



Handbook

Quick Guide | Zonehaven EMP

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ABOUT ZONEHAVEN

Zonehaven Inc provides an Evacuation Management Platform (EMP) makes it easy for fire, law and OES to build and maintain evacuation plans, train using evacuation simulations and scenarios, and notify agencies and the public in the event of a live emergency. Founded in 2019 and backed by Splunk's Social Impact fund, Zonehaven is the evacuation management platform of choice for regional public safety agencies who want to bring fire, law, OES, and the community together before, during, and after an emergency.

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FIRST STEP TOWARD A STANDARDIZED EVACUATION

With the regional threat of fire, and other hazards, the need to coordinate notifications, evacuation planning, and real-time evacuations are not limited to one city or district. These actions will depend on a regional approach that involves cooperation with fire departments, law enforcement agencies, Public Safety Communications, and the Office of Emergency Services. Therefore, to address these concerns, Zonehaven Inc. has created a platform, called the Zonehaven Evacuation Management Platform.

The Zonehaven application provides the tools to train your local teams and quickly ramp up regional help through intelligent mutual aid. By bringing local knowledge together with regional data and sophisticated simulations, dynamic and up-to-date evacuation plans are always available to put into action, that will allow different agencies in cities, or counties to plan, train and conduct live evacuations.

In this handbook, you will see a quick summary of

1. How to get started with Zonehaven
2. Get your zones in place with the help of fire, law, OES, and CERT
3. Work with evacuation pre-plans

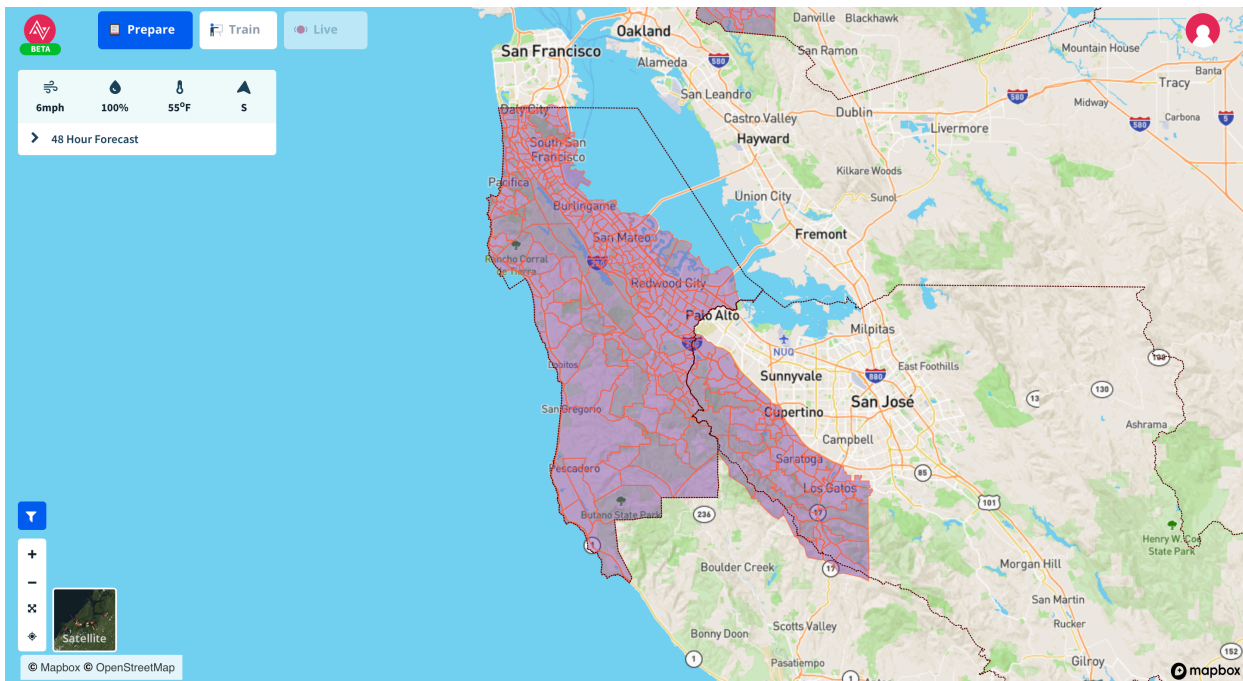
For detailed understanding, refer to our **User Guides**, available at <https://info.zonehaven.com/resources>

1. HOW TO GET STARTED WITH ZONEHAVEN

Zonehaven is a zone-based platform where every county/city is divided into public safety zones based on geography, threat direction, jurisdictional boundaries, population density and more.

