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Anne Kronenberg  
Executive Director

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To Whom It May Concern,

My name is Teresa Burns and I am the 911 Telecommunications Manager for the City and County of San Francisco at the Combined Emergency Communications Center (CECC). At the CECC, our staff handles all 911 calls for San Francisco as well as dispatching for the San Francisco Police and Fire Departments. It is with great pleasure that I highly recommend Xybix. Although my relationship with Xybix only started in 2015, Xybix has had a long standing relationship with our department for many years. Their reputation within our department is that of a solid partner that is committed to supporting our critical functions. I have had the privilege of working with numerous Xybix employees in various departments and have found each to be highly responsive, professional and courteous. I deal with many different vendors in my role and honestly can say that Xybix stands above the crowd with their outstanding customer service.

Due to the nature of the work done and an ever increasing call volume at the CECC, there is a constant need to keep work stations operable at all times. Xybix staff have always been mindful of the criticality of the services we provide, whether it be sending spare parts to keep on site or conducting our quarterly 'health check' to get ensure all positions are in working order. With the call volume increase has come a need to increase staffing so we are expanding our work stations to include eight (8) more positions. The first phase of this projected quickly accelerated to include a very aggressive timeline. As expected, Xybix staff didn't hesitate to work with us and provide all support needed to ensure that we meet all deadlines. With numerous city departments and other vendors to coordinate with it is reassuring to know that I can always count on Xybix.

I was told some time ago that Xybix is a family owned company and it was no surprise since it clearly shows in the pride of the employees and the commitment to their customers. I highly recommend partnering with Xybix whenever possible as they truly stand out as a company of excellence.

Please feel free to contact me should you need any further [teresa.burns@sfgov.org](mailto:teresa.burns@sfgov.org)