



TOWN MANAGER'S REPORT

AUGUST 10, 2021

I. TOWN DEPARTMENTS

Building Department

A. The Building Department's focus, since the collapse of a large portion of Champlain Towers South, has been to provide critical building information to assist first responders and Search and Rescue teams. Within the first hour of the collapse we provided first responders (Miami-Dade Fire Department) with digital floor plans of the building so that the remaining section of the building could be searched and all residents evacuated. These plans were also made available to Search and Rescue teams who were diligently searching the rubble. These floor plans were subsequently printed out in numerous hard copy sets and distributed to the numerous additional Search and Rescue teams who later arrived, some from international locations. After we declared the remaining portion of the structure as Unsafe and after the Declaration of Emergency, Miami-Dade County took over jurisdiction and control of the collapse site.

B. The Building Department is working closely with structural engineer Allyn Kilsheimer, P.E., in the investigation of the cause of the collapse. Commencing with a study of the original construction plans and documents, this investigation is ongoing and involves a deep investigation into a number of factors which could be the cause. We obtained and then digitized these plans and documents. Additionally, an incredible number of public record requests from all over the world, including intense media inquiries, have resulted in a heavy, ongoing workload to produce documents related not only to the Champlain Towers South, but to all the other multi-story condominium buildings in the Town. We continue to work with Blue Digital and are going full speed ahead to scan and digitize construction plans for all buildings in Surfside.

C. Proactively going forward, Building Official Jim McGuinness has advocated for the acceleration of the 40 Year Building Recertification to commence with buildings 30 Years Old and to also include a geotechnical analysis of the foundation's subsurface soil conditions which support the buildings. With the phrase: "Don't Wait- Accelerate", we are taking this to the Miami-Dade County Board of Rules and Appeals in August for code modification. Please see our July 1st Notice to Building Owners which has been posted on our website. Additionally, Mayor Burkett has produced a letter to building owners with specific technical recommendations from Allyn Kilsheimer, P.E. for improved building recertification. Our goal:

Improve and modify the building recertification process to make sure this never happens again.

D. The Building Department, with excellent assistance from consultant CRS Max, was successful in demonstrating excellence in Floodplain Management as determined by a recent CRS audit. The Town achieved an upgrade from Class 7 to a Class 6 rating. This will result in savings of over 20% in flood insurance premiums for the entire Town. Total Town-wide savings on insurance premiums will now exceed \$469,000 which is an increase of more than \$126,000 over prior year audits.

Code Compliance Division

A. Code Violation Cases: As of July 26, 2021, the total number of active, open cases being managed is 188. Of these cases, 82 cases are still under investigation and are working towards compliance; 21 cases are on-hold; 24 cases are in the Special Master hearing queue; 4 cases are in post-hearing status; 19 code cases have been issued liens and remain unpaid; 38 code cases have service liens and remain unpaid. Properties with unpaid liens are sent reminder letters on a semi-annual basis.

B. Collected Civil Penalty Fines: Unresolved code compliance cases accrue fines until the code violation is resolved. After the violation is corrected, the property owners are notified to remit the fine amount due. In many cases, the fine amount is either paid, resolved via a settlement agreement, or referred to the Town's Special Master for a hearing and potential reduction on the fine amount due.

The following is a summary by fiscal year of the fine amounts collected by the Town:

- FY 21: As of July 26, 2021, 71 cases have paid/settle for a total collection of \$34,899
- FY 20: 109 cases have paid/settled for a total collection of \$ \$115,851
- FY 19: 143 cases paid/settled for a total collection of \$35,654

C. The Code Compliance Division has assisted the Finance Department by conducting 18 Code lien searches for the month of July 2021.

Community Services & Public Communications Department

In the early morning hours of Thursday, June 24, the largest non-hurricane mass casualty critical incident happened, here, in Surfside. No one person alone could be expected to respond to the hundreds of demands and responsibilities that were suddenly handed to the department.

Dealing with the overwhelming emotion, grief and chaos of the initial response, the department quickly focused on the immediate tasks at hand. The department asked, "What does the public need to know?" and "What channels do we have to communicate this important communication?". Within a few hours, the voicemail boxes were full, scores of text

messages flooded the phone and several hundred emails had taken over inboxes. Working with the resources at hand, we asked other departments for help, including the Tourism. Some assistance, limited in scope and two days into the disaster, was received from Rachel Pinzur (See *Attachment "A"*).

On day five of the tragedy, the department received support from The News Directors who brought in a team to handle different aspects of communications, including media relations, intergovernmental affairs, law enforcement liaison, and other special projects, as needed, at the direction of the Town Manager (See *Attachment "B"*).

In hindsight, the department wishes there was more help and guidance in the early hours of this disaster. There were also challenges in interfacing with the County that have never been fully addressed. Information was at a premium and often on a need-to-know basis. This led to unrealistic expectations from some of our key stakeholders in terms of what the department could provide.

Email requests for media relations were received early in the disaster and were handled later, as we were able to respond to the best of our availability. Each inquiry received a call or email back. However, it is important to note that not all media interactions are recorded in the logs, as many more were handled via phone call and in person, at the media staging site and Town Hall.

Training for FEMA public information officers was most helpful, as it provided the fundamentals of operating in such a stressful environment.

Working with The News Directors, the Town opened its own in-Town Joint Information Center (JIC), as the County had not yet established one.

Tourism

In addition to assisting with Town communications needs, Tourism has increased outreach to local businesses, which were impacted by the road closures due to the collapse.

Over the last month, Tourism has assisted in promoting and organizing the Surfside Small Business Recovery Fund through the Greater Miami Chamber of Commerce and procured slots for 11 qualifying restaurants through the Greater Miami Convention & Visitors Bureau and Miami Spice. To date, after many phone calls, in person visits and emails, only 3 qualifying restaurants have accepted the offer. The opportunity to participate in these events equates to \$2,000+ value in participation costs alone, per restaurant, not to mention marketing and new customer growth potential.

The GMCVB is graciously donating all proceeds from Open Table reservations, during the Miami Spice program, to Surfside restaurants.

Business outreach and promotion continues to take place for the Surfside Small Business Recovery Fund.

Human Resources

Human Resources continues to provide support and assistance to the Town Administration, departments and staff in relation to a variety of items/services to include:

A. Champlain Towers South: Provided support and logistics to include:

- Staff deployment
- Mental Health
- Volunteers
- Donations
- Meal services

B. COVID-19 Health Pandemic: Provided staff with COVID-19 information, support and assistance.

C. EEOC Discrimination Complaints: Provided legal department with background information, supporting documents and held several discussions to respond in a timely manner to the U.S. Equal Employment Opportunity Commission with regards to EEOC complaints filed by Victor May and Donna Natale-Planas.

D. Insurance Renewal: Provided census information and coordinated with insurance agent of record to initiate the renewal process for all Town employee insurance benefits to include health, dental, vision, life, and disability.

E. Classification and Compensation Study: Provided Evergreen Solutions with all requested data to initiate a review of our classification and compensation study. The requested information included: Job descriptions for all classifications, pay scales, salary schedules, personnel policies, copy of collective bargaining agreement, organizational chart, and an employee database.

F. Veterans' Preference Changes: Effective July 1, 2021 Governor Ron DeSantis signed into law Senate Bill 922 (SB 922) expanding the benefits afforded to designated servicemembers, veterans, and their family members in hiring and retention for public positions. The changes made to Florida's veteran's preference include:

- State agencies and political subdivisions may waive a postsecondary educational requirement for positions of employment if the applicant is (1) a current member of a reserve component of the United States Armed Forces; (2) a current member of the Florida National Guard; or (3) an honorably discharged veteran. This education waiver does not apply if the applicant is applying for a position designated as exempt from veterans' preference.
- Similar to state agencies, political subdivisions are now required to develop and implement written veterans' recruitment plans that establish annual goals for ensuring the full utilization of veterans in the workforce. Under the prior law, although state agencies were already required to develop and implement such

plans, political subdivisions were authorized, but not required to do so. The veterans' recruitment plan applies to the preference in appointment and retention in employment and the education waiver.

- For positions that use a numerically based selection process in hiring, the point preferences given to qualified applicants have been increased by five points for each category. For example, individuals who were previously qualified to receive a fifteen-point preference under the prior law will now receive a twenty-point preference under the new law. Further, of those individuals who are now qualified to receive a twenty-point preference, those with service-connected disabilities that are rated to be 30% or more must be placed at the top of the employment list.
- The following positions that were exempt from veterans' preference requirements under the prior law have been removed from the exemption list: (1) the personal secretary of elected or appointed officers; (2) heads of departments; and (3) positions that require licensure such as a physician, osteopathic physician, or chiropractor.

G. AFSCME Florida Council 79: Expecting AFSCME to contact the Town to request to commence collective bargaining.

H. Evaluations: All Town employees currently not under a collective bargaining agreement will be evaluated for the fiscal year ending September 30, 2021 during the months of August and September.

I. Police Accreditation: Provided information requested for the upcoming mock accreditation assessment.

J. Other Human Resources Functions to include:

- Pre-employment Background Check
- New hire orientation
- Workers Comp
- Recruitment / Advertising for vacancies
- Responding to candidates / acknowledge resumes received
- Verification of Employment Requests
- Personnel maintenance changes
- Insurance enrollment, changes and termination of coverage
- Training
- Exit interview
- Staff appreciation lunch
- Public records requests

Finance Department

A. Champlain Tower South (CTS) Emergency – Surfside Financial Impact

The Town has expended \$1,012,326.64 responding to the CTS emergency as of August 2, 2021. This is broken down below:

- Professional Services
 - Engineering (KCE Engineering for Structural Engineering Support)
 - \$440,224.77
 - Crisis Communications
 - \$92,031.92
 - \$50,000.00 (New Directors – Two-month engagement)
 - \$27,631.92 (Pass through for call center/hotline, videography, etc.)
 - \$14,400.00 (CTS Public Records/Communications website)
 - Information Technology Support
 - \$3,914.28
- Staff Overtime
 - \$437,447.30
- Misc. Repairs and Operating Supplies (PPE, Traffic Control Barriers, Supplies, Repairs, etc.)
 - \$38,708.37

The Town has engaged with Hagerty Consulting to serve as the Town's Public Assistance Cost Recovery Consultant. All costs for their services are eligible for FEMA reimbursement and are assisting with ensuring that the Town is fully reimbursed for all eligible expenditures including reviewing contracts and invoices. The County has also engaged with the firm for the same services. It is expected that most of these costs will be submitted to FEMA for reimbursement. The Town's Finance Department will prepare a budget amendment as part of the fiscal year closeout to cover the expenditures for FY 2021.

B. Monthly Budget to Actual Summary as of June 30, 2021 – Attachment "C"

Parks and Recreation Department
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Parks and Recreation Operations leading up to June 24, 2021 (Champlain Building Collapse)

Prior to the tragic collapse of the Champlain Tower South building, Parks and Recreation operations were in full swing. The following facilities were open and operating during their regular hours of operation: The Community Center, the main pool, water tot lot and beach lifeguard tower, 96th Street Park, Hawthorne Tot Lot, Tennis Center and the Dog Park. Additionally, Summer Camp was being held in the community center with an average of 60 kids a day. We were also in the midst of Session one of Jr Lifeguard camp which we received a lot of positive feedback. Additional programs that were taking place during this time; Aqua

Zumba, Recreation Swim Team, Swim lessons for youth and Swim Lessons for adults. Lastly, we were also hosting adult and senior zoom programs on a weekly basis. Besides programming and activities, we were also meeting bi-weekly with Savino Miller design team to review the design development stage of the 96th street park project.

Parks and Recreation Operations starting June 24 and after

Parks and Recreation staff were notified of the tragic building collapse at 1:48am on the morning of June 24. At that time, we notified all personnel to report to the Community Center to accommodate the evacuees of the buildings that were forced to evacuate. Personnel started to arrive at the Community Center at 2:00am and made the necessary accommodations for the evacuees. Some of those accommodations included: distribution of 4th of July towels, event shirts and any other piece of clothing that we could locate. At that time, we had to place an emergency service call to get our AC technician on site and override the automatic timer on the AC system. In addition to housing all the building evacuees, we also housed immediate family members of the victims and evacuees. At that point, the Community Center became a reunification center and a hub for all local, state and federal agencies that were involved with the building collapse. Additionally, a full scaled outdoor kitchen was setup adjacent to the concession stand in order to be able to feed first responders and affected families. The kitchen was setup on June 24 and operated every day until July 12 at 5pm.

During the time that Community Center served as a Miami Dade County Reunification Center, the facility was operated 24 hours a day to accommodate all the families and agencies that were using the facility. After all the evacuees were assisted with lodging, the Community Center remained open and was a satellite facility for all displaced family members. We also played daily briefings from Miami Dade County in the Community Center for family members to stay updated on the Search and Rescue efforts. Furthermore, the community center was used as the destination for all donation drop off. The Parks and Recreation Department worked in conjunction with Human Resources and multiple volunteer groups to locate an agency who would assist in the relocation and pick up of all donations from the Community Center. All donations were picked up on Sunday, June 27 and dropped off to Volunteer of South of Florida.

During this time, Parks and Recreation continued to open and operate the following facilities: The 96th Street Park, the Beach Lifeguard Tower, Hawthorne Tot Lot and the Dog Park. The Tennis Center remains closed. We made accommodations with neighboring municipalities (Miami Shores and Miami Beach) for our residents to use their Swimming and Tennis facilities during this time. On June 24 we contacted Ruth K Broad and Miami Dade County Schools to make accommodations for our Summer Camp to be relocated to their School Facility. The camp was back up and running Monday, June 28. We canceled all other programs during the closure of the Community Center. Once all agencies involved in the emergency response left the Community Center on Monday, July 12 at 5pm, staff quickly transitioned to deep clean the entire Community Center and get the facility back up and running as quickly and safely as possible. The Community Center, main pool and water tot lot reopened on Friday, July 16 to the community. We were able to bring back our Summer Camp on Monday, July 19 and

have restarted the following Aquatic programs as of July 26, 2021: Aqua Zumba, Recreation Swim Team, Youth and Adult Swim lessons. All adult and senior ZOOM programs are back up and running too.

During this time, we have been working with FEMA and the Town's insurance company for reimbursement of funds for items and facilities damaged during the emergency response to the Champlain Tower tragedy. Coordination is now under way to reopen the Tennis Courts and building for programming. Fall programming coordination has begun and Afterschool programming for the new school year is under way.

Planning Department

Development Application Process (2012 – Present) – *Attachment "D"*

Police Department

A. Police Department Statistics (July 1 – July 24, 2021)

- Traffic Citations – 90
- Parking Citations – 221
- Arrests – 4
- Dispatch Events – 788
- Incident/Crime Reports – 44

B. Champlain Tower South Building Collapse

The Champlain Towers South collapse catastrophe has impacted many families, the entire Town of Surfside, surrounding communities and Miami-Dade County, in unimaginable ways. The police officers and civilian staff of the Surfside Police Department have stood up to every trial and test and performed in an exemplary manner, with bravery and compassion. The employees worked tirelessly day and night under duress in extreme conditions. The dedication, professionalism and teamwork demonstrated during this devastating incident has bonded the police department with our community more than ever. The appreciation and support received from those families most affected, the Surfside community, our elected officials, and the Town administration and staff is inspirational.

The Surfside Police Department continues to work with the Miami-Dade Police Department on the ongoing investigation, security of the collapse site, traffic control and upcoming course of actions.

A sincere gratitude is owed to the many partner agencies that have assisted from the beginning of this tragic incident and special recognition and appreciation is due to the Miami-Dade Fire Department and Miami-Dade Police Department for their devotion to serving this community.

C. Police Events/Community Outreach

- The Surfside Police Department will host two community blood drives on August 11, 2021 and August 22, 2021 from 11:00 a.m. – 4:30 p.m. in the Town Hall municipal parking lot.
- The Police Department has coordinated for the Parks and Recreation PEAR Program Summer Camp a presentation from Senator Jason Pizzo on Government/Civics on August 10, 2021 at 10:00 a.m. and a K-9 Demonstration from the Sunny Isles Beach Police Department on August 17, 2021 at 9:00 a.m. at the Community Center.
- The FLOW (Florida Licensing on Wheels) will be August 16, 2021 from 10:00 a.m. to 1:30 a.m. in the Commission Chambers.
- Code Enforcement will host their monthly Special Master Hearing on August 18, 2021 from 10:00 a.m. – 2:00 p.m. in the Commission Chambers.
- The monthly Coffee with the Cops is August 26, 2021 at 10:00 a.m. in the Police Training Room with coffee and refreshments graciously provided by Starbucks.

II. SEE CLICK FIX REPORT

Requests filtered by request category that have been created 06/01/2021 - 07/31/2021

Request Category	Created in period	Closed in period	Average days to close
Beach Issue	1	0	
Code Compliance (Safety Concern)	5	2	0
Code Compliance (Violation)	2	1	0.2
Community Center (P & R)	1	0	
Dog Stations (P & R)	1	1	0.3
Drainage/Flooding (PW)	1	0	
Other	17	1	0.1
Police (Safety Concern)	2	2	1.2
Street lights (PW)	3	0	
Surfside Dog Park (P & R)	2	1	4.6
Parking Issue	2	0	
Construction Issues	3	0	
Dead Animal	2	0	

Requests filtered by request category that have been created 01/01/2014 - 07/30/2021

Request Category	Created in period	Closed in period	Average days to close
96 Street Park (P & R)	11	11	2
Beach Issue	236	214	15.8
Code Compliance (Safety Concern)	112	109	19.8
Code Compliance (Violation)	184	180	18.2
Community Center (P & R)	12	9	8.1
Dog Stations (P & R)	16	16	2.9
Drainage/Flooding (PW)	43	34	17
Graffiti (PW)	5	3	17.5
Hawthorne Tot-Lot (P & R)	7	7	22.5
Other	312	277	15.3
Police (Safety Concern)	97	96	5.7
Pothole (PW)	6	6	18.4
Solid Waste (Commercial) (PW)	8	7	4.8
Solid Waste (Residential) (PW)	37	28	13.2
Street lights (PW)	76	60	83.2
Surfside Dog Park (P & R)	12	11	0.7
Utilities (Water/Sewer) (PW)	48	35	24.2
Barking Dog	12	12	13.2
Beach Patrol	6	5	2.1
Parking Issue	110	105	2.1
Construction Issues	51	41	13.7
Dead Animal	7	5	8.7

III. TOWN PROJECTS

Biscaya Waterline Replacement

The final walkthrough for the project took place on July 26, 2021.

96th Street Park

On June 2, 2021 the Town Commission voted unanimously to move forward with the design scheme of a 2-story building in the Northwest corner of the Park, which was the recommendation of the Parks & Recreation Board. The Commission also increased the allotted construction budget for the Park and voted to require that the project be LEED certified. The Design team is currently developing plans, including site layout, materials, play equipment, planting, etc. with the goal of presenting preliminary Design Development to the Parks & Recreation Board for feedback in the next 45 days. Final Design Development drawings should be presented to the Town Commission a few weeks after that, for approval to move forward to Construction Documents. The Town has also begun preparation of the RFQ for Construction.

Abbott Avenue Drainage Study

The consulting engineer (KEITH) has finalized work and this item will be brought before the Town Commission at its August 10, 2021 Town Commission meeting.

Byron/Bay Closure Study

The transportation consulting engineer submitted the traffic study methodology memorandum for the road closure study to the required government agency stakeholders. Miami-Dade County has until August 3, 2021 to provide their traffic review comments.

Undergrounding of Utilities

The utility undergrounding Phase 1 planning is progressing as planned, somewhat delayed by current events, but none the less on track.


KCI is working on background layout plans on which utility provider (FPL, ATT, ABB, Hotwire) data will show. There is one area of the Town which is not reflected on the data provided by CGA, that being Biscaya Island. We are hoping that the plans we receive from FPL will include the CADD layout for that area and KCI will import that info into their documents. If not, an additional effort to survey the area will be required.

Ongoing meetings with FPL, Hotwire, and ABB continue, we expect initial input from these providers within the next three to four weeks. ATT is another matter altogether, as referenced in previous communications, their unrealistic expectation of an inordinate design deposit has not changed. This will not pose a significant obstacle in our preparation of the Phase 1 plans and estimate as comparable data is available from similar residential neighborhoods. Should the project move into Phase 2, document completion status, we will approach ATT at that time.

Due to the present emergency situation in the Town we have deferred field verification activities, once traffic and community disruptions return to a more normal state we will initiate the field work.

The design input from FPL, as noted above, is expected within a reasonable time frame, the same cannot be said for the Binding Cost Estimate, we have no concrete commitment on when to expect that information. This cost data will be critical to the final preparation of the overall project cost estimate. We continue to press them for the input, however, the design plans are far more critical at this juncture.