Once you are a subscriber with zonehaven, you will have access to all the latest tools, evacuation plans, fire simulations, and alert systems to ensure you and your community are ready for an emergency.

1. Check your mailbox to access Zonehaven EMP through the registration e-mail.
2. Login with your credentials. You will have access to your home-county with your user role.
3. Explore the Zonehaven EMP.



Prepare tab

In the Prepare tab, you get a detailed view of portions of your community, where you can explore zone information to build local and regional context, and facilitate emergency response training and preparedness analysis.

Train tab

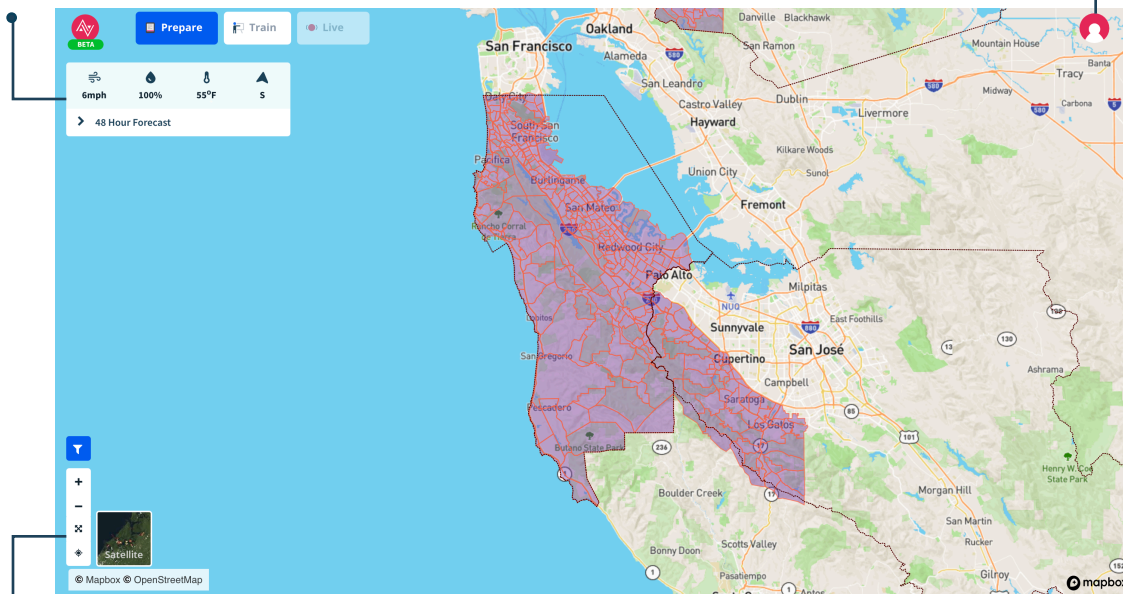
In the Train tab, you run scenarios for different types of emergency situations and understand how many people will have to be evacuated, and what the best way might be to evacuate them. You will also be able to simulate alerts here.

Live tab

Live tab, which is inactive now, is for running a real incident. The functionality in the live tab is exactly same as the train tab so that when the real incident happens, your training should make the process 2nd nature.

View the 48-hour weather forecast and real-time weather conditions based on your current location in the county.

