CitCom

Benefits of CitCom for your municipality

1. Improving the security and protection of your citizens

- **Unmatched Speed When It Matters Most:** In emergencies, every second counts. Launch up to 1 800 simultaneous calls per minute, send SMS quickly, fire off 15 000 emails every second and activate on-site web banners instantly.

- **Ultra-Fast Alert Triggering:** Instantly create or select distribution lists—whether on the fly or preconfigured in advance—and send alerts in under 30 seconds.

- **Effortless data import for maximum reach:** Allows you to connect with a wider citizen base, maximizing the impact and effectiveness of your alert communications

- **Peace of Mind, Guaranteed Uptime:** Benefit from 100% availability, proven over 6+ years with our redundant server architecture – a communication system you can trust.

- **One annual fee - it covers everything, no usage or hidden charges**: Forget usage charges and hidden costs – just simple, predictable pricing.

- **No app download required:** Seniors and non–tech-savvy users receive emergency alerts effortlessly. Unlike apps that default to “deep sleep” when unused - resulting in missed notifications – CitCom always ensures reliable delivery.

- **Automatic Annual Update of Contact Information:** Benefit from an annually updated Citizens database, ensuring optimal and immediate communication with each citizen.

- **Personalized, Multilingual Messaging:** Combat misinformation by delivering every alert (calls, text, email) with a personal greeting (e.g., “Hello, Mr. Smith”) in each citizen’s preferred language.

- **Empowering Two-Way Communication:** During an alert, CitCom provides an easy channel for citizens to communicate their specific needs directly to local authorities, enhancing safety and response effectiveness.

- **Lightning-Fast Alert Delivery:** Our smart algorithm optimizes speed by initially contacting a single resident per address.

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- **Generate Precise Geo-Targeted Lists in Under a Minute:** Instantly create on-the-fly distribution lists to reach the right audience… with the right message… the first time!
- **Mobilize Your Team Instantly:** Reach all concerned employees within seconds, amplifying the speed and effectiveness of your response.
- **Real-time delivery confirmation:** Monitor citizen acknowledgments via voice calls, SMS, and email for full visibility of your alerts.
- **Live Performance Analytics:** Gain immediate insights with comprehensive statistics during and after each alert.
- **Robust Protection for Citizen Privacy:** Access to personal data is strictly controlled, with user warnings and comprehensive logging to ensure confidentiality and accountability.
- **Speak Their Language, Effortlessly:** Deliver multilingual communications based on individual citizen preferences, with easy one-click AI translation.
- **Databases and website are hosted in Canada:** Canada is a recognized world leader in privacy legislation, and an ideal location for hosting business-critical applications. With CitCom, your citizen data always stays securely within Canada.
- **Hassle-Free Profile Updates:** Citizens manage their information securely without passwords.
- **Dedicated Emergency Phone Number offered:** Safeguard your city's main lines and provide citizens with on-demand access to critical alert playback. This is especially important, since many citizens ignore calls from unfamiliar numbers.
- **Real-time dynamic web banners:** Instantly push and update alerts live on your municipality’s website.
- **Seamless Website Integration:** Easily embed 'My Account' access and alert banners.

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2. Citizens Portal: Enhancing Citizen Engagement

- **Exceptional Value for Citizens:** Custom and relevant City Calendar, quick access to the resource directory, simplified searches for faster results.
- **Increased Citizen Participation:** The portal provides Citizens with an intuitive platform to report issues, share opinions, or ask questions effortlessly.
- **Mobile App Available Now:** Our "Citizen Portal" app, is ready to be published on Google Play and the App Store, and be customized with your logo and branding.
- **Easy Integration with Your Website:** Integrate the portal into your website with just a few lines of code.
- **Advanced Customization and Intuitive Navigation:** Portal presentation tailored to your needs. Designed for easy use by everyone, even those less familiar with technology.

3. Modernizing Your municipality's Image

- **Positive Branding:** Adopting a modern and efficient alert system and citizen portal showcases your city/municipality's commitment to citizen safety and well-being, while presenting a forward-thinking image.
- **Comprehensive Resource Directory:** Offer a complete directory of local community organizations and resources, including detailed contact information. Citizens can also suggest additions or deletions to keep the directory up-to-date.
- **Promoting Citizen Consultation:** The integrated citizen portal can be used to engage Citizens on key projects or decisions, fostering participation and transparency.
- **Dedicated Mobile App:** Publishing a personalized mobile app strengthens Citizens' positive perceptions of their municipality.