



A Kim Turner, LLC Course

# Report Writing for Trainers

*The Next Generation of 9-1-1 Training*

## Course Overview

Designed for 9-1-1 professionals tasked with writing daily or weekly observation reports, serving as communications training officers, holding administrative assignments, or supervising CTOs and newly hired dispatchers.

### LOCATION

Ontario Police Department  
2500 S. Archibald Avenue  
Ontario, CA 91761

### DATE & TIME

Friday, September 11, 2026  
0800 – 1700 Hours

### COURSE DETAILS

8 Hours of CPT Credit  
POST CCN# 1301-00790-26-002  
Eligible for CalOES ATA Reimbursement  
9-1-1 PSAPs | POST Plan NA

Tuition

**\$299**

per student

## Who Should Attend

- Communications Training Officers (CTOs)
- Newly Promoted Supervisors
- Administrative Personnel
- CTO Program Coordinators
- Dispatch Quality Assurance Staff

Register Today

[www.TheKimTurner.com](http://www.TheKimTurner.com)



YOUR INSTRUCTOR

**Mandi Runnells**

Vice President of Growth  
and Development

Mandi Runnells brings more than 20 years of public safety communications experience to the classroom. She spent 19 years with the Riverside County Sheriff's Department, rising through every rank from trainee to Communications Manager. She currently serves as Support Services Manager for the Menifee Police Department, where she oversees records, dispatch operations, technology integration, and personnel management.

A POST-certified instructor and adjunct faculty member at Moreno Valley College, Mandi delivers training on ethics, leadership, workplace communication, and radio operations.

She holds a B.A. in Criminal Justice from Brandman University, graduating Summa Cum Laude. Mandi has served two terms as President of CALNENA and is a cofounder of 9-1-1 Goes to Sacramento. She was appointed to the CalOES Long Range Planning Committee for 9-1-1 operations.

