



Department of Emergency Communications

Organizational Chart – Effective July 22, 2026

Metropolitan Government of Nashville and Davidson County

Director's Office

Position	Personnel	Reports To
Mayor's Office	—	—
Davidson County Emergency Communications District Board	—	—
Interim Director	Patrice Coleman	Mayor's Office
Public Information Officer	James Matthews	Interim Director
Administrative/Logistics Specialist	Exzabia Dukes	Interim Director

hubNashville

Position	Personnel	Reports To
Assistant Director – hubNashville	Erin Williams	Interim Director
hubNashville Supervisor	Stanley Tidwell; Jeni Richard	Assistant Director – hubNashville
hubNashville Operators (10)	Calltakers	hubNashville Supervisor

Operations

Position	Personnel	Reports To
Assistant Director – Operations	Patrice Coleman	Interim Director
Operations Managers (2)	Izeko Floyd; Bradley Sadler	Assistant Director – Operations
Shift Supervisors (15)	A, B, and C Shifts	Operations Managers
CTOs (50)	ET3/ET4	Shift Supervisors
ET 1–4 (141)	Calltakers/Dispatchers	Shift Supervisors
Tactical/TERT Supervisor	Sebrina Jackson	Operations Managers
TERT Teams – 4 (8)	Assigned ETs	Tactical/TERT Supervisor

Support

Position	Personnel	Reports To
Assistant Director – Support	Kristin Mullen	Interim Director
Training/QA Manager	Leah Quarles	Assistant Director – Support
Training Supervisor	Jennifer Reynolds	Training/QA Manager
Training Instructors (4)	Michael Scruggs; Tyler Marlowe; Amber Doss; assigned CTOs	Training Supervisor
QA Supervisor	Donna Jarrell	Training/QA Manager
QA Evaluators	Assigned CTOs	QA Supervisor
Accreditation Manager	Adrianne Dillion	Assistant Director – Support
Records	Jennifer Barrett	Assistant Director – Support
CORE Manager	Brian Crabtree	Assistant Director – Support
CORE Team	Volunteers	CORE Manager

Technology

Position	Personnel	Reports To
Technology Manager	Tim Watkins	Interim Director
CAD Administrator (2)	La'Tasha Ashton; John Reynolds	Technology Manager
GIS (2)	Marty Boyce; Patrick Sniadowski	Technology Manager
Phone Support (2)	Michael Bateman; Wes Calhoun	Technology Manager
Tech Support (2)	Erin Wilson; Vacant	Technology Manager
Web Services (2)	Stephanie Reed; Christie Clark	Technology Manager

Human Resources

Position	Personnel	Reports To
Human Resources Manager	Christy Pruitt-Haynes	Interim Director
Sr. Human Resources Analyst	Lynette Dawkins	Human Resources Manager
HR Analyst	<i>Vacant</i>	Human Resources Manager

Finance

Position	Personnel	Reports To
Finance Manager	Dwayne Vance	Interim Director
Payroll Specialist	Freda Wade	Finance Manager
Finance Officer	Mason Baker	Finance Manager