State of Tennessee
Tennessee Emergency Management Agency
Situation Report

<table>
<thead>
<tr>
<th>SITREP</th>
<th>Incident Name</th>
<th>Operational Period</th>
<th>Date / Time Prepared</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Severe Weather Mission #27</td>
<td>3/3/2020 1600</td>
<td>03/3/2020 0500</td>
</tr>
</tbody>
</table>

1. **Situation**


On 03/03/2020, a storm system moved through the State of Tennessee, bringing tornadic activity, heavy rains, hail, and powerful winds through the west and middle regions of the state. Confirmed tornado travelled through portions of Davidson, Wilson and Putnam Counties. This tornado left a wide path of destruction with multiple fatalities reported (24 fatalities as of 1600 hours), homes destroyed, businesses destroyed, widespread power outages, and significant damage to some educational facilities. Putnam County, Wilson County, City of Lebanon, and City of Mt. Juliet have declared a State of Emergency.

2. **Lifeline Status – Middle Region**

<table>
<thead>
<tr>
<th>LIFELINE</th>
<th>Status Update</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety and Security</td>
<td>Downed power lines, trees, and debris scattered throughout the affected area posing a significant safety concern for the public. Ongoing SAR and firefighting operations.</td>
</tr>
<tr>
<td>Food, Water, Shelter</td>
<td>Multiple homes and residences destroyed, several shelters established, and additional sheltering needs are being planned.</td>
</tr>
<tr>
<td>Health and Medical</td>
<td>24 confirmed tornado related fatalities and multiple injuries being reported</td>
</tr>
<tr>
<td>Energy (Power and Fuel)</td>
<td>Multiple power and transmission lines down across the region. A reported 75,000+ are reported without power</td>
</tr>
<tr>
<td>Transportation</td>
<td>Interstate Highways have been cleared and are all open. Several isolated state routes still need attention. Music City Star cannot operate due to debris and fallen trees. CSX is working to clear their main rail lines – rerouting rail traffic.</td>
</tr>
</tbody>
</table>

**LifeLine Color Codes:**
- Pre-incident
- Unclear extent of impact
- Stable – no unmet needs at this time
- Some unmet needs at this time
- Critical unmet needs at this time
3. **Weather Summary**

**MIDDLE**
- **Overnight:** Partly cloudy, with a low around 44. Calm wind becoming south around 5 mph.
- **Wednesday:** Partly sunny, with a high near 64. South wind 5 to 10 mph becoming north northwest in the afternoon.

**WEST**
- **Overnight:** Mostly cloudy, with a low around 45. Calm wind.
- **Wednesday:** Mostly cloudy, with a high near 61. Light and variable wind becoming northwest 5 to 10 mph in the morning.

4. **Regional Summary**

Regional Personnel have stood down for the night. Prepared to activate tomorrow (Wednesday, March 4, 2020) – 77 people still missing – Wilson and Putnam counties have enacted curfews from 6 pm till daylight – Search and Rescues have been completed for Davidson and Wilson counties and continue for Putnam County – State of Emergency has been declared for Metro/Davidson County by the Mayor.

- **Davidson County**
  2 confirmed fatalities
  Partially activated at the EOC 0300 hours.
  35,222 reported without power
  Significant damage reported to Robert Churchwell Elementary. Many schools cannot be reached yet. Relocation plan is being established for students if the facility cannot be re-opened.
  Lockland Design Center Elementary has reported damage, extent unknown.
  Significant damage reported to Meigs Magnet Middle.
  Schools will be closed tomorrow.

- **Wilson County**
  3 confirmed fatalities
  Reported 4,945 Reported without power.
  6pm curfew in place for the City of Mt. Juliet.
  Primary and secondary searches complete
  Major damage to multiple structures throughout the county, many homes and businesses damaged/destroyed.
  Significant damage reported to West Wilson Middle School and Stoner Creek Elementary. Both may be a total loss.
  School transportation office damaged – every bus on the lot has damage.
  Lebanon special school district – no damages.
Multiple injuries reported and transported.
Command posts set up in the City of Mt. Juliet and Lebanon.
County EOC activated.
Receiving mutual aid from Sumner EMA/EMS and Gallatin FD
Many roads impassable.
Multiple structure fires extinguished.
County schools are closed for the week.
Wilson County 911 on generator power.

