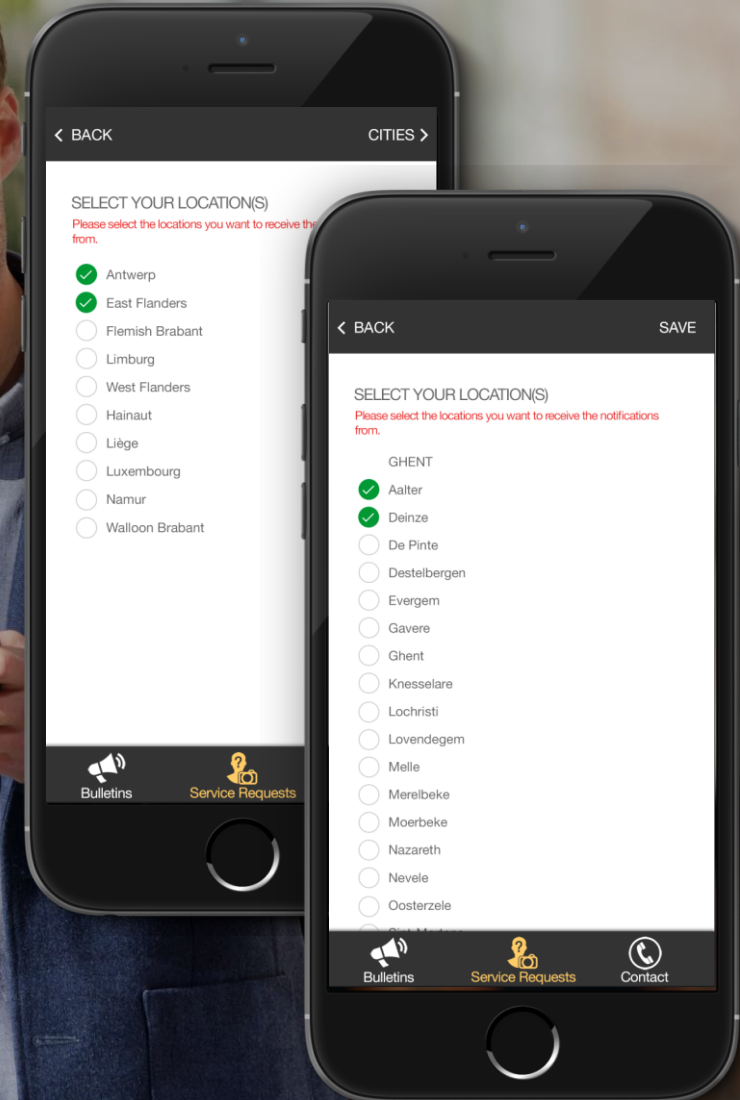
Send To Residents GEO-targeted Communications & Information.

CommunityConnectSM 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.

CommunityConnectSM 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 of GEO-tagged information from residents.



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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.

