



Tammy Heaton
VP, Customer Success
**Hexagon Safety, Infrastructure &
Geospatial division**
305 Intergraph Way
Madison, AL 35758, USA
T: 1 336.414.6087
tammy.heaton@hexagon.com
www.hexagon.com

Via Email

September 26, 2022

Director Karima Holmes
Office of United Communication
Washington, District of Columbia

Re: 2022-2023 Alternative 911 Emergency Response Implementation Cohort

Dear Director Holmes:

I wanted to take this opportunity to commend you, and your agency, for your continuing leadership in public safety emergency communications. Your recent selection by the Harvard Kennedy School Government Performance Lab as one of the four communities for its 2022-2023 Alternative 911 Emergency Response Implementation Cohort is exciting news for the community you serve. From our shared experiences, it is well-deserved and reflective of the values that we observe in working together.

Your executive engagement is evident in the many leadership roles you and your staff fill in the public safety sector. We have experienced that first-hand through your participation in Hexagon's Public Safety Advisory Board. Through the expertise and perspective from the public safety community you and Teddy Kavaleri provide, you make meaningful contributions to help not only your own community but so many others.

Likewise, we are grateful for your commitment to expanding knowledge through training of OUC staff and leadership. Hexagon appreciates and recognizes your attention to training, and we look forward to continuing to work with you and your team members on enhancing their proficiency in using the I/CAD system.

We have also appreciated you and Teddy's input on future enhancements of I/CAD. As with our most recent project, providing an enhancement to the integration between RapidSOS and I/CAD, for a radius alert modification, you identified challenges unique to your community and we were glad to help OUC realize that enhanced capability in I/CAD. We always appreciate the opportunity to partner with you to achieve more effective emergency communication for your community.



Again, congratulations for your selection. It confirms the engagement, commitment, and investment that are hallmarks of OUC's leadership. I am confident your participation will have positive benefits not only for your community but the many others to follow. Recognizing those same values, we look forward to helping OUC continue to meet the evolving needs within the District.

Sincerely,

A handwritten signature in black ink that reads "Tammy Heaton". The signature is written in a cursive, flowing style.

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