

METRO NASHVILLE DEPARTMENT OF EMERGENCY COMMUNICATIONS



ANNUAL REPORT

2025

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LETTER FROM THE INTERIM DIRECTOR



Patrice Coleman, Interim Director

Dear Partners,

It is with pleasure that I present the 2025 Annual Report, for the Metropolitan Nashville Department of Emergency Communications (DEC).

I commend our team members for their continued commitment and resilience in providing public safety communications service to the residents, visitors and field responder partners of Nashville and Davidson County. This report provides an agency overview for transparency and highlights noted accomplishments of the professionals who provide a voice of guidance, along with those who provide support services crucial to carrying out the agency's mission.

Looking ahead, our focus is building a robust wellness continuum to support our team members as the first, first responders for Nashville and Davidson County, as they continue to provide a critical service to the public.

Most humbly, I want to thank the amazing team at DEC, Mayor Freddie O'Connell and team, the Davidson County Emergency Communications District Board, and the Metropolitan Nashville City Council for your continued support.

Respectfully,

Patrice Coleman

Interim Director

DEPARTMENT OVERVIEW



Operating 24/7, our team ensures rapid response to emergencies across Davidson County, processing over one-million incidents a year. The DEC is the critical link between the public and first responders, ensuring timely, accurate, and effective responses to emergencies and non-emergency requests across the county.

Expected to put together a puzzle in a matter of seconds without having all the pieces or knowing what the final picture should look like, Nashville's first first responders work quickly to identify the problem and send the right help to the right place at the right time.

A YEAR TO REMEMBER



DEC personnel share experiences at the APCO conference.



Team members explain the CAD system to visitors.



Supervisor Barb Boske speaks to community members at public event.

In 2025, our department earned our seventh reaccreditation from the Commission on Accreditation for Law Enforcement Agencies. This accomplishment reflects years of consistent work to meet and maintain national standards. Accreditation is not automatic. Our team reviewed policies, demonstrated compliance, and proved once again that we operate with accountability and integrity.

Throughout the year, several members of our department represented us at national conferences and shared experiences, learned from peers, and brought back knowledge that strengthens our agency. Their involvement ensures we stay current, connected, and committed to professional growth.

Our department is proud of what our team accomplished in 2025 and confident in the direction we continue to move.

ADMINISTRATIVE SERVICES DIVISION



Dwayne Vance is the department's Finance Manager.

DEC's Administrative Services Division oversees several areas, including Finance, Payroll, and Human Resources (HR).

The Finance Section handles a range of services, including payroll, procurement, budgeting, and related policies and procedures.

It provides timely and accurate financial information to the DEC Leadership Team supporting administrative and financial decisions.

DEC Finance works closely with the Metropolitan Government of Nashville & Davidson County Emergency Communications District (ECD) to ensure proper reimbursements.

Grievances

There were 2 grievances filed by DEC employees during 2025.

Investigations

The HR Section received 2 complaints. The review processes for each were ongoing at the end of the calendar year.

OPERATIONS DIVISION

The DEC Operations Division is where calls for help turn into action. Led by Patrice Coleman, this division works 24 hours a day, seven days a week, connecting the people of Nashville and Davidson County with the help they need and when they need it.

Our Operations Division Personnel answer 911 calls and texts, along with non-emergency requests that come in by phone and through hubNashville.

Radio dispatchers stay in constant contact with field responders from Metro Nashville Police Department and Nashville Fire Department. They guide response in real time and support complex situations, including tactical incidents handled by Nashville's Telecommunicator Emergency Response Team (NTERT).



Telecommunicators piece together what is happening, share accurate details with responders, and give instructions when needed until help arrives.

Throughout the year, the department processed over 454,914 emergency 9-1-1 calls with a 5.9 second average answer time. There were 355,138 non-emergency calls into the center.