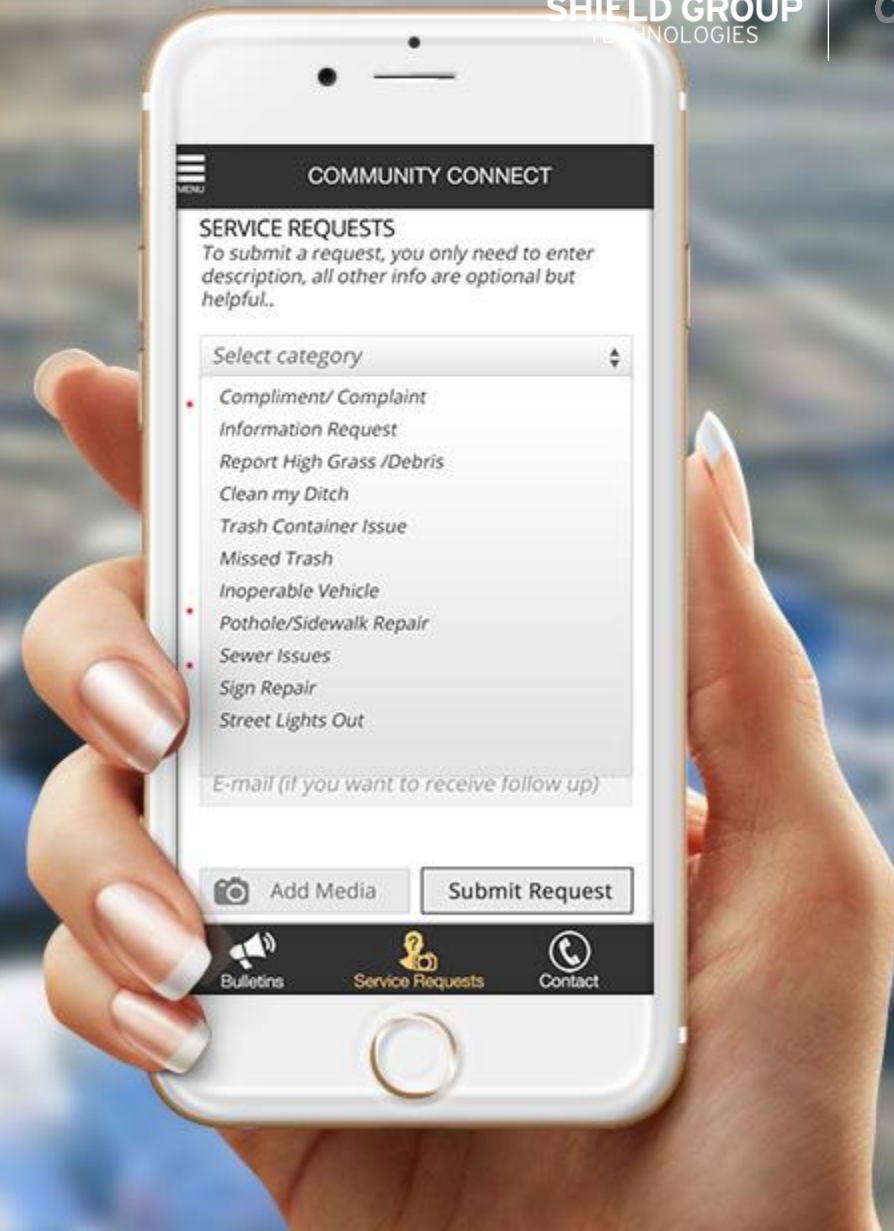


Receive From Residents Real-time, GEO-Tagged Information or Requests for Service

With CommunityConnectSM 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**

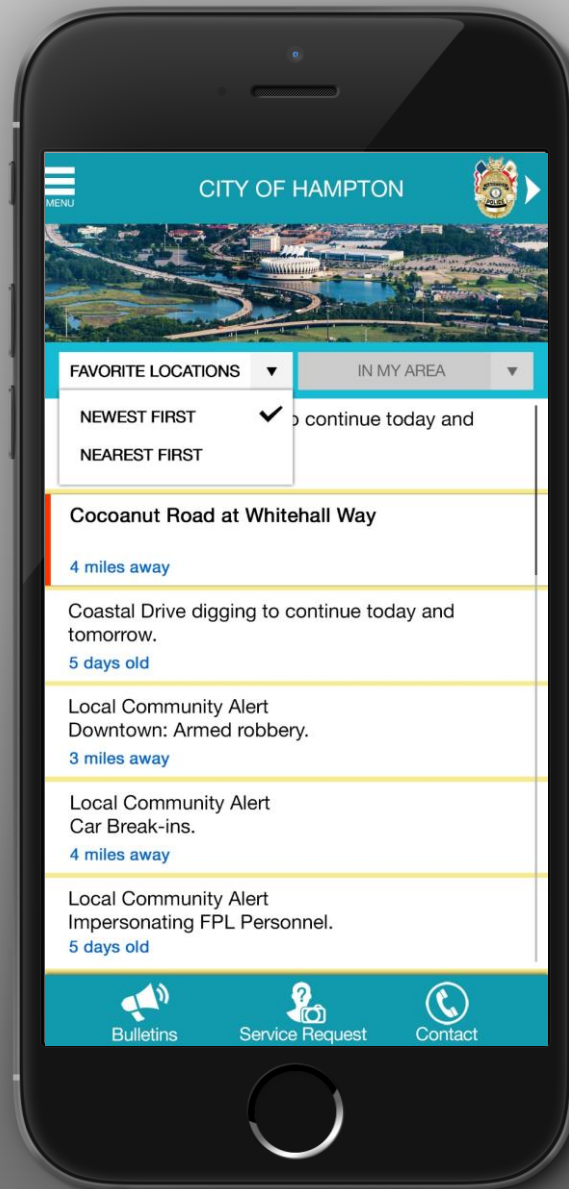
Web Interface for PC and Tablet Access

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 CommunityConnectSM 311. It has all of the power to control and direct information of the CommunityConnectSM 311 mobile technology.

