

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of Unified Communications

Muriel Bowser
Mayor



Karima Holmes
Acting Director

September 2, 2022

Kathleen Patterson
District of Columbia Auditor
717 14th Street, NW
Suite 900
Washington, DC 20005

Dear Ms. Patterson,

I appreciate the opportunity to comment on the Office of the DC Auditor's Office of Unified Communications 9-1-1 Operations Division Audit and Process Improvement Recommendations Follow-up Report which includes findings from an assessment of progress made by the agency between April 2021-May 5, 2022.

Immediately upon my appointment as Acting Director on March 7, 2022, I reviewed the audit and began forward progress on a roadmap for improvement. In the time since then, I also rounded out my executive leadership team with subject matter experts and we began to tackle the task list I developed to address the findings and recommendations in the report. Our roadmap was provided to the audit team during their May 2022 visit.

I am pleased to say that we have made continued strides since my return, which was shortly before the follow up assessment concluded, and I look forward to meeting with the audit team later this month to share my team's progress.

Sincerely,

A handwritten signature in blue ink that reads "Karima Holmes".

Karima Holmes
Acting Director

cc: Chris Geldart, DMPSJ
Betsy Cavendish, EOM
Heather McGaffin, OUC