454,914

Emergency calls processed

355,138

Non-Emergency calls processed

OPERATIONS DIVISION

Tactical Dispatch (NTERT)

This specialized tactical dispatch team coordinates communication with field response partners through tactical incident dispatch support during planned events and no-notice incidents. Utilizing the team on the scene of planned events or incidents allows daily assigned team members at the DEC to stay focused on their primary functions.

Four teams, each consisting of six specially-trained dispatchers each and two supervisors, are ready for immediate deployment providing mutual aid to communication centers across the nation during times of crisis. Teams rotate deployment opportunities, ensuring this department remains adequately staffed to handle any emergency experienced at home without interruption.

In 2025, NTERT supported over 735 events and deployed once to provide mutual aid to another agency. The department added a full-time NTERT Supervisor, Sebrina Jackson to oversee NTERT operations. NTERT was activated and deployed a Communications Unit Leader (COML) to Hickman County, Tennessee following the deadly explosion which killed 19 and injured several others.



Supervisor Courtney Bell and Dispatcher Courtney Leaman work out of the command center for CMA Fest.

Tactical Dispatchers Nichole Pedraza and Donna Jones at CMA Fest.

Supervisor Sebrina Jackson works in Metro's Emergency Operations Center during an activation.

hubNashville

hubNashville is a division of the DEC focused on non-emergency municipal services. Our hubNashville 311 calltakers answer calls for Metro services that don't require dispatch of first responders, Monday through Friday, 8 a.m. To 5 p.m. The team is supported by two supervisors - one focused on operations and one on community engagement. hubNashville received 279,999 requests in 2025, 136,614 of which were received by calls to 311 with an abandon rate of 2.8% on the main line and 2% on the Spanish line. The average hold time was 28 seconds on the main line and 32 seconds on the Spanish line.



Erin Williams is the Director of hubNashville.

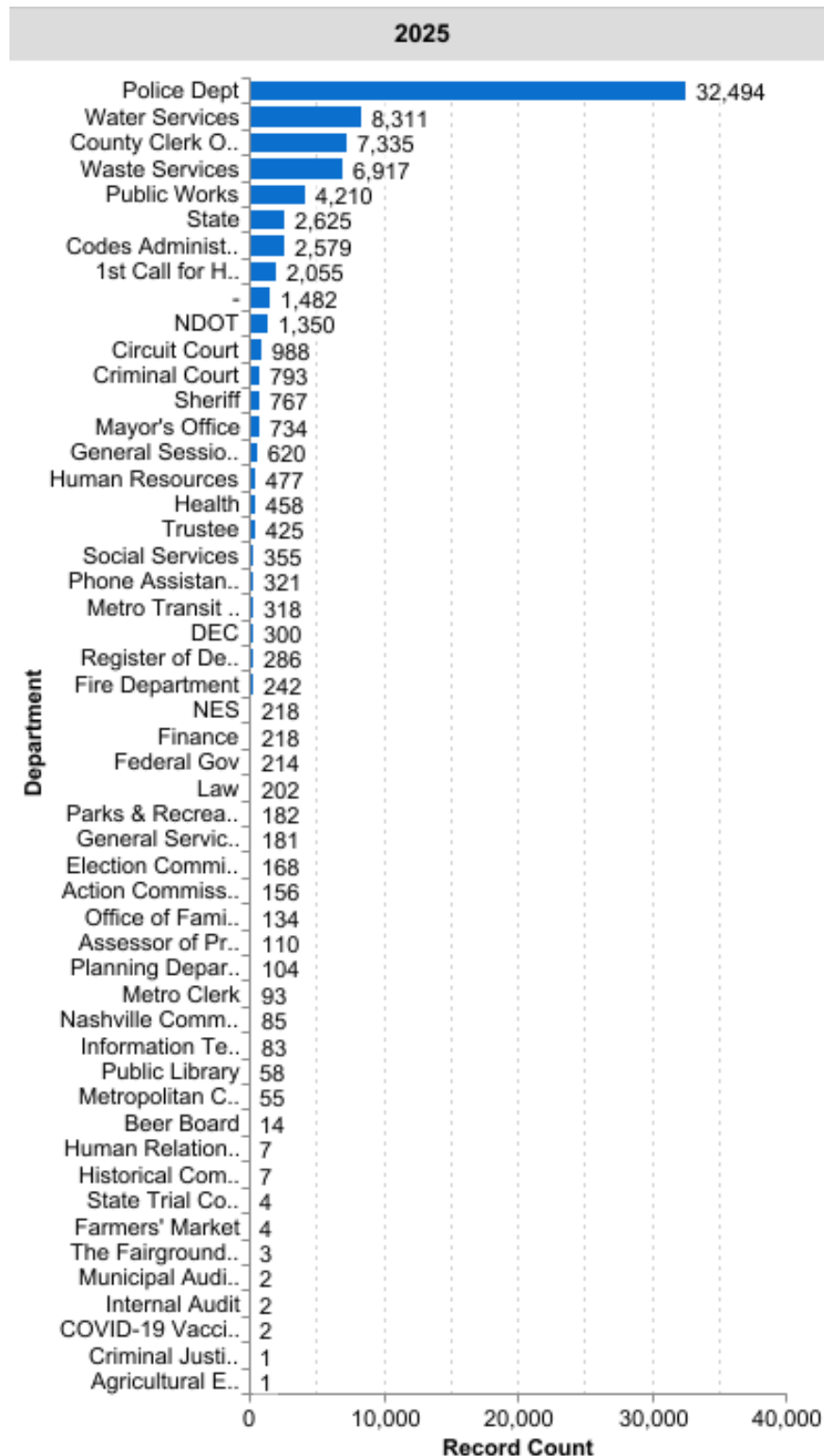
hubNashville turns 8!

