



A KIM TURNER, LLC COURSE

COMPLACENCY & CRITICAL DECISION-MAKING

This focused course tackles the real challenges within today's 9-1-1 dispatch centers. It examines how complacency, poor communication, and weak decision-making can impact performance, and provides practical tools to strengthen accountability, teamwork, and professional judgment when it matters most.



Sheri Jasso, Lead Dispatcher for the Galt Police Department, brings over 18 years of experience in public safety communications and frontline leadership. As Instructor for *Complacency in the 9-1-1 Center*, she challenges dispatchers to elevate performance, strengthen accountability, and maintain the high standards required to keep teams sharp and communities safe.

IN PERSON COURSE
TUESDAY, APRIL 14, 2026

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ROHNERT PARK POLICE DEPARTMENT
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