



Dear Town Of Surfside,

We are writing to discuss the audio system challenges experienced from Tuesday night through Thursday afternoon during the events hosted by the Town of Surfside. As partners in ensuring the success of your events, we feel it is important to address the sequence of events and the steps taken to resolve the issues encountered.

On **Tuesday night**, our team was alerted to issues of audio oversaturation when participants spoke loudly into the microphones. By **Wednesday morning**, a Commissioning Engineer was on-site to evaluate and adjust the system. Changes were made to the input levels to better manage high peaks, ensuring unity gain throughout the signal flow. Furthermore, we provided manual control over the inputs and outputs via a user interface, offering the Town of Surfside enhanced flexibility during its live events.

Despite these adjustments, **Wednesday afternoon** presented a new challenge with audio noise present in the live feed shortly before a meeting. It was assessed that this noise was specific to the live feed, and it was communicated that the recording system should not be impacted, based on the adjustments made on our end.

However, by **Wednesday night**, it was clear that the recording also suffered from distortion. In response, on **Thursday morning**, our Lead Senior Field Engineer pinpointed the Owner-Furnished Panasonic Video Switcher as the source of the problem, specifically the analog-to-digital converter within the unit. Restarting this equipment corrected the audio issues for both the live stream and recording system.

While the equipment causing these issues was existing, we recognize that reassurances on our part were made without fully verifying the performance of all system components. We want to further add that the fault was determined to be a WINDOWS OS glitch and not something that could have been artificially created.

We believe this situation underscores the importance of collaborative verification of all equipment involved in such setups, regardless of the provider. Moving forward, we recommend a joint review of all third-party equipment prior to events to preempt any potential issues. We appreciate your understanding and are committed to enhancing our processes to prevent similar occurrences in the future. We look forward to continuing our partnership and ensuring the success of future events.

Sincerely,

A handwritten signature in black ink, appearing to read 'Servando Careaga', with a stylized flourish at the end.

Servando Careaga
Operations Manager

02/06/2024