Respectfully submitted by:



Andrew E. Hyatt, Town Manager

**CHAMPLAIN TOWERS SOUTH COLLAPSE
REPORT FROM PINZUR COMMUNICATIONS**

Town of Surfside Activity Log (ICS 214)

1. Incident Name: Chaplain Tower Project 21-0025		2. Operational Period:		Date From: 6/25/2021	Date To: 6/25/2021
				Time From:	Time To:
				Reg. Hours:	OT Hours:
3. Employee Name: Rachel Pinzur		4. ICS Position: Communications		5. Department: Code	
6. Vehicle Used:					
Vehicle #	FEMA ID Code	Starting Mileage	Ending Mileage	Hours Used	Description of Work Performed
7. Employee Status:		Full Time:	Part Time:	N/A	Exempt: N/A
					Non-Exempt: Yes
8. Resources Assigned:					
Name	Hours Used	FEMA ID Code	Description of Work Done		
Rachel Pinzur	7.50		Provided crisis communications support and counsel to Town of Surfside		
9. Activity Log:					
Date	Arrival Time	Leave Time	Activities Related to Chaplain Towers		
6/25/2021	3 p.m.		Call with Malarie, Andy and Jason to discuss crisis spokesperson(s) and plan		
6/25/2021	3:30 p.m.		Responded to press requests from NPR		
6/25/2021	4:00 p.m.		Spoke with Miami-Dade County's press office to coordinate communication efforts moving forward; began fielding calls from media		
6/25/2021	4:49 p.m.		Edited/adapted county's talking points to meet the needs of Surfside		
6/25/2021	5:15 p.m.		Drove to Surfside		
6/25/2021	6:00 p.m.		Arrived to Surfside to assist with interviews at the media staging areas		
6/25/2021	6:14 p.m.		Call with NPR for Weekend Edition interview with Andy		
6/25/2021	7:20 p.m.		Oversaw CNN and other press interviews at media staging area		
6/25/2021	8:08 p.m.		Assisted City of Miramar with messaging to send to their residents to support Surfside		
		10:30 p.m.	Departed Surfside		
10. Prepared By: Rachel Pi		Position/Title:	Consultant	Signature: <i>Rachel Pinzur</i>	
		Date:	6/25/2021		
11. Supervisor Approval:		Date:	6/25/2021	Signature:	

Town of Surfside Activity Log (ICS 214)

1. Incident Name: Chaplain Tower Project 21-0025		2. Operational Period:		Date From: 6/26/2021	Date To: 6/26/2021
				Time From:	Time To:
				Reg. Hours:	OT Hours:
3. Employee Name: Rachel Pinzur		4. ICS Position: Communications		5. Department: Code	
6. Vehicle Used:					
Vehicle #	FEMA ID Code	Starting Mileage	Ending Mileage	Hours Used	Description of Work Performed
7. Employee Status:		Full Time:	Part Time:	N/A	Exempt:
					N/A
					Non-Exempt: Yes
8. Resources Assigned:					
Name	Hours Used	FEMA ID Code	Description of Work Done		
Rachel Pinzur	12.15		Provided crisis communications support and counsel to Town of Surfside		
9. Activity Log:					
Date	Arrival Time	Leave Time	Activities Related to Chaplain Towers		
6/26/2021	7:45 a.m.		Arrival to Surfside; headed to media staging area to oversee press interviews		
6/26/2021	9:20 a.m.		Oversaw NPR interview with Mayor Burkett for Weekend Edition		
6/26/2021	9:30 a.m.		Attended family briefing and connected with Miami-Dade County press staff		
6/26/2021	11:30 a.m.		Drafted start of template resident letter to have on standby in case of evacuations of Champlain North building (see attachment)		
6/26/2021	12:00 p.m.		Fielded and responded to ongoing press requests		
6/26/2021	3:30 p.m.		Met with Allyn, Surfside's building official, assistant town manager to discuss Champlain North findings		
6/26/2021	6:00 p.m.		Drafted talking points on Champlain North building findings with Malarie and disseminated to mayor and vice mayor		
6/26/2021	6:40 p.m.		Attended county's press conference update		
6/26/2021	7:00 p.m.		Oversaw interviews in media staging area		
6/26/2021	8:00 p.m.		Departed Surfside		
10. Prepared By: Rachel Pinzur		Position/Title:	Consultant	Signature:	<i>Rachel Pinzur</i>

Town of Surfside Activity Log (ICS 214)

1. Incident Name: Chaplain Tower Project 21-0025		2. Operational Period: Date From: 6/27/2021 Time From: Reg. Hours:		Date To: 6/27/2021 Time To: OT Hours:	
3. Employee Name: Rachel Pinzur		4. ICS Position: Communications		5. Department: Code	
6. Vehicle Used:					
Vehicle #	FEMA ID Code	Starting Mileage	Ending Mileage	Hours Used	Description of Work Performed
7. Employee Status:		Full Time:	Part Time:	N/A	Exempt: N/A
					Non-Exempt: Yes
8. Resources Assigned:					
Name	Hours Used	FEMA ID Code	Description of Work Done		
Rachel Pinzur	13.07		Provided crisis communications support and counsel to Town of Surfside		
9. Activity Log:					
Date	Arrival Time	Leave Time	Activities Related to Chaplain Towers		
6/27/2021	6:30 a.m.		Researched all press that covered bldg collapse and began developing a media list in order for the town to send out regular updates to the press		
6/27/2021	7:56 a.m.		Corresponded with county's press office about morning press conference and updates		
6/27/2021	8:15 a.m.		Drafted talking points and anticipated questions for town staff		
6/27/2021	9:37 a.m.		Shared talking points sent to staff with Surfside commission for their own use with press interviews		
6/27/2021	10:00 a.m.		Continued building media list and system for collecting media information and follow-up		
6/27/2021	10:30 a.m.		Reviewd and made edits to hire release; made additional edits per Allyn and Jason		
6/27/2021	11:30 a.m.		Worked with CGA to create an online media submission form to collect contact information and funnel all requests into one system		
6/27/2021	12:28 p.m.		Distributed Allyn Kilsheimer announcement to local and national press		
6/27/2021	1:00 p.m.		Fielded press calls and helped with coordination of interviews all afternoon including Associated Press, ABC, NPR, Washington Post, WSVN, BisNow, Miami Herald, Florida State Capital, Paul Castronovo radio show, etc.		
6/27/2021	3:30 p.m.		Revised and redrafted template communication for residents on evolving situation; reached out to area religious instutions to find out about vigils and prayer sessions, reached out to police for traffic update (see attached)		
6/27/2021	4:30 p.m.	6:30 p.m.	Continued to field calls from press; inserted media interviews and pending press requests into spreadsheet for follow up		
6/27/2021	10:00 p.m.	10:45 p.m.	Worked on anticipated questions from press and how to answer them; sent to vice mayor		
6/27/2021	11:15 p.m.	11:37 p.m.	Updated talking point on Q&A based on new development and resent to vice mayor for her 6/28 morning interviews		
10. Prepared By: Rachel Pinzur		Position/Title:	Consultant	Signature: Rachel Pinzur	

Town of Surfside Activity Log (ICS 214)

1. Incident Name: Chaplain Tower Project 21-0025		2. Operational Period:		Date From: 6/28/2021	Date To: 6/28/2021	
				Time From:	Time To:	
				Reg. Hours:	OT Hours:	
3. Employee Name: Rachel Pinzur		4. ICS Position: Communications		5. Department: Code		
6. Vehicle Used:						
Vehicle #	FEMA ID Code	Starting Mileage	Ending Mileage	Hours Used	Description of Work Performed	
7. Employee Status:		Full Time:	Part Time:	N/A	Exempt: N/A	Non-Exempt: Yes
8. Resources Assigned:						
Name	Hours Used	FEMA ID Code	Description of Work Done			
Rachel Pinzur	9.50		Provided crisis communications support and counsel to Town of Surfside			
9. Activity Log:						
Date	Arrival Time	Leave Time	Activities Related to Chaplain Towers			
6/28/2021	8:30 a.m.		Forwarded anticipated press questions document to Malarie for review; document to be updated and distributed regularly to commission			
6/28/2021	8:40 a.m.		Coordinated a series of media interviews with the mayor including CNN Wolf Blitzer, NBC News, WIOD, etc.; fielded media calls and assisted press with requests all morning			
6/28/2021	11:00 a.m.		Spoke with Miami-Dade College to discuss their request to send musicians to Surfside			
6/28/2021	12:38 p.m.		Continued to field calls from press; coordinated additional media interviews with WLRN, NBC News, Joy Reid Show, MSNBC, CNN Cuomo Prime Time, Associated Press			
6/28/2021	3:30 p.m.	5:30 p.m.	Spoke with county's press office for updates, to discuss change in messaging and requested to be added to emails with county's talking points			
6/28/2021	6:00 p.m.		Updated media follow-up sheet; transition of materials to Malarie and team			

**CHAMPLAIN TOWERS SOUTH COLLAPSE
JUNE 24, 2021**

**REPORT OF CRISIS MANAGEMENT
AND COMMUNICATIONS CONSULTANTS¹**

Prepared by:

**Brian Andrews
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Frank Fernandez**

¹ This report is designed to offer the views, observations, and recommendations of the outside crisis communications group. It is not designed to be a formal after-action report. We recommend that the Town of Surfside engage in a formal S.W.O.T. analysis to evaluate strengths, weaknesses, opportunities, and threats in the wake of this tragedy.

Dedication

We dedicate our work for the Town of Surfside to those who lost their lives in the collapse of the Champlain Towers South Condominium.

We also honor the life of our friend and colleague, Jilda Unruh, who dedicated her final days and used her considerable talents in service to the residents of the Town of Surfside.

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I. EXECUTIVE SUMMARY

The Town of Surfside, Florida (“Surfside” or the “Town”) retained The News Directors, Inc. (“TND”) to provide outside management and communications support following the collapse of the Champlain Towers South condominium. TND retained Carlos F. Gonzalez, P.A. and Blueprints4Safety, LLC to assist it in providing on-site crisis management and communications support.

This is not an after-action report as that term is typically understood in law enforcement and municipal government circles. Rather, this is a summary, prepared by Surfside’s outside crisis management and communications firm, designed to provide an overview of certain key events following the partial collapse of the Champlain Towers South condominium. In preparing this report, we spoke with department heads and other senior Town officials. Our goal was to better understand how Surfside’s employees responded to initial reports of the building collapse, how they worked together to provide key services to the community, and what lessons they learned along the way.

In this report, TND focuses primarily on what the Town of Surfside got right in responding to this critical incident. We consider these to be operational successes. We understand that Miami-Dade County and other outside entities will be preparing formal after-action reports as part of their overall analysis of the response to the collapse. These reports will be prepared with a critical eye and will offer specific recommendations for improving the response to future incidents. Our analysis, instead, highlights the efforts of the Town of Surfside, a small municipality which faced a catastrophe that far outpaced its resources and experiences. Despite all of that, Surfside logged many successes which we now chronicle here. Where we saw room for improvement, from our perspective as the Town’s outside crisis management and communications firm, we offered suggestions.

II. INTRODUCTION

Just after 1:00 a.m. on June 24, 2021, a portion of the Champlain Towers South condominium collapsed. Within a matter of seconds, millions of pounds of concrete and other debris fell, resulting in fatalities, casualties, and tens of millions of dollars in financial losses.

Although the incident involved a single structure, the collapse had a broad impact. Many international residents and part-time owners living outside Miami-Dade County called the Champlain Towers South condominium home. Surfside is a small town and most of its residents knew someone who lived in the South Tower. The loss of life has touched everyone in Surfside, from residents and small business owners, to elected officials and Town employees. It has also touched families in Argentina, Paraguay, Colombia, Israel, and multiple other nations.

The collapse also impacted small businesses, some of which were forced to close or experienced a significant loss of revenue due to road closures and the limited access occasioned by the state of emergency. This, of course, came on the heels of COVID-related closures and restrictions. Traffic delays into and out of Surfside also impacted residents’ own abilities to move freely about or access their homes.

The full impact of the South Tower's collapse will likely not be known for some time. However, there is no doubt that this incident will forever change the Town of Surfside.

III. THE TOWN'S RESPONSE

Our role as Surfside's outside crisis management team has given us a unique perspective into the Town of Surfside and the abilities of its professional staff. In preparing this report, we spoke with several members of the Town's staff about their experiences, especially in the hours following the collapse. While each person we spoke with offered a different perspective based on their role, they all agreed on one important point. Every member of the staff acted with dedication, focus, and professionalism. Surfside's Human Resources Director, Yamileth Slate-Cloud, summarized it best: "There was no hierarchy. Everyone just rolled up their sleeves and got to work."

A. First on the Scene

Thirty-one. This is the number of sworn law enforcement officers employed by the Town of Surfside Police Department. Three of these officers make up the senior command staff. These numbers are important for a variety of reasons. As a member of the command staff pointed out, "we did the work of three hundred with just thirty officers." Shortly after the collapse, this small group of dedicated professionals went on "Alpha-Bravo" status, working twelve-hour shifts with no days off.

Although the collapse site would quickly be flooded with first responders from Miami-Dade County and other municipalities across Florida and around the world, Surfside's Police Department handled the initial response immediately following the collapse. These officers were on the scene within minutes of the collapse; they were among the first to survey the scene; they responded to cries for help from residents trapped in the still-standing portion of the structure; they guided survivors away from the site towards Surfside's community center which would soon become the family reunification center; they identified potential witnesses who might be critical to the subsequent investigation; they managed traffic and secured the perimeter; and they provided a great deal of support to those who had been affected by this tragedy. In the days and weeks that followed, Surfside's Police Department supported Miami-Dade Fire Rescue's mission and worked closely with other agencies in their mission at the site.

While small in comparison to some of its neighboring jurisdictions, Surfside's law enforcement officers played an out-sized role in responding to the Champlain Towers South collapse. Their ability to do so much with only a limited number of sworn law enforcement officers and resources is a prime example of how a small police department can leverage the expertise of its officers, its relationships with neighboring jurisdictions, and its advanced planning for other critical incidents to deal with the unexpected.

We learned, for example, that the senior command staff boasts significant experience in responding to critical incidents. These senior officers bring decades of experience from much larger municipalities where they responded to critical situations like mass shootings and critical

incidents. This combined experience allowed the command staff to quickly organize officers in order to aid the initial search and rescue efforts. Our discussion with them also revealed the extent to which Surfside's Police Department has cultivated relationships with other police departments. Chief Julio Yero is active in the Miami-Dade County Association of Chiefs of Police. He is also involved with a group of Chiefs of Police that represents the island communities surrounding Surfside in northeastern Miami-Dade County. This smaller organization meets on a regular basis to discuss issues that are unique to this coastal area of the county. The connections forged through his membership in these organizations helped Chief Yero secure assistance and support for Surfside in the immediate aftermath of the collapse.

If there is one lesson to be learned from the police department's experience, it is "be good to your big brother." As Chief Yero and his senior staff members reiterated, they could not have managed the collapse site on their own. Due to mutual aid agreements and other relationships that provide county oversight for critical incidents, the Surfside Police Department had to relinquish all control to Miami-Dade County and their fire rescue and police departments. This "big brother" handled the heavy-lifting and significant expense while still assisting Surfside. While the county was in control, Surfside became one piece of a larger and structured response. This organizational structure required the Surfside Police Department and certain members of the Town's administration to work within a designated lane of traffic in support of the county's larger operation.

The strong contacts these officers have developed with their counterparts across the county helped them help the residents of Surfside during this catastrophe. This is also an important lesson for other municipalities like Surfside. While towns like Surfside enjoy a certain degree of independence, they also rely heavily on the support of the county and other larger municipalities. The Surfside Police Department's experience here demonstrates the value of strong relationships across jurisdictional lines.

B. Food, Water & Shelter

At the site of the collapse, Andrew Hyatt, the Town Manager, and Jason Green, the Deputy Town Manager, began to mobilize their resources. Overnight calls went out to employees, many of whom lived outside Surfside, for help. Mr. Hyatt recalls how his team leapt into action asking in his initial telephone calls, "how can I help." Once he arrived on the scene, Mr. Hyatt was shocked by what he saw. "There were people walking towards me, covered in dust, some wearing barely any clothes."

Standing at the site, Mr. Hyatt recalled a card he had given his daughter. He remembered the image of a ferocious lion on the card meant to evoke a parent's love for their child. Mr. Hyatt told us that that image was in his mind and provided him with strength and comfort. He knew that the entire world was with Surfside and would be ready to help in this unprecedented disaster.

In the hours that followed the collapse, Messrs. Hyatt and Green worked to open the community center with the help of Tim Milian, the Director of Parks and Recreation. The center would become a meeting point for survivors and their families as well as a resource center to help those who had been impacted by the collapse. Eventually, Mr. Hyatt would remain on the site of

the collapse to coordinate with the county, while Mr. Green went to the community center to manage the Town's initial support efforts for survivors and victims' families.

Yamileth Slate-McCloud, Surfside's Human Resources Director, remembers receiving the initial telephone call from Mr. Hyatt. "We have a building collapse," Mrs. Slate-McCloud recalled hearing over the telephone, "how quickly can you get here?" Mr. Hyatt assigned Mrs. Slate-McCloud the important task of securing hotel rooms for survivors and their families.

While no one at Surfside ever prepared for, much less imagined, a disaster of this nature, the staff had extensively trained to respond to hurricanes. Heading towards Surfside, Mrs. Slate-McCloud recalled that she would be in charge of procuring food and water if a storm were heading their way. As she drove, Sandra N. McCready, the Town Clerk, called her on the telephone. Mrs. McCready asked how she could help. Both women divided up responsibilities. Mrs. McCready took over the search for hotel rooms, while Mrs. Slate-McCloud picked up food and water.

Arriving at Publix around 3:30 a.m. and unable to get inside, Mrs. Slate-McCloud dialed the store's manager. "We need water," Mrs. Slate-McCloud remembered saying. A store employee eventually let Mrs. Slate-McCloud inside and she started filling shopping carts with water and snacks. Supplies in hand, she drove to the community center which was quickly becoming a meeting point for survivors, first-responders, and town employees. There were so many people that Mrs. Slate-McCloud had to carefully maneuver so as not to step on anyone. She vividly remembers a mother crying because she could not find her nine-year-old child. Mrs. Slate-McCloud's own child had just celebrated his ninth birthday.

Once inside the community center, Mrs. Slate-McCloud realized that clothing, blankets, and towels would soon be in high demand. "People were covered in dust, and some had very little clothing on," remembered Mrs. Slate-McCloud. She grabbed what she could find throughout the community center and handed it out to those in need. Mrs. Slate-McCloud even brought over a coffeemaker from nearby Town Hall. There can be no doubt that Mrs. Slate-McCloud's attention to these small details brought immeasurable relief in those early hours.

At around 6:00 a.m., the Red Cross arrived and Mrs. Slate-McCloud, along with Tim Milian, the Director of Parks and Recreation, began registering survivors at the community center who might need a hotel room. During these early hours, Mrs. Slate-McCloud also served as an interpreter, helping survivors communicate with the Red Cross and government representatives in both English and Spanish. She would work until almost 9:00 p.m. that first day.

Tim Milian remembers the chaos of that morning vividly. As soon as people started to stream into the Community Center, the Parks & Recreation team sprang into action, helping people to get comfortable. They gave out every towel and mat they had. People were sitting and sleeping everywhere. Many arrived with little clothing. Tim remembers the gravity of the situation; people were crying, they were afraid and confused. "We did our best with what we had to comfort them," he said. In addition to distributing food, water, and clothing, the Parks and Recreation team offered hugs, shoulders to cry on, and ears to bend as they listened to the harrowing experiences of the survivors. "It was quite emotional for our team, but we held it together the best

we could until operations of the Family Assistance Center were turned over to the County and Red Cross.”

Mrs. Slate-McCloud remembers going home the night of the disaster, showering, and quickly falling asleep. At 6:00 a.m. the next day, she woke up and returned to Surfside. Long days and even longer nights would become the new routine for Surfside’s employees as they grappled with the unfolding tragedy.

C. Safeguarding the Town’s Infrastructure

While Mrs. Slate-McCloud raced towards Surfside shortly after the disaster, her colleague, Randy Stokes, the Director of Public Works, had already arrived at the scene. He mobilized staff members for the response and assisted in the opening of the community center. His carts were used to transport survivors. Mr. Stokes described the area of the collapse as “eerie”; it was “like nothing he had ever seen.” According to Mr. Stokes, his initial concern was the water to the collapsed building. “We didn’t want to turn off the water unless the county or fire department told us to do so.” That order came between 3:45 and 4:00 a.m. Mr. Stokes and his Public Works team had to dig into the rubble to find the valves so that they could shut off the water. Mr. Stokes was also involved in delivering and operating Town of Surfside heavy equipment at the disaster site in support of the Miami-Dade Fire Rescue Incident Commander.

Mr. Stokes then turned his focus to the day’s other priorities. To the extent possible, Surfside would continue with its normal solid waste pick-up schedule. Trash would become a major issue for the Town in short order. As Mr. Stokes put it, the trash generated by the emergency response became “its own little monster.” Mr. Stokes’ team picked up trash by the dumpster-load from the community center and the collapse site every thirty minutes. Because the county’s own vehicles were too large to get into the tent cities housing the first responders, Mr. Stokes used the Town’s smaller utility vehicles to remove the trash. This was a continuous operation. Within the first fifteen days following the disaster, the Public Works Department removed an estimated forty-one tons of trash generated by the first responders and others directly related to the disaster response.

In the aftermath of the disaster, the Public Works Department inspected key components of Surfside’s water and sewer infrastructure, including all of the pump stations to check for blockages. Mr. Stokes’ team also provided direct support to the county in the early hours following the collapse by deploying its vehicles, especially its fuel truck and utility carts, to the operation and transporting barriers to the site. They also made important modifications to local streets to help with traffic.

The Public Works Department has reason to be proud of its efforts following the collapse. However, if there is one area where Mr. Stokes and his team truly excelled, it was in the lead-up to the controlled demolition of the remaining portion of the Champlain Towers South structure. While the news media focused on the building itself, Mr. Stokes and his team concentrated on the potential impact the demolition could have on Surfside’s water and sewer infrastructure. The underground water main lies just three feet below Collins Avenue. If something went wrong with the collapse of the remaining structure and the water line was compromised, it could have resulted in yet another calamity. The same held true for the sewer line. A break there would have impacted

multiple, nearby municipalities. To address this very dangerous situation, Mr. Stokes and his team came up with a simple, yet effective plan. By dumping truckloads of dirt onto the area of Collins Avenue that would be most vulnerable during the demolition, the Public Works Department created a “pillow of dirt” that would cushion or block the impact of any falling debris during the demolition.

D. Technology

Communications are essential in a critical situation. To maintain communications, however, you need technology. Enter Jose Feliz. Shortly before 3:00 a.m., Captain John Healy of the Surfside Police Department called Mr. Feliz. “A building collapsed and there are a lot of casualties,” Mr. Feliz remembers being told. Upon arrival, Mr. Feliz set up emergency telephone lines so that residents would have access to the latest information. Next, he went to the site of the collapse to see if police officers at the scene needed anything.

After returning from the site, Mr. Feliz worked with Malarie Dauginikas, Surfside’s Community Services & Public Communications Director, to set up website alerts. He also procured additional cell phones and mobile hot spots to facilitate communications. Working with key vendors, Mr. Feliz secured equipment necessary to increase the available bandwidth. He also set up additional printers for use by town and county employees and began printing identification cards and provided building access fobs for first responders and other staff. Mr. Feliz worked closely with Sandra N. McCready, the Town Clerk, to address the public records requests that began flooding into Surfside. In addition to these essential tasks, Mr. Feliz recovered video recordings taken from cameras at the community center as well as the tennis center for use by the police and other investigators. Mr. Feliz also downloaded audio recordings of telephone calls from the Town’s dispatch line in connection with public records requests. In addition, he was responsible for downloading employee text messages and locating specific emails from the Town’s servicer in connection with voluminous public records requests.

E. Supporting Employees

Not long after the collapse, Surfside’s Human Resources Director, Yamileth Slate-McCloud, realized that the Town’s employees were under tremendous pressure. Not only were they working around the clock, but many were trying to process their own feelings of grief, fear, and anger. The collapse clearly had touched every single member of the community in profound ways.

Many of the Town’s employees knew of someone who lost their life or was missing following the collapse. For others, simply visiting the site evoked very strong emotions, especially in the hours immediately following the collapse. Weeks later, Mrs. Slate-McCloud recalls the impact those visits had on her. She remembers “the horrible smell, the smoke, the dust . . .” Jose Feliz, who heads information technology for Surfside described the situation as “rough.” Randy Stokes described the situation as “unimaginable.”

Recognizing the psychological strain her employees were facing, Mrs. Slate-McCloud contacted Surfside’s healthcare broker shortly after the collapse. She set up mental health counseling for employees and took other steps, like inviting teams of therapy dogs to the various

locations where Surfside employees were working, to offer some much-needed support. Mrs. Slate-Cloud's decision to quickly deploy the tools necessary to support Surfside's employees is laudable. In addition, Mrs. Slate-McCloud coordinated donations from different members of the community from massage therapists and chiropractors who offered their services, to donations of vitamin B12 shots, food and water, and even toilet paper and wet wipes, all of which offered Surfside's employees the support they needed while working to help the community around the clock.

F. Public Records

Sandra N. McCready, the Town Clerk, also received a call in the early morning hours of the disaster. Mrs. McCready went directly to Surfside where, in her words, she was left "speechless" by what she saw when she arrived. Initially, Mrs. McCready worked to find hotel rooms for the survivors who were arriving at the community center. However, Mrs. McCready soon realized that the Town was about to be flooded with public records requests connected to the disaster. She was right.