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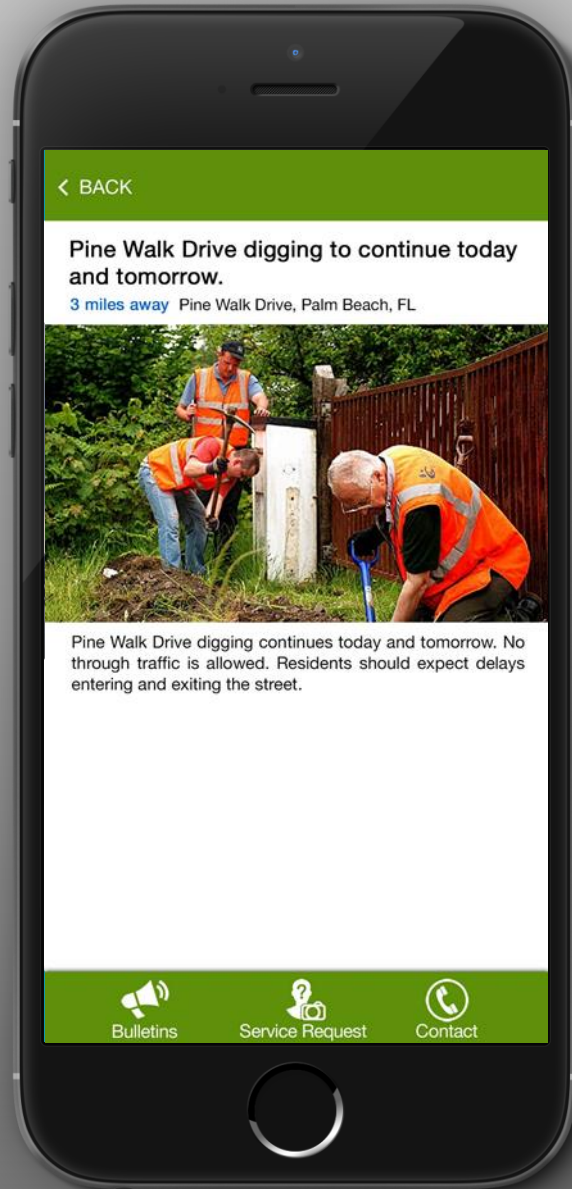
Mobile Application Overview

Platforms: iOS, Android



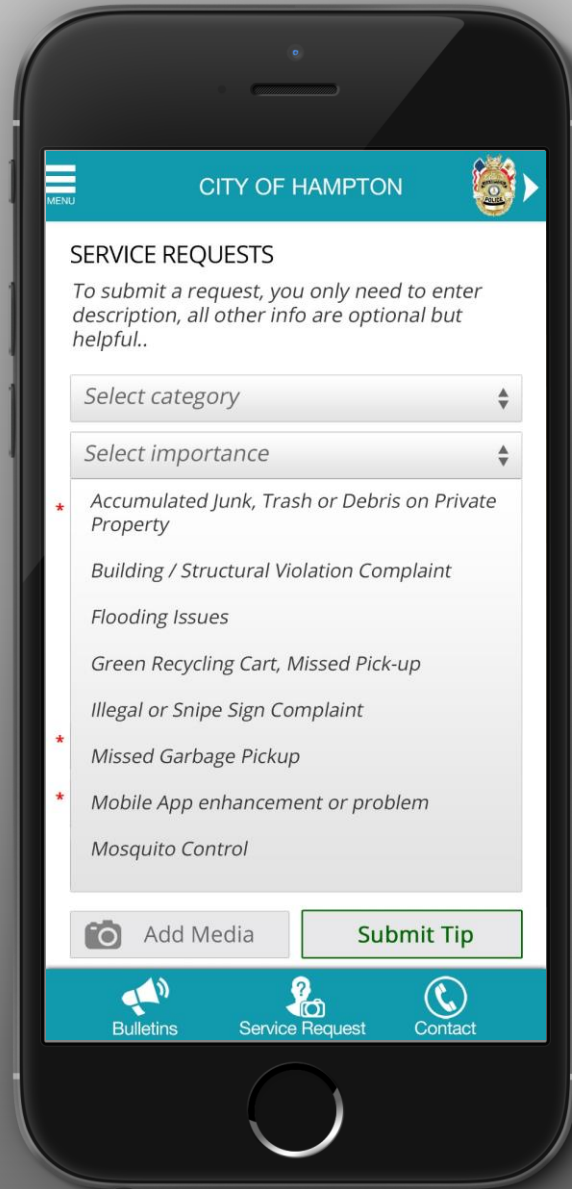
01. GEO-Targeted Notifications and Bulletins from Local Government and Law Enforcement

