

CALNENA PRE-CONFERENCE COURSE • FEBRUARY 28, 2027

When AI Answers the Call

The Future for 9-1-1 Dispatchers

\$399 per Attendee

Eligible for CalOES ATA Reimbursement

Is AI already inside your comm center, or is your agency still figuring out where it fits? Are the tools you keep hearing about real, or just hype? This course gives you the honest answers. No sales pitch. No fear-mongering. Just what AI can actually do in 9-1-1 today, what is coming next, and what will always require a trained professional at the console.

What Is AI Doing in 9-1-1 Right Now?

Which PSAPs are already using AI, and what does it actually look like on the floor? Find out what is working, what is not, and what surprised everyone.

Should Dispatchers Be Worried?

Everyone is asking. This session gives you a straight answer: what AI can take over, what it cannot, and why trained dispatchers are not going anywhere.

Is Your Center Ready?

How do you evaluate what your agency needs versus what a vendor is selling you? Learn to ask the right questions before signing anything.

What Does 9-1-1 Look Like in 2030?

Predictive analytics, real-time translation, multimedia calltaking. Which are real possibilities and which are still science fiction?



Mandi Runnells

VP of Growth and Development, Kim Turner, LLC

Mandi is a Support Services Manager at Menifee PD, a two-term CALNENA President, and a cofounder of 911 Goes to Sacramento. She teaches at Moreno Valley College and brings over two decades of law enforcement communications experience to the classroom.

[Hear directly from Mandi ►](#)



Scan to meet
Mandi



Anthony Alvo

VP of Operations, Kim Turner, LLC

Anthony teaches POST-approved courses at Golden West and Rio Hondo colleges and holds a Master's in Education. His background spans military service, law enforcement, and 9-1-1 dispatch, giving him a full picture of public safety from every seat in the room.

[Hear directly from Anthony ►](#)



Scan to meet
Anthony

Sunday, February 28, 2027 0800 - 1700 PST

LAX Marriott • 5855 W Century Blvd, Los Angeles, CA 90045

POST CCN

1301-31028-26-001

8 Hours CPT | In-Person