

Hills police to check for 9-1-1 abuse

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 kind of information over that 9-1-1 line," Dwyer said.
 Farmington Hills, Farmington and other Oakland County communities will begin the new telephone dialing system as of midnight Monday. Like other departments, Farmington Hills is ready for the new system after long hours of planning and lots of training. The new system will be published in the city's newsletter and each of the department's patrol cars will bear large 9-1-1 stickers, Dwyer said.
 "IT'S BEEN a difficult task to implement because of the complexity of the system," said Sgt. Joseph Rebb, communications division commander. "It's taken about two years

developing a master street address guide."
 When a caller dials 9-1-1, their address and telephone number will appear on a computer screen. It's this capability that makes the Oakland County dialing system the "enhanced" system.
 Though dispatchers will have that information visually before them, they will confirm the computerized information and possibly obtain a name and type of emergency. A computer printout of all calls also will be made, Rebb said.
 "It will enhance our ability to respond to calls coming in," Dwyer said. "It will help our response time as far as relating information to the street patrols."

Though the department has five lines dedicated for 9-1-1, there's a possibility that a caller may get a busy signal. If the lines are busy, the call will automatically flip to the department's seven-digit numbers, of which there are eight lines. If the system fails, emergency calls will be automatically picked up by the Oakland County Sheriff's Department, Dwyer said.
 Any 9-1-1 emergency calls dialed from a mobile phone will be picked up by the Michigan State Police.
 WHEN A caller hangs up or when a voice cannot be heard, the dispatcher is required to call back within the scheduled start date, Laubhoff said.
 An enhancement feature of the system will flash the caller's location on a screen, allowing better information and response times. Information on all residences, businesses and pay telephones is loaded into the system.
 "We prepared for it. It took structural changes," said director Laubhoff, adding that most of the system's quirks have been worked out. "I think you're going to see very few. Because of the extended time in testing, I don't foresee any problem at all."

will say: "This is the 9-1-1 emergency operator, we have just received a call from this number, do you have an emergency?" according to department procedures.
 When the dispatcher calls back and receives a busy signal, an officer will be sent to the location displayed on the automatic location identifier; the dispatcher will keep dialing; the dispatcher will have a telephone operator determine if there is activity on the line while officers respond.
 If there is no answer when a dispatcher calls back, an officer will immediately be sent to the location.
 The enhanced emergency telephone dialing system is a great help when, for example, a child calls 9-1-1 yet doesn't know his address. "This could save a life," Dwyer said. Similarly, if a robber is in the house, and you can't speak loudly on the telephone, the police will know by your dialing 9-1-1 that there is a problem.
 Because Farmington Hills provides dispatching service for Bingham Farms and the village of Franklin, 9-1-1 calls coming from these communities will be routed directly to the appropriate police departments.
 DISPATCHERS ALSO have access to instant dialers for other communities, such as Farmington, Livonia, Novi, Southfield, West Bloomfield, as well as the Farmington Hills Fire Department and Community-EMS of Novi, the community's ambulance service, Rebb said.

ton will overflow automatically onto the department's business lines, so a caller will never get a busy signal, Laubhoff said. In addition, the system has a back-up that reverts to the Oakland County Sheriff's Department in case the Farmington telephone system fails.
 If, for some reason, a resident calls "9-1-1" with a non-emergency, the dispatcher will have the capacity to transfer the caller to a regular line, freeing up 9-1-1 lines. Those that dial "9-1-1" and hangup will receive an immediate return phone call, and a likely visit by a squad car.
 Communities around Farmington, including Farmington Hills, West Bloomfield, Franklin and the area surrounding Keego Harbor are working together as a committee to coordinate 9-1-1 operating procedures, training, and policies, Laubhoff added.
 Installation of the system, plus training, took about 4½ months in Farmington, one of the first communities to install the system hardware. Laubhoff stresses the department will keep its current phone lines for business purposes; these will not change.