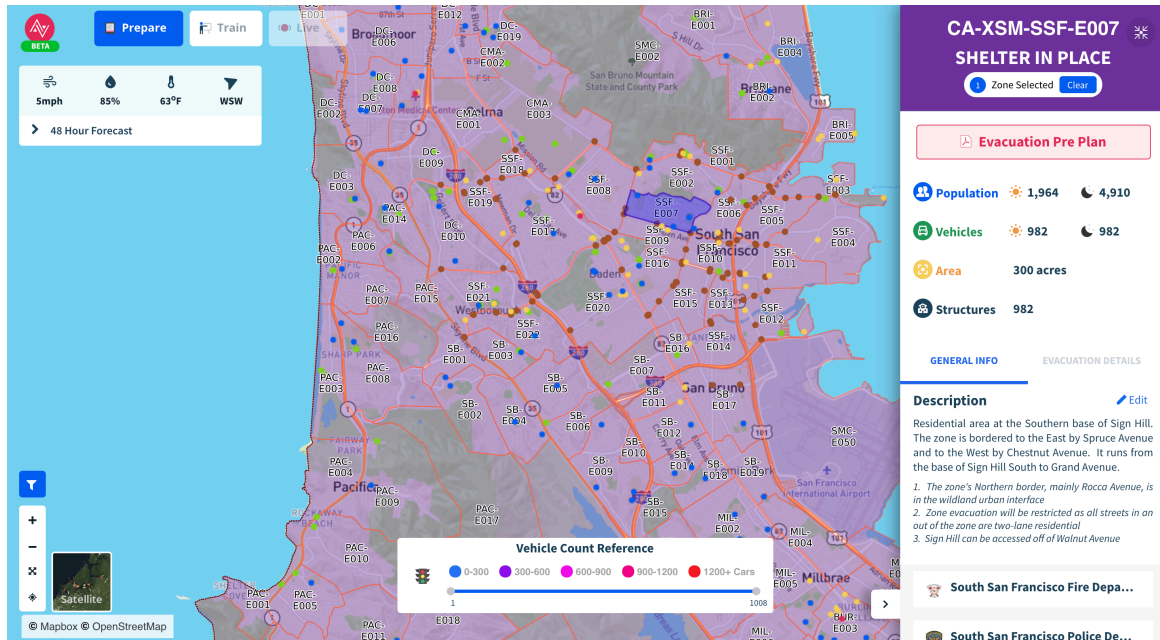
Weather Panel



Map Tool Panel.

Use the plus and minus signs to zoom in and out of the map.

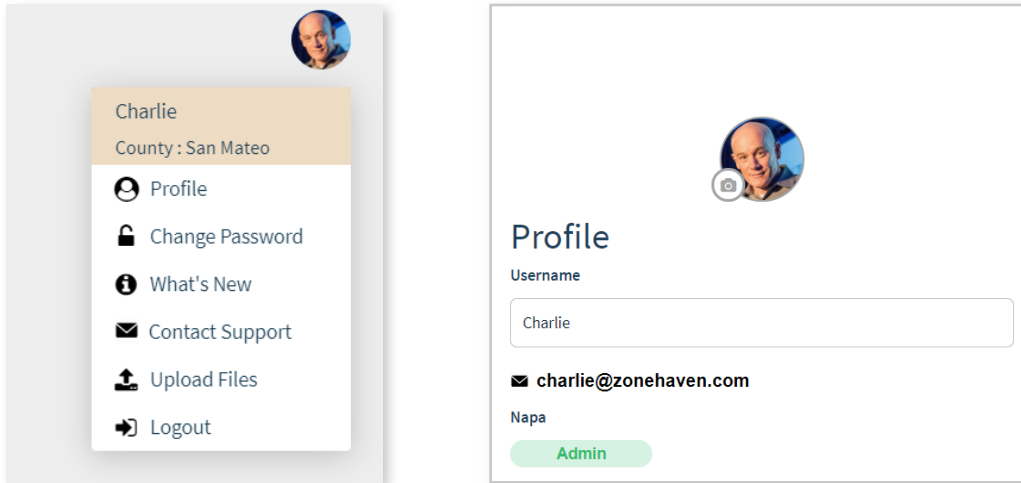
- Click on the zone/zones to activate the right panel. The information panel will display on the right side of your screen allowing you view the zone's most pertinent data at the top such as Population, Critical Evacuation Facilities (or CEFs) etc. If you have Editor status, you will be able to edit any of these properties.



User Roles and Privileges

In addition to your home county, you will have access to all of the jurisdictions participating in the Zonehaven platform. But, you will have different roles and privileges that will be decided at the time of registration by the Administrator. You can have either of these permissions: **Viewer, Editor or Administrator.**

To see your user role, select the person icon on the top right. Select “profile.”