- **Putnam County**
  18 confirmed fatalities
  Reported 8,000+ without power.
  Approximately 300 responders in the area performing search and rescue operations.
  People are still reported missing in Putnam County.
  Grid searches in progress.
  Reunification site set up at Cookeville Regional Hospital
  No major damage reported to schools.
  Multiple vehicles overturned
  Staging ambulances.
  Clearing roads to perform rescues.
  Multiple vehicles overturned.
  Multiple powerlines down.
  Communication systems are very limited – requesting Verizon support in the area.
  Command center being set up (around Dipsy Doodle) – damages still being reported.
  Requesting Search and Rescue and chainsaw crews.
  Put resources on standby from Rutherford County.
  Knoxville Fire Department Structural Collapse Team en-route to Cookeville to assist Putnam County.
  Multiple rescue squads in the Cookeville area.

**WEST**
- **Benton County**
  1 confirmed fatality
  Multiple trees and power lines down, several homes damaged/destroyed.
  Two reported injuries.

**EAST**
Continued issues with Verizon service in the area.
NWS Morristown reported EF-0 tornado on the ground as the weather system passed this morning.
Tree damage reported.
5. **Director’s Intent**

The TEMA Director’s intent is to support local government needs, anticipate, respond and remediate life threatening situations, assist in property and critical infrastructure protection and ensure shared situational awareness and unified operations across Tennessee Government.

6. **Event Objectives**

- Maintain continuity of government and continuity of the election process.
- Ensure for public safety.
- Support Local Government and facilitate local resource needs.
- Initiate, continue, and provide for damage assessments.
- Collect essential elements of information for future operational needs.
- Expedite data collection and provide situational awareness for decision requirements.
# Resource Requests