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



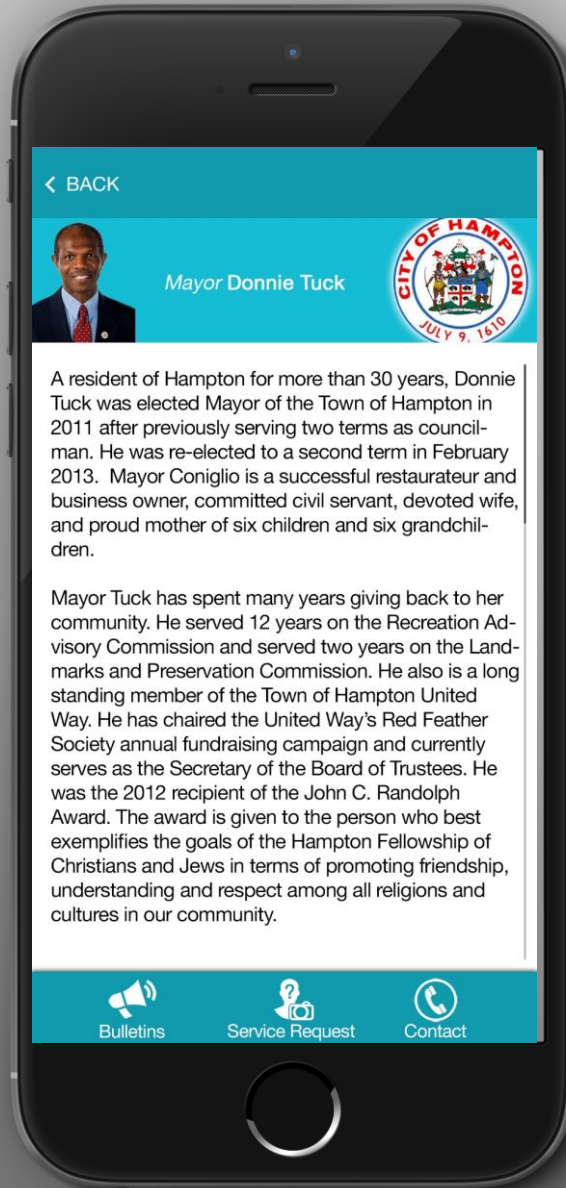
02. Detail of GEO-Targeted Bulletins from Local Government and Law Enforcement

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

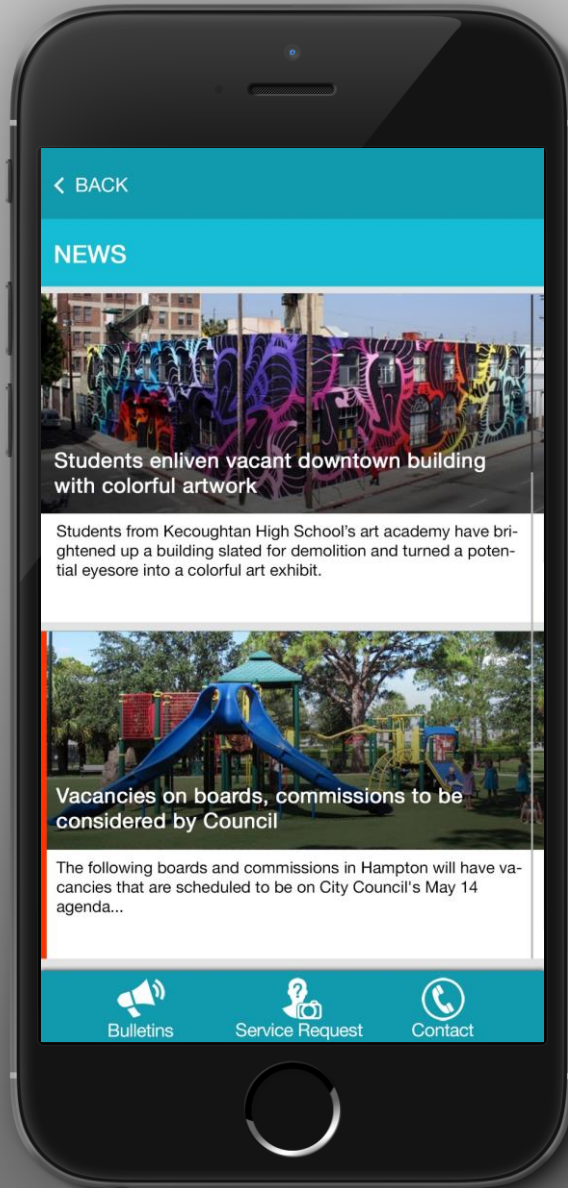


03. Service Requests

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.