One of the first requests came from Miami-Dade County Fire Rescue. The Fire Department asked for floor plans for the Champlain Tower South. Those plans were provided by Surfside's Building Official, James McGuinness, in both electronic and paper format. By 8:00 a.m., Mrs. McCready recalled that the town was receiving a massive amount of public records requests by electronic mail. Although Mrs. McCready and Evelyn Herbello, the Deputy Town Clerk, felt overwhelmed, they were able to upload thousands of pages of public records to Surfside's public website on a continuous basis. In fact, despite its small staff, the Clerk's Office has responded to approximately eighty-five to ninety-five percent of the public records requests received within the first thirty days after the disaster.

At some point on the day of the incident, Mrs. McCready and her team, along with Building Department officials, visited an external storage unit located in Sunny Isles Beach to search for records relating to the Champlain Towers South condominium. The plans that were located were sent to an outside vendor for digitization and were later uploaded to the Town's website. The Clerk and Building Officials returned the following Sunday to the external storage unit to search for more records. Over the course of five hours inside that storage unit, the Clerk and her team went through approximately eighty boxes of records. The search was not easy. Mrs. McCready and her team found that the records were not stored in any easy-to-identify fashion. Records were logged by permit number which required that the staff go through every box and file to ascertain what records were kept. These records were brought back to Town Hall where they were categorized by address. The records were then transferred to the Building Department for digitization by the Town's outside vendor, Blue Digital.

Although Mrs. McCready and her team worked quickly to upload public records to the Town's website, their progress was soon slowed by certain technological limitations. The weight of the data files quickly swamped the Town's outdated website, rendering it unstable. Uploads were failing and material that had already been uploaded was disappearing. To rapidly address the situation, Mrs. McCready and Ms. Dauginikas worked with outside vendors to determine the fastest way to set-up a secondary website that could handle the massive amounts of data being

uploaded. Several vendors were asked to provide solutions which took a few days. Ms. Dauginikas selected the vendor and coordinated the design and implementation of the disaster-specific website. According to Mrs. McCready, the launch of this website was “rocky” but manageable. Eventually, Mrs. McCready was able to continue uploading records without incident, facilitating the public’s access.

G. Dollars and Cents

Javier Collazo, the Finance Director, explained that in the hours after the collapse his department established a project code for the disaster so that all related expenses could be accurately tracked. Working with an outside vendor, Mr. Collazo took steps to ensure that all documentation prepared by the town would be consistent with the Federal Emergency Management Agency’s (“FEMA”) requirements for reimbursement of costs associated with the current state of emergency. Mr. Collazo also ensured that all emergency vendors retained by the Town Manager for purposes of this emergency were quickly paid. Additionally, Mr. Collazo continues to work with Surfside’s insurance carrier, FMIT, to determine to what extent any damage to infrastructure will be covered. Whatever is not covered by FMIT will be submitted to FEMA for reimbursement. Finally, Mr. Collazo noted that he has “been touched” by the many donations made to Surfside including checks in small denominations clearly sent by retirees from other parts of the country. All checks received have been turned over to supportsurfside.org.

IV. THE JOINT INFORMATION CENTER

Surfside retained TND the Monday after the Champlain Towers South partial collapse to support Malarie Dauginikas, the Community Services & Public Communications Director. Like many other departments, Surfside’s public information office was not equipped to handle the onslaught of media requests, questions from the public, and other related communications activities. Even if Surfside had employed twice or three times the number of public information officers, it would still have struggled to keep up with the volume of demands.

To manage the overwhelming need to obtain and disseminate timely and accurate information, TND immediately established a Joint Information Center (“JIC”) within Town Hall. A JIC is designed to provide key stakeholders with critical information in real time. To ensure that Surfside’s JIC had access to all of the latest information, TND leveraged the resources available to the Town during the declared state of emergency. These resources, as further described below, included:

- subject-matter experts crisis communications who were able to work directly with key personnel within Surfside, including the Town Manager, Assistant Town Manager, and the Town Attorney;
- trained public information officers who collected and disseminated information to the media and the public;
- videographers who created informative content for Surfside’s television channel and social media outlets;
- graphics designers who created images and other visual aids to better transmit information to the public;

- outside companies arranged through the Florida Department of Emergency Management who lent the Town's JIC the latest Apple iPhones that were assigned to various staff members so that they could capture video and photographs that would help keep the public informed;
- bilingual telephone operators (the hotline) who collected, categorized, and tracked media inquiries from local, national, and international news outlets; and
- website developers who advised on the creation of a new website that could provide information to the public and sustain the thousands of pages of public records being uploaded on a daily basis.

A core team of crisis management and communications professionals staffed Surfside's JIC and supported Malarie Dauginikas, including Brian Andrews, Carlos F. Gonzalez, and Frank Fernandez. This team was also supported by several other individuals who rotated in throughout our engagement, including Jilda Unruh, Joel Gordon, Aston Bright, Mike Jachles, Frank Trigueros (from Surfside), Andres Hernandez, and Miguel Gutierrez. The JIC also was temporarily home to a FEMA media relations representative for several days.

A. The Hotline

TND believes that the use of a hotline provided Surfside with a significant tool to track, respond to, and otherwise engage with the media as well as the public. The hotline consisted of a telephone number (305-548-8351), published on the Town's website and circulated in an email to all Town employees by the Town Manager's office. The media and public contacted with questions, requests for interviews, and access to public records. At Ms. Dauginikas' request and with Mr. Hyatt's approval, the hotline operated from 9:00 am to 11:00 pm, seven days a week.

A live operator greeted each person who contacted the hotline. The operator took down information that TND pre-determined would be essential to screening and prioritizing incoming media and public requests. Each call resulted in a digital ticket sent by the hotline operator to the JIC. The ticket included the name of the caller, media affiliation, contact information, request, and desired timeframe for a response.

Upon receipt, the JIC staff would review the ticket, obtain the necessary information, and provide a response to the caller. Through this system, Surfside's JIC responded to dozens upon dozens of requests from the media as well as members of the community. More importantly, this method allowed Surfside to develop important relationships with the media, providing accurate and timely information, and quickly correcting any rumors and false information.

B. The Website

Surfside's existing website at the time of the collapse could not handle the demands made for thousands of pages of public records that needed to be accessible to both the media and the public. It was at risk of failing. TND worked with Surfside to identify potential vendors and solutions for a disaster-specific website as a temporary solution to ensure that the public would receive timely and accurate information. Working with Ms. Dauginikas, we made recommendations on necessary functionalities that would assist in expanding the website's technical or back-end capacity so that

it could handle the additional “weight” of tens of thousands of pages of public records that were being uploaded on a continuous basis. TND also offered recommendations as to content including resources, support, and volunteer opportunities. Finally, we recommended that the disaster-specific website be used to funnel media inquiries to the hotline so that they could be tracked and managed as noted above. Ms. Dauginikas made the ultimate decision to retain Boost Media Productions, a company with a presence in Florida.

C. Creating Timely and Informative Content In-House

In times of crisis, the public must be kept informed as to what government is doing on their behalf. The directive from Mr. Hyatt was “complete and total transparency.” To better update our residents, TND leveraged Surfside’s existing and additional resources to create meaningful and valuable content. These resources included the Town’s website, NextDoor, PEG Channel, printed newsletter, electronic signs, and other platforms. TND helped Ms. Dauginikas to produce a series of videos that were updated on an ongoing basis to provide emergency information regarding traffic and other available disaster-relief services. These videos were included on Surfside’s various platforms and included police officers and employees from other departments.

In addition to using TND’s camera crews, we also enlisted other staff members like Surfside Police Sgt Jay Matelis, to shoot their own videos. We provided staff members with state-of-the-art iPhones which were donated for the Town’s temporary use. Sergeant Matelis, for example, shot a number of videos providing on-the-spot traffic updates as well as other pieces highlighting the work of our police officers on those devices.

D. Producing Content for the Media

TND worked with the media to highlight the incredible work of Surfside’s staff in the aftermath of this disaster. Two pieces stand out in particular. The first piece centered on the first Surfside police officers who arrived on the scene following the collapse. These interviews were powerful, providing the public with a first-hand account of the tragedy in the moments following the disaster.

The officers told a riveting story during the media gaggle arranged by TND. These officers shared their compassion and dedication to the community. TND conceived of the storyline, prepared the officers to speak on camera, and arranged the media opportunity. Several news outlets sent camera crews to Town Hall for this significant event. It was the first time that Surfside’s first responders (who were first to the scene) put a human face on this tragedy and the impact it had on each of them personally. This piece, along with several other stories TND produced in-house, highlighted Surfside’s Police Department.

Without question, this tragedy took a toll on the police as well as other members of the community. The second piece TND helped produce illustrated the steps taken by Surfside to care for its own employees during this difficult time. Surfside’s Human Resources Director and one of its police officers spoke about the steps taken to help employees cope with the tragedy’s aftermath, from meeting with licensed mental health counselors, to the use of therapy dogs. TND pitched this story to Spanish-language news outlets since both staff members were fluent in Spanish.

While we have highlighted these stories in particular, there are numerous other instances where TND helped shape storylines, offered the media useful and accurate information, and provided background information.

Notably, TND arranged for various media opportunities for the Town's elected officials. These opportunities were orchestrated with the assistance of Mr. Hyatt and gave the elected officials a local, national, and international platform to address their concerns and to advocate for their constituents. TND also prepared video news releases that were shared with various media outlets that incorporated these materials into their news stories.

E. Information Gathering and Briefings

TND arranged to have a daily brief with Surfside Police at 7:00 a.m. to stay abreast of overnight developments. This information would be disseminated to the Town of Surfside JIC as well as members of the professional staff and elected officials. Communication with the elected officials was sometimes hampered by cell service limitations at Town Hall as well as other factors outside of TND's control. Nevertheless, TND believes that it was able to develop an "open-door" policy with the Town's elected officials. Indeed, TND's core team spent time with each of the elected officials, providing them with new information and arranging media appearances as warranted.

Throughout the day, JIC members attended briefings held by local, state, and national agencies in order to ensure that Surfside received the latest information. As a result of both his background and credibility as a former law enforcement officer, Frank Fernandez, had a regular presence at the command center from which he provided the JIC critical information on a real-time basis. The Surfside JIC monitored the Facebook Live feeds from Miami-Dade Police on regular briefings. JIC members also visited the Family Assistance Center at the Seaview Hotel and participated in briefings provided by the Red Cross to survivors and victims' family members.

F. Media Training

As of this writing, nearly every member of Surfside's professional staff has given interviews to the media. By and large, most of the employees here had not previously found themselves in front of television cameras or answering a reporter's questions. We scheduled interviews and helped prepare each employee for potential questions, particularly Surfside's Building Official, James McGuinness, Human Resources Director, Yamileth Slate-McCloud, as well as various members of the Police Department.

The majority of the elected officials handled media requests on their own without our direct involvement. Although the scope of our services to the Town did not include providing the elected officials with daily or personal communications services, we did work with each member of the commission on a regular basis. Some commissioners engaged with our team more than others. While some of the elected officials took our calls and responded to our outreach, others did not. Likewise, while some of the elected officials followed our recommendations with respect to media engagement, others followed a different path. Nevertheless, we worked hard to ensure that we provided the same information and opportunities to each elected official. Our team made contact

in person and by telephone with all of the Town’s elected officials. TND made it a point to reach out to all of the elected officials to report on significant developments with respect to the collapse when provided by the county, and to advise on potential media opportunities at the collapse site, Town Hall, via Zoom, and by telephone.

G. Inter-Governmental Affairs

TND leveraged its experience managing previous crisis situations in and for local governments to open effective communications channels to ensure the JIC’s successful operation. Specifically, working relationships were created with key personnel at the local, state, and national levels to facilitate communications and fill information gaps created by “silos” operating throughout the county’s response. We worked with Rachel Johnson at the Miami-Dade County Mayor’s Office; Alvaro Zabaleta with the Miami-Dade Police Department; Erika Benitez at Miami-Dade Fire Rescue; Ignatius Carroll, Executive Officer of City of Miami Fire Rescue and a member of Urban Search and Rescue Team 2; Ramiro Inguanzo, President of the Miami-Dade City and County Managers’ Association; Samantha Bequer with the Florida Department of Emergency Management; Crystal Paulk-Buchanan at the Federal Emergency Management Agency; Jesse Rosen with the White House Advance Team for the specific purpose of obtaining photographs of the President’s visit to Surfside for the Town Manager; and Isidoro Lopez, Chief of Staff for the Chairman of the Miami-Dade County Board of Commissioners. We also leveraged our contacts in the surrounding municipalities of Miami Beach, Bal Harbour Village, North Miami, North Miami Beach, Sunny Isles Beach, and Aventura.

TND also made use of its working knowledge (acquired through experience managing other critical incidents) of Florida’s WebEOC emergency management software system to assist Surfside in entering resource requests during the state of emergency.

V. ROOM FOR GROWTH

Surfside should be proud of the way its staff managed a critical situation for which there was no playbook. An event of this nature, however, also provides an important learning opportunity. From our own assessment, as well as our conversations with various staff members, we believe that Surfside should consider implementing the following recommendations in order to prepare for potential crises in the future. We should note that these recommendations will not only help Surfside tackle future critical situations, but also improve daily operations. As noted above, a formal after-action report would likely contain a more detailed action plan that would provide detailed analysis of strengths, weaknesses, opportunities, and threat (referred to as a “S.W.O.T.” analysis). These recommendations, while falling outside the parameters of a S.W.O.T. analysis should nevertheless offer some guidance for improving the Town’s response to critical incidents in the future.

In no particular order, we offer the following areas we believe may help Surfside better manage its critical operations now and in the future:

- **Improve Staff Cooperation:** Surfside must make a concerted effort to create a stronger culture of cooperation between its various departments. TND noticed the

existence of a rigid “silo mentality” during our engagement. While we understand that each department has its own duties and responsibilities, all staff should be working together towards a common mission. Although we believe that the senior staff shares this philosophy, it has not trickled down to all levels of the organization. We think that additional steps should be taken to expand the culture of accountability to all employees. Put simply, employees need to own their work. Town Hall should not be a place where people come to mark time until the end of the day. We believe that the Human Resources Department should play a significant role here if, as further explained below, there is sufficient staffing to accommodate this additional mission.

- **Additional Staffing:** We repeatedly heard that there was not enough staff to handle all of the various tasks, projects, and assignments occasioned by the collapse. Additionally, we understand that there is a backlog of work in certain departments which originated under prior administrations, but which nevertheless must be completed now. Staff members wear multiple hats and the demand on their time to accomplish all of their many responsibilities is too great for one person or a couple of people alone. We recommend that Surfside conduct a top-down audit of its current staff, their duties, and whether additional support is required. Additionally, we urge Surfside to consider planning for a surge in demand for staff, including specialized staff, and that it be prepared to staff-up in case of an emergency or other critical incident.
 - The Town Clerk must review approximately 700 recorded calls to determine if they need to be redacted prior to their release. Only one person is currently available to perform this task and Surfside does not have the necessary software to automate this process. Additionally, the Town Clerk must review records that were never scanned to identify any personal identifying information that must be removed under Florida law.
 - The Community Services and Public Communications Department is also understaffed. Ms. Dauginikas needs the support of a videographer and graphics designer to facilitate communications.
 - The demands on the Town’s Information Technology Department were overwhelming for one person.
 - The Human Resources Department should be expanded beyond its current single employee.
 - The Building Official will require support in communicating complex information to the media and the public.
 - A receptionist who answers Town Hall’s main telephone line should be contracted.
- **Improved Inter-Governmental Coordination:** We recommend that Surfside require that each of its department heads and senior staff members develop strong professional relationships with their counterparts in the surrounding municipalities as well as Miami-Dade County and the State of Florida. If there was one glaring failure we can point to, it is the lack of effective communication, cooperation, and

coordination between Surfside and Miami-Dade County, with the exception of the Town's Police Department, as noted above. While we do not lay the blame for this with Surfside, we do believe that the Town can do more to foster relationships now that will allow key staff members access in the future should it be required.

- The Town Clerk has explained that it was difficult to determine which public records to release given the lack of clarity from Miami-Dade County as to the nature of the investigation (this being an important factor in determining whether records are exempt from disclosure under Florida law).
 - Ms. Dauginikas did not have the opportunity to fully participate in available briefings for public information officers until TND positioned her as Town's primary point of contact for such briefings with the County.
 - Beyond developing external relationships, there should be additional cooperation between the various departments within the Town to facilitate communications and action during emergency situations.
- **Additional Critical Incident Training:** Surfside trains for hurricanes and active shooters. We urge that Surfside create additional training materials to deal with other potential scenarios, including building collapses. Although we all hope that this will never happen again, the lessons that the staff have learned as a result of this critical incident should be memorialized. Surfside, for better or for worse, is now in the position to offer training, guidance, and support to other municipalities. But it is also in a position to revisit, modify, and expand its own training materials to account for the lessons learned here.
 - **Elected Official Training:** Surfside should work with the elected officials regarding how best they can help the Town during a critical incident. This training should include a focus on their duties on the Town's Charter documents as well as how their duties may be impacted during a state of emergency when the county or other larger entity assumes control. There should be an established process dictating regular call-ins and briefing times for elected officials so that everyone is informed while taking care to adhere to Florida's Sunshine Law requirements.
 - **Improve Access to Public Records:** The Town should complete the digitization of all public records as soon as possible. This includes all documents currently held by the Building Department. Going forward, all records should be immediately scanned. Records should be made readily and easily accessible to the public. Additionally licenses and training should be acquired to facilitate the handling of public records. Additionally, all staff members should be provided with training as to what constitutes a public record, the many ways in which public records are created, and their obligations with respect to preserving public records.
 - **Improved Technology:** Surfside's information technology infrastructure is lacking, even for a Town of this size. We understand that Surfside will be developing a new website, beyond the current site in place for several years and the bridge site set up specific to this incident. This new permanent site is essential,

especially given the obvious limitations with the current site. The original website simply could not handle the number of public records that needed to be uploaded. Beyond the website, the Town should take steps to expand its network capabilities. Surfside should also acquire more hard assets, including laptops, cell phones, and mobile hotspots to facilitate work outside Town Hall. Surfside should also have the equipment necessary to produce its own video content quickly and effectively. We recommend that the Town procure video equipment, editing software, and the training and/or personnel necessary to produce such content. A full-time Emergency Operations Center should also be set-up instead of an as needed set up in the Police Training Room. We urge that the Town establish its own unilateral EOC as soon as possible. Whether in a crisis like this one, or in the aftermath of a major storm, the Town's employees should have the ability to continue working and collaborating in a modern, technologically-equipped work space.

VI. CONCLUSION

A crisis of this nature takes a personal toll on Town staff. In the immediate aftermath of a devastating event such as the Champlain Towers South collapse, the combination of emotion, adrenaline, and lack of sleep can quickly impact performance. The team at Town Hall, however, handled this situation with professionalism and compassion. However, the human body and mind can only operate in this heightened state for a brief period before there are problems. We strongly encourage the Town to pay close attention to the mental and physical aspects of this disaster on staff, devise a plan to retain key employees, and exit those staff members who do not share the Town Manager's vision for the future. In the days, weeks, and months that follow, the Town of Surfside will have the opportunity to not only grow from this experience but become local and national leaders in a variety of areas essential the management of critical incidents like this one.

HOTLINE CALL LOGS

JUNE 30 – JULY 29

Client Call Breakdown

Thursday, July 1, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
Town of Surfside		28 calls			Tot:64.5 Avg: 2.3	14	4.5 (6)	59	0	0	59		5 total / 0 extra
+13059019675 DAVID LALL	7/1/2021	9:10 AM	9:10 AM Sandor Iglesias	9:12 AM	2	0.11	0.34	1.28	0	0	1.5		
+13057944492 GUENOUN	7/1/2021	9:46 AM	9:47 AM Danielle Iglesias	9:47 AM	1	0.12	0	0.57	0	0	1	305-861-4863	305-861-4863
+13053231089 ASSOCIATED PRES	7/1/2021	9:53 AM	9:53 AM Danielle Iglesias	9:54 AM	1.5	0.1	0	1.06	0	0	1.5		
+15169873913 BEN WIEDER	7/1/2021	10:49 AM	10:49 AM Ralph Garcia	10:52 AM	3.5	0.07	0	2.99	0	0	3		
+19012779347	7/1/2021	11:27 AM	11:27 AM Ralph Garcia	11:31 AM	3.5	0.06	1.39	1.75	0	0	2		
+17863463445 MICHAEL PUTNEY	7/1/2021	12:10 PM	12:10 PM Ralph Garcia	12:12 PM	2.5	0.09	0.85	1.47	0	0	1.5		
+19175655748	7/1/2021	12:26 PM	12:26 PM Sandor Iglesias	12:28 PM	2	0.05	0	1.68	0	0	2		
+19543296057	7/1/2021	12:50 PM	12:50 PM Danielle Iglesias	12:52 PM	2	0.06	0	1.87	0	0	2		
+13057313914	7/1/2021	12:53 PM	12:53 PM Danielle Iglesias	12:53 PM	0.5	0.06	0	0.27	0	0	0.5		
+16199224933 MICHAEL MILLER	7/1/2021	1:07 PM	1:07 PM Danielle Iglesias	1:10 PM	3.5	0.05	0	3.22	0	0	3.5		
+12029130141	7/1/2021	1:34 PM	1:34 PM Ralph Garcia	1:35 PM	2	0.06	0	1.49	0	0	1.5		
+12025794165 THOMSON REUTERS	7/1/2021	1:58 PM	1:58 PM Ralph Garcia	1:59 PM	1	0.09	0	0.89	0	0	1	305-861-4863	305-861-4863

Client Call Breakdown

Thursday, July 1, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
+15618558512 RENCK,KATHLEEN	7/1/2021	2:00 PM	2:00 PM Ralph Garcia	2:00 PM	1	0.06	0	0.82	0	0	1	305-861-4863	305-861-4863
+13057986033	7/1/2021	2:04 PM	2:04 PM Ralph Garcia	2:07 PM	3.5	0.05	0.15	3.2	0	0	3.5		
+13057147900 UNIVISION	7/1/2021	2:04 PM	2:04 PM Danielle Iglesias	2:07 PM	3	0.09	0	2.72	0	0	3		
+17866438722	7/1/2021	4:06 PM	4:06 PM Danielle Iglesias	4:07 PM	1	0.07	0	0.57	0	0	1	305-861-4863	305-861-4863
+17866438722	7/1/2021	4:08 PM	4:08 PM Danielle Iglesias	4:09 PM	1.5	0.09	0	0.96	0	0	1		
+16464806690	7/1/2021	4:13 PM	4:13 PM Sandor Iglesias	4:14 PM	1.5	0.06	0	1.27	0	0	1.5		
+15617180187 WIRELESS CALLER	7/1/2021	4:21 PM	4:21 PM Sandor Iglesias	4:22 PM	1.5	0.08	0	1.17	0	0	1.5		
+13053082425 DINKOVA LIDIA	7/1/2021	4:29 PM	4:29 PM Sandor Iglesias	4:31 PM	2	0.11	0.06	1.77	0	0	2		
+14707336853	7/1/2021	4:41 PM	4:41 PM Danielle Iglesias	4:43 PM	2.5	0.18	0.13	1.98	0	0	2		
+19193169220 WIRELESS CALLER	7/1/2021	5:24 PM	5:24 PM Sandor Iglesias	5:26 PM	2.5	0.12	0	1.98	0	0	2		
+17862100274	7/1/2021	5:30 PM	5:30 PM Sandor Iglesias	5:34 PM	4	0.06	0	3.93	0	0	4		
+15162166152 PERRY WILLIAM	7/1/2021	5:39 PM	5:39 PM Danielle Iglesias	5:40 PM	1.5	0.08	0	1.32	0	0	1.5	305-861-4863	305-861-4863
+18172358482 MULLINS JAN	7/1/2021	5:43 PM	5:43 PM Danielle Iglesias	5:46 PM	3	0.08	0	2.9	0	0	3		

