



MAY 2026



TENNESSEE APCO NEWSLETTER

Message from 1st Vice President–Jesse McCord

One of the greatest strengths of our profession is the community that exists beyond the walls of our own communications centers. Getting involved at the state level, through organizations like Tennessee APCO, provides opportunities to learn from one another, share ideas, and collectively move our profession forward. State chapter involvement can take many forms. Some members volunteer for committees, assist with training events, or contribute to initiatives like conferences and wellness programs. Others participate by sharing best practices, presenting on innovative programs, or simply attending meetings and networking with peers from across Tennessee. No matter the role, participation at the state level broadens perspectives and connects telecommunicators with the larger public safety communications ecosystem.

Equally important is recognizing the outstanding work happening within our centers every day. Commendations and award nominations are not just ceremonial—they are an opportunity to elevate the stories of telecommunicators who demonstrate professionalism, leadership, innovation, and dedication to service. In many cases, the public only sees the outcome of an incident, but behind every successful response is a telecommunicator who gathered critical information, coordinated resources, and helped responders arrive prepared.

Taking the time to submit commendations, whether through your local agency, Tennessee APCO, industry partners, or national award programs, ensures that these contributions are documented and celebrated. These recognitions can highlight lifesaving calls, exceptional teamwork during major incidents, innovative training or technology initiatives, and the steady leadership that keeps communications centers operating effectively day after day. They also serve an important role in professional development by helping telecommunicators build a portfolio of accomplishments that reflects the impact they have on their agencies and communities. Perhaps just as importantly, commendations contribute to morale within our centers. Public safety communications can be a demanding and often thankless profession. A well-deserved recognition reminds our colleagues that their work matters and that their dedication is seen and valued by their peers and leaders. Too often, the work of emergency communications professionals happens quietly behind the scenes. By nominating colleagues for awards and sharing their accomplishments with organizations like Tennessee APCO, we ensure that their CoM Public stories are told and that the professionalism of Tennessee's telecommunicators is recognized across the state and beyond.

I encourage everyone to look for ways to get involved. Whether that means joining a committee, attending a chapter meeting, presenting a new idea, or simply taking the time to nominate a deserving colleague. When we engage at the state level and celebrate the excellence within our profession, we strengthen not only our chapter, but the entire 9-1-1 community across Tennessee.



DISPATCHER OF THE QUARTER

Jazmin Moore



TN APCO is proud to recognize Police Radio Dispatcher Jazmin Moore of Memphis Emergency Communications as our Dispatcher of the Quarter, Q4 2025.

With more than a decade of service, Jazmin exemplifies professionalism, leadership, and dedication within Emergency Communications. As a Communications Training Officer and Communications Training Senior, she has played a key role in mentoring new dispatchers and strengthening her team.

In December 2025, she expanded her impact by transitioning to the Technology Support Team, bringing valuable frontline experience to support operational systems and improve efficiency across the bureau.

Jazmin's commitment to excellence, service to the public, and support of her colleagues make her truly deserving of this recognition.



Headset Hero Awards coming to TENA

The Tennessee APCO Headset Hero of the Year Awards are coming to TENA!

Beginning this year, the Headset Hero of the Year Awards will replace the previous Dispatcher of the Quarter recognition program. This exciting new annual award will recognize excellence on an even larger stage during the annual APCO Board Meeting at the TENA Conference.

Two awards will be presented each year — one honoring an outstanding Telecommunicator and one recognizing an exceptional Director. These awards celebrate the dedication, leadership, professionalism, and impact that emergency communications professionals bring to their centers and communities every single day.

Nominations will officially open in August, and the nomination link will be distributed at that time. We encourage agencies across Tennessee to begin thinking now about the individuals who consistently go above and beyond and deserve to be recognized as a true Headset Hero!



Leadership Symposium

Tennessee APCO and TENA teamed up to ignite leadership growth in emergency communications with an incredible 3-Day Leadership Symposium in Franklin, Tennessee!

Led by the always engaging Bud Hicks of Mission Critical, attendees dove into leadership strategies designed specifically for every level of the ECC – from Frontline Telecommunicators and Mid-Level Supervisors to Executive Leadership. The event was packed with energy, collaboration, real-world conversations, and practical takeaways that attendees can immediately bring back to their centers.

