



Hamilton County 9-1-1 Emergency Communications District

Jeff Carney, Executive Director
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For Immediate Release

Barbara Loveless Appointed Director of Operations

Chattanooga, Tenn. (July 31, 2023) – At a special called meeting of the Board of Directors today, Barbara R. Loveless was confirmed as the new Director of Operations for the Hamilton County 9-1-1 Emergency Communications District. Loveless has over 17 years of experience in Emergency Communications as a Telecommunicator, Floor Supervisor and most recently as a Training & Quality Assurance Specialist. She is an Emergency Number Professional (ENP), a Registered Public Safety Leader (RPL), has completed the National Emergency Number Association’s Center Manager Certification Program (CMCP) in addition to numerous other Public Safety and Emergency Communications certifications.

Loveless fills the position previously occupied by Jeff Carney, who was promoted earlier this year to the top position of executive director. “I believe that Barbara brings the right skill set, the right mindset and most of all, the heart needed for this important position,” said Carney. “Employees are often lined up outside her office to talk about anything from work-related issues to personal problems, which demonstrates not only how approachable Barbara is, but how much she cares for the employees.”

Carney added that compatibility is also important. “Her knowledge of Emergency Communications and her desire to always fulfill our mission successfully pairs well with my own” said Carney. “We both know the best way to accomplish that mission is through a well-trained staff who feels that they are appreciated.”

In addition to her extensive training, Loveless has earned several awards. In 2011, she was named the District’s “Training Officer of the Year.” In 2013, Loveless was named the Tennessee APCO Chapter Trainer of the Year. In 2016, she received the HC911 ECD Communications Supervisor of the Year award, and just last year, Loveless won the HC911 ECD Employee of the Year award.

“I am truly honored to have been selected for this important leadership position with the Hamilton County 9-1-1 Emergency Communication’s District. I have had the privilege of working side by side with some truly outstanding people, ALL Heroes,” said Loveless. “I am grateful to Executive Director Carney and to our Board of Directors for the trust and confidence they have in my ability to support the vision, values, and mission of HCECD. It is my goal to lead our agency into NextGen 911 with excellence in training, professional development, wellness, life balance and empowerment!”

Dr. Richard Brown, chairman of the Hamilton County 9-1-1 Emergency Communications District governing board, stated he and the board are delighted and supportive of the selection of Barbara Loveless to serve the district in this very important executive leadership role. He praised the outstanding work of the search committee and Executive Director Jeff Carney for providing an exceptional search and selection process." This appointment becomes official on August 2, 2023.