Client Call Breakdown

Thursday, July 1, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
+18624325327	7/1/2021	5:48 PM	5:48 PM Sandor Iglesias	5:51 PM	3	0.06	0	2.83	0	0	3		
+19176027984	7/1/2021	6:39 PM	6:39 PM Sandor Iglesias	6:46 PM	6.5	0.33	0	6.16	0	0	6.5		
+17205855850 BRYAN PURNELL	7/1/2021	8:56 PM	8:56 PM Danielle Iglesias	8:58 PM	1.5	0.11	0	1.27	0	0	1.5		
Total		28 calls			Tot:64.5 Avg: 2.3	14	4.5 (6)	59	0	0	59		0 total / 0 extra

Client Call Breakdown

Saturday, July 3, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
Town of Surfside		11 calls			Tot:19.5 Avg: 1.77	5.5	0.5 (1)	18.5	0	0	18.5		1 total / 0 extra
+13125219394 KIMBERLY BELLWA	7/3/2021	12:27 PM	12:27 PM Danielle Iglesias	12:29 PM	3	0.12	0	2.46	0	0	2.5		
+13053425832 KALLERGIS N	7/3/2021	1:27 PM	1:27 PM Danielle Iglesias	1:28 PM	1	0.1	0	0.79	0	0	1		
+14083324960 HANNAH KNOWLES	7/3/2021	3:38 PM	3:38 PM Danielle Iglesias	3:40 PM	2	0.12	0	1.87	0	0	2		
+14083324960 HANNAH KNOWLES	7/3/2021	3:43 PM	3:43 PM Danielle Iglesias	3:44 PM	1	0.1	0	0.88	0	0	1		
+14075809257	7/3/2021	4:35 PM	4:35 PM Danielle Iglesias	4:37 PM	2	0.09	0	1.53	0	0	2		
+15616023057 WIRELESS CALLER	7/3/2021	4:49 PM	4:49 PM Danielle Iglesias	4:52 PM	3	0.07	0	2.79	0	0	3		
+17862628262 MAYRA GONZALEZ	7/3/2021	5:36 PM	5:36 PM Danielle Iglesias	5:38 PM	2	0.06	0	1.82	0	0	2	305-861-4863	305-861-4863
+14083324960	7/3/2021	6:00 PM	6:00 PM Danielle Iglesias	6:01 PM	1	0.06	0	0.68	0	0	1		
+12403285778 KING,IVAN	7/3/2021	6:10 PM	6:10 PM Danielle Iglesias	6:10 PM	1	0.09	0.17	0.32	0	0	0.5		
+17174332559 BOGDAN GREGORY	7/3/2021	7:18 PM	7:18 PM Danielle Iglesias	7:18 PM	1	0.11	0	0.53	0	0	1		
+12037317398 JAMES FORREST	7/3/2021	9:36 PM	9:36 PM Danielle Iglesias	9:38 PM	2.5	0.09	0	2.19	0	0	2.5		
Total		11 calls			Tot:19.5 Avg: 1.77	5.5	0.5 (1)	18.5	0	0	18.5		0 total / 0 extra

Client Call Breakdown

Saturday, July 3, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
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Client Call Breakdown

Sunday, July 4, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
Town of Surfside		19 calls			Tot:51 Avg: 2.68	9.5	5.5 (5)	44	0	0	44		4 total / 0 extra
+17867270550	7/4/2021	9:17 AM	9:17 AM Danielle Iglesias	9:22 AM	5.5	0.07	0	5.01	0	0	5.5		
+13308631488 DALTON JEFFREY	7/4/2021	9:55 AM	9:55 AM Danielle Iglesias	9:58 AM	3	0.07	0.49	2	0	0	2.5		
+17574810561 MITCHELL ANNE	7/4/2021	10:09 AM	10:09 AM Danielle Iglesias	10:10 AM	1.5	0.12	0	0.99	0	0	1	786-331-5212	786-331-5212
+18025854106 JOHN TERREL	7/4/2021	11:06 AM	11:07 AM Danielle Iglesias	11:08 AM	1.5	0.08	0	0.98	0	0	1	786-331-5212	786-331-5212
+17327703994	7/4/2021	11:40 AM	11:40 AM Sandor Iglesias	11:42 AM	3	0.08	0.78	1.86	0	0	2		
+18156936913 MASSEY MARILYN	7/4/2021	12:05 PM	12:05 PM Sandor Iglesias	12:06 PM	1.5	0.25	0	0.83	0	0	1	786-331-5212	786-331-5212
+14695256488 WIRELESS CALLER	7/4/2021	12:33 PM	12:33 PM Danielle Iglesias	12:34 PM	2	0.09	0	1.5	0	0	1.5		
+17863683656 CHELA GARCIA	7/4/2021	12:58 PM	12:58 PM Danielle Iglesias	12:59 PM	1	0.11	0	0.75	0	0	1	786-331-5212	786-331-5212
+13057100874 WIRELESS CALLER	7/4/2021	1:25 PM	1:25 PM Danielle Iglesias	1:27 PM	2.5	0.07	0	2.01	0	0	2.5		
+14078645127	7/4/2021	1:47 PM	1:48 PM Danielle Iglesias	1:48 PM	1	0.07	0	0.86	0	0	1		
+19176018630	7/4/2021	2:41 PM	2:41 PM Danielle Iglesias	2:44 PM	3.5	0.08	0	3.11	0	0	3.5		
+13059061030 BRIAN ANDREWS	7/4/2021	3:18 PM	3:18 PM Danielle Iglesias	3:19 PM	1.5	0.07	0	1.2	0	0	1.5		

Client Call Breakdown

Sunday, July 4, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
+17862019661 IHOANA VIDAL	7/4/2021	3:50 PM	3:50 PM Danielle Iglesias	3:51 PM	0.5	0.07	0	0.23	0	0	0.5		
+19177566000 JON MIRSKY	7/4/2021	4:32 PM	4:32 PM Danielle Iglesias	4:33 PM	2	0.07	0	1.59	0	0	2		
+18187208762	7/4/2021	5:20 PM	5:20 PM Danielle Iglesias	5:25 PM	5.5	0.24	1.96	3.29	0	0	3.5		
+18502880077 BOBBY MEADOWS	7/4/2021	5:52 PM	5:52 PM Danielle Iglesias	5:56 PM	4	0.11	0	3.52	0	0	4		
+13056199714	7/4/2021	6:16 PM	6:16 PM Danielle Iglesias	6:19 PM	3	0.1	0.24	2.65	0	0	3		
+17862628262	7/4/2021	6:18 PM	6:18 PM Danielle Iglesias	6:25 PM	7.5	0.19	1.23	5.67	0	0	6		
+17322496932 SLOVAK RICHARD	7/4/2021	7:41 PM	7:41 PM Danielle Iglesias	7:42 PM	1	0.17	0	0.67	0	0	1		
Total		19 calls			Tot:51 Avg: 2.68	9.5	5.5 (5)	44	0	0	44		0 total / 0 extra

Client Call Breakdown

Monday, July 5, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
Town of Surfside		7 calls			Tot:19.5 Avg: 2.79	3.5	1.5 (2)	18.5	0	0	18.5		1 total / 0 extra
+13053330183 SRAGOWICZ R	7/5/2021	10:28 AM	10:28 AM Danielle Iglesias	10:32 AM	4	0.07	0	3.82	0	0	4		
+18507399191 WIRELESS CALLER	7/5/2021	10:59 AM	10:59 AM Danielle Iglesias	11:03 AM	3.5	0.13	0.17	3.19	0	0	3.5		
+15617340277 LADER DAVID	7/5/2021	12:43 PM	12:44 PM Sandor Iglesias	12:48 PM	4.5	0.12	0.81	3.17	0	0	3.5		
+19153290779 WIRELESS CALLER	7/5/2021	1:21 PM	1:21 PM Danielle Iglesias	1:21 PM	1	0.08	0	0.65	0	0	1	786-331-5212	786-331-5212
+18032405670 BROWN LINDA A	7/5/2021	1:52 PM	1:52 PM Danielle Iglesias	1:54 PM	2	0.07	0	1.59	0	0	2		
+17864690242 WIRELESS CALLER	7/5/2021	3:58 PM	3:58 PM Danielle Iglesias	4:00 PM	2.5	0.13	0	2.21	0	0	2.5		
+15096293265	7/5/2021	7:49 PM	7:49 PM Danielle Iglesias	7:51 PM	2	0.14	0	1.84	0	0	2		
Total		7 calls			Tot:19.5 Avg: 2.79	3.5	1.5 (2)	18.5	0	0	18.5		0 total / 0 extra

Client Call Breakdown

Tuesday, July 6, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
Town of Surfside		18 calls			Tot:55 Avg: 3.06	9	13.5 (11)	41	0	0	41		3 total / 0 extra
+13059061030 BRIAN ANDREWS	7/6/2021	9:21 AM	9:21 AM Danielle Iglesias	9:25 AM	4.5	0.05	0	4.23	0	0	4.5		
+13478855533 SINGLETON VANES	7/6/2021	10:07 AM	10:07 AM Danielle Iglesias	10:08 AM	1	0.05	0	0.95	0	0	1		
+19175629044 NRSF	7/6/2021	10:43 AM	10:44 AM Ralph Garcia	10:51 AM	8	0.2	2.49	4.88	0	0	5		
+13478855533 SINGLETON VANES	7/6/2021	10:50 AM	10:50 AM Sandor Iglesias	10:55 AM	4.5	0.07	2.65	1.64	0	0	2		
+13478855533 SINGLETON VANES	7/6/2021	10:58 AM	10:59 AM Sandor Iglesias	11:00 AM	2	0.07	0.44	1	0	0	1	786-331-5212	786-331-5212
+16785766976	7/6/2021	11:23 AM	11:23 AM Ralph Garcia	11:26 AM	2.5	0.07	0	2.25	0	0	2.5		
+14809385392	7/6/2021	11:31 AM	11:31 AM Ralph Garcia	11:32 AM	1.5	0.08	0	1.33	0	0	1.5	305-861-4863	305-861-4863
+12023063357 MITO HABE EVANS	7/6/2021	12:02 PM	12:02 PM Ralph Garcia	12:04 PM	2.5	0.09	0	1.91	0	0	2		
+17862562816 CAUDRON	7/6/2021	12:16 PM	12:17 PM Ralph Garcia	12:18 PM	1.5	0.07	0	1	0	0	1.5	786-331-5212	786-331-5212
+13059688539 WIRELESS CALLER	7/6/2021	12:46 PM	12:46 PM Danielle Iglesias	12:50 PM	4	0.11	1.04	2.68	0	0	3		
+16507400849 SALVI DOLORES	7/6/2021	1:57 PM	1:57 PM Danielle Iglesias	2:02 PM	5.5	0.29	2.34	2.7	0	0	3		
+19492460075 STEPHA STEPHENS	7/6/2021	2:53 PM	2:53 PM Ralph Garcia	2:56 PM	3	0.07	0	2.54	0	0	3		

Client Call Breakdown

Tuesday, July 6, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
+16199224933	7/6/2021	3:16 PM	3:16 PM Ralph Garcia	3:19 PM	3	0.05	0	2.51	0	0	3		
+13058150387	7/6/2021	3:27 PM	3:28 PM Ralph Garcia	3:30 PM	2.5	0.07	0	2.12	0	0	2.5		
+19176969055 SUPREME SHADES	7/6/2021	5:22 PM	5:22 PM Danielle Iglesias	5:24 PM	3	0.06	0	2.64	0	0	3		
+15592306000	7/6/2021	5:55 PM	5:55 PM Danielle Iglesias	5:55 PM	0.5	0.04	0	0.07	0	0	0.5		
+17867685332 ALVAREZ JOSE	7/6/2021	6:51 PM	6:52 PM Sandor Iglesias	6:55 PM	4	0.27	3	0.39	0	0	0.5		
+17867685332 ALVAREZ JOSE	7/6/2021	8:14 PM	8:14 PM Sandor Iglesias	8:16 PM	1.5	0.07	0.28	1.15	0	0	1.5		
Total		18 calls			Tot:55 Avg: 3.06	9	13.5 (11)	41	0	0	41		0 total / 0 extra

Client Call Breakdown

Wednesday, July 7, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
Town of Surfside		24 calls			Tot:57 Avg: 2.38	12	4 (7)	53.5	0	0	53.5		6 total / 0 extra
+12392024566 GALLUP SARAH JE	7/7/2021	9:14 AM	9:14 AM Ralph Garcia	9:17 AM	3	0.08	0.43	2.48	0	0	2.5		
+15624818807 VINAS,CEF	7/7/2021	9:18 AM	9:18 AM Ralph Garcia	9:19 AM	1	0.08	0	0.91	0	0	1		
+19543296057	7/7/2021	10:05 AM	10:05 AM Sandor Iglesias	10:09 AM	4.5	0.08	0.39	3.8	0	0	4		
+12013157052 WIRELESS CALLER	7/7/2021	10:21 AM	10:21 AM Danielle Iglesias	10:25 AM	4	0.04	0	3.66	0	0	4		
+13478855533 SINGLETON VANES	7/7/2021	11:06 AM	11:06 AM Danielle Iglesias	11:07 AM	1	0.13	0	0.66	0	0	1		
+17862628262 MAYRA GONZALEZ	7/7/2021	11:16 AM	11:16 AM Ralph Garcia	11:24 AM	7.5	0.07	0	7.29	0	0	7.5		
+19546675543 CARRILLO YOLAND	7/7/2021	11:25 AM	11:25 AM Danielle Iglesias	11:27 AM	2.5	0.1	0	2.15	0	0	2.5		
+17862628262 MAYRA GONZALEZ	7/7/2021	12:10 PM	12:10 PM Ralph Garcia	12:13 PM	3.5	0.11	0	3.24	0	0	3.5		
+15706571381 MICHAEL WITCZAK	7/7/2021	12:19 PM	12:19 PM Ralph Garcia	12:20 PM	1	0.07	0	0.81	0	0	1	305-588-5073	305-588-5073
+13053754089 METRO DADE COUN	7/7/2021	12:27 PM	12:27 PM Danielle Iglesias	12:28 PM	1.5	0.05	0	1.43	0	0	1.5		
+12164080530 TERRELL FORNEY	7/7/2021	12:43 PM	12:43 PM Danielle Iglesias	12:45 PM	2.5	0.06	0	2.16	0	0	2.5		
+17864222471 WALTER CAMPBELL	7/7/2021	1:09 PM	1:09 PM Danielle Iglesias	1:10 PM	1.5	0.06	0	1.36	0	0	1.5		

Client Call Breakdown

Wednesday, July 7, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
+13235162120 WIRELESS CALLER	7/7/2021	1:52 PM	1:52 PM Ralph Garcia	1:53 PM	1.5	0.06	0.52	0.77	0	0	1	305-588-5073	305-588-5073
+13056061835 HEYWARD GIULIA	7/7/2021	1:55 PM	1:55 PM Ralph Garcia	1:58 PM	3	0.08	0	2.45	0	0	2.5		
+12393841388 SEVEREAL NAIMES	7/7/2021	2:17 PM	2:17 PM Danielle Iglesias	2:18 PM	1	0.05	0	0.95	0	0	1		
+12027148826 WIRELESS CALLER	7/7/2021	2:47 PM	2:47 PM Ralph Garcia	2:51 PM	4.5	0.04	0.54	3.72	0	0	4		
+12542922660 GERRY ABENDSCHE	7/7/2021	3:17 PM	3:17 PM Ralph Garcia	3:17 PM	1	0.05	0	0.82	0	0	1	305-588-5073	305-588-5073
+19547061555 PERRY,BRIANNA	7/7/2021	3:37 PM	3:37 PM Ralph Garcia	3:38 PM	1.5	0.05	0	1.05	0	0	1.5	305-588-5073	305-588-5073
+13057485971 EL DON CIGARS L	7/7/2021	3:39 PM	3:39 PM Ralph Garcia	3:40 PM	1.5	0.08	0.45	0.65	0	0	1	305-861-4863	305-861-4863
+17705687835 UBER LYFT	7/7/2021	4:25 PM	4:26 PM Ralph Garcia	4:26 PM	1	0.07	0	0.9	0	0	1		
+19545926109 D STEELE-HUIE	7/7/2021	5:26 PM	5:26 PM Danielle Iglesias	5:26 PM	0.5	0.04	0	0.39	0	0	0.5		
+15162098424	7/7/2021	6:13 PM	6:13 PM Danielle Iglesias	6:15 PM	2	0.06	0	1.64	0	0	2		
+16102726429	7/7/2021	6:53 PM	6:53 PM Sandor Iglesias	6:54 PM	1.5	0.2	0	1.09	0	0	1.5	786-331-5212	786-331-5212
+12056415212 WIRELESS CALLER	7/7/2021	9:52 PM	9:53 PM Sandor Iglesias	9:57 PM	4.5	0.12	0.32	3.82	0	0	4		
Total		24 calls			Tot:57 Avg: 2.38	12	4 (7)	53.5	0	0	53.5		0 total / 0 extra

Client Call Breakdown

Wednesday, July 7, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
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Client Call Breakdown

Saturday, July 10, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
Town of Surfside		1 calls			Tot:2 Avg: 2	0.5	0 (0)	1.5	0	0	1.5		0 total / 0 extra
+17865663372 RUTH CHACON	7/10/2021	11:02 AM	11:02 AM Danielle Iglesias	11:03 AM	2	0.13	0	1.42	0	0	1.5		
Total		1 calls			Tot:2 Avg: 2	0.5	0 (0)	1.5	0	0	1.5		0 total / 0 extra

Client Call Breakdown

Sunday, July 11, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
Town of Surfside		1 calls			Tot:2.5 Avg: 2.5	0.5	0 (0)	2	0	0	2		0 total / 0 extra
+12024302640	7/11/2021	11:29 AM	11:29 AM Danielle Iglesias	11:31 AM	2.5	0.18	0	1.98	0	0	2		
Total		1 calls			Tot:2.5 Avg: 2.5	0.5	0 (0)	2	0	0	2		0 total / 0 extra

Client Call Breakdown

Monday, July 12, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
Town of Surfside		7 calls			Tot:10.5 Avg: 1.5	3.5	0 (0)	10.5	0	0	10.5		1 total / 0 extra
+16465157873 NADINE POST	7/12/2021	11:20 AM	11:20 AM Danielle Iglesias	11:21 AM	1	0.1	0	0.79	0	0	1	305-861-4863	305-861-4863
+19544394951	7/12/2021	12:37 PM	12:37 PM Danielle Iglesias	12:40 PM	3	0.07	0	2.54	0	0	3		
+13055829857 WIRELESS CALLER	7/12/2021	1:21 PM	1:21 PM Ralph Garcia	1:22 PM	0.5	0.06	0	0.42	0	0	0.5		
+19174068457	7/12/2021	1:54 PM	1:54 PM Danielle Iglesias	1:55 PM	1	0.11	0	0.82	0	0	1		
+19549898885 AKOURI CONSULTI	7/12/2021	3:50 PM	3:50 PM Danielle Iglesias	3:52 PM	2	0.06	0	1.69	0	0	2		
+19549898885 AKOURI CONSULTI	7/12/2021	3:54 PM	3:54 PM Danielle Iglesias	3:56 PM	2.5	0.13	0	2.19	0	0	2.5		
+18454006218 MCDOLE-GORDON,K	7/12/2021	7:25 PM	7:25 PM Danielle Iglesias	7:26 PM	0.5	0.13	0	0.29	0	0	0.5		
Total		7 calls			Tot:10.5 Avg: 1.5	3.5	0 (0)	10.5	0	0	10.5		0 total / 0 extra

Client Call Breakdown

Tuesday, July 13, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
Town of Surfside		8 calls			Tot:16.5 Avg: 2.06	4	1.5 (1)	15	0	0	15		3 total / 0 extra
+12392860245 HOLCY JOHN	7/13/2021	9:01 AM	9:01 AM Danielle Iglesias	9:01 AM	1	0.08	0	0.59	0	0	1		
+12392860245 HOLCY JOHN	7/13/2021	9:02 AM	9:02 AM Danielle Iglesias	9:03 AM	1	0.06	0	0.54	0	0	1		
+19549053794 MARSHALL DENNEH	7/13/2021	9:03 AM	9:03 AM Danielle Iglesias	9:04 AM	1	0.15	0	0.84	0	0	1	305-861-4863	305-861-4863
+13059625945 LINDSAY LISA R	7/13/2021	11:17 AM	11:17 AM Danielle Iglesias	11:18 AM	1	0.05	0	0.93	0	0	1	305-777-2124	305-777-2124
+13057995371	7/13/2021	12:06 PM	12:06 PM Ralph Garcia	12:10 PM	4	0.05	0	3.76	0	0	4		
+12398348510 WIRELESS CALLER	7/13/2021	2:04 PM	2:04 PM Danielle Iglesias	2:07 PM	3	0.2	1.3	1.4	0	0	1.5	305-777-2124	305-777-2124
+19175179900 DEBBIE RUBIN	7/13/2021	2:21 PM	2:21 PM Ralph Garcia	2:23 PM	3	0.04	0	2.81	0	0	3		
+13058150102 ASSOCIATED PRES	7/13/2021	2:58 PM	2:58 PM Ralph Garcia	3:00 PM	2.5	0.07	0	2.27	0	0	2.5		
Total		8 calls			Tot:16.5 Avg: 2.06	4	1.5 (1)	15	0	0	15		0 total / 0 extra

Client Call Breakdown

Wednesday, July 14, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
Town of Surfside		8 calls			Tot:25 Avg: 3.12	4	1.5 (3)	23	0	0	23		0 total / 0 extra
+18627559404	7/14/2021	10:16 AM	10:16 AM Danielle Iglesias	10:17 AM	1.5	0.1	0	1.07	0	0	1.5		
+19543296057	7/14/2021	11:06 AM	11:06 AM Ralph Garcia	11:08 AM	2.5	0.09	0	1.98	0	0	2		
+16502780333 SAMUEL PILLI	7/14/2021	12:08 PM	12:08 PM Sandor Iglesias	12:12 PM	4	0.17	0.39	3.1	0	0	3.5		
+15613392774 MOORE,CHARLES	7/14/2021	1:02 PM	1:02 PM Danielle Iglesias	1:05 PM	4	0.1	0	3.4	0	0	3.5		
+17732947673	7/14/2021	3:25 PM	3:25 PM Ralph Garcia	3:29 PM	4	0.06	0.14	3.65	0	0	4		
+17866782255	7/14/2021	5:55 PM	5:55 PM Sandor Iglesias	6:02 PM	7	0.08	0.49	6.07	0	0	6.5		
+13344002363	7/14/2021	8:30 PM	8:30 PM Sandor Iglesias	8:30 PM	0.5	0.11	0	0.22	0	0	0.5		
+13057243281 JENNIFER DIAZ	7/14/2021	8:34 PM	8:34 PM Sandor Iglesias	8:35 PM	1.5	0.09	0	1.19	0	0	1.5		
Total		8 calls			Tot:25 Avg: 3.12	4	1.5 (3)	23	0	0	23		0 total / 0 extra