October 2025 marked eight years since hubNashville launched as Metro's "one-stop shop" for services. Since its inception, more than 2 million requests have been received and successfully closed. Recent integration with the Metro computer-aided dispatch (CAD) system and Salesforce platform has further streamlined operations, enhancing coordination, transparency, and response times across departments.

In 2025, collaboration among DEC, ITS, and key vendors led to the implementation of a new interface between the hubNashville request platform and DEC's Computer-Aided Dispatch (CAD) system. This milestone significantly improved efficiency by enabling data sharing and automatic entry for select request types that previously had to be entered manually into CAD.

hubNashville Requests by Department

The following chart reflects various hubNashville requests separated by department:



2025 hubNashville requests by department.

SUPPORT SERVICES DIVISION

Led by Assistant Director Kristin Mullen, the DEC Support Services Division exists to support the Operations and Technology Divisions in all facets of completing the agency mission, ensuring the DEC implements the best practices within the public safety industry.

The sections within this Division include:

- Training
- Accreditation,
- Quality Assurance and Improvement
- Peer Support
- Records
- Community Outreach, Recruitment and Education (C.O.R.E.)



Kristin Mullen is the Assistant Director of Support Services at the DEC.

Training Section

The goal of the Training Program is to provide all employees the opportunity to obtain needed skills, knowledge, and ability to perform their duties while preparing them for future assignments and advancement.

DEC is proud to maintain accreditation through APCO, verifying our department's compliance with American National Standard 3.103.2-2015 Minimum Training Standards for Public Safety Telecommunicators. The Training Section facilitated 28 training sessions; and DEC training instructors provided over 19,000 hours of instruction to department personnel. Several academies were hosted over the course of the year.

DEC personnel complete annual in-service training. Topics vary during these sessions and often originate from frontline employee recommendations. Our department maintains a partnership with National Center for Missing and Exploited Children (NCMEC). Employees complete monthly, online, self-study sessions, including a packet of information for review and a test. The subject matter changes each month, covering relevant work responsibilities.