<table>
<thead>
<tr>
<th>Resource</th>
<th>MCC #</th>
<th>Date/Time Ordered</th>
<th>Status</th>
<th>Arrived</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication Support</td>
<td>001</td>
<td>03/03/2020 05:29</td>
<td>On Going</td>
<td></td>
<td>Site on wheels to establish radio comms to 3 prisons in Nashville</td>
</tr>
<tr>
<td>VTAC Usage</td>
<td>002</td>
<td>03/03/2020 06:27</td>
<td>On Going</td>
<td></td>
<td>Requested use of VTAC channels 36/37</td>
</tr>
<tr>
<td>100 First Net Phones</td>
<td>003</td>
<td>03/03/2020 06:30</td>
<td>On Going</td>
<td></td>
<td>Request for 100 First Net Phones</td>
</tr>
<tr>
<td>VOAD Representative</td>
<td>004</td>
<td>03/03/2020 06:41</td>
<td>On Going</td>
<td></td>
<td>VOAD representative to help Hands On Nashville at Metro OEM</td>
</tr>
<tr>
<td>Meals for Middle Region</td>
<td>005</td>
<td>03/03/2020 07:06</td>
<td>Complete</td>
<td></td>
<td>Middle Region RCC is requesting funding for breakfast, lunch, and dinner</td>
</tr>
<tr>
<td>Generators for polling locations</td>
<td>006</td>
<td>03/03/2020 07:03</td>
<td>On Going</td>
<td></td>
<td>Wilson County is requesting generators to support polling locations – 8 locations. General Services has coordinated the purchase. TEMA will pick up and deliver.</td>
</tr>
<tr>
<td>Communications Support</td>
<td>007</td>
<td>03/03/2020 07:00</td>
<td>On Going</td>
<td></td>
<td>Middle TN Electric is requesting communications support. Rutherford Co. EMA is deploying a portable repeater.</td>
</tr>
<tr>
<td>Fly Over – Damage Assessment</td>
<td>008</td>
<td>03/03/2020 07:14</td>
<td>On Going</td>
<td></td>
<td>CAP request to fly over to take pictures of the damaged areas</td>
</tr>
<tr>
<td>Logistical Support for Law Enforcement</td>
<td>009</td>
<td>03/03/2020 07:19</td>
<td>On Going</td>
<td></td>
<td>LE is requesting support for food and water – 155 personnel at Wilson Co. Sheriff’s Office</td>
</tr>
<tr>
<td>AT&amp;T POTS/SIP</td>
<td>010</td>
<td>03/03/2020 07:24</td>
<td>Complete</td>
<td></td>
<td>AT&amp;T POTS/SIP to public office</td>
</tr>
<tr>
<td>Service Restoration</td>
<td>011</td>
<td>03/03/2020 07:35</td>
<td>On Going</td>
<td></td>
<td>Lack of service – request for Verizon to do an assessment to restore service. Can we request a COLT?</td>
</tr>
<tr>
<td>SEOC Lunch</td>
<td>012</td>
<td>03/03/2020 07:47</td>
<td>Complete</td>
<td></td>
<td>Lunch for SEOC Staff</td>
</tr>
<tr>
<td>Request</td>
<td>Date</td>
<td>Time</td>
<td>Status</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>-------------------------</td>
<td>---------------</td>
<td>----------</td>
<td>------------</td>
<td>-------------</td>
<td></td>
</tr>
<tr>
<td>Helicopter for DA</td>
<td>013</td>
<td>03/03/2020 08:10</td>
<td>Complete</td>
<td>Helicopter for damage assessment and Situational Awareness</td>
<td></td>
</tr>
<tr>
<td>Generator</td>
<td>014</td>
<td>03/03/2020 09:10</td>
<td>On Going</td>
<td>Generator for Cordell Hull building – GS has worked with THOMPSON CAT to provide.</td>
<td></td>
</tr>
<tr>
<td>SEOC Dinner</td>
<td>015</td>
<td>09:10</td>
<td>In Progress</td>
<td>Dinner for SEOC staff</td>
<td></td>
</tr>
<tr>
<td>Lunch and Water for Park Rangers</td>
<td>016</td>
<td>03/03/2020 13:06</td>
<td>Complete</td>
<td>Water for Park Rangers performing debris removal in Bicentennial Mall</td>
<td></td>
</tr>
<tr>
<td>Morgue Trailer Request</td>
<td>017</td>
<td>03/03/2020 12:28</td>
<td>On Going</td>
<td>Additional Morgue Trailer to provide support for Upper Cumberland Region</td>
<td></td>
</tr>
<tr>
<td>Wilson County Structural Response Teams</td>
<td>018</td>
<td>03/03/2020 11:46</td>
<td>Cancelled</td>
<td>Two structural response teams requested for Mt. Juliet</td>
<td></td>
</tr>
<tr>
<td>Wilson County Cadaver Dogs</td>
<td>019</td>
<td>03/03/2020 12:54</td>
<td>Cancelled</td>
<td>Wilson County is requesting USAR/Collapse trained cadaver Dogs</td>
<td></td>
</tr>
<tr>
<td>Logistical Support for TACN</td>
<td>020</td>
<td>03/03/2020 15:24</td>
<td>On Going</td>
<td>TACN is requesting a Port-a-Potty to be used by dispatchers at TACN Tower Site</td>
<td></td>
</tr>
<tr>
<td>Shelter Inspections</td>
<td>021</td>
<td>03/03/2020 15:26</td>
<td>On Going</td>
<td>Request for inspections at both Red Cross and Private shelters</td>
<td></td>
</tr>
<tr>
<td>SEOC Housekeeping</td>
<td>022</td>
<td>03/03/2020 11:34</td>
<td>In Progress</td>
<td>Request for housekeeping team to support SEOC operations</td>
<td></td>
</tr>
<tr>
<td>Shelter Grief Counseling</td>
<td>023</td>
<td>03/03/2020 12:28</td>
<td>On Going</td>
<td>Request for grief counselors at shelter operations state wide</td>