Client Call Breakdown

Thursday, July 15, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
Town of Surfside		3 calls			Tot:5.5 Avg: 1.83	1.5	0 (0)	5.5	0	0	5.5		1 total / 0 extra
+18627559404	7/15/2021	9:20 AM	9:21 AM Ralph Garcia	9:23 AM	3	0.06	0	2.6	0	0	3		
+15617147132 ROMEO BROWN	7/15/2021	11:40 AM	11:40 AM Ralph Garcia	11:41 AM	1	0.07	0	0.72	0	0	1	305-777-2124	305-777-2124
+17864398247 GWENDOLYN SMITH	7/15/2021	6:57 PM	6:58 PM Sandor Iglesias	6:59 PM	1.5	0.15	0	1.11	0	0	1.5		
Total		3 calls			Tot:5.5 Avg: 1.83	1.5	0 (0)	5.5	0	0	5.5		0 total / 0 extra

Client Call Breakdown

Friday, July 16, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
Town of Surfside		3 calls			Tot:6.5 Avg: 2.17	1.5	0 (0)	6.5	0	0	6.5		1 total / 0 extra
+17866081771 ABRAHAM MELISSA	7/16/2021	9:19 AM	9:19 AM Danielle Iglesias	9:21 AM	2	0.07	0	1.69	0	0	2	305-777-2124	305-777-2124
+17864988815	7/16/2021	9:30 AM	9:30 AM Danielle Iglesias	9:32 AM	2	0.07	0	1.91	0	0	2		
+13057952754	7/16/2021	1:28 PM	1:28 PM Ralph Garcia	1:30 PM	2.5	0.06	0	2	0	0	2.5		
Total		3 calls			Tot:6.5 Avg: 2.17	1.5	0 (0)	6.5	0	0	6.5		0 total / 0 extra

Client Call Breakdown

Sunday, July 18, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
Town of Surfside		1 calls			Tot:4 Avg: 4	0.5	0 (0)	4	0	0	4		0 total / 0 extra
+17875502240	7/18/2021	10:51 AM	10:51 AM Sandor Iglesias	10:55 AM	4	0.12	0	3.8	0	0	4		
Total		1 calls			Tot:4 Avg: 4	0.5	0 (0)	4	0	0	4		0 total / 0 extra

Client Call Breakdown

Monday, July 19, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
Town of Surfside		1 calls			Tot:5.5 Avg: 5.5	0.5	0.5 (1)	5.5	0	0	5.5		0 total / 0 extra
+19543296057	7/19/2021	4:12 PM	4:12 PM Ralph Garcia	4:17 PM	5.5	0.07	0.19	5.01	0	0	5.5		
Total		1 calls			Tot:5.5 Avg: 5.5	0.5	0.5 (1)	5.5	0	0	5.5		0 total / 0 extra

Client Call Breakdown

Tuesday, July 20, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
Town of Surfside		5 calls			Tot:12.5 Avg: 2.5	2.5	1 (2)	11.5	0	0	11.5		1 total / 0 extra
+13054205109	7/20/2021	11:13 AM	11:13 AM Sandor Iglesias	11:18 AM	5.5	0.11	0.49	4.47	0	0	4.5		
+13054205109	7/20/2021	11:23 AM	11:23 AM Ralph Garcia	11:26 AM	3	0.07	0.08	2.53	0	0	3		
+15615887350 WRIGHT S IMPACT	7/20/2021	11:25 AM	11:25 AM Ralph Garcia	11:26 AM	1	0.07	0	0.64	0	0	1		
+13058675106 KATHARINA RABAG	7/20/2021	11:53 AM	11:53 AM Sandor Iglesias	11:55 AM	2	0.1	0	1.66	0	0	2		
+16148311879	7/20/2021	3:07 PM	3:07 PM Sandor Iglesias	3:08 PM	1	0.05	0	0.67	0	0	1	305-861-4863	305-861-4863
Total		5 calls			Tot:12.5 Avg: 2.5	2.5	1 (2)	11.5	0	0	11.5		0 total / 0 extra

Client Call Breakdown

Wednesday, July 21, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
Town of Surfside		3 calls			Tot:9.5 Avg: 3.17	1.5	0.5 (1)	9	0	0	9		0 total / 0 extra
+19543296057	7/21/2021	9:12 AM	9:12 AM Ralph Garcia	9:14 AM	2	0.06	0	1.94	0	0	2		
+17723415695	7/21/2021	10:10 AM	10:10 AM Ralph Garcia	10:14 AM	4.5	0.06	0	4.14	0	0	4.5		
+13109912391	7/21/2021	1:51 PM	1:51 PM Ralph Garcia	1:53 PM	3	0.08	0.21	2.42	0	0	2.5		
Total		3 calls			Tot:9.5 Avg: 3.17	1.5	0.5 (1)	9	0	0	9		0 total / 0 extra

Client Call Breakdown

Thursday, July 22, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
Town of Surfside		6 calls			Tot:15.5 Avg: 2.58	3	2.5 (2)	14	0	0	14		1 total / 0 extra
+18023778653 ROOT THOMAS	7/22/2021	9:20 AM	9:20 AM Ralph Garcia	9:22 AM	2.5	0.05	0.07	2.32	0	0	2.5		
+19545886797 WIRELESS CALLER	7/22/2021	10:39 AM	10:39 AM Ralph Garcia	10:41 AM	1.5	0.07	0	1.43	0	0	1.5	305-777-2124	305-777-2124
+16039293302	7/22/2021	12:10 PM	12:10 PM Danielle Iglesias	12:10 PM	0.5	0.07	0	0.16	0	0	0.5		
+18027775748 SUSAN TOMASI.	7/22/2021	2:52 PM	2:52 PM Ralph Garcia	2:55 PM	3.5	0.04	0	3.23	0	0	3.5		
+18027775748 SUSAN TOMASI.	7/22/2021	3:39 PM	3:39 PM Ralph Garcia	3:43 PM	4	0.06	0	3.91	0	0	4		
+19542615146 RANDY CUNNINGHA	7/22/2021	4:19 PM	4:19 PM Ralph Garcia	4:22 PM	3.5	0.05	1.75	1.7	0	0	2		
Total		6 calls			Tot:15.5 Avg: 2.58	3	2.5 (2)	14	0	0	14		0 total / 0 extra

Client Call Breakdown

Friday, July 23, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
Town of Surfside		2 calls			Tot:4 Avg: 2	1	0 (0)	3.5	0	0	3.5		0 total / 0 extra
+13053231089 ASSOCIATED PRES	7/23/2021	9:19 AM	9:19 AM Sandor Iglesias	9:20 AM	1.5	0.07	0	1.18	0	0	1.5		
+13056199714	7/23/2021	1:40 PM	1:40 PM Sandor Iglesias	1:42 PM	2.5	0.07	0	1.98	0	0	2		
Total		2 calls			Tot:4 Avg: 2	1	0 (0)	3.5	0	0	3.5		0 total / 0 extra

Client Call Breakdown

Monday, July 26, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
Town of Surfside		1 calls			Tot:2.5 Avg: 2.5	0.5	0 (0)	2.5	0	0	2.5		0 total / 0 extra
+19143385939 JILL OCHACHER	7/26/2021	3:02 PM	3:02 PM Ralph Garcia	3:04 PM	2.5	0.08	0	2.2	0	0	2.5		
Total		1 calls			Tot:2.5 Avg: 2.5	0.5	0 (0)	2.5	0	0	2.5		0 total / 0 extra

Client Call Breakdown

Tuesday, July 27, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
Town of Surfside		1 calls			Tot:2.5 Avg: 2.5	0.5	0 (0)	2.5	0	0	2.5		0 total / 0 extra
+14152977730 WIRELESS CALLER	7/27/2021	10:04 AM	10:04 AM Danielle Iglesias	10:06 AM	2.5	0.04	0	2.03	0	0	2.5		
Total		1 calls			Tot:2.5 Avg: 2.5	0.5	0 (0)	2.5	0	0	2.5		0 total / 0 extra

Client Call Breakdown

Wednesday, July 28, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
Town of Surfside		5 calls			Tot:6 Avg: 1.2	2.5	0 (0)	5.5	0	0	5.5		0 total / 0 extra
+13057772180 CARLTON ROGER	7/28/2021	2:09 PM	2:09 PM Sandor Iglesias	2:09 PM	0.5	0.11	0	0.03	0	0	0.5		
+17868702783 SEQUEIRA MAXIMI	7/28/2021	2:57 PM	2:57 PM Danielle Iglesias	2:57 PM	0.5	0.07	0	0.07	0	0	0.5		
+17868702783 SEQUEIRA MAXIMI	7/28/2021	2:57 PM	2:57 PM Sandor Iglesias	2:57 PM	0.5	0.16	0	0.06	0	0	0.5		
+19546392603 IVY PALMER	7/28/2021	4:34 PM	4:35 PM Danielle Iglesias	4:37 PM	3	0.14	0	2.65	0	0	3		
+17035542318 SUDI KSHA KOCHI	7/28/2021	5:54 PM	5:54 PM Sandor Iglesias	5:55 PM	1.5	0.32	0	0.98	0	0	1		
Total		5 calls			Tot:6 Avg: 1.2	2.5	0 (0)	5.5	0	0	5.5		0 total / 0 extra

Client Call Breakdown

Friday, July 9, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
Town of Surfside		7 calls			Tot:14 Avg: 2	3.5	1 (1)	12.5	0	0	12.5		1 total / 0 extra
+17864994821 BURCH ELOHIM	7/9/2021	9:26 AM	9:26 AM Ralph Garcia	9:27 AM	1.5	0.3	0	0.94	0	0	1		
+12023224206	7/9/2021	9:40 AM	9:40 AM Danielle Iglesias	9:41 AM	1	0.06	0	0.73	0	0	1	305-861-4863	305-861-4863
+19417923919 SWAIN, KRISTIN	7/9/2021	9:43 AM	9:43 AM Ralph Garcia	9:45 AM	2	0.07	0	1.93	0	0	2		
+13057966497 WIRELESS CALLER	7/9/2021	2:04 PM	2:04 PM Danielle Iglesias	2:07 PM	3.5	0.23	0	3.03	0	0	3.5		
+18036032719 ZACHARY B	7/9/2021	2:57 PM	2:57 PM Danielle Iglesias	3:01 PM	4.5	0.05	0.97	3.12	0	0	3.5		
+17863449289	7/9/2021	5:38 PM	5:38 PM Ralph Garcia	5:38 PM	1	0.07	0	0.53	0	0	1		
Total		7 calls			Tot:14 Avg: 2	3.5	1 (1)	12.5	0	0	12.5		0 total / 0 extra

Client Call Breakdown

Friday, July 9, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
Town of Surfside		7 calls			Tot:14 Avg: 2	3.5	1 (1)	12.5	0	0	12.5		1 total / 0 extra
+17864994821 BURCH ELOHIM	7/9/2021	9:26 AM	9:26 AM Ralph Garcia	9:27 AM	1.5	0.3	0	0.94	0	0	1		
+12023224206	7/9/2021	9:40 AM	9:40 AM Danielle Iglesias	9:41 AM	1	0.06	0	0.73	0	0	1	305-861-4863	305-861-4863
+19417923919 SWAIN, KRISTIN	7/9/2021	9:43 AM	9:43 AM Ralph Garcia	9:45 AM	2	0.07	0	1.93	0	0	2		
+13057966497 WIRELESS CALLER	7/9/2021	2:04 PM	2:04 PM Danielle Iglesias	2:07 PM	3.5	0.23	0	3.03	0	0	3.5		
+18036032719 ZACHARY B	7/9/2021	2:57 PM	2:57 PM Danielle Iglesias	3:01 PM	4.5	0.05	0.97	3.12	0	0	3.5		
+17863449289	7/9/2021	5:38 PM	5:38 PM Ralph Garcia	5:38 PM	1	0.07	0	0.53	0	0	1		
Total		7 calls			Tot:14 Avg: 2	3.5	1 (1)	12.5	0	0	12.5		0 total / 0 extra

Completed Forms Report

Thursday, July 1, 2021

Client	Contact	Date	Subject	User	Caller
Town of Surfside	Media Request Contact	7/1/2021 10:52:52 AM	Media Request	Ralph Garcia	15169873913

Reporter Name: Ben Yieder
Media Outlet: Newspaper
Email: byieder@mcclatchydc.com
Cell: 516-987-3913
Office Number :

Show or Newscast for this Request: Miami Herald

What is the focus of the interview?: Reaching out to speak to government officials about the recent 911 response times.

Will the interview be on site or via Zoom or web link?: Zoom/ Phone

Time requested for interview?: As soon as possible

Notes:

Completed By: RG

Town of Surfside	Media Request Contact	7/1/2021 1:12:41 PM	Media Request	Danielle Iglesias	16199224933
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Reporter Name: Michael Miller
Media Outlet: News Wire Service
Email: michael.miller@kyodonews.com
Cell: 619-922-4933
Office Number : none

Show or Newscast for this Request: Kyodo News

What is the focus of the interview?: Interview with survivors

Will the interview be on site or via Zoom or web link?: On site

Time requested for interview?: 7/1 any time or 7/2 anytime

Notes:

Completed By: DI

Town of Surfside	Media Request Contact	7/1/2021 1:37:23 PM	Media Request	Ralph Garcia	12029130141
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Reporter Name: Carol Joynt
Media Outlet: News
Email: Did not wish to provide
Cell: 202-913-0141
Office Number : -----

Show or Newscast for this Request: Face The Nation at CBS News

What is the focus of the interview?: -----

Will the interview be on site or via Zoom or web link?: -----

Time requested for interview?: ----

Notes: The caller states Brian Andrews has been trying to reach out to her and she is returning the callback.

Completed By: RG

Town of Surfside	Media Request Contact	7/1/2021 2:08:29 PM	Media Request	Ralph Garcia	13057986033
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Completed Forms Report

Thursday, July 1, 2021

Client	Contact	Date	Subject	User	Caller
<p>Reporter Name: Meryl Kornfield Media Outlet: Online Newspaper Email: meryl.kornfield@washpost.com Cell: 305-798-6033 Office Number : ----- Show or Newscast for this Request: Washington Post What is the focus of the interview?: Chaplain Tower Zone Planning Will the interview be on site or via Zoom or web link?: No Preference Time requested for interview?: ASAP Notes: Completed By: RG</p>					
Town of Surfside	Media Request Contact	7/1/2021 2:09:53 PM	Media Request	Danielle Iglesias	13057147900
<p>Reporter Name: Gianni Aponte Media Outlet: Newscast Email: gaponte@univision.net Cell: 786-602-3406 Office Number : none Show or Newscast for this Request: Univision What is the focus of the interview?: Video received of person being detained by police Will the interview be on site or via Zoom or web link?: Phone Time requested for interview?: 7/1 asap Notes: She received the video of the person being detained by police and would like to know more details on what happened. Completed By: DI</p>					
Town of Surfside	Media Request Contact	7/1/2021 5:36:19 PM	Media Request	Sandor Iglesias	17862100274
<p>Reporter Name: Alexander Carlos Media Outlet: The Alexander News Show Email: alexandernewsshow@gmail.com Cell: 786-210-0274 Office Number : - Show or Newscast for this Request: The Alexander News Show What is the focus of the interview?: Discussing the building collapse Will the interview be on site or via Zoom or web link?: Web link Time requested for interview?: July 2nd or Monday Morning. Notes: The caller would like to request an interview with the director of building and zoning. The caller also asked who was the building and zoning director in 2018. Completed By: SI</p>					
Town of Surfside	Media Request Contact	7/1/2021 5:47:27 PM	Media Request	Danielle Iglesias	18172358482

Completed Forms Report

Thursday, July 1, 2021

Client	Contact	Date	Subject	User	Caller
Reporter Name: Brittany Delk Media Outlet: News Station Email: brittany.delk@nbcuni.com Cell: 817-235-8482 Office Number : none Show or Newscast for this Request: NBC LX What is the focus of the interview?: Latest update on the search Will the interview be on site or via Zoom or web link?: Zoom or web link Time requested for interview?: Monday 7/5 at 4pm Notes: Request for an interview with the Mayor. Completed By: DI					
Town of Surfside	Media Request Contact	7/1/2021 5:57:38 PM	Media Request	Sandor Iglesias	18624325327
Reporter Name: John Berman Media Outlet: News Show Email: Danelle.garcia@warnermedia.com Cell: 862-432-5327 Office Number : 862-432-5327 Show or Newscast for this Request: Anderson Cooper 360 What is the focus of the interview?: They would like to interview the 3 officers who heard the woman screaming for help. Will the interview be on site or via Zoom or web link?: On site preferred Time requested for interview?: Either live during 8pm live show or whenever possible Notes: The caller would like to request interviews with the 3 original officers who arrived first on scene to ask about the woman who was screaming for help from under the rubble. Completed By: SI					
Town of Surfside	Media Request Contact	7/1/2021 6:51:14 PM	Media Request	Sandor Iglesias	19176027984
Reporter Name: Rachel Levi Media Outlet: Newspaper Email: rach@wsj.com Cell: 917-602-7984 Office Number : none Show or Newscast for this Request: Wall Street Journal What is the focus of the interview?: City's history of building inspections Will the interview be on site or via Zoom or web link?: Phone or in person Time requested for interview?: Friday 7/2 in the afternoon or anything over the weekend Notes: Request for an interview Guillermo Olmedillo & James McGuiness in the building department. Completed By: SI					

Completed Forms Report

Saturday, July 3, 2021

Client	Contact	Date	Subject	User	Caller
Town of Surfside	Media Request Contact	7/3/2021 12:31:08 PM	Media Request	Danielle Iglesias	13125219394

Reporter Name: Kim Bellware
Media Outlet: Newspaper
Email: kim.bellware@washpost.com
Cell: 312-521-9394
Office Number : none
Show or Newscast for this Request: Washington Post
What is the focus of the interview?: Interview engineer
Will the interview be on site or via Zoom or web link?: Phone
Time requested for interview?: Asap - deadline today
Notes: Request for interview with engineer contact.
Completed By: DI

Town of Surfside	Media Request Contact	7/3/2021 4:54:53 PM	Media Request	Danielle Iglesias	15616023057
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Reporter Name: Al Pefley
Media Outlet: News Station
Email: apefley@sbgvtv.com
Cell: 561-602-3057
Office Number : none
Show or Newscast for this Request: CBS 12
What is the focus of the interview?: --
Will the interview be on site or via Zoom or web link?: --
Time requested for interview?: --
Notes: This is not a request for interview.

The caller stated he would like to speak to someone from the police department in order to access an area near the hotel to go live at 6pm.
Completed By: DI

Completed Forms Report

Monday, July 5, 2021

Client	Contact	Date	Subject	User	Caller
Town of Surfside	Public Information Contact	7/5/2021 10:33:26 AM	Public Information Request	Danielle Iglesias	13053330183

Name: Richard Sragowicz

Show or Newscast for this Request: --

Email: richardmiami@gmail.com

Cell: 305-333-0183

Office Number : none

What is the focus of the interview?: --

Will the interview be on site or via Zoom or web link?: --

Time requested for interview?: --

Notes: Richard is calling on behalf of a missing person's wife. She is having a couch delivered to 9341 Collins Ave this Thursday. Please confirm if the delivery truck will be allowed through or if the street around that area is blocked.

Completed By: DI

Town of Surfside	Public Information Contact	7/5/2021 11:05:40 AM	Public Information Request	Danielle Iglesias	18507399191
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Name: Kenneth Frame

Show or Newscast for this Request: --

Email: kennethframe33@gmail.com

Cell: 850-739-9191

Office Number : --

What is the focus of the interview?: --

Will the interview be on site or via Zoom or web link?: --

Time requested for interview?: --

Notes: The caller stated he wrote a poem and would like to know who he can send this to.

Completed By: DI

Town of Surfside	Public Information Contact	7/5/2021 4:05:49 PM	Public Information Request	Danielle Iglesias	17864690242
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Name: Kianny McKnight

Show or Newscast for this Request: --

Email: bkayy.bill11@yahoo.com

Cell: 786-469-0242

Office Number : --

What is the focus of the interview?: --

Will the interview be on site or via Zoom or web link?: --

Time requested for interview?: --

Notes: The caller stated she would like to know how she can volunteer for clean up.

Completed By: DI

Completed Forms Report

Tuesday, July 6, 2021

Client	Contact	Date	Subject	User	Caller
Town of Surfside	Public Information Contact	7/6/2021 10:55:44 AM	Public Information Request	Danielle Iglesias	19175629044

Name: Isaac Rudy

Show or Newscast for this Request: --

Email: rudyike@gmail.com

Cell: 917-562-9044

Office Number : --

What is the focus of the interview?: --

Will the interview be on site or via Zoom or web link?: --

Time requested for interview?: --

Notes: The caller would like to know how he can go about retrieving personal items that have been recovered. He was a resident of the South Tower

Apt 1008

Completed By: DI

Town of Surfside	Public Information Contact	7/6/2021 11:26:04 AM	Public Information Request	Ralph Garcia	16785766976
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Name: Curt Devine

Show or Newscast for this Request: CNN

Email: curt.devine@cnn.com

Cell: 678-576-6976

Office Number :

What is the focus of the interview?: Question about the building regarding MIST.

Will the interview be on site or via Zoom or web link?: Phone Call

Time requested for interview?: As Soon As Possible

Notes: Wanted to speak to Mallorie.

