San Diego County Genasys Protect "EVAC" Training of Trainers

Evacuation & Repopulation Management Software

EVAC Training January 2024

GENASYS.COM

Objectives:

- Introductions and Expectations
- Logging in
- Review County Alert & Warning Process
- Evacuation & Repopulation Workflow
- Changing Zone Status
- Add Arrival Point
- Add Traffic Control Point
- Review "Basic 3"
- Tabletop exercises
- Fire Sims
- System Overview

Download and Bookmark On All Devices

Mobile Applications

Web-Based Applications

- Protect.Genasys.com Public Facing Website for Evacuation & Repopulation Information

- app.zonehaven.com Public Safety login for "EVAC" Evacuation & Repopulation Management Public Safety access through February, then Single Sign On

- Alert (GEM) accessed through Single Sign On

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EVAC, PROTECT & ALERT/GEM EXPLAINED

"EVAC" Evacuation & Repopulation Management Software

Identify the area (zone) under impact using EVAC, Protect, or Map Book

- Message Formation – determine the status level and desired response

- Agency Coordination

"PROTECT" Mobile app/website for the Public

- Community awareness site where the public can get information directly from local authorities
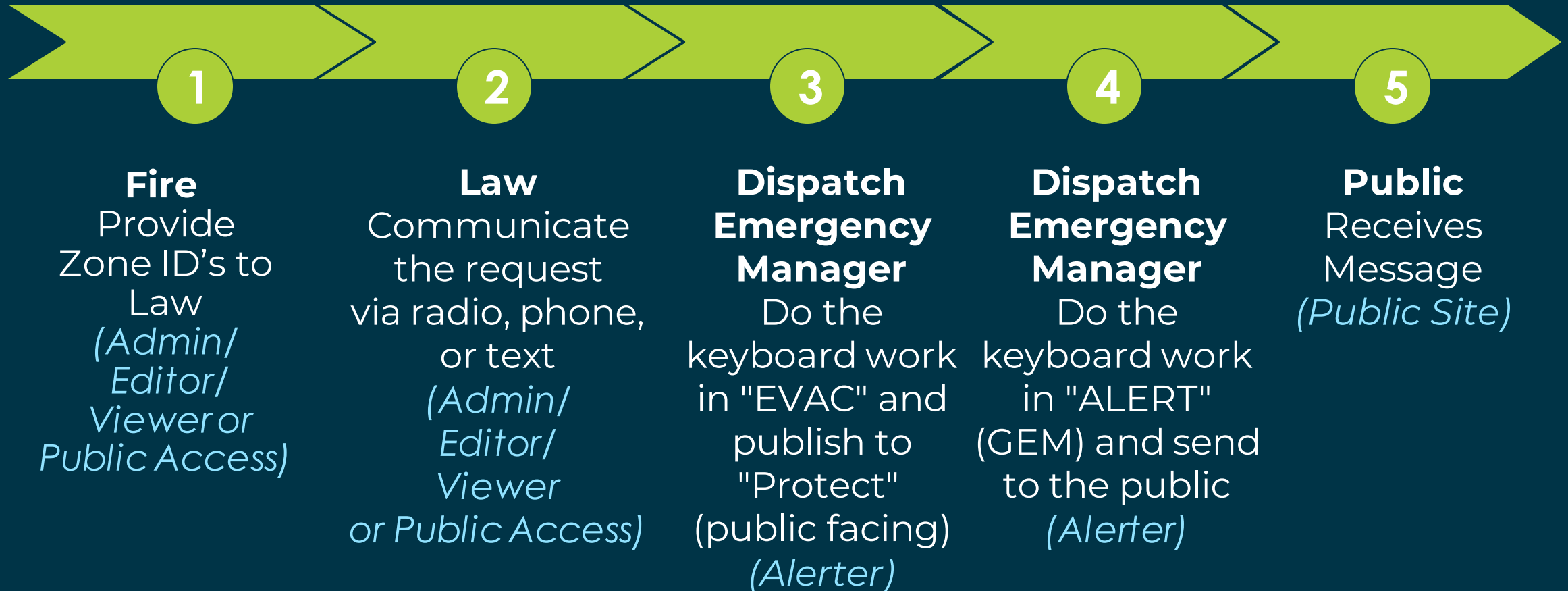
"ALERT" Alert San Diego Public Alerting System (GEM)

- Delivery to Public via WEA/IPAWS, SMS, email, voice, mobile app

WORKFLOW CoSD

Status called in from the field and keyboard work done in EOC or Dispatch in "EVAC" Evacuation & Repopulation Management Software and "Alert" Alert & Warning Software

1

Fire
Provide Zone ID's to Law
(Admin/ Editor/ Viewer or Public Access)

2

Law
Communicate the request via radio, phone, or text
(Admin/ Editor/ Viewer or Public Access)

3

Dispatch Emergency Manager
Do the keyboard work in "EVAC" and publish to "Protect" (public facing)
(Alerter)

4

Dispatch Emergency Manager
Do the keyboard work in "ALERT" (GEM) and send to the public
(Alerter)

5

Public
Receives Message
(Public Site)

System Overview

"EVAC" Evacuation & Repopulation Management Software

User Roles

ADMIN
- Add/remove users
- Assign user roles
  Edit zone data

EDITOR
- Edit zone data
- Change internal zone status

ALERTER
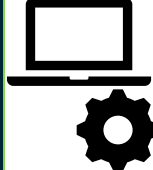- Change zone status & push to the public

System Admins serve as the gatekeepers to the county system during implementation and beyond.

Requests for access to zone data from outside entities will be referred to the primary admin.

Editors are stakeholders with permission to change zone data and make "internal only" zone status changes.

Editors serve an important role in developing evacuation pre-plans and in finalizing zone boundaries.

An admin or editor can also have "Alerter" privileges. This role is what allows a user to make status changes community visible.

Viewer
Can see what's in the system but can't make changes

LIVE DEMONSTRATION & DRILL

REFERENCE MATERIALS: CoSD EVAC Field Card

PRIMARY FOCUS - INCIDENT SPECIFIC TRAINING

- **Change Zone Status** – Push Internal Only (Not to public)

- **Change Zone Status** – Push to Public

- **Add Road Closure and Traffic Control Points** – Toggle On/Off

- **Add Arrival Points** and Toggle On/Off

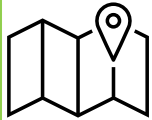- **Use Zones as target area in "ALERT" (GEM)** - Send to public *Comms Only in Training Mode*

SYSTEM OVERVIEW

- User Profiles

- Layers

- Filters

- Splits/merges

- PDF Pre-Plans

- Simulations/Hazard Library Review & Use

FAIL-SAFES:
We've got you covered!

ZONE BOUNDARY ACCESS
Map Books

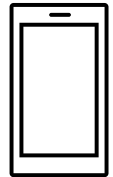**PHONE NUMBERS**
Contacts

Consistent Messaging

- CoSD Map Books will be provided for patrol vehicles
- PDF Pre-Plans (QR code accessible)
- Identifying affected area (zones)
- Tablet Command
- Public Site/Mobile App

- Included in Map Books
- Can be included in PDF Pre-Plans

- Templated messages for the reason box (available in ALERT/GEM)
- Create and distribute workflow process

EVAC HELP CENTER

https://help.genasys.com/articles/help-for-evac-users

RESOURCE OVERVIEW

- Help Center videos and articles

- Vector Solutions

- Contacting Support

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Thank you!

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