From inspiring discussions to networking with peers from across the state, the symposium created an environment focused on strengthening leaders at every stage of their career. The excitement in the room was undeniable, and the feedback has been outstanding!

If you missed this year's symposium, don't make the same mistake twice – plans are already building for next year, and you'll definitely want to be part of it. Leadership matters, and Tennessee continues to lead the way in supporting and developing the professionals behind the headset!



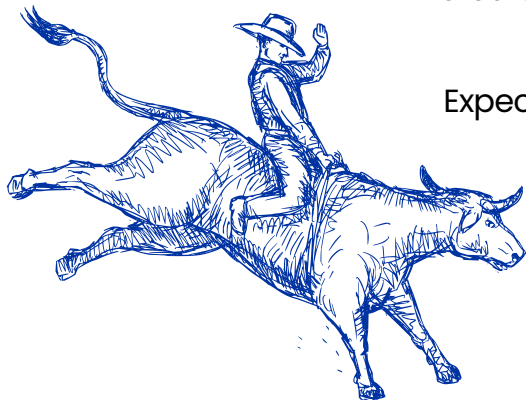


APCO 2026

SOUTHEASTERN NIGHT OUT

Heading to APCO 2026 Conference & Expo this August? Make plans now to join your fellow Tennessee APCO members and our partner APCO chapters for the Southeastern Night Out – “The Trailblazers!”

This fun-filled evening will take place on Sunday, August 2, 2026, from 6:30 PM – 10:00 PM at the incredible Smoke Skybar in downtown San Antonio.



Expect a true Texas-style celebration featuring:

Open bar & dinner

Two-steppin' and line dancing

Bull riding fun

Prizes for Best Texas Attire



Networking with APCO members from across the Southeast and beyond

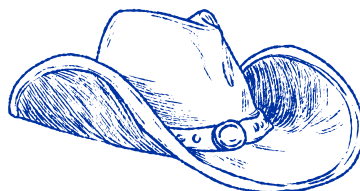
Participating APCO chapters include Tennessee, Georgia, Florida, North Carolina, South Carolina, Kansas, Texas, and Virginia – making this one of the biggest and most exciting networking events of the conference!

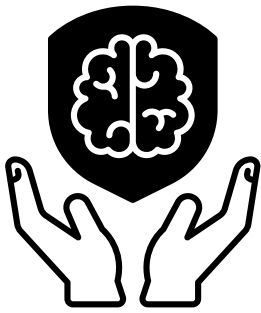
Whether you are reconnecting with longtime friends or meeting new peers in public safety communications, this is a can't-miss night during APCO 2026.

RSVP is required, so don't wait to register!

[Register Here for the Tennessee Joint Chapter Night Out](#)

Dust off your boots, grab your cowboy hat, and get ready for a Texas-sized good time with your APCO family!





Wellness Summit

This year's Wellness Summit will be featured as a special Pre-Conference Course during the Tennessee Emergency Number Association Conference!

Focused on supporting the health, resilience, and long-term success of emergency communications professionals, the Wellness Summit will bring together industry leaders, trainers, and peers for meaningful discussions and practical strategies designed specifically for the unique challenges of the 9-1-1 environment.

Attendees can expect engaging sessions centered around mental wellness, leadership support, stress management, organizational culture, and creating healthier ECC environments. This year's summit is designed to provide attendees with actionable tools they can take back to their centers immediately.

Whether you are a frontline telecommunicator, supervisor, trainer, or ECC leader, the Wellness Summit offers valuable insight, encouragement, and connection with others who understand the importance of wellness in public safety communications.

We look forward to seeing everyone at TENA for a powerful start to this year's conference!



Tubs of Love Initiative

We would like to extend a heartfelt thank you to ThisGen911, DataTech, Jared Pelham, RapidSOS, and Virtual Academy for sponsoring Tubs of Love for several emergency communications centers and agencies across Tennessee.

Through their generosity and support, Tubs of Love were provided to McNairy County ECC, Carroll County ECC, Blount County ECC, and the Weakley County Police Department and Weakley County Sheriff's Office.