Completed By: RG

Town of Surfside	Public Information Contact	7/6/2021 12:04:14 PM	Public Information Request	Ralph Garcia	12023063357
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Name: Heather Murphy

Show or Newscast for this Request: NYTimes

Email: heather.murphy@nytimes.com

Cell: 202-306-3357

Office Number :

What is the focus of the interview?: Chaplain Towers Family Reunification

Will the interview be on site or via Zoom or web link?: Phone Call

Time requested for interview?: Sometime today or in the next two hours

Notes:

Completed By: RG

Town of Surfside	Public Information Contact	7/6/2021 1:00:33 PM	Public Information Request	Sandor Iglesias	
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Completed Forms Report

Tuesday, July 6, 2021

Client	Contact	Date	Subject	User	Caller
<p>Name: Frances Robles Show or Newscast for this Request: New York Times Email: frances.robles@nytimes.com Cell: 305-968-8539 Office Number : 305-968-8539 What is the focus of the interview?: Questions regarding documents at Champlain Towers Will the interview be on site or via Zoom or web link?: On Site. Time requested for interview?: Any Notes: Caller would like to interview Mr. James McGuinness in regards to the documents that have been released. Completed By: SI</p>					
Town of Surfside	Public Information Contact	7/6/2021 2:03:15 PM	Public Information Request	Ralph Garcia	16507400849
<p>Name: Dolores Show or Newscast for this Request: ----- Email: ----- Cell: 650-740-0849 Office Number : ---- What is the focus of the interview?: ----- Will the interview be on site or via Zoom or web link?: ---- Time requested for interview?: ---- Notes: The caller is interested in volunteering (manpower). She states she has a company that can help out anybody. Completed By: RG</p>					
Town of Surfside	Public Information Contact	7/6/2021 2:56:07 PM	Public Information Request	Ralph Garcia	19492460075
<p>Name: Stephanie Stevens Show or Newscast for this Request: Independent Journalist Email: ----- Cell: 949-246-0075 Office Number : ----- What is the focus of the interview?: Pets in the Chaplain Towers Will the interview be on site or via Zoom or web link?: Phone Call Time requested for interview?: As Soon Possible Notes: Completed By: RG</p>					
Town of Surfside	Public Information Contact	7/6/2021 3:19:02 PM	Public Information Request	Ralph Garcia	16199224933

Completed Forms Report

Tuesday, July 6, 2021

Client	Contact	Date	Subject	User	Caller
<p>Name: Michael Miller Show or Newscast for this Request: KYOTO News Email: michael.miller@kyodonews.com Cell: 619-922-4933 Office Number : --- What is the focus of the interview?: InItial Building collapse of the Chaplain Towers Will the interview be on site or via Zoom or web link?: Phone Call Time requested for interview?: As soon as possible. Notes: Completed By: RG</p>					
Town of Surfside	Public Information Contact	7/6/2021 4:18:47 PM	Public Information Request	Ralph Garcia	
<p>Name: Michelle Hoffner Show or Newscast for this Request: MSNBC Email: Michelle.Hoffner@nbcuni.com Cell: (929) 287-7066 Office Number : --- What is the focus of the interview?: --- Will the interview be on site or via Zoom or web link?: On-site Time requested for interview?: Friday July 9th; 2PM-3PM Notes: Request for interview with Mayor Burkett to see if he's available to join MSNBC anchor Geoff Bennet. Completed By: RG</p>					
Town of Surfside	Public Information Contact	7/6/2021 4:43:53 PM	Public Information Request	Ralph Garcia	
<p>Name: Jessica Church Show or Newscast for this Request: NewsNation Email: ---- Cell: (314) 409-1850 Office Number : ---- What is the focus of the interview?: --- Will the interview be on site or via Zoom or web link?: On-Site Time requested for interview?: 9PM EST Tonight Notes: Seeking to interview Mayor Buckettt at the media center. Completed By: RG</p>					
Town of Surfside	Public Information Contact	7/6/2021 5:25:47 PM	Public Information Request	Danielle Iglesias	19176969055

Completed Forms Report

Tuesday, July 6, 2021

Client	Contact	Date	Subject	User	Caller
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Name: Courtney Lesskis
Show or Newscast for this Request: Smart Her News
Email: courtney@smarthernews.com
Cell: 917-696-9055
Office Number : none
What is the focus of the interview?: --
Will the interview be on site or via Zoom or web link?: --
Time requested for interview?: --
Notes: This is not an interview request.

She would like to know when the next major press conference update will be held.
Completed By: DI

Town of Surfside	Public Information Contact	7/6/2021 5:29:16 PM	Public Information Request	Danielle Iglesias
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Name: Ushi
Show or Newscast for this Request: Ami Magazine
Email: --
Cell: 917-201-1544
Office Number : --
What is the focus of the interview?: --
Will the interview be on site or via Zoom or web link?: --
Time requested for interview?: --
Notes: Request for an interview with Zev Brener.
Completed By: DI

Completed Forms Report

Wednesday, July 7, 2021

Client	Contact	Date	Subject	User	Caller
Town of Surfside	Public Information Contact	7/7/2021 9:17:35 AM	Public Information Request	Ralph Garcia	12392024566

Name: Sarah Gallop

Show or Newscast for this Request: -----

Email: -----

Cell: 239-202-4566

Office Number : ----

What is the focus of the interview?: ---

Will the interview be on site or via Zoom or web link?: ----

Time requested for interview?: ----

Notes: The caller is looking to volunteer as a therapist for the victims of the Surfside collapse. She is available by phone anytime.

Completed By: RG

Town of Surfside	Public Information Contact	7/7/2021 9:19:52 AM	Public Information Request	Ralph Garcia	15624818807
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Name: Rita

Show or Newscast for this Request: ----

Email: ----

Cell: 562-481-8807

Office Number : -----

What is the focus of the interview?: -----

Will the interview be on site or via Zoom or web link?: ----

Time requested for interview?: -----

Notes: The caller would like to know if they rerouted the traffic in Surfside.

Completed By: RG

Town of Surfside	Public Information Contact	7/7/2021 9:25:47 AM	Public Information Request	Ralph Garcia	
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Name: Lisa Huriash

Show or Newscast for this Request: SunSentinel

Email: lhuriash@sunsentinel.com

Cell: ---

Office Number : ---

What is the focus of the interview?: ---

Will the interview be on site or via Zoom or web link?: Did not provide

Time requested for interview?: As Soon As Possible

Notes: These are the specific questions the interviewer would like to have answered:

Are you changing any town laws or policies because of the collapse, and is anything proposed, including in draft memos. Are there any plans to take any action to create new policies or procedures or review records, etc?

Have you red tagged any buildings since June 24, and if so, please identify them and the date they were red-tagged.

Completed By: RG

Town of Surfside	Public Information Contact	7/7/2021 10:09:15 AM	Public Information Request	Ralph Garcia	19543296057
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Completed Forms Report

Wednesday, July 7, 2021

Client	Contact	Date	Subject	User	Caller
<p>Name: Connie Fossi Show or Newscast for this Request: NBC Telemundo Email: connie.fossi@nbcuni.com Cell: 954-329-6057 Office Number : ---- What is the focus of the interview?: The caller wanted to verify some information he said yesterday in a meeting. Will the interview be on site or via Zoom or web link?: On-site/ Zoom Time requested for interview?: As soon as possible Notes: Completed By: RG</p>					
Town of Surfside	Public Information Contact	7/7/2021 10:27:47 AM	Public Information Request	Danielle Iglesias	12013157052
<p>Name: Frank Miqueo Show or Newscast for this Request: -- Email: frankmiqueo@gmail.com Cell: 201-315-7052 Office Number : -- What is the focus of the interview?: -- Will the interview be on site or via Zoom or web link?: -- Time requested for interview?: -- Notes: The caller would like to complain about the noise the buses that say "VIP" make with their siren every 20-30 minutes in the early hours of the morning. Completed By: DI</p>					
Town of Surfside	Public Information Contact	7/7/2021 11:10:34 AM	Public Information Request	Ralph Garcia	
<p>Name: Alexi Cardona Show or Newscast for this Request: Miami New Times Email: alexi.cardona@miaminewtimes.com Cell: 305-244-8386 Office Number : ---- What is the focus of the interview?: Chaplain Towers Will the interview be on site or via Zoom or web link?: Phone Call Time requested for interview?: Thursday Afternoon Notes: The interviewer would the following question answered: Would the city turn the site into a permanent memorial, or do you believe real estate interests will lead to the land being redeveloped? Completed By: RG</p>					
Town of Surfside	Public Information Contact	7/7/2021 11:30:34 AM	Public Information Request	Ralph Garcia	

Completed Forms Report

Wednesday, July 7, 2021

Client	Contact	Date	Subject	User	Caller
<p>Name: Peter D'Oench Show or Newscast for this Request: CBS4 Email: Peter.DOench@cbs.com Cell: ----- Office Number : ----- What is the focus of the interview?: Chaplain Towers Will the interview be on site or via Zoom or web link?: None specified Time requested for interview?: None specified Notes: Requests for interview with Structural Engineer bout Champlain Towers North. He is doing a follow up story with the Surfside mayor about the safety review of the north tower. Completed By: RG</p>					
Town of Surfside	Public Information Contact	7/7/2021 12:13:32 PM	Public Information Request	Ralph Garcia	17862628262
<p>Name: Mayra Gonzalez Show or Newscast for this Request: ----- Email: ----- Cell: 786-262-8262 Office Number : ----- What is the focus of the interview?: ----- Will the interview be on site or via Zoom or web link?: ---- Time requested for interview?: ---- Notes: Requesting extended accommodation. He is a resident of the Chaplain Towers North Condominium and is staying at Marriot Aventura until July 9th. Completed By: RG</p>					
Town of Surfside	Public Information Contact	7/7/2021 1:31:22 PM	Public Information Request	Ralph Garcia	
<p>Name: Phil Prazan Show or Newscast for this Request: NBC Miami Email: phil.prazan@nbcuni.com Cell: 954-329-9273 Office Number : ---- What is the focus of the interview?: Over the latest investigation and the similarities/difference between the north and south towers Will the interview be on site or via Zoom or web link?: Did not specify Time requested for interview?: Today Notes: Completed By: RG</p>					
Town of Surfside	Public Information Contact	7/7/2021 1:51:46 PM	Public Information Request	Ralph Garcia	

Completed Forms Report

Wednesday, July 7, 2021

Client	Contact	Date	Subject	User	Caller
Name: Brian Mann Show or Newscast for this Request: NPR Email: BMann@npr.org Cell: 518-524-0898 Office Number : --- What is the focus of the interview?: Chaplain Towers Will the interview be on site or via Zoom or web link?: E-mail Response Time requested for interview?: Anytime Notes: Follow up questions for Mr. McGuiness regarding the Chaplain Towers					

-We know that the Morabito Consultants report from 2018 was reviewed by Mr. Prieto and was on file with the town. Were there any subsequent filings of documents or reports by Morabito subsequent to that time? If so could you or your office please point us to those documents or send them to NPR if they're not yet public?

Specifically, after MC's engineers found serious issues in October 2020, including "deteriorated concrete [that] appeared to penetrate deep into wall/corbel construction" was any of that information filed with or reported to the town of Surfside building department?

Were there any other communications between the town and Surfside officials (either on-site during physical inspections or via telephone etc.) where Morabito Consultants raised alarms about the load-bearing elements of the condo structure? If such communications exist in an email form, could you please point us to those documents or send them to NPR if they're not yet public?

Is there any provision of town or Miami-Dade County code that requires a report of that kind? (In other words, does the town's safety regulatory process require any report of serious structural concerns identified by engineers working for a private condo association?)
Completed By: RG

Town of Surfside	Public Information Contact	7/7/2021 1:58:09 PM	Public Information Request	Ralph Garcia	13056061835
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Name: Giulia Heyward
Show or Newscast for this Request: NYTimes
Email: giulia.heyward@nytimes.com
Cell: 305-606-1835
Office Number : ----
What is the focus of the interview?: Interview with Vice- Mayor
Will the interview be on site or via Zoom or web link?: Phone Call
Time requested for interview?: End of today or tomorrow anytime
Notes:
Completed By: RG

Town of Surfside	Public Information Contact	7/7/2021 2:32:17 PM	Public Information Request	Ralph Garcia	
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Completed Forms Report

Wednesday, July 7, 2021

Client	Contact	Date	Subject	User	Caller
<p>Name: Michelle Lopez Show or Newscast for this Request: NBC6 Email: Michelle.Lopez@nbcuni.com Cell: ---- Office Number : --- What is the focus of the interview?: Interview with Jackie Nespral Will the interview be on site or via Zoom or web link?: Zoom Time requested for interview?: Today or Tomorrow (availability pending) Notes: Completed By: RG</p>					
Town of Surfside	Public Information Contact	7/7/2021 4:11:37 PM	Public Information Request	Ralph Garcia	
<p>Name: Alexi Cardona Show or Newscast for this Request: Miami Email: alexi.cardona@miaminewtimes.com Cell: 305-244-8386 Office Number : -- What is the focus of the interview?: Chaplain Towers Will the interview be on site or via Zoom or web link?: Phone call Time requested for interview?: Today or Thursday Afternoon Notes: The interviewer would like the following question answered: Would the city turn the site into a permanent memorial, or do you believe real estate interests will lead to the land being redeveloped? Completed By: RG</p>					
Town of Surfside	Public Information Contact	7/7/2021 4:25:50 PM	Public Information Request	Ralph Garcia	
<p>Name: Phil Prazan Show or Newscast for this Request: NBC Miami Email: phil.prazan@nbcuni.com Cell: 954-329-9273 Office Number : -- What is the focus of the interview?: Chaplain Towers Will the interview be on site or via Zoom or web link?: Did Not Specify Time requested for interview?: Anytime Today Notes: The caller would like the following questions answered: Latest investigation and the similarities/difference between the north and south towers? Completed By: RG</p>					
Town of Surfside	Public Information Contact	7/7/2021 4:36:59 PM	Public Information Request	Ralph Garcia	17705687835

Completed Forms Report

Wednesday, July 7, 2021

Client	Contact	Date	Subject	User	Caller
<p>Name: Christina Vazquez Show or Newscast for this Request: Local 10 News Email: cvazquez@wplg.com Cell: 305-900-8138 Office Number : -- What is the focus of the interview?: Chaplain Towers Will the interview be on site or via Zoom or web link?: On-site Time requested for interview?: Noon Broadcast at 3PM 4PM 5PM AND 6PM Notes: The caller would like the following questions answered: Did the property owner currently owe any fines to the town related to any outstanding citations? When was the last time someone from the town's code/building/zoning units visited the property? Anything I have not asked that you think is important for the community to know? Completed By: RG</p>					

Town of Surfside	Public Information Contact	7/7/2021 10:00:18 PM	Public Information Request	Sandor Iglesias	12056415212
<p>Name: Howard Koplowitz - Reporter from Alabama Show or Newscast for this Request: -- Email: hkoplowitz@al.com Cell: 205-641-5212 or 205-601-2968 Office Number : -- What is the focus of the interview?: -- Will the interview be on site or via Zoom or web link?: -- Time requested for interview?: -- Notes: This is not a request for an interview. The caller would like to confirm if Gary Cohen has been recovered and identified. Completed By: DI</p>					

Completed Forms Report

Saturday, July 10, 2021

Client	Contact	Date	Subject	User	Caller
Town of Surfside	Media Request	7/10/2021 11:06:24 AM	Media Request	Danielle Iglesias	

Name: Manny

News Organization: CBS 4

Cell: 786-566-3372

Office Number: none

Email: n/a

Any specific questions to be answered by the town?: Is the media briefing with the structural engineer today at 11:30am inside or outside City Hall?

What is your deadline? : n/a

Submitted By: DI

Completed Forms Report

Sunday, July 11, 2021

Client	Contact	Date	Subject	User	Caller
Town of Surfside	Media Request	7/11/2021 11:33:31 AM	Media Request	Danielle Iglesias	12024302640

Name: Taylor Pearson
News Organization: CBS
Cell: 202-430-2640

Office Number: none

Email: taylor.pearson@cbsi.com

Any specific questions to be answered by the town?: Request for an interview with Mayor Burkett regarding building collapse and future plans of the site.

What is your deadline? : 7/12 at 12pm

Submitted By: DI

Completed Forms Report

Monday, July 12, 2021

Client	Contact	Date	Subject	User	Caller
Town of Surfside	Media Request	7/12/2021 12:16:40 PM	Public Information Request	Ralph Garcia	

Name: Debbie Berger

Phone Number : 202-676-7432

Email: debbie.berger@warnermedia.com

What is your issue/how can we help?: The reporter is writing on behalf of Wolf Blitzer looking to invite Mr. Kilsheimer to the show at any time available from 5-7 pm ET. The reporter would like the interview to be held whether in the studio, Skype or Cisco,

Submitted By: RG

Town of Surfside	Media Request	7/12/2021 12:41:19 PM	Media Request	Danielle Iglesias	19544394951
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Name: Myriam Masihy

News Organization: Telemundo & NBC 6

Cell: 954-439-4951

Office Number: none

Email: myriam.masihy@nbcuni.com

Any specific questions to be answered by the town?: Interview request with Allyn Kilsheimer via Zoom or on-site.

What is your deadline? : 7/12 any time or tomorrow 7/13 any time

Submitted By: DI

Town of Surfside	Media Request	7/12/2021 1:10:56 PM	Media Request	Ralph Garcia	
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Name: Steve Litz

News Organization: NBC6 Miami

Cell: 954-553-6805

Office Number: -----

Email: Steve.Litz@nbcuni.com

Any specific questions to be answered by the town?: This is not a media request, the reporter is working on a story regarding the field kitchen at the community center. He had the following questions: "Now that it is shut down at we are wondering where first responders will be getting food?" Additionally, he would also like to know "Is the expectation that other organizations will make up the difference?"

What is your deadline? : Did not specify

Submitted By: RG

Town of Surfside	Media Request	7/12/2021 2:16:36 PM	Media Request	Ralph Garcia	
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Name: Wendy Rhodes

News Organization: USA Today

Cell: 561-820-3864

Office Number: ---

Email: wrhodes@pbpost.com

Any specific questions to be answered by the town?: The reporter stated she would like to speak to Brian. She would like to speak at around 11 AM.

What is your deadline? : Did not specify

Submitted By: RG

Completed Forms Report

Monday, July 12, 2021

Client	Contact	Date	Subject	User	Caller
Town of Surfside	Media Request	7/12/2021 2:21:37 PM	Media Request	Ralph Garcia	

Name: Nadine Post

News Organization: Engineering News Record

Cell: 646-515-7873

Office Number: ----

Email: postn@enr.com

Any specific questions to be answered by the town?: The reporter would like a copy of the memo made available by the town of Surfside to the condominium building homeowners associations that give them guidance as to structural conditions.

What is your deadline? : Did not specify

Submitted By: RG

Town of Surfside	Public Information Contact	7/12/2021 3:59:03 PM	Public Information Request	Danielle Iglesias	19549898885
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Name: George Akour

Phone Number : 954-292-7314

Email: none

What is your issue/how can we help?: Questions on the structural assessment recommendation letter for the building on Collins.

Submitted By: DI

Completed Forms Report

Tuesday, July 13, 2021

Client	Contact	Date	Subject	User	Caller
Town of Surfside	Media Request	7/13/2021 11:57:10 AM	Media Request	Ralph Garcia	

Name: Steve Litz
News Organization: NBC6 Miami
Cell: 954-553-6805
Office Number: ----
Email: Steve.Litz@nbcuni.com

Any specific questions to be answered by the town?: The reporter was looking to have a 10-minute interview with Alan Kilsheimer. The reporter stated he is interested in his assessment of the process so far. If he has made any significant observations. He would also like to discuss his plan moving forward.

He would like to interview Mr. Kilsheimer by today at 1:30PM.

What is your deadline? : Did not specify

Submitted By: RG

Town of Surfside	Media Request	7/13/2021 12:10:54 PM	Media Request	Ralph Garcia	13057995371
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Name: Freda Frifaro / Ian Mader
News Organization: Associated Press in Miami
Cell: 954-483-3025 / 305-594-5825
Office Number: ---
Email: ffrifaro@ap.org / imader@ap.org

Any specific questions to be answered by the town?: The reporters would like to have staff be allowed to go to the Champlain Towers North with the engineers to see what they are doing there at the site.

What is your deadline? : July 14

Submitted By: RG

Town of Surfside	Media Request	7/13/2021 2:23:42 PM	Media Request	Ralph Garcia	19175179900
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Name: Debbie Rubin
News Organization: CBS Evening News New York
Cell: 917-517-9900
Office Number: ---
Email: dcr@cbsnews.com

Any specific questions to be answered by the town?: The caller is looking to get a construction permit document that was released today from March 1996. The documents are in regards to the structural repair work of the Champlain Towers.

What is your deadline? : Tonight

Submitted By: RG

Town of Surfside	Media Request	7/13/2021 2:39:36 PM	Media Request	Ralph Garcia	
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Completed Forms Report

Tuesday, July 13, 2021

Client	Contact	Date	Subject	User	Caller
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Name: Devine Curt
News Organization: CNN, Washington
Cell: 678-576-6976
Office Number: ----
Email: Curt.Devine@cnn.com
Any specific questions to be answered by the town?: Phone Interview Request with Mr. McGuinness.
The reporter would like the following questions answered:

Some condo attorneys have raised questions to us about the priorities in Florida's building laws and have argued they require building officials/inspectors to focus on permits and permit-related inspections, while larger issues of structural safety are the responsibility of property owners and therefore less prioritized by officials (Note: we see Surfside inspectors interacted with CTS for permit-related inspections about once a week on average between 2018 and 2019). How does Mr. McGuinness respond to this characterization and does he think requirements for increased structural inspections would be beneficial, or would that be counterproductive?
What is your deadline? : Did not specify
Submitted By: RG

Town of Surfside	Media Request	7/13/2021 2:57:53 PM	Media Request	Ralph Garcia	
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Name: Janette Tannen
News Organization: University of Miami (Miami Magazine)
Cell: 305-284-1225 (office) 847-644-8755 (cell)
Office Number: ----
Email: jtannen@miami.edu
Any specific questions to be answered by the town?: The reporter is looking to interview Mayor Buckett. Mayor Buckett is a UM alumnus and she would like to feature him in the Miami magazine for his service for actively working to help your town recover in the wake of the Champlain Towers tragedy
What is your deadline? : Did not specify
Submitted By: RG

Town of Surfside	Media Request	7/13/2021 3:01:15 PM	Media Request	Ralph Garcia	13058150102
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Name: Terry Spencer
News Organization: Associated Press
Cell: 305-815-0102
Office Number: -----
Email: tspencer@ap.org
Any specific questions to be answered by the town?: Regarding the 1996 permit that was just published today. The caller would like to know where these documents came from.
What is your deadline? : ASAP
Submitted By: RG

Town of Surfside	Media Request	7/13/2021 3:03:49 PM	Media Request	Ralph Garcia	
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Completed Forms Report

Tuesday, July 13, 2021

Client	Contact	Date	Subject	User	Caller
Name: Guadalupe Monarrez News Organization: WPLG Cell: (954) 364-2749 OFFICE (561)843-7809 CELL Office Number: ----- Email: gmonarrez@wplg.com Any specific questions to be answered by the town?: The pool deck at Champlain Towers South Condo, now at the center of a forensic investigation into the building's deadly collapse, had been a problem for decades, a newly released 1996 construction permit for "concrete structural repair" shows. What is your deadline? : Did not specify Submitted By: RG					