The training sessions covered a variety of topics including:

- APCO Public Safety Telecommunicator
- APCO Emergency Medical Dispatch (EMD)
- APCO Fire Service Communications (FSC)
- APCO Communications Training Officer
- American Heart Association CPR certifications
- National Center for Missing and Exploited Children (NCMEC)
- Law Enforcement Dispatch
- Defensive Driving
- Communications Awareness for the Metro Nashville Police Officers
- Communications Strategies for Crisis Intervention Teams and Mental Health Clinicians

Training Conferences

Several DEC team members attended local, regional, and national training conferences. These opportunities offer a wide range of training sessions specific to public safety communications, networking with other industry peers around, engaging with new technology, equipment, and tools while considering what's on the horizon. Team members return with enhanced skills and professionalism. The Davidson County Emergency Communications District reimburses funds spent for employees to attend training and professional networking opportunities. Training opportunities engaged by DEC employees this year include:

Local:

- 9-1-1 Winter Workshop
- Answering the Call Conference
- TBI's Tennessee Information Enforcement System (TIES)
- Tennessee Emergency Numbers Association (TENA) Annual Conference
- Tennessee APCO Wellness Day
- Denise Amber Lee Foundation "Be the Difference" Conference

Regional:

- Motorola Users Summit
- National Emergency Number Association (NENA) Annual Conference
- Association of Public Safety Communication Officials (APCO) Annual Conference
- APCO Wellness Summit
- Commission on Accreditation of Law Enforcement Agencies (CALEA)
- Engage311 Conference
- APCO Nexus Summit
- APCO Staffing Crisis Summit
- National Information Officer's Association (NIOA) Conference
- Serving Heroes National Safety Conference

SUPPORT SERVICES DIVISION



DEC was presented with the Agency Training Program Accreditation at APCO.



Supervisors Kat Hogan and Sebrina Jackson presenting at APCO.

Quality Assurance & Records

The Quality Assurance (QA) program provides information regarding the overall performance of the agency, the competency level of each employee and the telecommunicator's attitude and behavior toward callers and collaboration with field responders.

The DEC continued compliance with state and national quality assurance standards requiring our team to evaluate 7-10% of medical calls and a statistically significant portion of law enforcement and fire calls. Communications Training Officers specially assigned to the role of Quality Assurance Evaluators (QAEs) for a specified time on a rotating basis complete these evaluations. These assignments help on-the-job trainers better understand operational performance trends, better preparing them to engage those issues with trainees in the future to more effectively meet national standards. QAEs provided education and coaching through individual meetings with telecommunicators and supervisory personnel. Additionally, QA personnel assisted or instructed training sessions during four academies. Call reviews are completed on randomly selected calls (requests for service and dispatched incidents) monthly. QAEs collect and report information on standardized forms designed to be an objective and consistent measurement for feedback to Operations.

2025 Quality Assurance by the Numbers

- Over 11,500 MEDICAL calls with 95% compliance. 7,541 of those calls received 100% compliance.
- 2,666 FIRE calls were reviewed and 96% were compliant.
- 4,397 POLICE calls were reviewed by QA evaluators with 94% overall compliant with standards.

Survey Reviews

Providing high quality service is paramount. Our department utilizes PowerEngage to connect with callers on pre-identified call types as part of our department's quality assurance (QA) strategy. This year, over 306 survey submissions were reviewed by our QA team.

Audio & Data Requests

Requests for audio or call data received from the public, private law offices, field response partners, or court orders are processed through this office. Our Records Custodian processed 3,418 requests in 2025. from Public Safety agencies, 129 from citizens, and 52 from media. We also supported internal operations through 777 other requests for general research. Our records custodian was called to appear to court 6 times in 2025.

Terminal Agency Coordinators

Support personnel liaise with the Tennessee Bureau of Investigation (TBI) involving Criminal Justice Information Systems. Training and certifications for all operators are maintained by the Terminal Agency Coordinator and their alternate. Tennessee Information Enforcement System (TIES) certifications were completed for 30 employees and 181 re-certification tests were administered. In addition, there were 101 pre-hire background checks completed. Full background checks were processed 312 times with 1788 criminal history requests for certification, re-certification and pre-hire background checks.

