

SAN DIEGO POLICE DEPARTMENT ORDER

DATE/TIME: JUNE 03, 2024 1105 HOURS
NUMBER: OR 24-17
SUBJECT: GENASYS EVAC AND PROTECT SOFTWARE
SCOPE: ALL MEMBERS OF THE DEPARTMENT
DEPARTMENT PROCEDURE AFFECTED: DP [8.20](#)

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The Critical Incident Management Unit (CIMU) has been working with the County, PD Communications, SD Fire Department, City IT, and the Department's IT to implement a new evacuation management software called Genasys Evac & Protect (formally known as ZoneHaven). The region purchased this software to upgrade the ability for all agencies in the county to work evacuations in a more efficient and effective way, as well as to make sure everyone in the county is operating under the same protocol and mapping platform when it comes to conducting large scale evacuations or notifying the community of hazards. This system will replace the current Public Safety Map Grid.

The software consists of an internal side called "Genisys Evac," which can be used in the field at an incident command post (ICP), as well as a public-facing side called "Genasys Protect." The program also integrates with the GEM system used by Communications Division to send out reverse 911 and Wireless Emergency Alert (WEA) communications to the community, helping to streamline the processes of providing evacuation information from an ICP to Communications Division. The system will be able to provide the public with near live information regarding any type of large-scale event or emergency via the Protect application requiring possible evacuations.

These programs are another tool to notify the community of hazards in an area. It shall only be used for emergency communications regarding a hazard to the community and it shall not be used for normal day-to-day activity, as the Department does not want the public to become fatigued by over-alerting.

The levels of access to the system are as follows:

- **View Only:** Personnel with this level will be able to log into the software and see any information available in the software. All police department personnel will have this level of access.

- **Editor:** Personnel with this level will be able to make changes to zone status (such as issuing an evacuation order or warning) and add other critical data such as temporary evacuations points, shelters, traffic control points, etc. Editor's changes will only be viewable internally on Evac, they will not be published to the public on Protect. Sworn personnel at the rank of Sergeant and above will be given editor access once they have received the in-person training on the system.
- **Alerter:** Personnel with this level of access have all the above access, plus the ability to publish to the public facing website. Communications Supervisors and above (primary for alerting), as well as CIMU personnel and Media Relations personnel (as a backup) will have alerting access once they have received the in-person training on the system.

The EVAC application is integrated with your city OKTA account and can be accessed:

- Via desktop on the PD intranet landing page under the "Applications" tab.
- Via MCT on the MCT intranet landing page under the "Resources" tab.

For times with no internet connectivity, the zone maps can be accessed:

- Via hard copy map book being provided to each patrol command, duty lieutenants, and CIMU.
- Via PDF version hard loaded onto all MCTs in the "CIMU Tool Kit" folder on the desktop.

Effective immediately, all department members have been given view-only access to the program. Once members who meet the above criteria complete the necessary training, their access level will be elevated appropriately. For personnel who have completed the Success Factors video introduction training below, it is recommended that you log into the system to test your access and get oriented with its use.

Effective immediately, department members will utilize the new Genasys zone maps when conducting evacuations or notifying the public of hazards. Use of The Public Safety Map Grid will be discontinued.

Definitions of common terminology listed in 8.20, such as "evacuation order" or "evacuation warning," have not changed and should continue to be used with this new system. A new status of "advisory" is being added with the new system. Advisory should be used to notify the public of a hazard that does not, and is not likely to, require an evacuation. An example of this might be an active code-11, Evac could be used to put out an "advisory" to the public in the general vicinity of law enforcement activity in the area and to please stay clear. Additionally, it should be noted that the laws and procedures regarding when a WEA or reverse 911 can be used did not change with the implementation of this system.

Listed field personnel, who have completed the in-person training, and have been given "editor" access will be able to use the system to provide critical information to the Communications Division regarding areas to be evacuated and other important locations, such as temporary evacuation points etc.

Personnel who make changes in EVAC to a zone status, shall immediately call the Communications Desk and request to speak with the Communications Supervisor to advise them of the changes and provide them further instructions from the unified incident command as to making the changes “community visible” and completing necessary notifications to the public, such as a WEA and reverse 911.

If it is determined that an incident is severe enough to warrant issuing a WEA and reverse 911, EVAC shall be updated with pertinent information and made “Community Visible” (published to the public). However, there may be times in which less severe incidents, such as the “advisory” example listed above, might warrant utilizing the Evac system without the need to initiate a WEA and Reverse 911.

At the end of an event, when the hazard is no longer a concern, any affected zones should be placed back in “normal” status, and any important points must be removed. It is the responsibility of the person who created the changes to complete this task. If that person’s shift is ending, they must make their relief aware of the changes made and pass that responsibility to that person.

Over the next year, numerous new developments and upgrades to this system will come online as the vendor, Genasys, takes feedback from agencies utilizing the program and the community, and makes improvements, some of which are currently in development. As these changes go live, updated training will be provided, if required. To provide feedback regarding this application, please contact CIMU.

City personnel from the Fire Department and Officer of Emergency Services will also be provided with various levels of access. All public safety agencies in the County have access to the system.

TRAININGS

Alerter:

In-person training for “alerter” status was provided to Communications Division on May 21, 2024. All other personnel requiring “alerter” access will work with CIMU to obtain the training.

Editor:

In-person training for “editor” status is being provided to sworn sergeants and above during this summer’s “command training.” All other personnel requiring “editor” access must work with CIMU to obtain the training.

All Personnel:

To understand how to use the Genasys Evac and Protect, all members of the Department **shall** view the updated “*Genasys Evac & Protect Training*”, through their individual Success Factors account. To access the training, do the following:

1. Using the Google Chrome browser, log onto Success Factors via **(Deleted – records of security)**
2. At the first OKTA screen, select the “SuccessFactors” (Production) tile to access the application and then select the “My Learning” tile to access the learning module.

3. Make sure you see the word “Find Learning” in the upper left corner of the screen. There, you will see a box that contains a search line which reads, “What do you want to LEARN today?” In that search box, type “*Genasys Evac & Protect Training*” (note the spacing in the title).
4. A list of courses will show up on your screen. Select “*Genasys Evac & Protect Training*” and then click on “Start Course” in the lower left corner of the course’s tile.
5. On the next screen, there will be a link in blue font; “*Genasys Evac & Protect Training Training Video.*”
6. Click on “*Genasys Evac & Protect Training Training Video*”. The system will ask if you want to “Open” or “Save” the application. Click “Open.” The video may take a few minutes to load before it plays automatically. At the conclusion of watching the video, you must click “Agree” at the bottom of the screen to ensure you receive credit for viewing the video.

All personnel shall complete this training by June 28th, 2024

Any questions regarding Genasys Evac or Protect, please contact the CIMU

Any questions regarding SuccessFactors, please contact In-Service Training, (**Deleted – records of security**)

Procedure 8.20 (Evacuations) is being amended to reflect the listed changes.

Please read at squad conferences and give a copy to all personnel.