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Anne Kronenberg  
Executive Director

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Charlie Cullen, CALNENA Representative to the California State 9-1-1 Advisory Board  
Technical Services Director  
Palo Alto Police Department  
Palo Alto, CA 94301

Dear Mr. Cullen,

I am writing today to formally request intervention by the State 9-1-1 Advisory Board on the changes imposed by the State 9-1-1 Office to the reimbursable 9-1-1 expense eligibility list in Chapter III of the 9-1-1 Operations Manual. This list was revised June of 2013 by the State 9-1-1 Office. The State 9-1-1 Office has changed the funding policies to excluded annual membership dues to NENA. However, pursuant to Government Code 53115.2 (a), the State 911 Advisory Board shall advise the division on all of the following subjects:

- 1) Policies, practices, and procedures for the California 911 Emergency Communications Office.
- 2) Technical and operational standards for the California 911 system consistent with the National Emergency Number Association (NENA) standards.
- 3) Training standards for county coordinators and Public Safety Answering Point (PSAP) managers.
- 4) Budget, funding, and reimbursement decisions related to the State Emergency Number Account.

As NENA policies have been and continue to be the standards that the State of California cite in its' governance, and as NENA's guidance and information is pivotal to maintaining the highest standards of 9-1-1, I believe the State should not have deleted reimbursement for membership. Additionally, most public safety agencies complete their annual budget projections in February or March. They submit finalized budget requests for the upcoming fiscal year in May or June. When changes to historic funding mechanisms are changed mid fiscal year, the entities are left without the ability to request additional funds to cover these costs. It is my request that the State 9-1-1 Advisory Board advise the State 9-1-1 Office to reestablish the NENA membership dues reimbursement and ensure that the State 9-1-1 Office take local government's fiscal constraints into consideration when making changes to funding or reimbursements in the future.

Thank you for your consideration with regard to this matter.

Respectfully,

Lisa J. Hoffmann, Deputy Director

Enclosures: 9-1-1 Operations Manual – Chapter III Funding (June 2013, and undated version)

Cc: State 9-1-1 Advisory Board Members  
Karen Wong, Assistant Director, Public Safety Communications  
William D. Anderson, Interim Branch Manager  
Barbara Shackelford, Consultant

**9-1-1 Expenses Eligible For Reimbursement**

The following items associated with 9-1-1 expenses eligible for reimbursement may require pre-approval (with the exception of 9-1-1 training and events where the California 9-1-1 Division (CA 9-1-1 Division) has pre-approved the use of the Annual Training Allotment). Agencies must follow the State of California, Human Resources (CalHR), travel policy. CalHR's travel policy can be found at: <http://www.calhr.ca.gov/employees/Pages/travel-reimbursements.aspx> :

- A. **WAGES** - Designated PSAP Managers, designated 9-1-1 County Coordinators, designated 9-1-1 Regional Coordinators, and PSAP designated individuals may be reimbursed documented wages (straight time salary and benefits).
- B. **MILEAGE** - Mileage may be reimbursed for documented mileage incurred while traveling to pre-approved training and meetings. The rate of reimbursement will be based on the State of California, CalHR mileage reimbursement rates.
- C. **TRANSPORTATION** - Transportation may be reimbursed for documented (receipts required) transportation costs (air, railway, bus, rental car, taxi, tolls, and parking) incurred while traveling to attend pre-approved training and meetings. The rate of reimbursement will be based on actual expenses.
- D. **LODGING** - Lodging may be reimbursed for documented (receipts required) lodging expenses incurred while traveling to attend pre-approved training, or pre-approved conferences, or pre-approved meetings. The rate of reimbursement will be based on the State of California, CalHR lodging or conference lodging reimbursement rates, respectively, where applicable.
- E. **MEALS AND INCIDENTALS** - Meals and incidentals may be reimbursed for meal and incidental expenses incurred while performing reimbursable activities as defined in this chapter. The rate of reimbursement will be based on the State of California, CalHR meals and incidentals reimbursement rates.
- F. **DELETED**
- G. **REGISTRATION** - Reimbursement for the cost of registration to attend pre-approved specifically defined 9-1-1 training may be funded by the CA 9-1-1 Division within the limits of the Annual Training Allotment (defined in this chapter).
- H. **DELETED**

**9-1-1 Expenses Eligible For Reimbursement**

The following items associated with 9-1-1 expenses eligible for reimbursement may require pre-approval (with exception of CALNENA sponsored events where the CALNENA Annual Allotment will be used):

- A. **WAGES** - Designated PSAP Managers, designated 9-1-1 County Coordinators, designated 9-1-1 Regional Coordinators, and PSAP designated individuals may be reimbursed documented wages (straight time salary and benefits).
- B. **MILEAGE** – Mileage may be reimbursed for documented mileage incurred while traveling to pre-approved training and meetings. The rate of reimbursement will be based on the agency's current documented policy for mileage reimbursement. If no policy is provided, the State of California, DPA mileage reimbursement rates will be applied.
- C. **TRANSPORTATION** – Transportation may be reimbursed for documented (receipts required) transportation costs (air, railway, bus, rental car, tolls, and parking) incurred while traveling to attend pre-approved training and meetings. The rate of reimbursement will be based on the agency's current documented policy for transportation reimbursement. If no policy is provided, the State of California, DPA transportation reimbursement rates will be applied.
- D. **LODGING** – Lodging may be reimbursed for documented (receipts required) lodging expenses incurred while traveling to attend pre-approved training or pre-approved meetings. The rate of reimbursement will be based on the agency's current documented policy for lodging reimbursement. If no policy is provided, the State of California, DPA lodging reimbursement rate will be applied.
- E. **MEALS** - Meals may be reimbursed for meal expenses incurred while performing reimbursable activities as defined in this chapter. The rate of reimbursement will be based on the agency's current documented policy for reimbursement of meals. If no policy is provided, the State of California, DPA reimbursement rates for meals will be applied.
- F. **MEMBERSHIP** - Annual membership to the National Emergency Number Association (NENA), California Chapter (CALNENA) may be reimbursed by the 9-1-1 Office within the limits of the CALNENA Annual Allotment (defined in this chapter). A current membership number must be provided when requesting reimbursement.
- G. **REGISTRATION** - Reimbursement for the cost of registration to attend the annual CALNENA Conference and Trade Show and CALNENA quarterly meetings may be funded by the 9-1-1 Office within the limits of the CALNENA Annual Allotment (defined in this chapter).
- H. **INCIDENTAL EXPENSES** - Expenditures related to the performance of reimbursable activities (for example, printing costs for the dissemination of 9-1-1 related information to PSAPs by the 9-1-1 County Coordinator) may be funded by the 9-1-1 Office.