Viewers can see any data and plans in the Zonehaven app as well as create training scenarios and fire models in their home county.

Editors have Viewer capabilities and can edit and update Zone properties, Evacuation Pre-Plans, Evacuation Control Properties and Resources in their home Jurisdiction. In addition, they can create and modify organizational scenarios and incidents.

Administrators have Editor capabilities plus are able to Add and remove users, update user privileges and Update a user’s home county.

2. GETTING ZONES IN PLACE

These zones are developed as a multi-agency collaboration between your agencies and Zonehaven. Zonehaven provides training and support to help you get the most out of the platform. The more you put into your planning and collaboration the more valuable and helpful your work becomes.

1. Create and maintain multi-agency teams in your jurisdiction.
2. Bring the diverse stakeholder groups together - law, fire, OES and Zonehaven team - to input and update zone properties.
4. Participate in Zonehaven webinars where you will learn with other users like you.
5. Listen and learn from agencies inside your jurisdiction and users from other regions.
6. Train, train, train. Run drills across jurisdictional and agency boundaries. Bring in all agencies.
7. Capture learnings from trainings and real incidents, use this information to update your plans

CA-XSM-SSF-E007 ✖

SHELTER IN PLACE

Zone Selected Clear

Evacuation Pre Plan

Population 1,964 4,910

Vehicles 982 982

Area 300 acres

Structures 982

GENERAL INFO

EVACUATION DETAILS

Description ✎ Edit

Residential area at the Southern base of Sign Hill. The zone is bordered to the East by Spruce Avenue and to the West by Chestnut Avenue. It runs from the base of Sign Hill South to Grand Avenue.

1. The zone's Northern border, mainly Rocca Avenue, is in the wildland urban interface
2. Zone evacuation will be restricted as all streets in an out of the zone are two-lane residential
3. Sign Hill can be accessed off of Walnut Avenue

South San Francisco Fire Depa...

South San Francisco Police De...

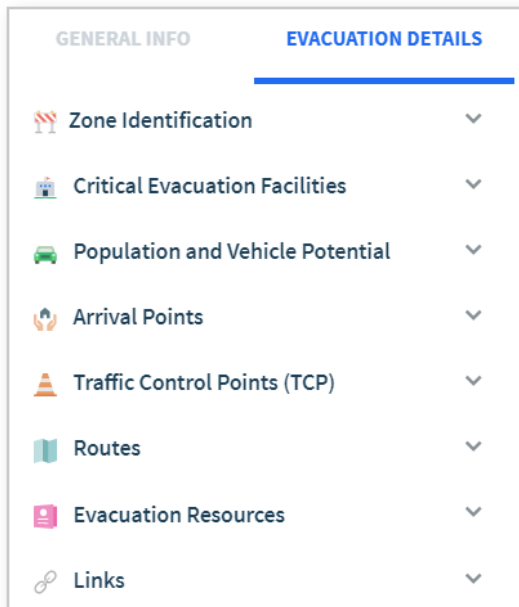
Zone Properties

Population during the day and night, Vehicles Count, Area and number of Structures in the zone.

In the General Info tab, you can also view other information:

- **Zone Description:** Zone Description provides a human-readable description of the zone extents. This is extremely helpful for people supporting you from other agencies, making mutual aid easy.
- **Special Considerations:** This is where much of your local knowledge and historical context are captured like anything you want to quickly share with mutual support agencies.
- **Jurisdictional Responsibilities:** This contain information like lead and additional Law, lead and additional Fire, additional agencies like Highway Patrol, Commercial (i.e. Shell Oil Fire) or Park Fire and Police.

Evacuation tab contains more detailed information about the zone.