04. Information About Community Leaders



05. News from Local Government and Law Enforcement

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



06. Community Contact 311 Information

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

COMMUNITY CONNECT

Content Management System Overview

Dashboard

Requests

Bulletins

+ New Bulletin

Message

Administration

Category Rules

Forwarding Rules

Administrators

Help

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Latest Requests and Info

View all

Search

Display

All

|

Low

(24)

|

Medium

(9)

|

High

(9)

|

Trash

(3)

«

<

1

>

»


of 18

TIP ID #2382

From Matt O'Reilly (561 321 7654) about Tree in Road at 12.14.2016 02:05pm from Corner Jungle Road and A1A, Palm Beach

Tree down in south bound lane blocking traffic.

LOW FORWARDED




TIP ID #2382

From Matt O'Reilly (561 321 7654) about Tree in Road at 12.14.2016 02:05pm from Corner Jungle Road and A1A, Palm Beach

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Tree down in south bound lane blocking traffic.

LOW FORWARDED



Live Bulletins

View all

Pine Walk Drive digging to continue today and tomorrow.

October 10th, 2016, expires in 2 days

Coconaut Road at Whitehall Way.

October 11th, 2016, expires in 2 days

Pine Walk Drive digging to continue today and tomorrow.

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Coconaut Road at Whitehall Way.

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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.

Dashboard

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Community Requests and Info

Search

Please select the categories you'd like to see in the list below. Selected tips can be validated, deleted or exported in various formats.

Categories

Category 1 ☒

Category 2 ☒

Category 3 ☐

Category 4 ☐

Category 5 ☐

Category 6 ☐

Matt O'Reilly

Tree down in south bound lane blocking traffic.

More Info

02. Community Requests and Info (Inbound)

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

Dashboard

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TIP ID #2382

From Matt O'Reilly (561 321 7654) about Tree in Road at 12.14.2016 02:05pm from Corner Jungle Road and A1A, Palm Beach

Priority

Forward

Delete

Print

Tags

separate with commas

Add

Tree down in south bound lane blocking traffic. Tree needs to be removed immediately. We are waiting for your response teams.



IMPORTANT

FORWARDED

Forwarded to john@kimley-horn.com, anthony@kimley-horn.com

Tip Location

This is where the tip is sent from.

03. Activity Detail (Inbound Information)

Sample of an incoming activity report.

Dashboard

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Bulletins

+ New Bulletin

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TIP ID #2382

From Matt O'Reilly (561 321 7654) about Tree in Road
at 12.14.2016 02:05pm from Corner Jungle Road and A1A, Palm
Beach

Priority ▼ Forward Delete Print

Tree down in south bound lane blocking traffic. Tree needs to be
removed immediately. We are waiting

Tags: Add

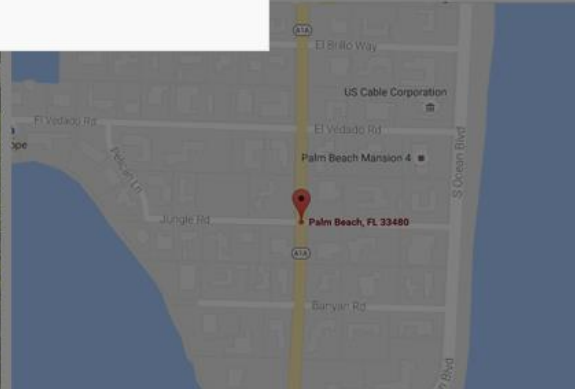
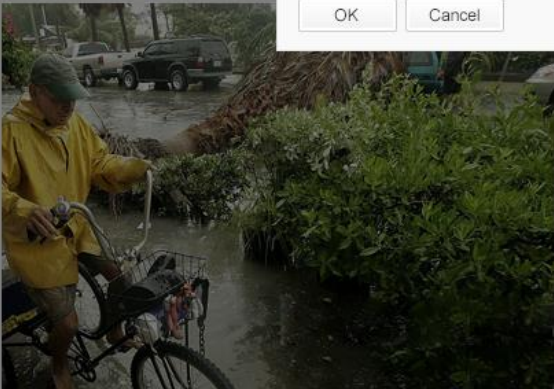
IMPORTANT FORWARDED

Forwarded to john@kimley-horn.com,

OK Cancel

John@kimley-horn.com, anthony@kimley-horn.com

El Brillo Way
US Cable Corporation
El Vedado Rd
Palm Beach Mansion 4
Palm Beach, FL 33480
Jungle Rd
Banyan Rd
S Ocean Blvd



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.

