

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. Participants will explore natural, criminal, and tactical events through the perspectives of both dispatchers and field operations. Gain the skills and knowledge needed to effectively manage high-stress situations and ensure the best possible outcomes.

Course Objectives:

- Demonstrate their understanding of critical incidents and their impact on dispatch operations
- Identify resources and officer safety considerations during critical incidents
- 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 and develop practical skills

Who Should Attend:

This course is designed for public safety dispatchers at all levels, including line-level, leads, trainers, supervisors, managers, and directors.

Presented by

Anthony Alvo & Vicente De La Torre



Anthony Alvo, a highly experienced law enforcement professional and educator, brings a wealth of knowledge to the courses he facilitates for Kim Turner, LLC. With nearly two decades of experience as a police officer, 9-1-1 dispatcher, and educator Anthony creates a synergistic classroom experience whether it is online or in person. Anthony holds a POST Advanced Dispatch Certificate, a bachelor's in criminal and social justice, and a master's in education specializing in adult learning.



Joe Cupo, brings over 25 years of law enforcement experience, including specialized skills in firearms training, tactical operations, and use of force education. Throughout his career from Police Officer to Sergeant, he developed comprehensive training programs for active shooter response, patrol tactics, and firearms for both law enforcement personnel and community stakeholders. Joe holds various certifications, including Force Science Analyst, CA POST Certified Instructor credentials, and extensive experience investigating officer-involved shootings.



Online Course

Wednesday, August 20, 2025

0800-1200 hours

Tuition \$199

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POST PLAN NA | 4 HOURS CPT

Eligible for CalOES ATA reimbursement

Additional Certification:

Michigan TKT2025-5405