

A KIM TURNER, LLC COURSE

DISPATCHER'S ROLE IN CRITICAL INCIDENTS



COURSE OVERVIEW:

This essential course offers a comprehensive, three-dimensional view of the role of public safety dispatchers in critical incidents. Students will explore natural, criminal, and tactical events through the perspective of both 9-1-1 dispatch and field operations.

COURSE OBJECTIVES:

1. Demonstrate their understanding of critical incidents and their impact on dispatch operations.
2. Identify resources and officer safety considerations during critical incidents
3. Analyze case studies and create checklists or resource guides for dispatch operations.

COURSE HIGHLIGHTS:

- Examination of resource considerations for critical incidents, including emergency services, specialized teams, and public information.
- Understanding the role of tactical dispatchers and special teams during critical incidents
- Learning activities and assessments to reinforce key concepts

WHO SHOULD ATTEND:

This course is designed for public safety call-takers and dispatchers at all levels.



Anthony Alvo

Anthony Alvo, Vice President of Operations at Kim Turner, LLC, brings over 25 years of law enforcement, dispatch, and leadership experience to the Active Shooter Situations course, representing the dispatcher's perspective with tactical insight and field-tested expertise.



Joe Cupo

Joseph Cupo, Jr., a Police Sergeant with the Inglewood Police Department and instructor for Kim Turner, LLC, brings over 25 years of SWAT, firearms, and tactical response experience to the Active Shooter Situations course, providing frontline insight from the law enforcement perspective.

IN PERSON MARCH 25, 2026

0800-1700 HOURS
ONTARIO POLICE DEPARTMENT
2500 S ARCHIBALD AVE
ONTARIO, CA 91761

POST CCN#1301-30941-25-006
POST PLAN NA || 8 HOURS CPT
CalOES ATA Reimbursement
Tuition \$299

Register online www.TheKimTurner.com

WWW.THEKIMTURNER.COM