Client Call Breakdown

Wednesday, June 30, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
Town of Surfside		53 calls			Tot:111.5 Avg: 2.1	27	8 (8)	97.5	0	0	97.5		19 total / 0 extra
+17863751220 UNIVISION	6/30/2021	9:41 AM	9:41 AM Ralph Garcia	9:41 AM	1	0.07	0	0.7	0	0	1	305-861-4863	305-861-4863
+13474632152	6/30/2021	10:13 AM	10:14 AM Danielle Iglesias	10:17 AM	3.5	0.51	0	2.67	0	0	3		
+17862929916	6/30/2021	10:28 AM	10:28 AM Sandor Iglesias	10:28 AM	0.5	0.06	0	0.18	0	0	0.5		
+17867182024 SANCHEZ,FABIANA	6/30/2021	10:29 AM	10:29 AM Sandor Iglesias	10:30 AM	1.5	0.1	0	1.18	0	0	1.5	305-861-4863	305-861-4863
+13059688539 WIRELESS CALLER	6/30/2021	10:36 AM	10:36 AM Sandor Iglesias	10:38 AM	2.5	0.1	0	1.92	0	0	2	305-861-4863	305-861-4863
+17868739914 MARCOS MORALES	6/30/2021	10:41 AM	10:41 AM Danielle Iglesias	10:46 AM	4.5	0.09	0.64	3.43	0	0	3.5		
+13865979976 WIRELESS CALLER	6/30/2021	10:56 AM	10:56 AM Ralph Garcia	10:57 AM	1.5	0.2	0	1.19	0	0	1.5	305-861-4863	305-861-4863
+13239183931	6/30/2021	11:04 AM	11:04 AM Ralph Garcia	11:04 AM	0.5	0.05	0	0.3	0	0	0.5		
+13054605202 CITY OF CORAL G	6/30/2021	11:06 AM	11:06 AM Ralph Garcia	11:06 AM	0.5	0.05	0	0.34	0	0	0.5	305-861-4863	305-861-4863
+19546218511 JONATHAN DEANGE	6/30/2021	11:08 AM	11:08 AM Ralph Garcia	11:10 AM	2.5	0.06	0.95	1.2	0	0	1.5	305-861-4863	305-861-4863
+15616371717 LOCATION	6/30/2021	11:21 AM	11:22 AM Danielle Iglesias	11:22 AM	1	0.08	0	0.47	0	0	0.5	305-861-4863	305-861-4863
+13473426984	6/30/2021	11:27 AM	11:27 AM Sandor Iglesias	11:31 AM	4	0.07	0	3.66	0	0	4		

Client Call Breakdown

Wednesday, June 30, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
+13059688539 WIRELESS CALLER	6/30/2021	11:30 AM	11:31 AM Danielle Iglesias	11:33 AM	3	0.23	0	2.57	0	0	3		
+17867182024 SANCHEZ,FABIANA	6/30/2021	11:39 AM	11:39 AM Danielle Iglesias	11:42 AM	3	0.04	0	2.75	0	0	3	305-861-4863	305-861-4863
+17863449289	6/30/2021	11:48 AM	11:48 AM Ralph Garcia	11:48 AM	0.5	0.24	0	0.09	0	0	0.5		
+13054342003 LEE FISHER	6/30/2021	11:52 AM	11:52 AM Danielle Iglesias	11:52 AM	1	0.05	0	0.47	0	0	0.5		
+17865874641 ELI COHEN	6/30/2021	11:52 AM	11:52 AM Sandor Iglesias	11:54 AM	2	0.13	0	1.41	0	0	1.5		
+12815072208	6/30/2021	11:56 AM	11:56 AM Danielle Iglesias	11:57 AM	1	0.05	0	0.75	0	0	1	305-861-4863	305-861-4863
ANONYMOUS	6/30/2021	11:57 AM	11:57 AM Sandor Iglesias	11:57 AM	0.5	0.14	0	0.11	0	0	0.5		
+12815072208	6/30/2021	11:57 AM	11:57 AM Danielle Iglesias	11:57 AM	0.5	0.06	0	0.24	0	0	0.5	305-861-4863	305-861-4863
ANONYMOUS	6/30/2021	12:01 PM	12:01 PM Ralph Garcia	12:01 PM	0.5	0.06	0	0.42	0	0	0.5	305-861-4863	305-861-4863
ANONYMOUS	6/30/2021	12:03 PM	12:03 PM Danielle Iglesias	12:03 PM	1	0.09	0	0.73	0	0	1	305-861-4863	305-861-4863
+15148898665	6/30/2021	12:06 PM	12:07 PM Danielle Iglesias	12:07 PM	1	0.05	0	0.91	0	0	1	305-861-4863	305-861-4863
+15148898665	6/30/2021	12:08 PM	12:08 PM Ralph Garcia	12:08 PM	0.5	0.07	0	0.33	0	0	0.5	305-861-4863	305-861-4863
+17206933320	6/30/2021	12:09 PM	12:09 PM Ralph Garcia	12:11 PM	3	0.08	0	2.53	0	0	3		

Client Call Breakdown

Wednesday, June 30, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
+19177348953 WIRELESS CALLER	6/30/2021	12:26 PM	12:26 PM Ralph Garcia	12:28 PM	2.5	0.06	0	2.13	0	0	2.5		
+13477217804	6/30/2021	12:39 PM	12:39 PM Danielle Iglesias	12:41 PM	2.5	0.1	1.24	1	0	0	1		
+17865129688 WIRELESS CALLER	6/30/2021	12:39 PM	12:39 PM Sandor Iglesias	12:45 PM	6	0.2	0	5.35	0	0	5.5		
+17865129688 WIRELESS CALLER	6/30/2021	12:45 PM	12:45 PM Danielle Iglesias	12:46 PM	2	0.04	0	1.5	0	0	1.5		
+12022856190 DENISE COUTURE	6/30/2021	12:48 PM	12:48 PM Danielle Iglesias	12:53 PM	5	0.06	0	4.89	0	0	5		
+13059628333 DOUGLAS HANKS	6/30/2021	12:58 PM	12:58 PM Sandor Iglesias	1:00 PM	2.5	0.11	0	1.91	0	0	2		
+13057468179 WIRELESS CALLER	6/30/2021	1:04 PM	1:04 PM Sandor Iglesias	1:05 PM	1	0.18	0	0.68	0	0	1		
+18312040243 DAVIDSON N	6/30/2021	1:09 PM	1:09 PM Sandor Iglesias	1:12 PM	3	0.21	0.25	2.26	0	0	2.5		
+19546218511 JONATHAN DEANGE	6/30/2021	1:45 PM	1:45 PM Ralph Garcia	1:46 PM	1.5	0.07	0	0.93	0	0	1	305-861-4863	305-861-4863
+17818016924 BRIDGET BROWN	6/30/2021	1:56 PM	1:56 PM Ralph Garcia	1:59 PM	3	0.12	0	2.82	0	0	3		
+19172461431 INDEPENDENT DIG	6/30/2021	2:43 PM	2:43 PM Danielle Iglesias	2:46 PM	3	0.06	0	2.85	0	0	3		
+13473426984	6/30/2021	2:56 PM	2:56 PM Ralph Garcia	3:03 PM	7.5	0.1	2.85	4.2	0	0	4.5		
+15415120400 STUCKEY,STEVEN	6/30/2021	3:16 PM	3:16 PM Danielle Iglesias	3:17 PM	1.5	0.09	0	0.96	0	0	1		

Client Call Breakdown

Wednesday, June 30, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
+13056356163 ALL AM RECYCLIN	6/30/2021	3:18 PM	3:18 PM Danielle Iglesias	3:20 PM	2	0.07	0	1.49	0	0	1.5		
+12157156293 FRANK CRINITI	6/30/2021	3:20 PM	3:20 PM Ralph Garcia	3:22 PM	2	0.05	0	1.83	0	0	2	305-861-4863	305-861-4863
+19544154107 LUSCOMBE RICHA	6/30/2021	3:43 PM	3:43 PM Ralph Garcia	3:48 PM	5	0.06	0.19	4.52	0	0	5		
+13057246250 BOLADO ANA V	6/30/2021	4:33 PM	4:33 PM Danielle Iglesias	4:34 PM	1	0.05	0	0.6	0	0	1		
+13057246250 BOLADO ANA V	6/30/2021	4:34 PM	4:34 PM Danielle Iglesias	4:38 PM	3.5	0.08	0	3.36	0	0	3.5		
+17542242030	6/30/2021	4:39 PM	4:39 PM Ralph Garcia	4:39 PM	1	0.05	0	0.51	0	0	1	305-861-4863	305-861-4863
+13057952745	6/30/2021	4:49 PM	4:49 PM Ralph Garcia	4:52 PM	3.5	0.06	0	2.99	0	0	3		
+15043575745 JESSICA WILLROD	6/30/2021	4:50 PM	4:50 PM Danielle Iglesias	4:51 PM	1	0.03	0	0.56	0	0	1		
+13059061030 BRIAN ANDREWS	6/30/2021	4:51 PM	4:51 PM Danielle Iglesias	4:52 PM	1	0.09	0	0.9	0	0	1		
+15613521276 ANGIOLILLO S	6/30/2021	4:55 PM	4:55 PM Danielle Iglesias	4:56 PM	1.5	0.05	0	0.99	0	0	1	305-861-4863	305-861-4863
+13474268043	6/30/2021	5:25 PM	5:25 PM Danielle Iglesias	5:29 PM	4	0.14	0.2	3.55	0	0	4		
+13057985774 CESAR CARDOZA	6/30/2021	6:08 PM	6:08 PM Danielle Iglesias	6:08 PM	1	0.06	0	0.46	0	0	0.5	305-861-4863	305-861-4863
+15407605569	6/30/2021	6:17 PM	6:17 PM Danielle Iglesias	6:18 PM	2	0.06	0	1.78	0	0	2		

Client Call Breakdown

Wednesday, June 30, 2021

Client (Caller)	Date	Start	Ans. (By)	End.	Duration	Ring	Hold	Talk	Xfer	Work	Billable	Xfer To/Called	Xfer Attempts
+17863446621	6/30/2021	7:55 PM	7:55 PM Sandor Iglesias	7:55 PM	0.5	0.03	0	0.02	0	0	0.5		
+13472484084 WIRELESS CALLER	6/30/2021	8:52 PM	8:52 PM Sandor Iglesias	8:52 PM	0.5	0.11	0	0.08	0	0	0.5		
Total		53 calls			Tot:111.5 Avg: 2.1	27	8 (8)	97.5	0	0	97.5		0 total / 0 extra

Completed Forms Report

Wednesday, July 14, 2021

Client	Contact	Date	Subject	User	Caller
Town of Surfside	Public Information Contact	7/14/2021 10:18:40 AM	Public Information Request	Danielle Iglesias	18627559404

Name: Emmett Jones
Phone Number : 862-755-9404
Email: n/a

What is your issue/how can we help?: The caller would like to know if there is a press conference scheduled for today.
Submitted By: DI

Town of Surfside	Public Information Contact	7/14/2021 10:21:39 AM	Public Information Request	Ralph Garcia	
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Name: Jeff Weinsier
Phone Number : 954-294-0034
Email: jweinsier@wplg.com

What is your issue/how can we help?: "Would there be an availability Allyn Kilsheimer and or anyone regarding "debris."
Submitted By: RG

Town of Surfside	Media Request	7/14/2021 10:39:21 AM	Media Request	Danielle Iglesias	
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Name: Emmett Jones
News Organization: Fox News
Cell: 862-755-9404
Office Number: none
Email: Emmett.jones@fox.com

Any specific questions to be answered by the town?: The caller would like to know if there is a press conference scheduled for today.
What is your deadline? : n/a
Submitted By: DI

Town of Surfside	Media Request	7/14/2021 11:08:38 AM	Media Request	Ralph Garcia	19543296057
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Name: Connie Fossi
News Organization: NBC
Cell: 954-329-6057
Office Number: ---
Email: ----

Any specific questions to be answered by the town?: The reporter would like to know who will be at the Town Hall at 4 pm today. She also wanted to know if Allyn Kilsheimer will be there as well.
What is your deadline? : ASAP
Submitted By: RG

Town of Surfside	Media Request	7/14/2021 1:25:27 PM	Media Request	Ralph Garcia	
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Completed Forms Report

Wednesday, July 14, 2021

Client	Contact	Date	Subject	User	Caller
<p>Name: Phil McCausland News Organization: NBC News Cell: (212) 664-4727 Office Number: ---- Email: Phil.McCausland@nbcuni.com Any specific questions to be answered by the town?: The reporter would hope to speak to Mayor Burkett briefly over the phone today for two stories he's writing. The first is about memorials to the residents of the condo building and the second is regarding the impact this all has had on small businesses in the area. The reporter would like to know if he's available at all for a short phone interview on both topics? What is your deadline? : Today Submitted By: RG</p>					
Town of Surfside	Media Request	7/14/2021 1:27:27 PM	Media Request	Ralph Garcia	
<p>Name: Madeline (Last name not provided) News Organization: WPEC Cell: (561) 356-4819 Office Number: ----- Email: Did not provide Any specific questions to be answered by the town?: Would like to interview with the mayor tomorrow morning. What is your deadline? : Tomorrow Morning Submitted By: RG</p>					
Town of Surfside	Media Request	7/14/2021 3:30:09 PM	Media Request	Ralph Garcia	17732947673
<p>Name: Jon Kamp News Organization: Wall Street Journal Cell: 773-294-7673 Office Number: ---- Email: jon.kamp@wsj.com Any specific questions to be answered by the town?: The reporter would want specific questions answered in regards to a public records request he had ordered a few days ago. He stated he will send Brian Andrews an e-mail in regards to these questions to be forwarded to the appropriate person What is your deadline? : Did not specify Submitted By: RG</p>					

Completed Forms Report

Thursday, July 15, 2021

Client	Contact	Date	Subject	User	Caller
Town of Surfside	Media Request	7/15/2021 9:23:37 AM	Media Request	Ralph Garcia	18627559404

Name: Emmett Jones

News Organization: FOX News NY

Cell: 862-755-9404

Office Number: ----

Email: emmett.jones@fox.com

Any specific questions to be answered by the town?: The reporter would like to know if the AM briefing that was supposed to happen yesterday will be cancelled indefinitely, and if the PM briefing will also be cancelled indefinitely.

What is your deadline? : Did not Specify

Submitted By: RG

Town of Surfside	Media Request	7/15/2021 11:32:37 AM	Media Request	Ralph Garcia
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Name: Tracey Jordan

News Organization: CNN

Cell: 404-434-6531

Office Number: ----

Email: tracey.jordan@warnermedia.com

Any specific questions to be answered by the town?: The reporter is reaching out to see if Allyn Kilsheimer could join Wolf Blitzer today at approximately 1:40pET on the latest developments out of Surfside, FL. The reporter stated she can conduct the interview via computer on Cisco Webex or Skype if available for this.

What is your deadline? : Did not specify

Submitted By: RG

Town of Surfside	Media Request	7/15/2021 11:44:50 AM	Media Request	Danielle Iglesias
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Name: Veronica Zaragovia

News Organization: WLRN

Cell: 786-498-8815

Office Number: none

Email: vzaragovia@wlrnnews.org

Any specific questions to be answered by the town?: Request to be added to the email list.

What is your deadline? : n/a

Submitted By: DI

Town of Surfside	Media Request	7/15/2021 12:06:17 PM	Media Request	Ralph Garcia
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Name: Andrea Perdomo

News Organization: WLRN Public Radio

Cell: 786-301-4441

Office Number: ---

Email: aperdomo@wlrnnews.org

Any specific questions to be answered by the town?: The reporter would like to invite Mayor Burkett to join the program tomorrow, July 16 at 1 pm to give an update on Surfside recovery efforts. The interview will be about 10 minutes long and the Mayor will join the show using Zoom audio, no camera use is required.

What is your deadline? : Before July 16th

Submitted By: RG

Completed Forms Report

Friday, July 16, 2021

Client	Contact	Date	Subject	User	Caller
Town of Surfside	Media Request	7/16/2021 9:34:00 AM	Media Request	Danielle Iglesias	17864988815

Name: Veronica Zaragovia

News Organization: WLRN

Cell: 786-498-8815

Office Number: none

Email: n/a

Any specific questions to be answered by the town?: How many floors did the Champlain Tower have?

What is your deadline? : n/a

Submitted By: DI

Town of Surfside	Media Request	7/16/2021 1:31:01 PM	Media Request	Ralph Garcia	13057952754
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Name: Chris Poulos

News Organization: Channel 7 News Miami

Cell: 305-795-2754

Office Number: ---

Email: newsdesk@wsvn.com

Any specific questions to be answered by the town?: The reporter would like to interview Mayor Buckett over the recent thefts happening around the city.

What is your deadline? : Anytime before 4PM today

Submitted By: RG

Completed Forms Report

Sunday, July 18, 2021

Client	Contact	Date	Subject	User	Caller
Town of Surfside	Public Information Contact	7/18/2021 11:00:00 AM	Public Information Request	Sandor Iglesias	17875502240

Name: Leslie Martinez Botet
Phone Number : 787-697-7835
Email: lcdamartinez@gmail.com

What is your issue/how can we help?: The caller stated she is a politician currently in Puerto Rico. She said she is a friend and would like to know how she can speak to Mayor Burkett to see how he is doing and that she heard about the fire. She said her phone is not working at the moment.

Submitted By: DI

Completed Forms Report

Monday, July 19, 2021

Client	Contact	Date	Subject	User	Caller
Town of Surfside	Media Request	7/19/2021 4:22:01 PM	Media Request	Ralph Garcia	19543296057

Name: Connie Fossi

News Organization: NBC News

Cell: 954-329-6057

Office Number: ---

Email: connie.fossi@nbcuni.com

Any specific questions to be answered by the town?: Interview request with Allyn Kilzsheimer on Thursday. She stated the earlier the better. It would be in person.

What is your deadline? : Thursday

Submitted By: RG

Completed Forms Report

Wednesday, July 21, 2021

Client	Contact	Date	Subject	User	Caller
Town of Surfside	Media Request	7/21/2021 9:14:03 AM	Media Request	Ralph Garcia	19543296057

Name: Connie Fossi

News Organization: NBC News Miami

Cell: 954-329-6057

Office Number: ----

Email: connie.fossi@nbcuni.com

Any specific questions to be answered by the town?: The caller is requesting an interview with Mayor Burkett today at 6:30 PM in person at the Surfside Memorial.

What is your deadline? : Today

Submitted By: RG

Town of Surfside	Media Request	7/21/2021 10:14:37 AM	Media Request	Ralph Garcia	17723415695
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Name: Marshall Dees

News Organization: Frontline Homeowners Insurance

Cell: 772-341-5695

Office Number: ----

Email: mdees@flhi.com

Any specific questions to be answered by the town?: The caller is requesting a public records request. He would like to see them all. He was unable to see them on the Town website.

What is your deadline? : Did not specify

Submitted By: RG

Town of Surfside	Media Request	7/21/2021 1:53:50 PM	Media Request	Ralph Garcia	13109912391
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Name: Daniela Hernandez

News Organization: Wall Street Journal

Cell: 310-991-2391

Office Number: ----

Email: daniela.hernandez@wsj.com

Any specific questions to be answered by the town?: Regent Palace at 93rd and Collins

When was it evacuated and the reason as to why?

What is your deadline? : Today

Submitted By: RG

Completed Forms Report

Thursday, July 22, 2021

Client	Contact	Date	Subject	User	Caller
Town of Surfside	Media Request	7/22/2021 9:22:29 AM	Media Request	Ralph Garcia	18023778653

Name: Thomas Root

News Organization: Washington Post

Cell: 802-377-8653

Office Number: -----

Email: tik.root@washpost.com

Any specific questions to be answered by the town?: The caller would like to interview Mr. Kilzheimer in regards to the collapse of the Champlain Towers.

What is your deadline? : Today

Submitted By: RG

Town of Surfside	Media Request	7/22/2021 2:53:41 PM	Media Request	Ralph Garcia	18027775748
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Name: Lorenzo Castro

News Organization: International Press Agency

Cell: 802-777-5748

Office Number: -----

Email:

Any specific questions to be answered by the town?:

What is your deadline? :

Submitted By: RG

Town of Surfside	Media Request	7/22/2021 2:55:09 PM	Media Request	Ralph Garcia	18027775748
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Name: Lorenzo Castro

News Organization: International Press

Cell: 802-777-5748

Office Number: ----

Email: lcastro@efe.com

Any specific questions to be answered by the town?: The caller would like to get in touch with anybody from the town in regards to the aftermath of the Champlain Towers.

What is your deadline? : Friday

Submitted By: RG

Town of Surfside	Media Request	7/22/2021 3:43:29 PM	Media Request	Ralph Garcia	18027775748
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Name: Lorenzo Castro

News Organization: International Press

Cell: 802-777-5748

Office Number: ----

Email: lcastro@efe.com

Any specific questions to be answered by the town?: The caller is looking to get in touch with the Surfside Police Department for the cases of identity theft and scams that occurred to some of the families that were affected by the collapse of the Champlain Towers.

What is your deadline? : Friday

Submitted By: RG

Town of Surfside	Public Information Contact	7/22/2021 4:22:39 PM	Public Information Request	Ralph Garcia	
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Completed Forms Report

Thursday, July 22, 2021

Client	Contact	Date	Subject	User	Caller
Name: Victoria Cunningham Phone Number : 954-261-5146 Email: Did not provide What is your issue/how can we help?: The caller would like to reach out to the person who handles the Surfside Memorial Wall. She states she placed some wreaths on the wall and they disappeared. Submitted By: RG					

Completed Forms Report

Friday, July 23, 2021

Client	Contact	Date	Subject	User	Caller
Town of Surfside	Media Request	7/23/2021 12:02:26 PM	Media Request	Danielle Iglesias	

Name: Erin Mansfield
News Organization: USA Today
Cell: 614-831-1879
Office Number: n/a
Email: emansfield@gannett.com

Any specific questions to be answered by the town?: Request for an interview with Jason Greene regarding the town budgets and personnel changes.

What is your deadline? : Today 7/23 or some time next week
Submitted By: DI

Town of Surfside	Public Information Contact	7/23/2021 1:45:36 PM	Public Information Request	Sandor Iglesias	13056199714
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Name: Anthony Cusumano NBC News
Phone Number : 3056199714
Email: anthony.cusumano@nbc.com

What is your issue/how can we help?: The caller has questions regarding who is taking over the worksite after everything has been cleaned out. The caller did not have a specific person to ask.
Submitted By: SI

Completed Forms Report

Monday, July 26, 2021

Client	Contact	Date	Subject	User	Caller
Town of Surfside	Media Request	7/26/2021 12:04:15 PM	Media Request	Ralph Garcia	

Name: Carol Marbin
News Organization: Miami Herald
Cell: (305) 206-2886
Office Number: ---
Email: cmarbin@MiamiHerald.com
Any specific questions to be answered by the town?: Asking about 911 response times from day of disaster.
What is your deadline? : Did not specify
Submitted By: RG

Town of Surfside	Media Request	7/26/2021 3:04:43 PM	Media Request	Ralph Garcia	19143385939
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Name: Jarred Ochacho
News Organization: CBS News
Cell: 914-338-5939
Office Number: ----
Email: Ochachoj@cbsnews.com
Any specific questions to be answered by the town?: The caller would like to confirm the recovery or pending recovery of the last missing person from the collapse of the Champlain Towers.
What is your deadline? : Tonight
Submitted By: RG

Completed Forms Report

Wednesday, July 28, 2021

Client	Contact	Date	Subject	User	Caller
Town of Surfside	Media Request	7/28/2021 5:00:19 PM	Media Request	Danielle Iglesias	

Name: Sarah Blaskey
News Organization:
Cell:
Office Number:
Email:
Any specific questions to be answered by the town?: 4 pm on-site interview with Jim McGuinness.
What is your deadline? :
Submitted By: DI

Town of Surfside	Media Request	7/28/2021 5:02:20 PM	Media Request	Danielle Iglesias	
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Name: Tony Pipitone
News Organization: NBC 6
Cell:
Office Number:
Email:
Any specific questions to be answered by the town?: 11 am call concerning public records request for body cam footage.