<td></td>
</tr>
<tr>
<td>Tower Trailer West</td>
<td>024</td>
<td>03/03/2020 12:25</td>
<td>Complete</td>
<td>Request West Region Tower Trailer to be moved to SEOC for staging</td>
<td></td>
</tr>
<tr>
<td>Water Treatment Generator</td>
<td>025</td>
<td>03/03/2020 14:44</td>
<td>Complete</td>
<td>Water treatment facility requesting 250KW generator</td>
<td></td>
</tr>
<tr>
<td>TWRA to assist with search</td>
<td>026</td>
<td>03/03/2020 13:45</td>
<td>On Going</td>
<td>Six law enforcement officers from TWRA requested to assist with searches in Putnam County</td>
<td></td>
</tr>
<tr>
<td>Debris Removal</td>
<td>027</td>
<td>03/03/2020 15:04</td>
<td>Complete</td>
<td>Loaders needed to haul debris from Bicentennial Mall</td>
<td></td>
</tr>
<tr>
<td>Air Operations Branch</td>
<td>028</td>
<td>03/03/2020 13:47</td>
<td>On Going</td>
<td>DACO requesting Air Operations Branch to be staffed at 0800 on 03/04/2020</td>
<td></td>
</tr>
<tr>
<td>Helicopter Request</td>
<td>029</td>
<td>03/03/2020 15:16</td>
<td>Complete</td>
<td>Request to fly county and state officials over the affected area in Wilson and Putnam Counties</td>
<td></td>
</tr>
<tr>
<td>Street Sweeper</td>
<td>030</td>
<td>03/03/2020 15:03</td>
<td>Complete</td>
<td>Street Sweeper requested to help with debris removal</td>
<td></td>
</tr>
<tr>
<td>Request Type</td>
<td>ID</td>
<td>Date/Time</td>
<td>Status</td>
<td>Details</td>
<td></td>
</tr>
<tr>
<td>--------------</td>
<td>-----</td>
<td>-------------</td>
<td>---------</td>
<td>---------</td>
<td></td>
</tr>
<tr>
<td>Morgue Trailer</td>
<td>031</td>
<td>03/03/2020 13:23</td>
<td>In Progress</td>
<td>Morgue trailer requested for Wilson County</td>
<td></td>
</tr>
<tr>
<td>Verizon C.O.W.</td>
<td>032</td>
<td>03/03/2020 15:44</td>
<td>On Going</td>
<td>Verizon assets requested in Putnam County</td>
<td></td>
</tr>
<tr>
<td>National Guard Personnel</td>
<td>033</td>
<td>03/03/2020 15:10</td>
<td>In Progress</td>
<td>Putnam County Executive requesting 30 NG personnel and their vehicles to assist in Putnam County</td>
<td></td>
</tr>
<tr>
<td>Water Plant Generator Support</td>
<td>034</td>
<td>03/03/2020 15:45</td>
<td>Complete</td>
<td>Jackson County EMA is requesting a 100KW generator to run the water plant in Gainesboro, TN</td>
<td></td>
</tr>
<tr>
<td>Meals and Water for Ranger Crews</td>
<td>035</td>
<td>03/03/2020 15:46</td>
<td>On Going</td>
<td>30 meals requested for rangers working on debris removal in Bicentennial Mall</td>
<td></td>
</tr>
<tr>
<td>DHS Tents</td>
<td>036</td>
<td>03/03/2020 14:41</td>
<td>In Progress</td>
<td>2 large tents requested to hold 40 to 50 people for DHS</td>
<td></td>
</tr>
<tr>
<td>MDHA Requests Barricades</td>
<td>037</td>
<td>03/03/2020 16:29:15</td>
<td>In Progress</td>
<td>8-10 road barricades with blinker lights and 8-10 portable light towers.</td>
<td></td>
</tr>
<tr>
<td>Cribs/Pack and Play for shelter</td>
<td>038</td>
<td>03/03/2020 16:29:51</td>
<td>Complete</td>
<td>Two cribs or portable playard for infants in Centennial Sportsplex shelter</td>
<td></td>
</tr>
<tr>
<td>Breakfast for Tn. state park rangers</td>
<td>039</td>
<td>03/03/2020 16:30:06</td>
<td>In Progress</td>
<td>Breakfast needed for 40 park rangers at the Bicentennial Mall for rangers working security and debris removal.</td>
<td></td>
</tr>
<tr>
<td>Meals and bottled water for 64 PAX to Putnam County</td>
<td>040</td>
<td>03/03/2020 18:36:23</td>
<td>New</td>
<td>Requesting meals and two pallets of bottled water for 64 PAX in Putnam County.</td>
<td></td>
</tr>
<tr>
<td>Regional Medical Communications Bus</td>
<td>041</td>
<td>03/03/2020 18:20:44</td>
<td>In Progress</td>
<td>Regional Medical Communications Bus is requested by Putnam County EMS to provide communications.</td>
<td></td>
</tr>
<tr>
<td>Meals and bottled water for 4 PAX to Jackson County</td>
<td>042</td>
<td>03/03/2020 20:02:38</td>
<td>Cancelled</td>
<td>Request meals and bottled water for 4 PAX fulfilling generator request on Jackson County.</td>
<td></td>
</tr>
<tr>
<td>Shelter Support-Cleaning Kits</td>
<td>043</td>
<td>03/03/2020 20:30:46</td>
<td>In Progress</td>
<td>Requesting shelter cleaning items to support 5 shelters.</td>
<td></td>
</tr>
<tr>
<td>Transportation for apartment residents to shelter</td>
<td>044</td>
<td>03/04/2020 01:04:29</td>
<td>In Progress</td>
<td>Transportation for residents of Meridian Hermitage</td>
<td></td>
</tr>
<tr>
<td>Diesel Fuel Needed</td>
<td>045</td>
<td>03/03/2020 19:34:39</td>
<td>Cancelled</td>
<td>Our Hotline Generator is out of Fuel.</td>
<td></td>
</tr>
</tbody>
</table>
### 7. Operational Rhythm