Dashboard

Requests

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Live Bulletins

Search

You can create bulletins for your community in this screen. Use Duplicate button to use a previously created bulletin.

New Bulletin

Select [All](#) | None

Duplicate

Delete

«

<

1

>

»

☐ Coconaut Road at Whitehall Way
Final phase work on undergrounding crossing Coconaut Road at Whitehall Way ...
Posted at 12.14.2016 02:05pm Expires in 1 day

Edit

Push

☒ Pine Walk Drive digging to continue today and tomorrow.
Pine Walk Drive digging continues today and tomorrow. No through traffic is allowed ...
12.15.2016 02:05pm Expires in 1 day

Edit

Push

☐ Coconaut Road at Whitehall Way
Final phase work on undergrounding crossing Coconaut Road at Whitehall Way ...
Posted at 12.14.2016 02:05pm Expires in 1 day

Edit

Push

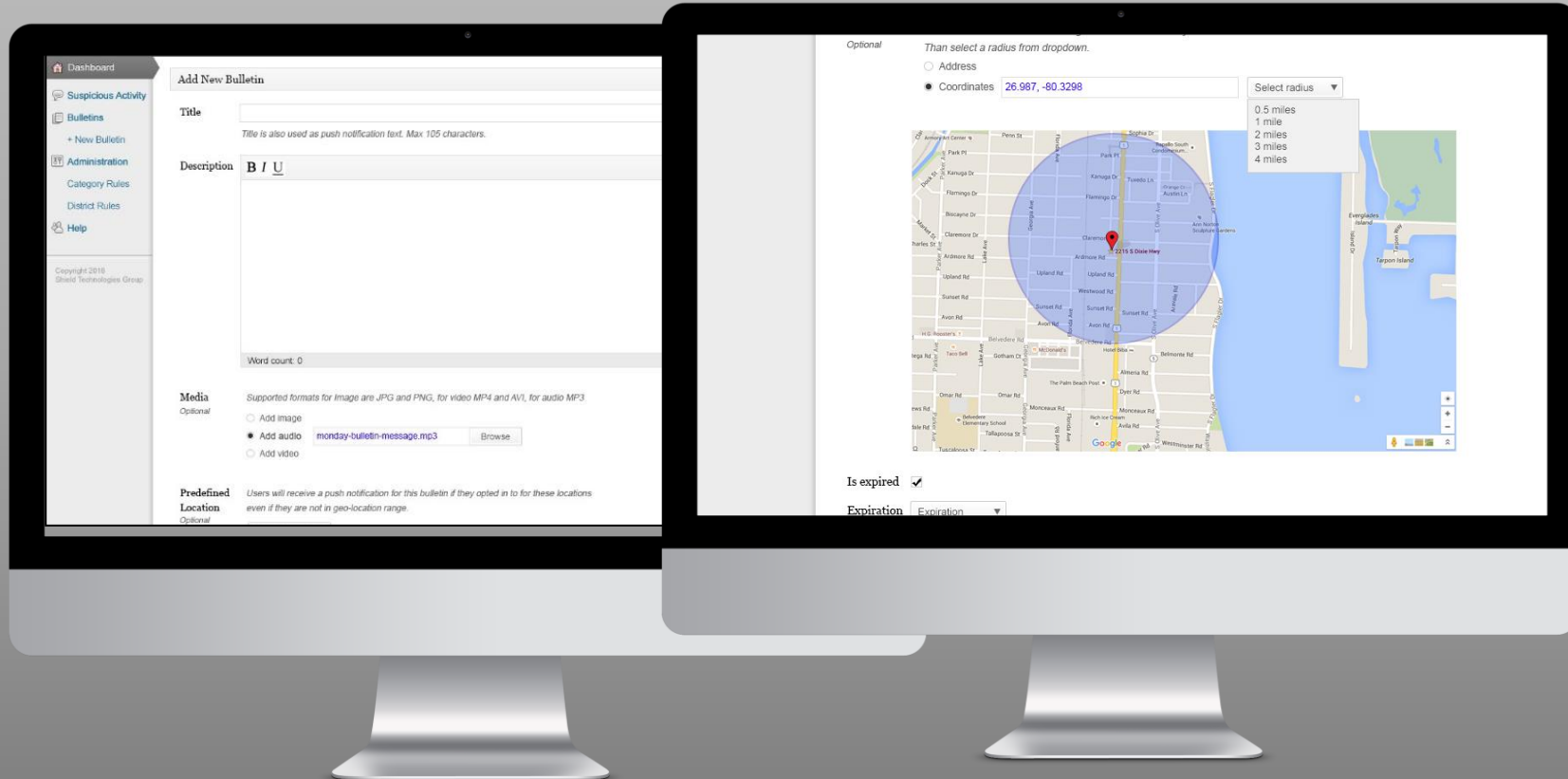
☐ Pine Walk Drive digging to continue today and tomorrow.
Pine Walk Drive digging continues today and tomorrow. No through traffic is allowed ...
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Edit