CALEA

The department is proud to have earned its seventh reaccreditation from the Commission on Accreditation for Law Enforcement Agencies (CALEA) this year.

Reaccreditation is a detailed and demanding process which follows a thorough review of DEC policies, procedures, and daily operations to confirm through real evidence that the department continues to meet national standards for how a 911 center operates, trains, documents its work, and serves the community.

Completing it confirms that department policies, practices, and procedures match the highest levels of public safety professionalism. In total, DEC showed compliance with nearly 210 standards.

Nashville is also one of only 40 cities to earn CALEA's TRI-ARC award, which reflects accreditation across DEC, the Metro Nashville Police Department (MNPd), and the MNPd Training Academy.



DEC was awarded CALEA reaccreditation in Jacksonville, Florida.

C.O.R.E.

The Community Outreach, Recruitment, and Education (C.O.R.E.) team was created in 2016 to consolidate all DEC community education and recruitment efforts into one team. This endeavor helps to ensure our community involvement and education function(s) are handled in a consistent and professional manner by knowledgeable team members. We believe community education and outreach are top priorities and the agency should maximize every opportunity to educate the public while also being accessible to discuss any questions, or concerns, they may have.

Our continued partnership with the PENCIL program and area schools throughout 2025 helped us to strengthen existing relationships with vocational and other educational institutions. This important collaboration allows us to reach a more robust, diverse, and qualified potential applicant, while also providing insight into the important work done by DEC.

In 2025, the C.O.R.E. team participated in approximately 42 events that spanned the recruitment and public education gamut. Some of those events include seven career fairs – including those held at area elementary, middle, and high schools, collaboration with industry partner Motorola's Young Professionals Group to help facilitate potential future tech for 911, a technology expo hosted by Bridges for the Deaf and Hard of Hearing, a community college event at Vol State, Nashville National Night Out Against Crime in both Hermitage and East Nashville, and facilitation of Rescue Rex shows across the county.



Manager Brian Crabtree is the department's C.O.R.E. Manager



DEC personnel with the Community Outreach Education and Recruitment (CORE) at National Night Out Against Crime Event.

TECHNOLOGY DIVISION



Tim Watkins, Technology Manager for the DEC.

The Technology Division is responsible for implementing and maintaining the technology components within the DEC. They manage the many systems within the organization including an IP-based telephone system, Computer Aided Dispatch (CAD) network, Geographic Information System (GIS), all DEC office administrative computers and supporting hardware and a host of interface solutions to other Metro Departments. This section works closely with Metro Information Technology Services and public safety response partners to provide a seamless flow of information supporting incident response. Key projects for this division included the design and development of a classroom management application as well as key management and vehicle checkout system. Our technology team also made enhancements to the agency's web infrastructure by building two new dedicated servers, positioning DEC to develop and host modern, secure web applications in-house. This investment supports the agency's ongoing efforts to digitize internal processes and improve operational efficiency. The technology team is instrumental in supporting department goals and initiatives to enhance and improve efficiency in services through a variety of means and technology including data sharing opportunities.

CAD

We use Motorola PremierOne Computer Aided Dispatch (CAD) system to process all emergency and non-emergency calls. Dispatchers regularly use this system to relay critical information directly to field responders from the Metro Nashville Police and Fire Departments. The system also supports the Office of Emergency Management and the Davidson County Sheriff's Office managing dispatched incidents.

CAD system administrators worked with Motorola to develop a web-hosted disaster recovery solution which went live this year. Our technology team was instrumental. They also explored an interface to automatically ingest non-emergency calls received from hubNashville.

Desktop / Server Support

In Spring of 2025, DEC Technology deployed Windows 11 Operating system to most of the DEC computers that provided a modern, centered user interface, and enhance security with built in AI Co-Pilot. This implementation was done in phases, to allow staff to monitor and manage any impact to daily operations.



DEC Technology team members Erin Wilson and Wes Calhoun work with hardware to support a department initiative.

