



DECEMBER 2025

TENNESSEE APCO NEWSLETTER



“Message from 1st Vice President—Michael Bateman

Happy Holidays TNAPCO members! It is hard to believe that we are rapidly approaching the end of 2025! It has been my privilege to serve as your First Vice President this year and boy what a year it has been. This year seemed to move in fast-forward, and our chapter accomplished more than ever before. We launched our inaugural Wellness Summit and partnered with TENA and Mission Critical for a powerful Leadership Symposium, released our first newsletter, kicked off the Tubs of Love Initiative, honored our first Dispatcher of the Quarter, and welcomed an impressive number of new members—both public safety and commercial—into the TN APCO family. We couldn't have done any of that without you, our members who are the heart and soul of TNAPCO.

As I prepare to step into the role of President in Spring 2026, I'm grateful for the strong foundation this chapter continues to build. The dedication, heart, and professionalism of our members make Tennessee a leading voice in the 9-1-1 community, and I look forward to carrying that momentum into the year ahead. With the support of the TNAPCO Board and you the members, we look forward to continuing to grow, create, and innovate to make TNAPCO the best it can be.

If you would like to be a part of our growth, I would encourage you to visit our website www.tnapco.org. On our website you can find out more about how to get involved. 2026 will be a huge year for us as we will also be looking for a new 2nd Vice President! I would encourage anyone who is interested to be looking for information on how to run for 2nd Vice President and to join our board. If you read that and think, “well, I am not a leader”, guess what? You are a leader everyday no matter what your position is in the communications center!

Wishing each of you a warm, safe, and joyful holiday season. Stay tuned—2026 is shaping up to be an exciting year with new initiatives, returning events, and expanded opportunities to serve and connect.



DISPATCHER OF THE QUARTER

Sue Everett



TN APCO was honored to present the Dispatcher of the Quarter – Q3, 2025 award at this year's TENA Conference. Please join us in celebrating Sue Everett, whose leadership, professionalism, and unwavering dedication have made a profound impact on her agency.

Sue has become the steady heartbeat of second-shift operations—stepping up during staffing shortages, mentoring new team members, and approaching every challenge with calm confidence. Her reliability, compassion, and commitment to excellence have strengthened those around her and set a standard worthy of recognition.

Big shout out and much thanks to Carbyne for sponsoring lunch for all meeting attendees!



Award Criteria

We're looking for individuals who demonstrate excellence in these key areas:

- **Exceptional Performance in Critical Incidents:** This includes staying calm during high-stress calls, providing lifesaving pre-arrival instructions, and making split-second decisions that positively change outcomes.
- **Professionalism & Customer Service:** Nominees should show empathy, respect, and strong communication while going above and beyond to support the public and their team.
- **Teamwork & Collaboration:** We want to recognize dispatchers who create a positive work environment and consistently support their colleagues and field responders.
- **Dedication & Commitment:** The ideal candidate consistently follows protocols and procedures and participates in training beyond what's required.
- **Impactful Contributions:** This includes saving lives, preventing harm, or significantly improving outcomes. Feel free to include any praise from the public, supervisors, or field personnel.

How to Nominate

To nominate someone, please submit a detailed narrative describing their actions. Include specific examples and dates. You may also attach supporting materials like commendations, thank-you letters, or audio (if permitted).

Ready to nominate someone amazing?

- Ready to nominate or have questions? Reach out to us through our contact page: tnapco.org/dispatcherofthequarter



TENA CONFERENCE RECAP

TENA 2025 Conference Recap — Another Big Win!

TENA 2025 was an incredible success, and our TN APCO Chapter was proud to play a major role in this year's lineup. We kicked things off with a packed pre-conference course on Sunday: **"Customer Service in Today's Public Safety Communications."**

From there, the week only gained momentum.

Monday opened strong with a keynote sponsored by TN-APCO: **"AI and the Future of 9-1-1"** presented by Bary Furey. Attendees then dove into standout sessions including:

- Cultivating Future First Responders: Creating a High School 911 Program — Lori Henricksen, GovWorx
- Evolution of a Superhero — Christy Perez, Metro Nashville DEC
- Hurricane Helene and Her Lessons From a Small Agency — Alora Wyatt, Unicoi County

Tuesday delivered another full slate of powerful breakout sessions:

- Tips, Tricks, and Traumas — Amanda Jones, Hamilton County ECD
- No Longer the Invisible Voice — Sebrina Jackson, Metro Nashville DEC

- When Autism Has an Emergency – Jared Pelham, Hamilton County ECD
- Leadership Under Fire – Courtney Bell & Kim Manier, Metro Nashville DEC
- Balancing Work, Life, and College – Casey Flemings & Adam Biggs, Hamilton County ECD
- Lead Like Never Before: Metamorphosis of a Leader – Leah Quarles, Metro Nashville DEC

Huge thanks to every presenter, volunteer, and attendee who helped make TENA 2025 unforgettable.