Push

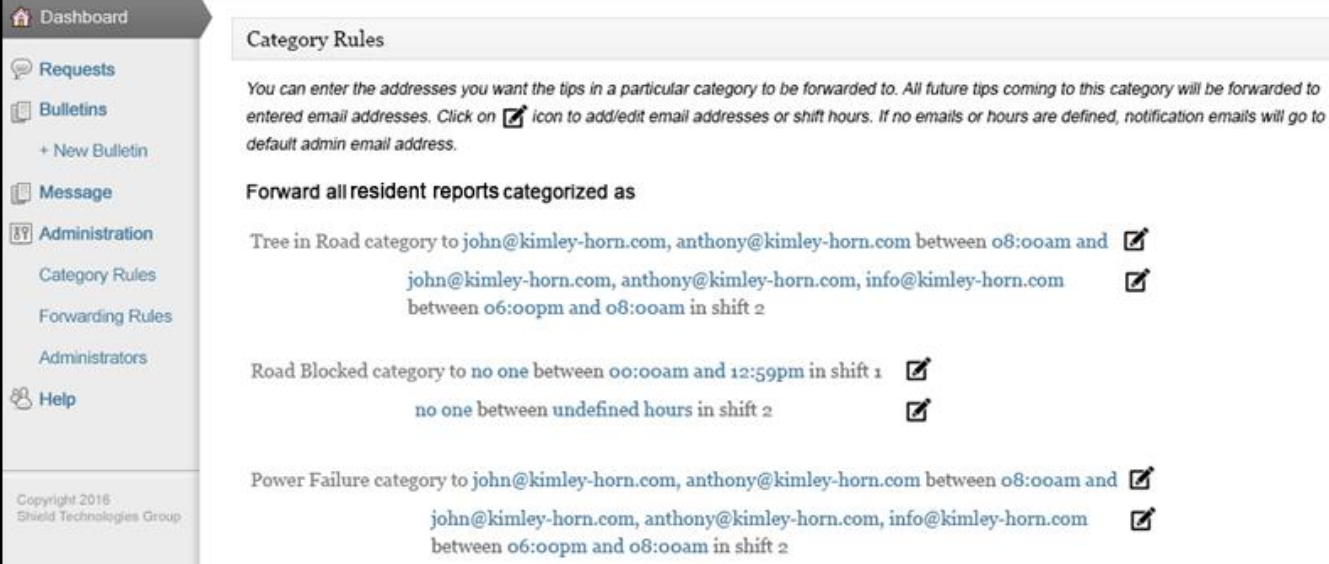
05. Community Connect 311 Geo-Targeted, Push Bulletins (Outbound)

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



06. Creating an outgoing Bulletin

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




Dashboard



- Requests
- Bulletins
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Category Rules

You can enter the addresses you want the tips in a particular category to be forwarded to. All future tips coming to this category will be forwarded to entered email addresses. Click on  icon to add/edit email addresses or shift hours. If no emails or hours are defined, notification emails will go to default admin email address.