<table>
<thead>
<tr>
<th>TIME</th>
<th>EVENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>Around the Room</td>
</tr>
<tr>
<td>0000</td>
<td>Staffing Assessment</td>
</tr>
<tr>
<td>0500</td>
<td>Sitrep Due</td>
</tr>
</tbody>
</table>

#### Planning Section Status

**(ESF-5) Planning Branch**
- Ensuring maintained situational awareness
- Tracking resource requests in conjunction with the MCC
- Planning for future operational periods

**State Emergency Information Director / Public Information Branch**
- Continuing to push out information via social media, flash reports, and the TEMA website.
- Continuing to coordinate with partners to provide updated information.

**(ESF-15) Recovery Branch**
- Collecting data and information for declaration requests

**Information and Intelligence Branch**
- TBI has the Fusion Center staffed for intelligence support

#### Operations Section Status

**Military**
• TN NG has the following capabilities available in East TN: debris removal personnel and equipment, urban search and rescue capability, communication trailer. Anticipated 6 to 8 hour lead time for deployment if requested.
• TN NG providing (2) UH 60 Helicopters for overflight of damaged area.
• Air Operations Branch will activate on 3/4/2020 to support manned/unmanned, rotary, or fixed wing flying operations.
• 9 vehicles with 30 personnel responding to Putnam County.
• 34 troops currently deployed with an additional 30 out tomorrow – Total of 64

Infrastructure Branch

(ESF-1) TRANSPORTATION
• All interstates are open in all directions; several isolated state routes still require attention.
• Music City Star will not be operating Wednesday due to debris.
• 9 We go bus routes are on detours or not running.
• CSX working to clear lines
• Overturned vehicles have been up righted and removed from roadways.
• SR 155 southbound in Davidson County – Incident at exit 26: Centennial Blvd. RT and LT. Anticipated clearance by 0600 on 3/4/2020.
• TDOT Region 3 is operating on the Metro RDIO System A-Bank A-5.
• The Mainline through downtown Nashville is closed to all Rail Traffic (Kane Avenue).
• The Cumberland River is shutdown at mile marker 182, which is impacting river travel to fuel terminals in downtown Nashville.

(ESF-2) COMMUNICATIONS
• Both towers at TACN site Nashville are destroyed.
• Motorola Disaster Emergency Team has been notified by TACN
• Radio system is down on TACN system along with TEMA ops
• Verizon in process of supporting cellular and WIFI capabilities.
• Continue to work on establishing communications with utilities.