911 Phone System

DEC and Regional ESINET partner, Williamson County, successfully made connections between our two counties and were able to route a non-emergency administrative number across the connection. This helped us prove the concept of our project. Since then, we have taken the current configuration offline, to reconfigured with newer technology to be more efficient. We have been working through design changes and look to continue testing in 2026.

DEC Technology Staff continue exploring ways AI can help support the mission of DEC, using the ITS guidelines for incorporating AI, as well as some Metro approved Generative AI solutions. DEC continues to work with Vanderbilt University to maintain, update, and improve our Angie solution.

GIS

In 911, location is everything. Our GIS specialists Marty Boyce and Patrick Sniadowski manage and administer geographic information systems data used by the DEC ensuring it meets Next Generation 9-1-1 standards. DEC GIS staff are responsible for uploading GIS data into the P1 Motorola CAD system deployed at all call taker and dispatcher workstations. This data is essential to routing first responders throughout Davidson County and providing location verification. Externally, our GIS personnel work closely with Metropolitan Government Departments including Fire, Police, Planning, Department of Transportation, Parks, and Greenways to ensure all GIS data.

In 2025, there were 643 geo-file issues reported through the DEC intranet — a 27% decrease from 2024. The decrease in reported GIS issues may be attributed to the implementation of a new ticketing system utilized by the department.

As Geo-file/map issues are resolved, users learn how the GIS 9-1-1 data supports call routing and become more invested in improving our 9-1-1 data to increase accuracy. As Nashville continues to grow, so does the size of the DEC Next Generation 9-1-1, database as shown in the following chart:

	2024	2025	Difference		
Addresses	451,672	458,147	6,475	or	1.43%
Centerline Segments	41,150	42,584	1,434	or	3.48%
Common Places	8,228	8,424	196	or	2.38%

PUBLIC INFORMATION OFFICE



Public Information Officer James Matthews

The Public Information Office, led by James Matthews, is responsible for developing and executing the DEC's internal and external communications strategy. The office prioritizes consistent, accurate, and timely messaging across all levels of the agency and to the public, supporting department operations, community awareness, and overall public trust and transparency. A primary objective of the office is to: **Get the right people, the right information, at the right time.**

Throughout 2025, the office utilized multiple communication channels to keep our personnel, the media, and the public informed, while reinforcing the department's mission and priorities. It also maintains close coordination with the Mayor's Office, the Metro Nashville Police Department, the Nashville Fire Department, and the Nashville Office of Emergency Management to ensure unified messaging and interagency alignment.

Our department's public affairs officer responded to major incidents, serving as a liaison and official spokesperson for the DEC.

 News/Media Releases **17**

 Media Inquiries **64**

 Interviews **18**



Public Affairs Officer James Matthews on scene at the Antioch School Shooting coordinating a news/media conference with MNPd and NFD.



Public Affairs Officer James Matthews assisting in the EOC.



Public Affairs Officer James Matthews takes photos at an event.

PUBLIC INFORMATION OFFICE



→ Posts	176
→ Follower Growth	+ 2,100
→ Content Views	6.4 M



→ Views	1.0 M
→ Reach	494.9 K
→ Posts & Stories	160

The department uses a variety of communication methods to keep the public informed and engaged, with traditional news and media outreach playing a key role.

DEC values its partnerships with news organizations and works closely with the Public Affairs Office to maintain strong relationships.

In 2025, the Public Information Office issued more than 17 news releases related to department operations, community education, and critical incidents, and responded to nearly 70 inquiries from local and national media. The office facilitated over 18 in-person interviews throughout the year.

Media coverage throughout the year highlighted our department and personnel, helping the public better understand our role while reinforcing that there is a human behind every headset. The department also maintains strong connections with Nashville's Hispanic media networks, which help us effectively reach Spanish-speaking members of our community.

Nashville dispatcher saves domestic violence victim through text 911

Gabrielle Welborn, a domestic violence survivor herself, has been a dispatcher for a year and change.