Man hurt in fall

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 Atkinson. "But he was in the wrong spot at the wrong time."
 A Livonia couple, Robert Karpinski, 59, and his wife, Nancy, 51, were listed in stable condition with chest injuries Tuesday at Botsford General Hospital. They were wearing seatbelts. Their car was caught in the second and largest chain-reaction accident.
 Eleven others were treated at Providence Hospital-Novl. Three others were treated at Henry Ford Hospital, West Bloomfield. Farmington Hills firefighters had to extricate one person from a car. They also assisted Community-EMS paramedics in tending the injured.
 WHEN BRIAN Joseph and his wife, Dawn, drove onto the ramp, they saw the first chain-reaction accident involving five cars. That accident occurred after a driver tried to brake and lost control of her car.
 When the Josephs' car slid, it possibly clipped a main line car and hit a guardrail past the first accident. When Joseph regained control, he parked his car on the ramp shoulder. At that point, there was an embankment over the guardrail.
 When he started to check for injuries, a second chain-reaction accident involved 10 cars. "Cars were sliding, spinning and colliding and coming toward him," Atkinson said. "It's theorized he may have felt he had to get to safety and probably felt there was an embankment on the other side of the guardrail."
 "So he sought cover and jumped thinking he was going to safety when, in fact, it was a considerable drop. Nobody saw him go over."
 Joseph landed on wet grass south of eastbound I-696.
 Freeway speeds and bad weather proved a dangerous combination. "Most drivers weren't aware the roads were iced over," Atkinson said. "They didn't realize it until they hit the ramp. On patrol, we had just noticed the bridges were starting to get a little icy."
 Bridge overpasses, particularly high expanses like the ramp between I-696 and I-75, freeze much sooner than the road at ground level.
 The ramp was closed for three hours, Atkinson said.

Guidelines for 9-1-1 are listed

- Although all communities in Oakland County will participate in the enhanced 9-1-1 emergency system, each will handle it differently. Even the cities of Farmington and Farmington Hills may be slightly different.
- Following are guidelines on when to call "9-1-1" in your community:
- All medical emergencies.
 - All fires.
 - All crimes in progress.
 - All accidents that have just occurred.
- City of Farmington Hills police, Fire departments
- All medical emergencies.
 - All crimes in progress.
 - All crimes against people, including assaults, rapes, robberies.
 - All fires or smoke reported.
 - All accidents, except private property, no injuries.
 - Burglaries just discovered.
 - Any call requiring immediate police or fire response.
 - Any call from a pay phone where the caller cannot call back.
- City of Farmington Public Safety Department
- All crimes against individuals.
 - Any life-threatening situation.
 - All crimes against people regardless of time of occurrence, including assaults, rapes, robberies.

9-1-1 ad blitz is scheduled

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 and shift supervisors are trained and ready to handle 9-1-1 calls, which will come into the department on three dedicated telephone lines. All employees were given a copy of the department's policy at least one week before the scheduled start date, Laubhoff said.
 An enhancement feature of the system will flash the caller's location on a screen, allowing better information and response times. Information on all residences, businesses and pay telephones is loaded into the system.
 "We prepared for it. It took structural changes," said director Laubhoff, adding that most of the system's quirks have been worked out. "I think you're going to see very few. Because of the extended time in testing, I don't foresee any problem at all."
 THE 9-1-1 system in the city of Detroit has received negative publicity in recent years because of problems with response time and other factors. Laubhoff stresses the Oakland County system will work in a completely different way.
 "Detroit operates a central receiving 9-1-1 center that's removed from

police operations," he said. "This 9-1-1 system in Oakland County has an answering site. The control is still with the individual police and fire agencies. There's no change in who you're contacting."
 Farmington residents will receive information on the local 911 system in a number of ways:
 • An informational article will appear in the city's 1989 calendar, which is mailed to all residents in the fall.
 • New stickers will be printed with 9-1-1 information, and will be available at the police desk at city hall.
 • Computer messages on quarterly water billings will remind residents about the new emergency system.
 • The sides of Farmington public safety patrol vehicles will have a message reminding residents to call "9-1-1".
 • Elementary schools throughout the county will receive brochures explaining the 9-1-1 concept, so younger children can understand. Videos will also be made available to groups which request them.
 "The public is going to be well-informed," Laubhoff added.
 The 9-1-1 phone lines in Farming-

ton will overflow automatically onto the department's business lines, so a caller will never get a busy signal, Laubhoff said. In addition, the system has a back-up that reverts to the Oakland County Sheriff's Department in case the Farmington telephone system fails.
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