

# 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

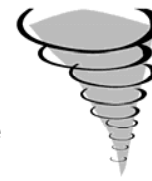
- To satisfy the need for a Statewide emergency notification system.
- A Division of Public Health requirement for a Health Alert Network.

# 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.

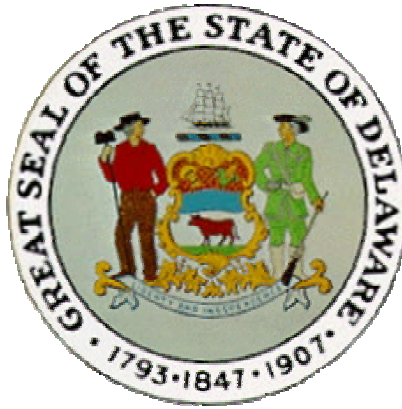
## **FirstCall Network's Registration line**

- ❖ 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.**

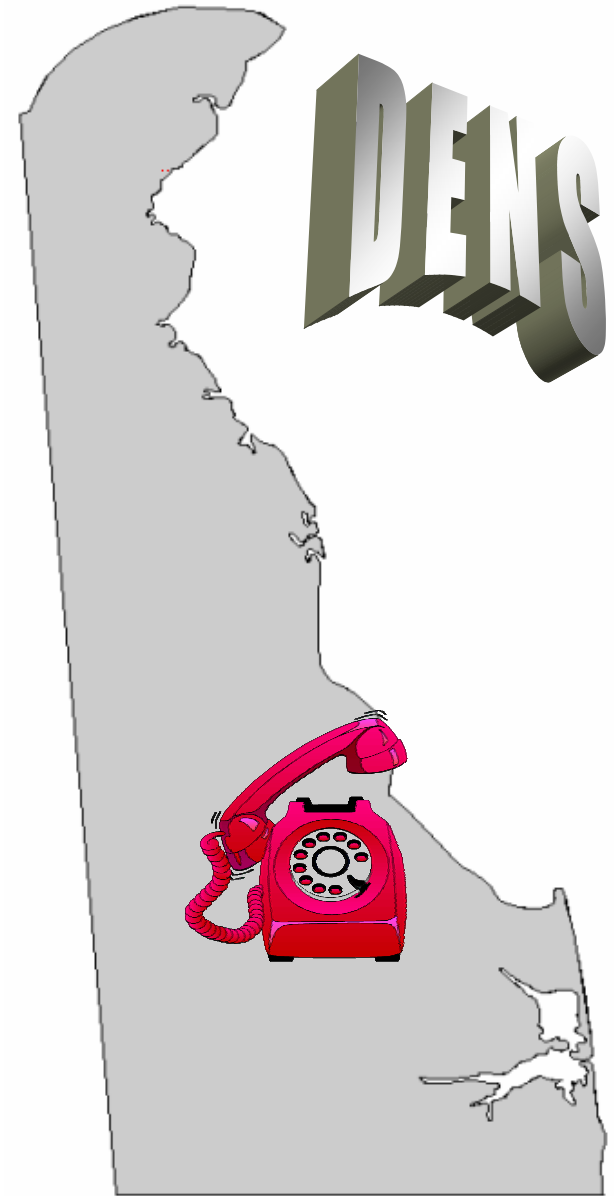
**This process is very user friendly.**

- ❖ 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](http://www.state.de.us/dema)**



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