

An intensive 8-hour course
for public safety dispatchers.



SAVAGE
TRAINING GROUP

Critical Incident Response & Legal Update for Dispatchers

April 14, 2026 | Milpitas, CA

Milpitas Police Department | 1275 N Milpitas Blvd., Milpitas, CA 95035 | 8am - 5pm

Hosted by the Milpitas Police Department

Instructors: Kristy Dorton, Communications Training Officer, Sacramento PD (CA)
Dan Flippo, Deputy Chief, Santa Cruz Police Department (CA)(Ret.)

This course is eligible for ATA reimbursement through CALOES.

\$299/student

CA POST Certified: #1345-31048-25-006 - Plan N/A

Target Audience: Police dispatchers and call takers. Also open to sworn law enforcement officers.

Learn the new laws that are causing officers to respond differently and the modern tactics they are using in the field.

This course helps public safety dispatchers understand how recent changes in laws and unprecedented public scrutiny have caused a shift in the way officers respond to calls. We'll discuss modern police tactics that dispatchers need to know about including disengagement from the mentally ill in crisis, use of force incidents, and more.

In recent years there has been a dramatic change in the way officers respond to incidents. Although those officers have each received updated training in things like new laws and modern tactics, most dispatchers haven't. This 8-hour course was designed specifically to fill that void and help educate dispatchers why their officers may be operating differently than before.

In this course, you will:

- ✓ Learn about the new use of force laws
- ✓ Learn why officers are asking for things on the radio that they never asked for before (it's not because they don't trust you)
- ✓ Learn why field supervisors are calling for a disengagement or even a non-response
- ✓ Examine how high-profile incidents have affected the way officers respond
- ✓ Become informed and be an asset to your officers in the field

Kristy Dorton is an active-duty Public Safety Dispatcher II and Communications Training Officer with the Sacramento PD. She is also a California POST Master Instructor. Deputy Chief **Dan Flippo** recently retired from the Santa Cruz PD with 29 years of experience in SWAT and Patrol, and is also an instructor with the National Tactical Officers Association. Dan is the lead instructor for our Critical Incident Response programs.

Space is limited so register today at
SavageTrainingGroup.com

