

Zonehaven Community Outreach FAQs

What is Zonehaven?

Zonehaven is a software company that develops tools to help communities and first responders more effectively plan, communicate, and execute evacuations. Our evacuation management platforms are part of the Genasys arsenal of emergency management tools.

What is Zonehaven AWARE?

Zonehaven AWARE is a web-based platform for community members. Residents can look up their address using the search bar to find evacuation information for their area. To learn more about how to find your Zone and what the provided information means, visit our [Help Center](#) and check out [this article](#).

Why are evacuation Zones important?

Pre-established evacuation Zones help fire, law, and emergency service agencies prepare for, streamline, and reduce confusion around the evacuation process so that roads are clear for those who need to evacuate quickly. By evacuating the most at-risk Zones first, emergency personnel are able to manage the traffic flow and more easily prevent the traffic jams that occur when an entire town or city tries to evacuate all at the same time. It also provides a common reference system for all first responders and the community.

When I enter my address into the Zonehaven AWARE site, why don't I see the best route to evacuate? How will I know where I should go?

Evacuation routes are always incident-specific because the best route to take is always relative to the location and type of threat. When an emergency evacuation occurs, make sure to check your county's alerts and open Zonehaven AWARE to review the status of your Zone. When it's time to evacuate, pay close attention to your surroundings and look out for law enforcement directing traffic.

To prepare further, you should become familiar with your Zone, both on the platform and out in the real world. Take the time to walk or drive around areas in your Zone that you are less familiar with and locate the fastest routes to nearby freeways to ensure you are familiar with the various ways of getting in and out during an emergency. Ideally, you should be able to find your way even without access to a map or if you lose internet access. We recommend taking a screenshot of your Zone and its surrounding area, printing it out, and drawing out multiple potential exits that you can reference in the case of a disaster.

What am I supposed to do with the information once I "know my Zone"?

1. After getting familiar with the Zonehaven AWARE site, you should bookmark the site on your phone and computer for easy access during an emergency (check out [this help article](#) for information on how to save AWARE to your smartphone).
2. Write your Zone down and place it on your fridge or in an easily accessible location.
3. Write down additional Zones of interest. For example, the Zone for your work office, childrens' schools, family members' Zones, etc.
4. Talk to your family and friends to ensure they know their Zone. Exchange Zones so you can check on each other's Zone status during an emergency.
5. Pack your go-bag with essentials. (Reference: <https://www.ready.gov/kit>)

6. Make a plan.
7. Practice your plan to check that everything runs smoothly and ensure you and your family members know all of your steps by memory.

What will happen once it's time to evacuate?

During an emergency, first responders will alert you to the threat through your county's alert system (via text, call, or email) and may also post updates on social media. If you have not registered for your county's alert system, do so now to ensure that you are in the loop (if you don't know how to register for alerts, check out [this help article](#)). Pay close attention to the Zones that have an Evacuation Warning and mandatory Evacuation Orders. You can check to see if your Zone has been affected at community.zonehaven.com.

Is there a Zonehaven AWARE app?

At this time, Zonehaven AWARE is only available as a web-based browser (such as Google Chrome, Apple Safari, Microsoft Edge, and Firefox). You can access the site at community.zonehaven.com.

What's the difference between Zonehaven AWARE and Google or Apple Maps? Can I plug in an address and get directions to another location?

Zonehaven AWARE is not a navigation tool like Google or Apple Maps, which means you cannot plot directions or receive evacuation directions.

We recommend downloading the Waze app and using it to navigate during an emergency, as Zonehaven automatically sends road closure information to Waze, which you will be able to see and use to determine your evacuation route. However, please remember that it is crucial to always follow directions from emergency response personnel first and foremost, and connectivity may fail during an emergency, so don't rely on the app to tell you where to go. Be sure to know your area, and have several different evacuation routes planned from your house.

I thought I already had an evacuation Zone, but in Zonehaven AWARE it is different. Did something change?

All Zones in Zonehaven AWARE are published by the county and are authoritative. Zonehaven works directly with each county we serve and all information for a Zone or county listed on the site has been approved by the county. If your county had evacuation Zones before joining Zonehaven, it is possible the boundaries changed to take into account things like population density, law and fire jurisdictions, traffic flow, etc. If you are seeing a discrepancy or have any questions, please contact support@zonehaven.com.

Where does the information in Zonehaven AWARE come from and who keeps it updated?

Your county worked directly with Zonehaven to add and approve all of the information for your Zone, and the appointed emergency response personnel update the statuses and information during emergencies.

Did my county participate in developing our evacuation Zones in Zonehaven AWARE?

Yes! All of the Zones in Zonehaven AWARE have been developed and approved through close collaboration with law, fire, and emergency service agencies in your county.

Can I evacuate before my Zone is in an evacuation order status?

You can certainly evacuate early, or if you see an immediate threat. An incident may behave unpredictably and rapidly, meaning it is possible that your Zone status may not always be updated ahead of the threat. If you feel unsafe, evacuate immediately. Zonehaven AWARE is simply a resource to give you additional information to help you make evacuation decisions.

Why is my Zone identifier so cryptic? Why doesn't it just have a name?

The first three letters represent your city's name (or if you are in an unincorporated area - your county), the E is short for Evacuation, and the last three numbers are the unique code that distinguishes your Zone from the others in your area. This system is consistent across your county and makes it easy for first responders to plan and execute evacuations. The Zone identifier system provides each Zone with a globally unique ID so there is no confusion about which Zone is being referred to.

Do I need to pay to use Zonehaven?

No, you do not need to pay. The cost of Zonehaven is paid for by the county, either through tax dollars, or through grants or non-profits. You can access Zonehaven AWARE any time at community.zonehaven.com.

I noticed that my Zone has a letter attached on the end of it. What is the difference between Zone E005 and E005-A?

During an incident, first responders may need to split your Zone into multiple sections in order to evacuate community members in the most effective way. If your Zone contains a letter on the end (example: E005-A, E005-B, E005-C), this means that your original Zone (E005) was split up. Type in your address at community.zonehaven.com to make sure you have the right information and follow all instructions for the Zone you are given.

Can I find evacuation shelters in Zonehaven AWARE?

Yes, you will have the ability to view temporary evacuation points, which include evacuation centers, shelters, and other resources. Please view an example below. Generally, these evacuation points are not visible to the community until an emergency occurs because the location must be relative to the location and type of incident.