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.

Sheri Jasso, Lead Dispatcher for the Galt Police Department, brings over 18 years of experience in public safety communications. A three-time Dispatcher of the Year, she is recognized for her calm leadership, mentorship, and commitment to excellence. As co-facilitator, Sheri empowers dispatchers to strengthen teamwork, resilience, and professional integrity.

Sheri Jasso

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 Dispatcher's Role in Critical Incidents course, delivering practical, real-world insight from the law enforcement perspective

Joe Cupo

IN PERSON APRIL 21, 2026

0800-1700 HOURS
KINGSBURG POLICE DEPARTMENT
1300 CALIFORNIA STREET
KINGSBURG, CA 93631

POST CCN#1301-30941-25-009
POST PLAN NA || 8 HOURS CPT
CalOES ATA Reimbursement
Tuition $299
Register online www.TheKimTurner.com