Forward all resident reports categorized as

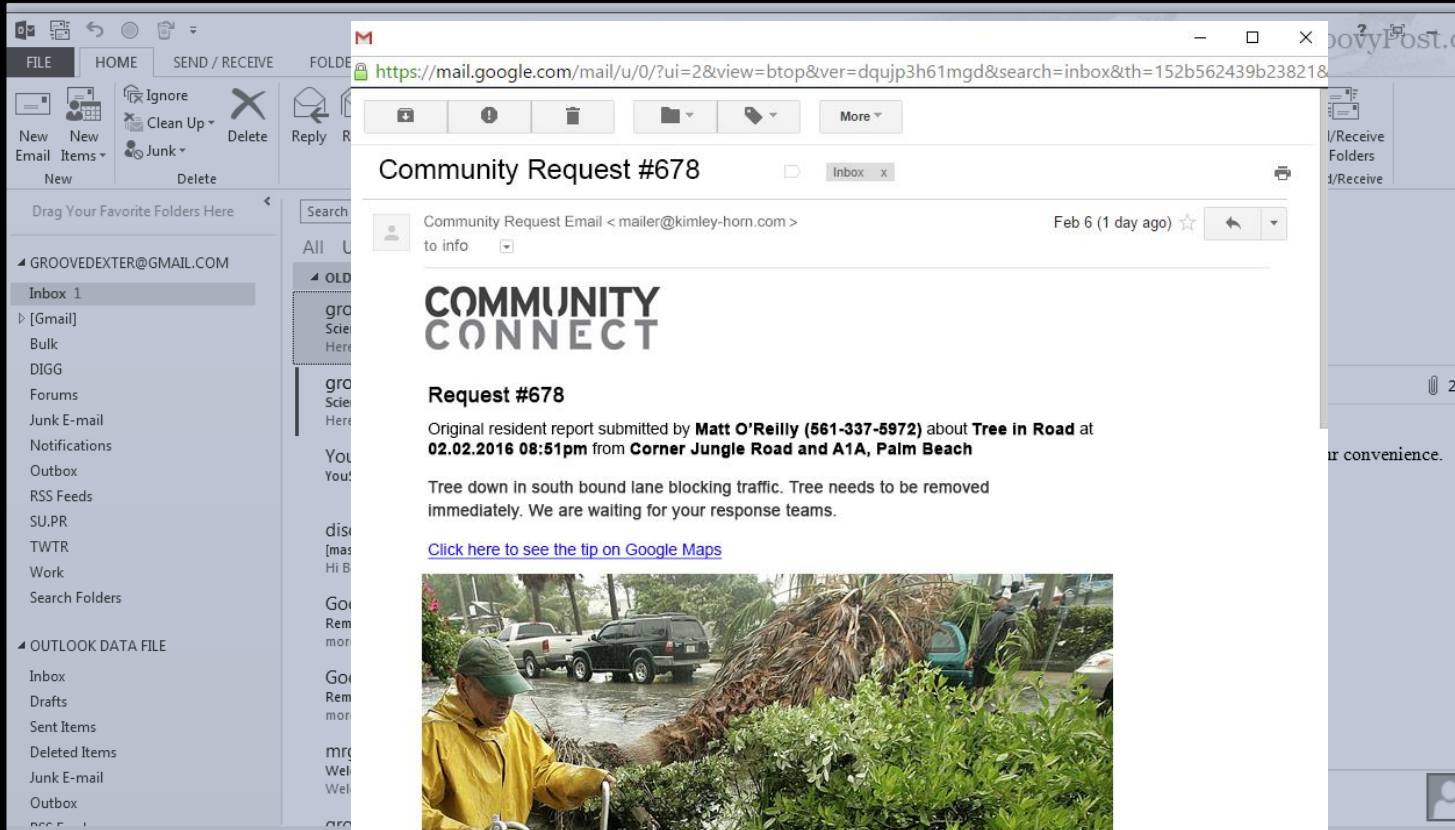
Tree in Road category to john@kimley-horn.com, anthony@kimley-horn.com between 08:00am and 
john@kimley-horn.com, anthony@kimley-horn.com, info@kimley-horn.com 
between 06:00pm and 08:00am in shift 2

Road Blocked category to no one between 00:00am and 12:59pm in shift 1 
no one between undefined hours in shift 2 

Power Failure category to john@kimley-horn.com, anthony@kimley-horn.com between 08:00am and 
john@kimley-horn.com, anthony@kimley-horn.com, info@kimley-horn.com 
between 06:00pm and 08:00am in shift 2

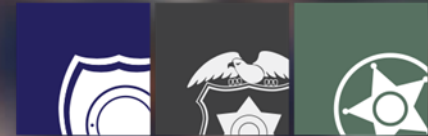
07. Forwarding Rules for Categories

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.



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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