- Zone Identification:** Every zone has a unique identification that comprises of Official Zone Number, Lead Incorporated City, Additional City and Zone Name.
 - Official Zone Number is a universal unique name for any zone. It is made up of **State - OES county- City code - Zone number**.
 - Lead Incorporated City and Additional City is the lead city assigned to each zone, even in case of a multi-agency zones.
 - Additional City is used in case of a multi-agency zones. Zone Name is an optional field used to provide a local description for a zone.
- Critical Evacuation Facilities:** These are specific institutions or locations with concentrated numbers of people that might need additional time or assistance in evacuating or sheltering in place, which may includes schools, churches, day cares, community care facilities, assisted living facilities, hospitals and other congregate living/gathering care facilities.
- Population and Vehicle Potential:** These values represent multipliers that can be applied by addresses or by structures. In other words, for a given zone, they are the best estimates of people and vehicles per structure or address. Key questions to consider are:
 - What is the average daily weekday number of people per structure or address? (decimals, "2.5" are OK)*
 - What is the number of vehicles per structure/address you would expect occupants from this zone to use during an evacuation? (decimals, "2.5" are OK). Remember the ideal is 1 or less, if neighbors can share.*
- Arrival Points:** Arrival Point refer to a variety of locations where evacuees can be sent. Ideally, for self-evacuees, their arrival point is any freeway onramp or road that allows them to leave the area, or any temporary and permanent facilities like freeway onramp, community refuge area, evacuation staging area, Red Cross shelter, Welcome Center, Transfer Center and information point.
- Routes:** Routes define a set of potential paths for evacuees to take in order to reach the defined arrival points depending on the threat direction. Most jurisdictions will consider several options for evacuation.

Evacuation tab contains more detailed information about the zone.

- **Traffic Control Points:** Traffic Control Points, also known as **Access Control Points** are set up at critical points along an evacuation route to control the movement of vehicles and personnel. This includes information on the purpose and resources needed for each TCP, based on the number of address, and estimates of vehicles, by zone. During the initial response to a fast-moving incident, there may only be enough personnel to cover some of the TCPs, so Ranks can be used to sequence the TCPs in order of their importance in this zone. NOTE- Multiple TCPs in a zone may have the same rank.
 - **Rank 1-** Must be staffed immediately to protect life and facilitate an orderly evacuation.
 - **Rank 2-** Should be staffed as TCP resources become available and should be considered a staffing priority.
 - **Rank 3-** Would enhance the efficiency of the evacuation, provide direction and prevent traffic backing up into non-life threatening intersections during an evacuation.
- **Evacuation Resources:** Evacuation Resources represent additional officers (sworn or non-sworn) that should be part of a standing request for resources, in order to support Evacuation Verification (house to house) and ensure the Security of a given Zone. These can also be businesses, social service agencies, recreation areas and other places that provide essential services.
- **Links:** These are the links to any information that is required to conduct an evacuation. For examples, agency websites, phone lists, CERT program details, etc. You can add up to four QR Code links with brief descriptions.

3. WORK WITH EVACUATION PRE-PLANS

Zonehaven provides a consistent model for the creation and maintenance of zone-based evacuation pre-plans. A pre-plan is designed to capture the latest “hyper-local” information about a zone. The key is to get the multi-agency teams together to assemble as much local knowledge as possible.

Every zone also has a printable evacuation pre-plan and it currently consists of two pages.

- **Page 1** displays a detailed map of a zone and includes zone-specific details, like critical evacuation facilities, structure counts, populations, and affiliated agencies.
- **Page 2** provides a more regional context and details of traffic control points and evacuation routes.

Scan QR code to view on different devices

Zone Description

Human-readable description of the zone extents. Makes mutual aid easy and is used for alerting.

Official Zone Number (ID)

Every zone has a unique name regardless of the region or jurisdictions it is located in. All zone information and alerting functions are tied to this unique ID.

Official Zone Number:
CA (state) -
XSM (oes county) -
SSF (city code) -
E001 (zone number)

Zone Map

Full extent of the zone with Critical Evacuation Facilities like schools, hospitals, and nursing homes.

Zone Information

Important information for each zone like estimated population for daytime and night time, count of structures and area in acres.
 (Note: a single structure may have multiple addresses).