TENA Honors TN APCO's CCAM with Certificate of Achievement

The TENA Board proudly recognized TN APCO's Commercial Advisory Member and Virtual Academy's National Director of Sales & Marketing, **Kelly Sanders-Kelley**, with a **Certificate of Achievement**. This award highlights Kelly's outstanding dedication to advancing public safety training and education across Tennessee and beyond.

"On behalf of Virtual Academy, I'm truly honored to receive this recognition. The work we do in public safety training is never about one person—it's a collective effort made possible by the incredible professionals, agencies, and partners who pour their hearts into serving the 9-1-1 community every day. I'm grateful to be a small part of that mission." added Kelly.





Jim Barnes Golf Scramble

TN APCO Takes the Green at the Jim Barnes Golf Scramble

This year's Jim Barnes Golf Scramble was a blast, and TN APCO showed up in full force. Board members **Michael Bateman, Jennifer Schwendimann, and Kelly Kelley** proudly represented the chapter on the course.

Michael's team—sponsored by Motorola—swung their way to **1st place**, proving once again that his golf game is as strong as his dedication to public safety.

Jennifer and Kelly teamed up with **NENA President LeeAnn Magoski** and **Leslie Whitham** of RapidSOS, earning **1st place in the Women's Division**. For transparency and comedic integrity: yes, they were the only women's team... which statistically makes them undefeated champions. A win is a win, and we're claiming it.

Another great year, great laughs, and great representation for TN APCO.





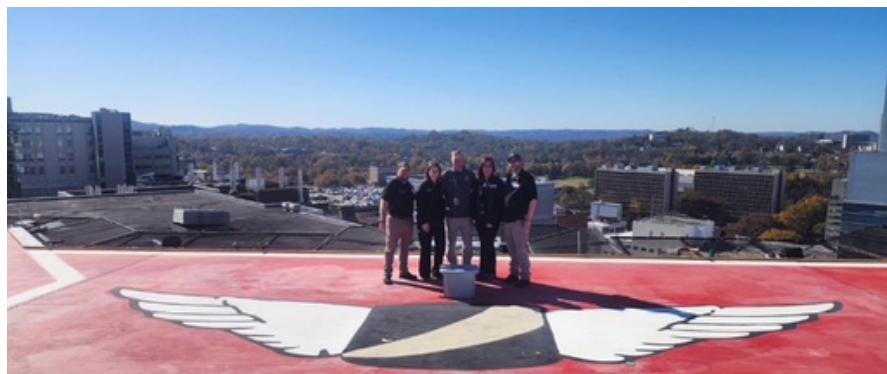
Tubs of Love Initiative

Tubs of Love Initiative Update:

This quarter, TN APCO deployed **four Tubs of Love** to support the dedicated professionals at **Hickman County, Humphreys County, Washington County, and Vanderbilt LifeFlight 9-1-1** centers.

The Tubs of Love Initiative was created to show support and gratitude to 9-1-1 professionals who have faced tragedy within their communities—reminding them that they're not alone and that the public safety family stands with them.

A sincere thank you to our sponsors **Xybix, CRG, Motorola, and Virtual Academy** for helping make this ongoing effort possible.



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.



Andrew Bidwell

Regional Director

Andrew Bidwell is a former nonprofit Chief Operating Officer and U.S. Army Special Forces Officer (Green Beret) with more than a decade of service and an active TS-SCI clearance. After his military career, he led operations for a specialized disaster-response and anti-trafficking startup before transitioning into his current role as a Regional Director for Critical Response Group.

Experienced in operations management, team leadership, counterterrorism, and protective security operations, Andrew is known for his ability to build teams, solve complex problems, and lead effectively in high-pressure environments. A strong communicator motivated by faith and family, he is committed to authentic servant leadership.

Andrew is a proud West Point graduate and an active member of the TN APCO Chapter.



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