(ESF-3) INFRASTRUCTURE
• Nashville central wastewater treatment has procured and expects they will receive generators soon

(ESF-12) ENERGY
• TVA tower has been destroyed and power lines are down at the old prison known as the Castle
• 35,222 reported power outages in Davidson County
• 4,945 reported power outages in Wilson County
• 8,000 reported power outages in the Upper Cumberland area
• Multiple fuel partners reporting terminals along the Cumberland river are without power and unable to deliver fuel to tanker trucks until power is restored.
• 3/5 Fuel wholesalers are without power in downtown corridor, 2 major fuel terminals without power along the Cumberland River

Human Needs Branch

(ESF-6) HUMAN SERVICES
• ARC will be operating a mass care operation for the resto of the week, including sheltering and feeding. Mobile feeding and bulk distribution of supplies, if needed could start in 2-3 days.
• MARC planning in process – Thursday at the soonest
• Human Services on standby for damage assessments
• TNhousingsearch.org is messaging property providers, landlords, and apartment managers in 23 central counties including the 4 with tornado damage.
• DCS hotline is currently up and running with 8 phone lines.
• Red Cross website and phone number available for reunification.
• Shelters Open:
  1. Highland Heights Church of Christ – 505 N Cumberland Lebanon, TN 37087. 10 people in shelter
  2. First Baptist Cookeville – 18 S Walnut Ave. Cookeville, TN 38501 RED CROSS. 6 people in shelter
  3. Centennial Sportsplex – 222 25th Avenue North Nashville, TN 37203 RED CROSS. 79 people in shelter
  5. Holy Rosary Academy – Hermitage shelter. 7 people in shelter

(ESF-8) HEALTH
• Fentress, Overton, Wilson, Smith, and Carroll County Health Departments are closed.
• (Health and Medical Services): Change in numbers for fatalities, should be 24; Miscounted in Putnam County; Normal operations at hospitals.

(ESF-14) DONATIONS & VOLUNTEERS
• Hands On Nashville is setting up to handle volunteers (hon.org). Community resource center will start accepting donated goods at 0900 hours. 218 Omohundro Place.
(ESF-16) ANIMAL CARE & HOUSING
• TSU lost one research building and one small poultry house.

Emergency Services Branch

(ESF-4) FIREFIGHTING
• Lebanon Structure Fires: staging at 6202 Division Street. Hendersonville FD, Gallatin FD, Franklin FD, Murfreesboro FD, Millersville FD. Two restroom trailers are being deployed to Lebanon.
• Incident Management Team for Middle Region deploying to Wilson County (Mount Juliet) for support
• Putnam County Structural Collapse: Crossville FD, Cumberland County FD, Van Buren County FD.
• Beginning demobilization of Fire resources in Wilson County.
• Chattanooga US&R on standby
• West TN IM, US&R on standby

(ESF-8) EMS
• Assets from Jackson Madison County Regional Health Department are en-route to TEMA SEOC for staging.
• Mobile morgue trailer located at Highway 70 – Upper Cumberland Electric Department.
• Nurses deployed to support medical needs in shelter operations.

(ESF-9) SEARCH & RESCUE
• Rangers on site performing debris removal at Bicentennial mall.

(ESF-10) ENVIRONMENTAL RESPONSE
• (Environmental Response): Eight (8) generators arriving tonight (Tuesday, March 3, 2020) for Metro Wastewater, should be up and running tonight – Loss of pressure in water system in Gainesboro (Jackson County) – Anticipating burn permit requests to come in tomorrow.

(ESF-13) LAW ENFORCEMENT
• THP is providing for search and rescue operations, traffic control and direction, and general law enforcement duties throughout the affected area.
• 10 Troopers in Putnam County and ten 10 Troopers in Wilson County to maintain parameters of neighborhoods.
Logistics Section Status

(ESF-7) Logistics

- Supported 11 generators @ multiple locations – 650 meals for responders and SEOC – Working on cleaning kits to support the five (5) shelters – 1400 liters of potable water distributed or ordered – Working on diesel fuel to support generator – Looking forward for future needs for debris removal – no unmet needs at this time.

FEMA Region IV IMT

Supporting Positions en route from Atlanta:
- Team Lead-Frederick Choi
- External Affairs Officer-Ruben Brown
- Field Support Unit Lead-Michelle Resnick
- Operations Section Chief-Paul Helland
- Operations Section Chief-Steve Hynes
- Infrastructure Branch Director-Kathy Reynolds
- Mass Care Branch Director-Angela Grant
- Planning Section Chief-Marieke Fendley
- Resource Unit Leader-Michael DeFleice
- Situation Unit Leader-Aaron Marshall
- Logistics Section Chief-Brad Davin
- Support Branch Director-Eric Dixon
- Service Branch Director-Kimberly Dargan
- External Support Branch Director-Ronnie Barnes