



# Calhoun County 911

## News

"Change is not only likely, it's inevitable." --Barbara Sher

2016 was a year of big changes. In February we changed our CAD system to Spillman. It has been a work in progress, but with a lot of hours and hard work it's turned out to be a great CAD system. Thanks to Whitney, Drew, Sean, and Greg for all the hard work. You guys are awesome! Our phone greetings have changed. We now announce our operator number and the greeting is different depending on which phone line is being answered. We also now have an auto answer for the 9-1-1 lines that begins after three rings. It has helped immensely with reducing the number of abandoned calls in the event all operators are busy. The changes will continue. As of January 1<sup>st</sup>, all APD dispatching operations will be moved to the Jacksonville PSAP. We will also begin dispatching for JSU on January 3<sup>rd</sup>.

2016 was also a year of big events in Calhoun County. In October a burn ban was issued due to a severe drought. The burn ban lasted until December 5<sup>th</sup>, when a few days of continuous rain brought us out of the drought and made it safe to burn again. On December 1st, an equipment failure caused a massive power outage throughout most of the county. Traffic lights were out from Oxford to Jacksonville, and approximately 30,000 Calhoun County residents were affected. 9-1-1 received 102 calls between 10:30 and 12:19.

This has been a big and very busy year. Thank you to everyone for all that you do.

# SERVICE ANNIVERSARIES



- January 5<sup>th</sup> - Sean Boogaard \* 2 years  
January 6<sup>th</sup> - Tiffany Brown \* 4 years  
January 6<sup>th</sup> - Devan Edwards \* 4 years  
January 6<sup>th</sup> - Donna Williamson \* 3 years  
January 6<sup>th</sup> - Haley Parchman \* 3 years  
January 6<sup>th</sup> - Shonna Logan \* 3 years  
January 6<sup>th</sup> - Justin Gravette \* 3 years  
January 6<sup>th</sup> - Crystal George \* 3 years  
February 8<sup>th</sup> - Larea Lindgren \* 1 year  
February 8<sup>th</sup> - Phalon Lackey \* 1 year  
February 10<sup>th</sup> - Isaac Lemon \* 3 years  
February 20<sup>th</sup> - Randall Landers \* 5 years  
March 30<sup>th</sup> - Ashlee Marbut \* 14 years

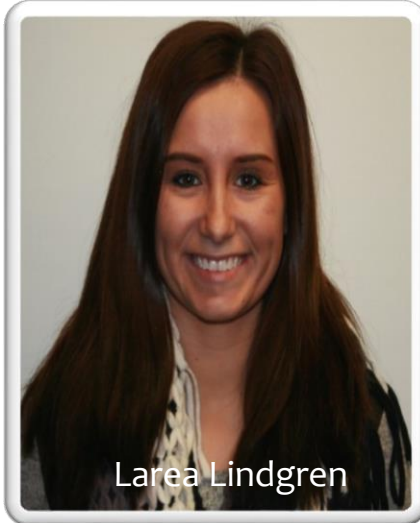
- Larea - January 16<sup>th</sup>*  
*Erlisa - January 29<sup>th</sup>*  
*Fran - February 10<sup>th</sup>*  
*Devan - February 16<sup>th</sup>*  
*Vernita - March 18<sup>th</sup>*  
*Haley - March 25<sup>th</sup>*



# New Employees



Kaila Cavender



Larea Lindgren



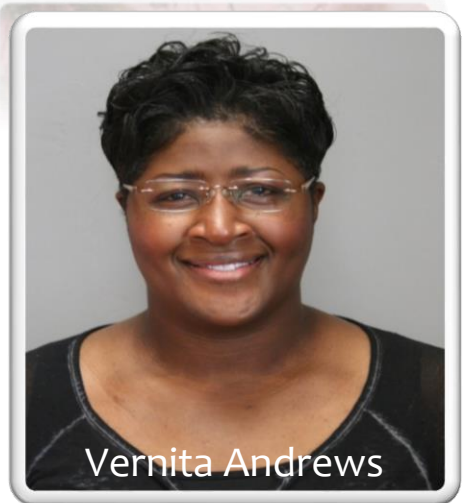
Phalon Lackey



Megan Helton



Shagreata Roberson



Vernita Andrews

**Welcome All!**