

What

Delaware Emergency Notification System

- Emergency telephone notifications to the public.
- DENS telephone messages include:
 - ✓ Name (DENS or Activating Agency)
 - ✓ Type of emergency
 - ✓ Protective action(s), if any
 - ✓ Location of additional information, local EAS radio station, TV, etc.
- **FirstCall**, Interactive Network, provides the service from Baton Rouge, Louisiana. Telephone Caller ID's may say **FirstCall**.
- Emergency is an unexpected, serious situation requiring prompt action such as evacuation or sheltering-in-place.

When

- Only during an *emergency* which may adversely affect the health, safety, and welfare of Delaware citizens.

Where

- DENS can be activated in your:
 - ✓ County Emergency 911 Center or Emergency Operations Center (including the City of Wilmington).
 - ✓ State Emergency Operations Ctr.
 - ✓ State Police Hq. Communications.
 - ✓ Division Public Health Control Ctr.



Why

- To satisfy the need for a Statewide emergency notification system.
- A Division of Public Health requirement for a Health Alert Network.

Who

- Designated officials, including Public Health, will activate DENS by contacting **FirstCall** or through a Virtual Private Network via the internet.
- Counties and Municipalities can contact their County Emergency Operations Centers for emergency activations.

How

- Residential & business telephone numbers geographically coded on computerized maps.
- **FirstCall** operators or designated Officials identify calling areas by drawing shapes on the maps.
- System automatically creates a call-out list from the identified areas.
- Automatic telephone notifications are then sent, using messages recorded specifically for the emergency.



EMERGENCY ALERT SYSTEM (EAS) Radio Stations

New Castle County

Primary	WDEL - AM 1150 KHz
	WSTW - FM 93.7 MHz
Secondary	WJBR - AM 1290 KHz
	- FM 99.5 MHz

Kent County

Primary	WDOV - AM 1410 KHz
	WRDX - FM 94.7 MHz
Secondary	WAFL - FM 97.7 MHz

Sussex County

Primary	WZBH - FM 93.5 MHz
Secondary	WOSC - FM 95.9 MHz

NOTE

Comcast Cable television can place crawlers of emergency messages, received through EAS, on all channels throughout the State.

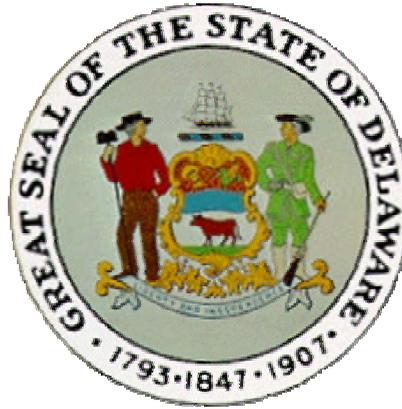
FirstCall Network's Registration line

- ❖ The Registration Line is a toll-free number for citizens that wish to be notified by their **cellular phones**.
Only one phone number per address is permitted.

**Registration Line
is
(866) 484-3264.**

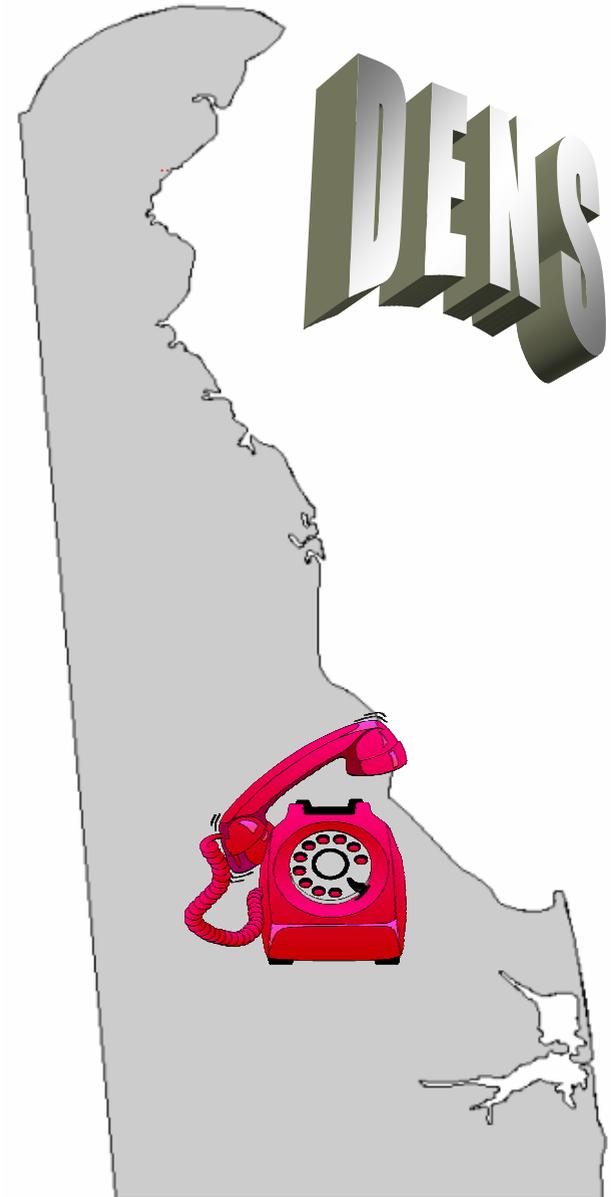
This process is very user friendly.

- ❖ Callers will be prompted while using the system.
- ❖ The system will ask for:
 - ✓ Callers Name
 - ✓ Phone Number
 - ✓ Street Address
 - ✓ City
 - ✓ State
 - ✓ Zip Code
- ❖ Once the information has been entered, the person registering will receive a message, via the submitted number, as a call back from the system confirming their registration.
- ❖ The information is protected, under the normal non-disclosure agreement between **FirstCall** and the State of Delaware.



The DENS project is a partnership between DEMA and the Division of Public Health (DPH). Initial funding is being provided by DPH.

More information is available on the DEMA website: www.state.de.us/dema



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