



AwareCA Frequently Asked Questions (FAQ)

What is AwareCA?

AwareCA is California's new mobile application for authoritative, near real-time emergency information delivered directly from participating fire departments and public safety agencies.

The platform supports statewide coordination among agencies to ensure communities receive consistent and reliable updates.

AwareCA is designed to help Californians stay informed about emergency-related activity near places they care about, such as home, work, school, and family locations.

Why was AwareCA created?

AwareCA was created to provide Californians with one trusted source for emergency information and to meet overwhelming public demand for mobile-first, verified, timely, and unified emergency updates.

AwareCA is a natural progression for public safety agencies who have always been committed to keeping Californians informed during wildfires. Now, we have the trusted tools and technology to bring those updates to Californians where they want it most, their mobile devices.

The app was designed to reduce misinformation and provide a single authoritative source, directly for first responders.

Who provides the information in AwareCA?

Information in AwareCA comes directly from public safety agencies, and fire departments managing incidents.

Data flows from multiple authoritative systems used by emergency responders and from information that agencies choose to publish for public awareness.

How is AwareCA different from social media or crowd-sourced apps?

Unlike crowd-sourced apps or unofficial social media pages, information shared through AwareCA comes directly from fire departments and public safety agencies.

What type of information does AwareCA provide?

Each agency has the unique ability to share information their jurisdiction chooses.

Features include:



- Push notifications
- Near real-time incident updates
- Interactive 3-D incident maps for enhanced situational awareness
- Real-time aircraft tracking
- Authorized, delayed command audio, with strict rules preventing the broadcast of restricted or sensitive communications. (CAL FIRE Command Frequencies)
- Evacuation zones, mapped and listed
- Road closures
- Shelter and assistance locations
- Hazard information

The platform is designed to provide persistent situational awareness during and after emergencies.

Will AwareCA send emergency alerts and notifications?

Yes. AwareCA supports push notifications to help users stay informed about nearby threats and evolving incidents.

How does AwareCA help during wildfires?

The app helps users access trusted information quickly during fast-moving incidents.

Key features include push notifications, near real time incident updates, verified mapping data, locations of interest, traffic camera views, and consistent statewide messaging.

How does AwareCA improve public safety?

Accurate information helps people make informed decisions during emergencies.

AwareCA improves public safety by delivering timely, verified information directly from fire departments and public safety agencies, helping communities stay informed and prepared.

Why is authoritative information so important?

Incorrect or unofficial information can cause public confusion, noncompliance with evacuation orders, and reputational damage to agencies. AwareCA helps to mitigate those risks.

What does “persistent situational awareness” mean?

Persistent situational awareness means users receive ongoing updates throughout an incident — not just a single alert.



AwareCA provides continuous information as incidents evolve so communities can stay aware of changing conditions.

How often is incident information updated?

Incident information is updated when the agency responsible publishes new information. Some incidents may be updated frequently, while others may only be updated when meaningful changes occur.

Why is a statewide platform important?

Large emergencies in California often involve multiple agencies and jurisdictions that can be confusing to the public during an emergency.

AwareCA helps improve coordination and reduce conflicting messages by providing one centralized platform for verified public information directly from first responders.

Is AwareCA free to use?

Yes. AwareCA and all its features are available to the public at no cost.

Is AwareCA available statewide?

Yes. AwareCA is designed as a statewide platform that supports fire agencies and emergency response organizations throughout California who choose to participate.

Can media organizations use AwareCA?

Yes. AwareCA was designed to support the public, media outlets, elected officials, and emergency response agencies with reliable, verified emergency information.

Media organizations can use AwareCA as a centralized source for official incident updates.

Where is AwareCA available?

AwareCA is available through the Apple App Store and Google Play Store.

Additional information about the platform is available at Aware.CA.gov.