POPULATION (DAY)	LEAD FIRE DEPARTMENT	LEAD LAW ENFORCEMENT	CRITICAL EVACUATION FACILITIES						
1,436	South San Francisco Fire Department	South San Francisco Police Department	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>4</td> <td>Mills Montessori School</td> </tr> <tr> <td>1</td> <td>SSFFD Fire Station 65</td> </tr> <tr> <td>3</td> <td>Terrabay Recreation Center</td> </tr> </table>	4	Mills Montessori School	1	SSFFD Fire Station 65	3	Terrabay Recreation Center
4	Mills Montessori School								
1	SSFFD Fire Station 65								
3	Terrabay Recreation Center								
359									
AREA (ACRES)									
33									
SPECIAL ZONE CONSIDERATIONS:									
Numerous dead-end streets with limited access into and out of the neighborhood.									
Hi-Rise Biotechnology Laboratories along Bayshore BLVD									
Fire Road Access to San Bruno Mountain found adjacent to the west side of Hillside School.									

Critical Evacuation Facilities

Critical Evacuation Facilities are specific institutions or locations with concentrated numbers of people that might need additional time or assistance during an evacuation

Jurisdiction Responsibilities

List of assigned Law, Fire or City agencies for the zone including adding Highway Patrol, Commercial (i.e. Shell Oil Fire) or Park Fire and Police.

Regional Map

Shows all potential Traffic Control Points (TCPs), Routes, and Exit Points related to a single zone. The Zone

Potential Routes and Exit Points

Lists predefined routes and exit points. Exit points are where a route ends and the person is considered evacuated.

LOCATION: City of South San Francisco
Terra Bay Neighborhood. North of Hillside Boulevard from Chestnut Avenue to the 101 Freeway. From the base of San Bruno Mountain to Bayshore Boulevard up to the Brisbane border.

CA-XSM-SSF-E001
ZONE DATA LAST UPDATED: 04/30/2020
DATE PUBLISHED: 07/09/2020

DRAFT

TRAFFIC CONTROL & POTENTIAL EVACUATION ROUTES

TRAFFIC CONTROL POINTS											
ID	Rank	Name	Sworn	Non-Sworn	Traffic Cones	Traffic Barricades	Lights	PK System	Role	ZONE RESOURCE SUMMARY	
									Type	Sum	
4	0	Hillside Drive at South San Francisco Drive	2	0	0	0	0	0	0	Security Non-Sworn	2
2	0	Hillside Boulevard at Chestnut Avenue	2	0	0	0	0	0	0	Security Sworn	6
3	0	Hillside Drive at Sister Cities Boulevard	2	0	0	0	0	0	0	Traffic Control Non-Sworn	1
1	0	Sister Cities Boulevard at Airport Boulevard	2	0	0	0	0	0	0	Traffic Control Sworn	12
6	0	Northcrest Drive at South San Francisco Drive	2	0	0	0	0	0	0	Verification Sworn	2
5	0	Sister Cities Boulevard at South San Francisco Drive	2	1	0	0	0	0	0	Verification Non-Sworn	6

POTENTIAL ROUTES	
ID	Description
7	1 Northcrest x SSF Drive to East bound Hillside Boulevard to Martin Elementary School
1	1 Northcrest x SSF Drive to West bound Hillside Boulevard and then South on Chestnut Avenue to El Camino Real (218189)
1	1 SSF Drive x Woods Street, East bound to Sister Cities Boulevard, East to Airport Boulevard

POTENTIAL ARRIVAL POINTS		
ID	Name	Type
2	Hwy 101 Onramp	Onramp
1	Martin Elementary School	TRA/CRA
3	South San Francisco Municipal Services Building	Other
4	South San Francisco Irish Green	Other

LINKS

Arrival Points

These are any facilities or point of entries into a host-state/jurisdiction that assists evacuees. Arrival points may include transfer points and reception processing site, welcome centers and information points (for self-evacuees), shelters, and other congregate facilities.

Key Links

Up to four QR Code links with brief descriptions. These links can be to other agency sites or documents.

Dates

Date created is first time this map was deployed. Date updated shows when changes were last made. Make sure you are always using the latest version.

Traffic Control Points

Traffic Control Points, also known as Access Control Points are set up at critical points along an evacuation route to control the movement of vehicles and personnel. Includes information on the purpose and resources needed for each TCP.

We expect evacuation zone data to be dynamic, updated based on learnings from training and actual live incidents and you can always download the latest version of a pre-plan document from the Zone Information Panel you've been using.

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