These thoughtful donations help provide comfort, encouragement, and support to telecommunicators and first responders who work tirelessly behind the scenes to serve their communities every day. Partnerships like these demonstrate the strength of the public safety community and the impact we can make when we come together to support one another.

Thank you again to all of our sponsors for helping spread kindness, appreciation, and a little extra love across Tennessee's emergency communications community.



COMMERCIAL MEMBERS

We sincerely appreciate your continued support and commitment to TN APCO. Your partnership strengthens our mission and brings valuable expertise to the public safety community. Thank you for being an essential part of our organization.



Joe Sheehan

Joe Sheehan is a Regional Sales Manager at Octave, where he advises on public safety software solutions in the 911 Emergency Communications market. With over 25 years of experience in the Public Safety and SLED software sectors, he specializes in leading complex enterprise sales cycles, driving change management initiatives, and partnering with industry experts to manage and implement mission-critical systems and data solutions.

In his current and past roles, Sheehan has successfully represented U.S. government agencies such as the FBI, EPA, CDC, NIH, and NASA, alongside state, military, and local fire and hazmat first responders. Inspired by a lifetime of serving the public that serves others—gained through hands-on experience as an EMT, HAZMAT consultant, and in Emergency Communications— He is dedicated to equipping telecommunicators with the tools they need to accelerate response times, ensuring life-saving help gets exactly where it needs to be as quickly and efficiently as possible.

Outside of the boardroom, Sheehan lives in Brentwood, Tennessee, coaches middle and high school wrestling, competes in triathlons, and enjoys spending time outdoors with his wife and two daughters.



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TN APCO Commercial Advisory Committee

Tennessee APCO is proud to highlight the formation of the Tennessee APCO Commercial Advisory Committee (CAC), chaired by Tennessee APCO CCAM, Kelly Sanders-Kelley. The CAC exists to serve as the voice of commercial members within Tennessee APCO, strengthening collaboration between industry partners and 9-1-1 agencies across the state. The committee operates in an advisory capacity and focuses on:

- Building meaningful partnerships with agencies
- Increasing commercial engagement beyond traditional sponsorships
- Supporting training, education, and industry collaboration
- Developing events and initiatives that add value to the public safety community

The committee held its first meeting during Q1 2026, with the next meeting scheduled for June. The CAC is focused on creating stronger relationships between public safety professionals and industry partners while supporting the continued growth of Tennessee's emergency communications community.

For more information on how to get involved, please contact Kelly Sanders-Kelley at kelly.kelley@virtualacademy.com.



Welcome New Board Members

TN APCO is excited to welcome and introduce the 2026–2027 Board of Officers and Leadership Team. This group of dedicated public safety professionals and industry leaders are committed to supporting our members, strengthening emergency communications across Tennessee, and continuing to move our chapter forward.

We are especially excited to welcome two new additions to the board:

- JaMarcus Williams – 2nd Vice President
- Sebrina Jackson – Secretary

This year's leadership team includes:

- Michael Bateman – President
- Jesse McCord – 1st Vice President
- Jared Pelham – Immediate Past President
- Kathy Burbridge – Treasurer
- Kelly Sanders-Kelley – Commercial Advisory Member (CCAM)
- Jennifer Schwendimann – Executive Council Representative

Please join us in congratulating the 2026–2027 TN APCO Board! We look forward to another year of leadership, collaboration, training, and advancing emergency communications throughout Tennessee. The future is bright for TN APCO!



Board Members



Michael Bateman, RPL, CPE
President



Jesse McCord, ENP, RPL
1st VP



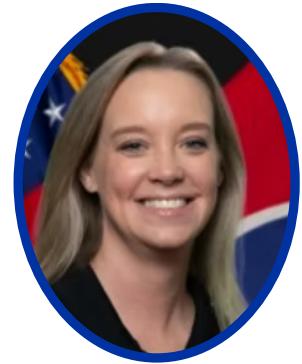
Jamarcus
2nd VP



Jared Pelham
Immediate Past President



Sebrina Jackson
Secretary



Katherine Burrige, RPL
Treasurer



Kelly Sanders-Kelley
CCAM



Jennifer Schwendimann, RPL
Executive Council Rep.

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