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.

**What**

**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.

**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.

**Emergency Alert System (EAS)**

**Radio Stations**

**New Castle County**

<table>
<thead>
<tr>
<th>Type</th>
<th>Station</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary</td>
<td>WDEL - AM</td>
<td>1150 KHz</td>
</tr>
<tr>
<td></td>
<td>WSTW - FM</td>
<td>93.7 MHz</td>
</tr>
<tr>
<td>Secondary</td>
<td>WJBR - AM</td>
<td>1290 KHz</td>
</tr>
<tr>
<td></td>
<td>- FM</td>
<td>99.5 MHz</td>
</tr>
</tbody>
</table>

**Kent County**

<table>
<thead>
<tr>
<th>Type</th>
<th>Station</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary</td>
<td>WDOV - AM</td>
<td>1410 KHz</td>
</tr>
<tr>
<td></td>
<td>WRDX - FM</td>
<td>94.7 MHz</td>
</tr>
<tr>
<td>Secondary</td>
<td>WAFL - FM</td>
<td>97.7 MHz</td>
</tr>
</tbody>
</table>

**Sussex County**

<table>
<thead>
<tr>
<th>Type</th>
<th>Station</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary</td>
<td>WZBH - FM</td>
<td>93.5 MHz</td>
</tr>
<tr>
<td>Secondary</td>
<td>WOSC - FM</td>
<td>95.9 MHz</td>
</tr>
</tbody>
</table>

**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