

September 20, 2022

Mr. Charles Allen  
Council of the District of Columbia  
Committee on the Judiciary & Public Safety  
1350 Pennsylvania Avenue, N.W., Washington D.C. 20004

Councilmember Allen,

We, members of the COG 911 Directors Committee, are writing this letter in support of the confirmation of Karima Holmes. The National Capital Region (NCR) and Metropolitan Washington Council of Governments (MWCOG) have a long history of collaboration and coordination intended to better serve the residents, visitors, and commuters that transverse the region daily. Our efforts and commitment serve as a model for the Nation. The genesis of this collaboration stems from a series of calamities within the region, one of which was the 1982 Air Florida Flight 90 crash. The region quickly learned of the necessity of planning and response coordination among the multitude of public safety agencies that serve and protect Washington D.C., Maryland, and Virginia. The lessons learned from these large scale, regional responses to emergencies emphasized the importance of cooperative planning, coordinated response, and collaborative interagency relationships among public safety leaders. The result of these efforts and the vision shared by public safety leaders in the region can be evidenced by the response to the Pentagon during 9/11. With the constant threat of terrorism, ever increasing regional growth, and always present natural disasters, the importance of working together has never been clearer. In 2014, the regions 9-1-1 Centers, working collaboratively under the MWCOG 9-1-1 Directors Committee, began the journey toward Next Generation 9-1-1 (NG911). The migration to NG911 was filled with the promise of enhanced functionality, yet fraught with challenges and unknowns. Success depended on an unparalleled level of regional teamwork, a thorough understanding of the complexities, a well-planned and organized development of the infrastructure and a regionally coordinated deployment of new functionality. The fundamental first step, transition to a new call delivery platform, was completed in the region in 2021.

Over the years, regional priorities have often gained and lost momentum due to the varying needs of individual localities, politics and personalities. From a 9-1-1 perspective, Washington D.C. has not always been fully engaged with its regional partners while it understandably contended with its own very specific needs and requirements. The arrival of Karima Holmes in 2015 heralded a renewed commitment towards engaging with the public safety community and improving regional collaboration and innovation. Ms. Holmes' leadership, 9-1-1 expertise, ethics, integrity, and collaborative nature have served to greatly improve public safety for both Washington D.C. and the NCR. Washington D.C. is once again seen as a true collaborative partner and a leader in 9-1-1 regionally and nationally. Ms. Holmes holds an executive leadership role on the MWCOG 9-1-1 Directors Committee, led efforts regionally to bring wireless carriers together with 9-1-1 leaders to build a partnership and foster accountability, improve location accuracy for 9-1-1 callers, and implement a Nurse triage program and call diversion.

We were all saddened by her departure last year and quickly felt the impact of the loss of leadership and collaboration. With her return, we have already seen collaboration improve exponentially and her leadership in D.C. is recognized both locally and nationally. For all these reasons, we wholeheartedly support Karima Holmes and welcome her home.

Thank you for this opportunity to express our support. Please let me know if you have any questions.

Respectfully,

Letter to Councilmember Charles Allen  
September 20, 2022

**Signature Page**



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Tony Rose, Chair  
MwCOG 9-1-1 Directors Committee  
301-609-3550  
[roset@charlescountymd.gov](mailto:roset@charlescountymd.gov)



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Charlynn F. Flaherty  
MwCOG 9-1-1 Directors Committee



[Cassandra Onley \(Sep 21, 2022 06:02 EDT\)](#)

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Cassandra Onley  
MwCOG 9-1-1 Directors Committee



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Jack Markey  
MwCOG 9-1-1 Directors Committee



[David J Mulholland \(Sep 26, 2022 14:06 EDT\)](#)

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David Mulholland, Vice Chair  
MwCOG 9-1-1 Directors Committee



[Renee Gordon \(Sep 23, 2022 12:50 EDT\)](#)

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Renee Gordon  
MwCOG 9-1-1 Directors Committee



[Jacob Saur \(Sep 23, 2022 13:11 EDT\)](#)

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Jacob Saur  
MwCOG 9-1-1 Directors Committee



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Michele Surdam  
MwCOG 9-1-1 Directors Committee












# Karima Supoport Letter


Final Audit Report


2022-09-26


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