



For Immediate Release
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E9-1-1 Institute Honors St. Clair County's Patricia Michaels

The E-911 Institute in Washington, D.C., has honored **Patricia Michaels of St. Clair County, Illinois, as its Call Taker/Dispatcher for 2007.**

Michaels' actions on March 27, 2007 demonstrate the challenges call takers have to deal with as new technologies emerge. She received a call that indicated it was being made from address in O'Fallon, Ill., in St. Clair county. However, the call really was from Seoul, Korea and that the caller, calling from a U.S. military base, was using a computer to make a 9-1-1 call using Voice over Internet Protocol (VoIP) technology. She took less than an hour, working with domestic and military emergency communicators and the South Korean National Police, to track down the situation in which a spouse was being assaulted.

Gregory L. Rohde, executive director of the Institute, said, "New technology raises new challenges for the 9-1-1 system. Patricia Michaels rose to the kind of challenge that is becoming increasingly familiar to emergency call takers as new technologies come on line. She has demonstrated the patience and fortitude to go above and beyond to help people in need when the unusual happens."

The award will be presented at a March 4 ceremony in Washington, D.C.

About the E911 Institute. The E9-1-1 Institute (www.e911institute.org) is a not-for-profit organization which provides administrative and policy support to the Congressional E9-1-1 Caucus. The purpose of the E9-1-1 Institute is to promote public education and awareness of E9-1-1 and emergency communications issues and serve the Congressional E9-1-1 Caucus as a clearinghouse of information on E9-1-1 and emergency communications issues. Gregory L. Rohde, former Administrator of the National Telecommunications and Information Administration, serves as the E9-1-1 Institute's Executive Director.

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