Gabrielle Welborn, a domestic violence survivor herself, has been a dispatcher for a year and change.

Dispatcher Gabrielle Welborn featured on WSMV for a domestic violence related call in which text-to-911 was used.



Nashville Noticias
March 30, 2025 · 🌐

Tómelo en cuenta: Las personas que toman llamadas y despachadores de [#Nashville911](#) están trabajando duro durante el evento meteorológico de esta noche. Recuerda, mantente [#WeatherAware](#) y monitorea US National Weather Service Nashville Tennessee y Nashville Office of Emergency Management para actualizaciones importantes del tiempo. Si nos necesitas, estamos aquí para responder a tu llamada.

See translation



DEC personnel manage radio operations during a severe weather event.

RECOGNITION

Personnel of the Month

The DEC is fueled by the dedication and excellence of its team. Each month, peers nominate colleagues who demonstrate outstanding service and professionalism, and a panel of Metro Government representatives selects the recipients in four categories: Emergency Telecommunicator, Trainer, Supervisor and Admin staff.

These individuals go beyond their roles—they embody the core values of the DEC, representing the department's commitment to service, collaboration, and community safety.

This section highlights their contributions and the positive impact they have on both the department and the community we serve.

JANUARY

MR

MISTY REID
Telecommunicator

KK

KAITLYN KRAMER
Trainer

FEBRUARY

MB

MACKENZIE BEAUCHAMP
Telecommunicator

SH

SARAH HARTLEY
Trainer

MARCH

AE

ANNA ELLER
Telecommunicator

LM

LAKEDA MILLS
Supervisor

YP

YVETTE PAGE
Trainer

JM

JAMES MATTHEWS
Admin

APRIL

JD

JOHN DAVIS
Telecommunicator

LB

LINDSEY BOLEYJACK
Trainer

MAY

JW

JEFF WYNN
Telecommunicator

KR

KELLY ROBINS
Trainer

SE

SHEILA ELLIS
Telecommunicator

JUNE

CO

CHARLES O'CONNELL
Supervisor

WC

WES CALHOUN
Admin

DM

DERICA MITCHELL
Trainer

RECOGNITION

JULY

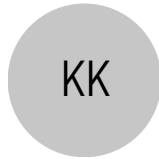


RACHEL MATTHEWS
Telecommunicator



ADRIAN PRATHER
Trainer

AUGUST



KAITLYN KRAMER
Telecommunicator



BRANDON OWENS
Trainer

SEPTEMBER



JUSTIN DUNCAN
Telecommunicator



STEPHANIE REED
Admin



BRAD SADLER
Supervisor



MICHELLE NAVEL
Trainer

OCTOBER



ADAM FLURRY
Telecommunicator



RAMESHIA MERRIWEATHER
Trainer

NOVEMBER



ALEX MORRIS
Telecommunicator



SUZANNE RAMSEY
Trainer

DECEMBER



BRIANNA WOOD
Telecommunicator



DWAYNE VANCE
Admin



KAT HOGAN
Supervisor



SUZANNE RAMSEY
Trainer

LIFE SAVING COMMENDATIONS

228

lives were saved by DEC dispatchers offering life-saving CPR instructions, requiring the call taker to lead the caller through cardiopulmonary resuscitation (CPR) protocols. The opportunity to save a life can be very rewarding.

Additionally, team members aided in the delivery of 5 babies this year.

2026 LEADERSHIP TEAM

*This team is the first line of support, for Nashville's **first** first responders.*



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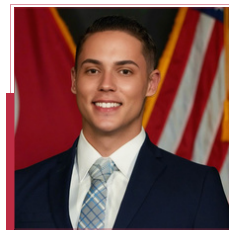
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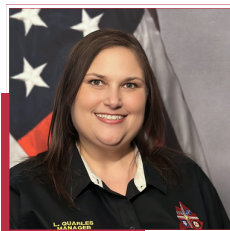
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