



# St. Clair County Emergency Telephone System Board

St. Clair County E-9-1-1 Coordinator • 101 South 1st Street • Belleville, IL 62220-2014  
(618) 277-7316 • Fax: (618) 277-7668 • E-mail: norm911@co.st-clair.il.us • Webpage: www.911.co.st-clair.il.us

Mr. Darryl Elbe  
CHAIRMAN

Fire Chief  
Donald R. Feher  
VICE-CHAIRMAN

Sheriff Mearl J. Justus  
SECRETARY/TREASURER

Mayor George Chance

Mr. Michael E. Sullivan

Mr. Edwin Cockrell

Mr. Norman H. Forshee  
9-1-1 COORDINATOR

## PRESS RELEASE

### Voice over Internet Protocol (VoIP) 9-1-1 Emergency Call

#### A VERY UNUSUAL BUT SUCCESSFUL VoIP 9-1-1 CALL

This morning at 4:43 a.m. the St. Clair County CENCOM 9-1-1 Public Safety Answering Point (PSAP) received a frantic VoIP call from a lady whose spouse had assaulted her and used scissors to cut her hair. In doing so she had received a scratch on her arm. The call was made from a computer using Vonage phone service. The phone number was registered to an O'Fallon, Illinois address in St. Clair County, IL.

During the interview the 9-1-1 Telecommunicator (T/C), Patricia Michaels, determined that the caller was in Seoul, Korea and that one of the parties involved was affiliated with the military. It was further determined that there was an 18 month old child in the apartment and that the caller was using a computer to make the call while the spouse was in another room and was not aware that 9-1-1 had been called. (T/C) Patricia Michaels placed Scott AFB, a St. Clair County, IL Secondary Public Safety Answering Point (PSAP), in conference while keeping the caller on the line. With the help of a Sergeant Yeagle the appropriate military installation was located; however the caller, who had only been in South Korea for two days and was located off of the installation, knew the name of the base where she was located but did not know which base entrance was within eye sight

of her apartment. The military authorities used landmarks and were able to determine where the victim was located. Because the victim was not located on a military installation, the South Korean National Police were contacted and responded to render assistance. The entire call with the caller, 9-1-1 personnel and military authorities lasted for 48 minutes.

While everyone associated with providing 9-1-1 service worries about VoIP 9-1-1 calls and the difficulties they can pose from a technical standpoint, this call ended with service being delivered to the caller a half a world away due to the efforts of a well trained and dedicated T/C, Patricia Michaels, United States Air Force Sgt. Yeagle, the Korean National Police and others working in cooperation with one another.

For further information contact:

Norman H. Forshee  
9-1-1 Coordinator  
St. Clair County ETSB  
618-277-7316 – Ext.106