



Mendocino County

Genasys Protect Frequently Asked Questions

(Genasys Protect Maps Can be Found on [MendoReady.org](https://mendoReady.org), Current Emergencies Map)

What is MendoReady.org?

[MendoReady.org](https://mendoReady.org) is Mendocino County's one-stop source for disaster preparedness and emergency information. Whether you're just starting to understand your hazards and getting prepared, or you're an experienced emergency volunteer with a plan and a two-week disaster kit.

What is Genasys Protect?

Genasys Protect 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.

When I enter my address into the Genasys Protect 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 Genasys Protect 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. 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 Genasys Protect map on [MendoReady.org](https://mendoReady.org), you should bookmark the site on your phone and computer for easy access during an emergency.
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, children's 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: [Plan & Prepare - MendoReady](#))
6. Make a plan.

7. Practice your plan to check that everything runs smoothly and ensure you and your family members know all 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 the Mendocino County Alert and Warning System and may also post updates on social media. If you have not registered for MendoAlert and Nixle, please visit [Mendoready.org](https://mendoready.org) and do so now to ensure that you are in the loop. 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 [MendoReady.org](https://mendoready.org) or at [Protect.genasys.com](https://protect.genasys.com)

Is there a Genasys Protect app?

Yes! Mendocino County OES recommends that you go to [MendoReady.org](https://mendoready.org) for all emergency information, but you can also view the map at protect.genasys.com or by downloading the Genasys App.

Android: <https://play.google.com/store/apps/details?id=com.aware.zonehaven>

Apple/iPhone: <https://apps.apple.com/us/app/genasys-protect/id1626884549>

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

Genasys Protect 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 Genasys 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 Genasys Protect it is different. Did something change?

All zones are unchanged. The only thing that has changed is MEN – has been added as a prefix. Example: zone 1LLV11 is now MEN-1LLV11. The rest of the name designation remains the same and the shapes have not changed.

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. Genasys Protect 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 number represents the fire district. The second three letters represent your city's name (or if you are in an unincorporated area – the closest city, town, or community) the last few numbers are the unique code that distinguishes your zone from the others in your area. This system is consistent across the 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. The incorporated cities' zone identifiers may differ from the counties.

Do I need to pay to use Genasys Protect?

No, you do not need to pay to use Genasys Protect.

I noticed that my Zone has a letter attached to 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 to evacuate community members most effectively. 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.

Can I find evacuation shelters in Genasys Protect?

Yes, you will have the ability to view temporary evacuation points, which include evacuation centers, shelters, and other resources. 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. For instance, we do not want residents to go to a shelter site that is in the direct path of a fire.

For any questions, please contact OES@mendocinocounty.org or call 707-234-6398.