Handled by Brian Andrews and Town Clerk.
What is your deadline? :
Submitted By: DI

Town of Surfside	Media Request	7/28/2021 5:03:39 PM	Media Request	Danielle Iglesias	
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Name: Erin Mansfield
News Organization: USA Today
Cell:
Office Number:
Email:
Any specific questions to be answered by the town?: 2 pm call covering Jim McGuinness.

Facilitated by Brian Andrews.
What is your deadline? :
Submitted By: DI

Completed Forms Report

Wednesday, June 30, 2021

Client	Contact	Date	Subject	User	Caller
Town of Surfside	Media Request Contact	6/30/2021 10:19:59 AM	Media Request	Danielle Iglesias	13474632152
Reporter Name: Catherine Carter Media Outlet: News Station Email: catherine.carter@warnermedia.com Cell: 347-463-2152 Office Number : none Show or Newscast for this Request: CNN What is the focus of the interview?: General information Will the interview be on site or via Zoom or web link?: On site Time requested for interview?: Today 6/30 at 6pm Notes: Request for an interview with Mayor Burkett. Completed By: DI					
Town of Surfside	Media Request Contact	6/30/2021 10:45:58 AM	Media Request	Ralph Garcia	17868739914
Reporter Name: Joshua Ceballos Media Outlet: Miami New Times Email: joshua.ceballos@miaminewtimes.com Cell: 786-873-9914 Office Number : Show or Newscast for this Request: What is the focus of the interview?: Nearby Development around the Chaplain Towers Will the interview be on site or via Zoom or web link?: Phone Interview Time requested for interview?: As soon as possible Notes: Completed By: RG					
Town of Surfside	Media Request Contact	6/30/2021 11:37:02 AM	Media Request	Danielle Iglesias	13059688539
Reporter Name: Francis Robles Media Outlet: Newspaper Email: francis.robles@nytimes.com Cell: 305-968-8539 Office Number : none Show or Newscast for this Request: New York Times What is the focus of the interview?: Prieto's performance Will the interview be on site or via Zoom or web link?: Phone Time requested for interview?: Asap Notes: Request for an interview with the Town Manager in regards to Prieto's performance. Completed By: DI					
Town of Surfside	Media Request Contact	6/30/2021 11:40:57 AM	Media Request	Sandor Iglesias	13473426984

Completed Forms Report

Wednesday, June 30, 2021

Client	Contact	Date	Subject	User	Caller
<p>Reporter Name: Rachel Dzanashvili Media Outlet: Fox News Email: Rachel.Dzanashvili@fox.com Cell: 347-342-6984 Office Number : 212-301-5470 Show or Newscast for this Request: Fox News What is the focus of the interview?: Search and rescue efforts Will the interview be on site or via Zoom or web link?: Any possible Time requested for interview?: Saturday July 3rd @4pm or Sunday 4th @1pm or 4pm Notes: The caller would like to request an interview with the chief of police or anyone in the police department. Completed By: SI</p>					
Town of Surfside	Media Request Contact	6/30/2021 12:11:41 PM	Media Request	Ralph Garcia	17206933320
<p>Reporter Name: Earin Marley Media Outlet: Daily Blast Live Denver Email: earin.marley@dailyblastlive.com Cell: 720-693-3320 Office Number : Show or Newscast for this Request: Show What is the focus of the interview?: Allyn Kilzheimer Will the interview be on site or via Zoom or web link?: Web Link Time requested for interview?: Today 2PM EST Notes: Completed By: RG</p>					
Town of Surfside	Media Request Contact	6/30/2021 12:28:40 PM	Media Request	Ralph Garcia	19177348953
<p>Reporter Name: John Shuppee Media Outlet: NBC News (Website) Email: Did not wish to provide Cell: 917-734-8953 Office Number : Show or Newscast for this Request: Website What is the focus of the interview?: 40-Year Certification process Will the interview be on site or via Zoom or web link?: Phone Interview Time requested for interview?: As soon as possible Notes: Completed By: RG</p>					
Town of Surfside	Media Request Contact	6/30/2021 12:51:11 PM	Media Request	Sandor Iglesias	17865129688

Completed Forms Report

Wednesday, June 30, 2021

Client	Contact	Date	Subject	User	Caller
<p>Reporter Name: Tatiana Irizar Media Outlet: Univision 23 Email: tirizar@univision.net Cell: 786-512-9688 Office Number : 786-512-9688 Show or Newscast for this Request: Univision 23 What is the focus of the interview?: Inspection information for North Tower Will the interview be on site or via Zoom or web link?: Any available Time requested for interview?: Any available Notes: Caller would like to speak with someone who performed the latest inspection in the north tower or engineer. Completed By: SI</p>					
Town of Surfside	Media Request Contact	6/30/2021 12:53:36 PM	Media Request	Danielle Iglesias	12022856190
<p>Reporter Name: Denise Couture Media Outlet: Radio Email: dcouture@npr.org Cell: 202-285-6190 Office Number : none Show or Newscast for this Request: NPR What is the focus of the interview?: General information and latest update Will the interview be on site or via Zoom or web link?: Phone Time requested for interview?: Today 6/30 at 4:30 or 5:30pm Notes: Interview request with Allyn Kilsheimer. Completed By: DI</p>					
Town of Surfside	Media Request Contact	6/30/2021 1:07:01 PM	Media Request	Sandor Iglesias	13059628333
<p>Reporter Name: Doug Hanks Media Outlet: Miami Herald Email: Dhanks@miamiherald.com Cell: 305-962-8333 Office Number : - Show or Newscast for this Request: Miami Herald What is the focus of the interview?: Water consumption charts Will the interview be on site or via Zoom or web link?: Phone call Time requested for interview?: ASAP Notes: Interview with Randy Stokes - Public works director.</p> <p>Caller would like to ask questions regarding public water consumption charts received. Completed By: SI</p>					
Town of Surfside	Media Request Contact	6/30/2021 1:59:26 PM	Media Request	Ralph Garcia	17818016924

Completed Forms Report

Wednesday, June 30, 2021

Client	Contact	Date	Subject	User	Caller
Reporter Name: Bridget Brown Media Outlet: CBS News Email: brownbr@cbsnews.com Cell: 781-801-6924 Office Number : Show or Newscast for this Request: Show What is the focus of the interview?: Will the interview be on site or via Zoom or web link?: Phone call Time requested for interview?: As soon as possible. Notes: Question about the occupancy of the chaplain towers building. Completed By: RG					
Town of Surfside	Media Request Contact	6/30/2021 2:47:38 PM	Media Request	Danielle Iglesias	19172461431
Reporter Name: Richard Hall Media Outlet: Digital Email: richard.hall@independent.co.uk Cell: 917-246-1431 Office Number : none Show or Newscast for this Request: The Independent What is the focus of the interview?: Update on investigation Will the interview be on site or via Zoom or web link?: Phone Time requested for interview?: Asap Notes: Request for an interview with Allyn Kilsheimer. Completed By: DI					
Town of Surfside	Media Request Contact	6/30/2021 3:03:36 PM	Media Request	Ralph Garcia	13473426984
Reporter Name: Rachel Dzanashzili Media Outlet: FOX News Email: rachel.dzanashzili@fox.com Cell: 347-342-6984 Office Number : Show or Newscast for this Request: Newscast What is the focus of the interview?: Mayor Of Surfside Interview Will the interview be on site or via Zoom or web link?: No preference Time requested for interview?: Sat 4PM. Sunday 12PM, 1 PM, 4PM Notes: Completed By: RG					
Town of Surfside	Media Request Contact	6/30/2021 3:48:02 PM	Media Request	Ralph Garcia	19544154107

Completed Forms Report

Wednesday, June 30, 2021

Client	Contact	Date	Subject	User	Caller
<p>Reporter Name: Jacqui Goddard Media Outlet: Newspaper Email: jacqui.goddard@the-times.co.uk Cell: 954-415-4107 Office Number : none Show or Newscast for this Request: Times of London What is the focus of the interview?: Chaplain Towers Disaster Will the interview be on site or via Zoom or web link?: On-site preferably. Time requested for interview?: Any time. As Soon as possible. Notes: Request to speak to one of the commissioners. Preferably Ms. Eliana Salzhauer. Completed By: RG</p>					
Town of Surfside	Media Request Contact	6/30/2021 4:38:47 PM	Media Request	Danielle Iglesias	13057246250
<p>Reporter Name: Carolina Bolado Media Outlet: Digital Email: carolina.bolado@law360.com Cell: 305-209-2282 Office Number : none Show or Newscast for this Request: Law 360 What is the focus of the interview?: Initial reaction Will the interview be on site or via Zoom or web link?: Phone Time requested for interview?: 7/1 between 12pm - 3pm or after 4pm, Friday 7/2 after 10:30am Notes: Request for an interview with Allyn Kilsheimer. Completed By: DI</p>					
Town of Surfside	Media Request Contact	6/30/2021 4:52:34 PM	Media Request	Ralph Garcia	13057952745
<p>Reporter Name: Sofia Alonso Media Outlet: Show Email: salonso@wsvn.com Cell: 305-795-2777 Office Number : ---- Show or Newscast for this Request: WSVN Channel 7 What is the focus of the interview?: Questions regarding the city. Will the interview be on site or via Zoom or web link?: On-Phone Time requested for interview?: ASAP Notes: Questions they want answered in an interview: Is the family reunification center still a thing? At a community center or one of the two hotels that were mentioned? When we tell people about the family assistance center, is it a physical or online website? Completed By: RG</p>					
Town of Surfside	Media Request Contact	6/30/2021 5:32:56 PM	Media Request	Danielle Iglesias	13474268043

Completed Forms Report

Wednesday, June 30, 2021

Client	Contact	Date	Subject	User	Caller
Reporter Name: Tara Meltzer Media Outlet: TV Netwok Email: taram@newsmax.com Cell: 347-426-8043 Office Number : none Show or Newscast for this Request: NewsMax What is the focus of the interview?: Investigation Will the interview be on site or via Zoom or web link?: Skype or Zoom preferred Time requested for interview?: 7/1 at 7:30pm EST Notes: Request for an interview with Allyn Kilsheimer. Completed By: DI					

Completed Forms Report

Friday, July 9, 2021

Client	Contact	Date	Subject	User	Caller
Town of Surfside	Media Request	7/9/2021 9:49:43 AM	Public Information Request	Ralph Garcia	19417923919

Name: Kristin Swain

Phone Number : 310-691-9149 / 941-792-3919

Email: kswain@amisun.com

What is your issue/how can we help?: The caller would like to have 3 questions answered by anyone about the building department.

Submitted By: RG

Town of Surfside	Media Request	7/9/2021 1:48:09 PM	Public Information Request	Ralph Garcia	
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Name: Frank Guzman

Phone Number : (954) 463-2291

Email: fguzman@wsvn.com

What is your issue/how can we help?: The reporter from WSVN requested the following:

"Doing a story today on the Champlain North building. Is Allyn Kilsheimer available for a brief interview to discuss that building?"

Submitted By: RG

Town of Surfside	Media Request	7/9/2021 2:10:18 PM	Media Request	Danielle Iglesias	13057966497
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Name: Joan Murray

News Organization: Channel 4

Cell: 305-796-6497

Office Number: none

Email: jmurray2@cbs.com

Any specific questions to be answered by the town?: Request for an interview with Allyn Kilsheimer.

What is your deadline? : 7/9/21 3pm

Submitted By: DI

Town of Surfside	Media Request	7/9/2021 3:03:44 PM	Media Request	Danielle Iglesias	18036032719
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Name: Zachary Blackburn

News Organization: GW Hatchet Newspaper

Cell: 803-603-2719

Office Number: none

Email: zblackburn@gwhatchet.com

Any specific questions to be answered by the town?: He would like to know if the City has any comments on the recovery of student Deborah Berezdvin.

What is your deadline? : none specified

Submitted By: DI

Completed Forms Report

Friday, July 9, 2021

Client	Contact	Date	Subject	User	Caller
Town of Surfside	Media Request	7/9/2021 9:49:43 AM	Public Information Request	Ralph Garcia	19417923919

Name: Kristin Swain

Phone Number : 310-691-9149 / 941-792-3919

Email: kswain@amisun.com

What is your issue/how can we help?: The caller would like to have 3 questions answered by anyone about the building department.

Submitted By: RG

Town of Surfside	Media Request	7/9/2021 1:48:09 PM	Public Information Request	Ralph Garcia	
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Name: Frank Guzman

Phone Number : (954) 463-2291

Email: fguzman@wsvn.com

What is your issue/how can we help?: The reporter from WSVN requested the following:

"Doing a story today on the Champlain North building. Is Allyn Kilsheimer available for a brief interview to discuss that building?"

Submitted By: RG

Town of Surfside	Media Request	7/9/2021 2:10:18 PM	Media Request	Danielle Iglesias	13057966497
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Name: Joan Murray

News Organization: Channel 4

Cell: 305-796-6497

Office Number: none

Email: jmurray2@cbs.com

Any specific questions to be answered by the town?: Request for an interview with Allyn Kilsheimer.

What is your deadline? : 7/9/21 3pm

Submitted By: DI

Town of Surfside	Media Request	7/9/2021 3:03:44 PM	Media Request	Danielle Iglesias	18036032719
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Name: Zachary Blackburn

News Organization: GW Hatchet Newspaper

Cell: 803-603-2719

Office Number: none

Email: zblackburn@gwhatchet.com

Any specific questions to be answered by the town?: He would like to know if the City has any comments on the recovery of student Deborah Berezdvin.

What is your deadline? : none specified

Submitted By: DI

TOWN OF SURFSIDE, FLORIDA
MONTHLY BUDGET TO ACTUAL SUMMARY
FISCAL YEAR 2020/2021
As of JUNE 30, 2021
75% OF YEAR EXPIRED (BENCHMARK)

Agenda Item #

Page

1 of 3

August 10, 2021

GOVERNMENTAL FUNDS	ACTUAL	ANNUAL BUDGET	% BUDGET
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GENERAL FUND - 001

REVENUE	\$ 15,963,600	\$16,595,129	96%
EXPENDITURES	11,068,380	\$16,595,129	67%
Net Change in Fund Balance	4,895,220		
Fund Balance-September 30, 2020 (Audited)	18,655,227 ^A		
Fund Balance-June 30, 2021 (Reserves)	<u>\$ 23,550,447</u>		

TOURIST RESORT FUND - 102

REVENUE	\$ 3,529,295	\$2,939,353	120%
EXPENDITURES	1,802,397	\$2,939,353	61%
Net Change in Fund Balance	1,726,898		
Fund Balance-September 30, 2020 (Audited)	2,144,801		
Fund Balance-June 30, 2021 (Reserves)	<u>\$ 3,871,699</u>		

POLICE FORFEITURE FUND - 105

REVENUE	\$ 54,907	\$2,000	2745%
EXPENDITURES	1,630	\$2,000	82%
Net Change in Fund Balance	\$ 53,277		
Fund Balance-September 30, 2020 (Audited)	168,289		
Fund Balance-June 30, 2021 (Reserves)	<u>\$ 221,566</u>		

TRANSPORTATION SURTAX FUND - 107

REVENUE	\$ 150,525	\$235,706	64%
EXPENDITURES	51,990	\$235,706	22%
Net Change in Fund Balance	98,535		
Fund Balance-September 30, 2020 (Audited)	443,485		
Fund Balance-June 30, 2021 (Reserves)	<u>\$ 542,020</u>		

BUILDING FUND - 150

REVENUE	\$ 609,411	\$1,068,035	57%
EXPENDITURES	724,582	\$1,068,035	68%
Net Change in Fund Balance	(115,171)		
Fund Balance-September 30, 2020 (Audited)	2,058,118		
Fund Balance-June 30, 2021 (Reserves)	<u>\$ 1,942,947</u>		

CAPITAL PROJECTS FUND - 301

REVENUE	\$ 1,203,814	\$2,980,448	40%
EXPENDITURES	530,484	\$2,980,448	18%
Net Change in Fund Balance	673,330		
Fund Balance-September 30, 2020 (Audited)	4,913,412		
Fund Balance-June 30, 2021 (Reserves)	<u>\$ 5,586,742</u>		

NOTES:

1) Many revenues for June 2021 are received in subsequent months (timing difference) and are recorded on a cash basis in the month received.


2) Expenditures include payments and encumbrances. An encumbrance is a reservation of a budget appropriation to ensure that there is sufficient funding available to pay for a specific obligation.

A. Includes \$2,000,000 available for hurricane/emergencies. The audited balance of \$18,655,227 is unassigned fund balance (reserves).

PROPRIETARY FUNDS	ACTUAL	ANNUAL BUDGET	% BUDGET
WATER & SEWER FUND - 401			
REVENUE	\$ 2,999,490	\$4,416,436	68%
EXPENDITURES	2,160,020	\$4,416,436	49%
Change in Net Position	839,470		
Unrestricted Net Position-September 30, 2020 (Audited)	(1,719,678)		
Unrestricted Net Position-June 30, 2021 (Reserves)	\$ (880,208)		
MUNICIPAL PARKING FUND - 402			
REVENUE	\$ 1,138,282	\$1,288,140	88%
EXPENDITURES	796,943	\$1,288,140	62%
Change in Net Position	341,339		
Unrestricted Net Position-September 30, 2020 (Audited)	1,300,018		
Unrestricted Net Position-June 30, 2021 (Reserves)	\$ 1,641,357		
SOLID WASTE FUND - 403			
REVENUE	\$ 1,210,790	\$1,917,932	63%
EXPENDITURES	1,434,733	\$1,917,932	75%
Change in Net Position	(223,943)		
Unrestricted Net Position-September 30, 2020 (Audited)	102,829		
Unrestricted Net Position-June 30, 2021 (Reserves)	\$ (121,114)		
STORMWATER FUND - 404			
REVENUE	\$ 683,872	\$1,070,706	64%
EXPENDITURES	527,531	\$1,070,706	49%
Change in Net Position	156,341		
Unrestricted Net Position-September 30, 2020 (Audited)	3,355,198		
Unrestricted Net Position-June 30, 2021 (Reserves)	\$ 3,511,539		
FLEET MANAGEMENT FUND - 501			
REVENUE	\$ 645,467	\$863,307	75%
EXPENDITURES	455,482	\$863,307	53%
Change in Net Position	189,985		
Unrestricted Net Position-September 30, 2020 (Audited)	831,432		
Unrestricted Net Position-June 30, 2021 (Reserves)	\$ 1,021,417		



Jason D. Greene, Assistant Town Manager/CFO



Andrew Hyatt, Town Manager

Town of Surfside
Net Funds Historical Balances
Period 2017 - June 2021

FUND	9/30/2017	9/30/2018	9/30/2019	9/30/2020	6/30/2021	CAGR ^(a)
General	\$ 8,460,802	\$ 10,902,050	\$ 14,984,105	\$ 18,286,748	\$ 23,550,447	29.3%
Tourist Resort	469,880	356,313	1,640,525	2,109,658	3,871,699	65.0%
Police Forfeiture	164,933	159,527	105,725	168,289	221,566	0.7%
Transportation Surtax	388,363	263,292	328,377	442,856	542,020	4.5%
Building	1,742,910	2,760,673	2,563,517	1,991,388	1,942,947	-11.9%
Capital Projects	576,122	2,158,902	3,048,582	4,899,128	5,586,742	104.1%
Water & Sewer	(3,048,579)	(2,546,398)	(2,367,098)	(1,733,610)	(880,208)	-17.2%
Municipal Parking	811,013	943,315	1,198,948	1,293,993	1,641,357	16.9%
Solid Waste	429,743	601,201	641,636	219,615	(121,114)	-20.1%
Stormwater	3,264,379	3,203,878	3,200,132	3,205,050	3,511,539	-0.6%
Fleet Management	-	-	585,363	825,468	1,021,417	N/A
Total	\$ 13,259,566	\$ 18,802,753	\$ 25,929,812	\$ 31,708,583	\$ 40,888,412	32.5%

(a) - CAGR stands for Compound Average Growth Rate, and is a useful measure of growth over multiple time periods. It represents the growth rate of a Fund Balance from the initial time value to the ending balance if you assume that the fund has been compounding over a time period.

last updated on 7/28/2021

DEVELOPMENT APPLICATION PROCESS (2012 - PRESENT)									
Application Date Location	Project Description	Zoning Process	Density/Intensity		Variances		Building Permit		Status
			Allowed	Approved	Requested	Received	Application No.	Status	
Original submittal: 7/13/2012 Site plan amendment: 4/16/16 9011 Collins Avenue	Surf Club - restoration of the famous surf club historic structure and for the construction of new improvements	DRG - 7/31/2012, 8/23/2012, site plan amendment: 5/16/2016, 8/4/2016, 3/9/2017, 5/11/2017 P&Z - Original site plan: 9/27/2012, site plan amendment: 8/31/2017 TC - Original site plan: 10/15/2012, site plan amendment: 10/10/2017 Site Plan Ext -	762 units	257 units	None	None	13-727	Issued	Under Construction
7/20/2012 9450 Collins Ave	The Shul - New multiuse glass atrium and joining learning center (3 stories)	DRG - 2/11/2013, 3/27/2013, 7/9/2013 P&Z - 2/27/2014 TC - 10/28/2014 Site Plan Ext -	3 story expansion of 8,558.9 square feet	None	None	None	14-509	Issued	Under Construction
8/12/2015 12/23/20 Site Plan Amendment 9133 Collins Ave & 9149 Collins Ave	Surf Club II - Redevelopment of property with a multi-family residential project and renovation of existing historic structure. Reduction of dwelling units and hotel rooms. Revisions to expand underground parking and revisions to balcony design	DRG - 9/4/2015, 3/9/2017, 9/17/2017, 2/9/2021 P&Z - 12/7/2017, 2/11/2021, 4/29/21 TC - 2/13/2018, 4/13/21, 6/8/21 Scheduled Site Plan Ext - Site Plan Extension of approved by TC on 7/28 TC Meeting. Applicant requested extension of site plan due to FL Declaration of Emergency	199 units	Reduced to 31 condo units, 26 hotel rooms	None	None	20-536	Foundation Only Permit Issued	
Original submittal: 2/11/2016 Revised submittal: 5/31/18 9380, 9372, 9364, 9348, 9340, 9322, 9316 & 9300 Collins Ave	9300 Collins Ave - demolition of all existing improvements, construction of 3-story building	DRG - Original submittal: 3/10/2016, 4/27/2016 Revised submittal: 6/27/2018, 8/28/2018, 11/1/18 P&Z - Original approval: 7/18/2016, Revised approval: 11/29/18 TC - Original approval: 11/10/2016, Approved February 26, 2019 Site Plan Ext - Request submitted to extend approval due to emergency declaration (Hurricane Dorian)	250 units	Request is for 205 units	None	None	18-610	Has not applied for permit yet	
5/4/2016 8955 Collins Ave	Residential Condominiums	DRG - 6/20/2016, 7/27/2016 P&Z - 10/27/2016 11/10/2016 TC - 11/10/2016 Site Plan Ext -	110 units	16 units	None	None	16-602	Issued	Under Construction

DEVELOPMENT APPLICATION PROCESS (2012 - PRESENT), Cont.

Application Date Location	Project Description	Zoning Process	Density/Intensity		Variances		Building Permit		Status
			Allowed	Approved	Requested	Received	Application No.	Status	
5/4/2016 8955 Collins Ave	Residential Condominiums	DRG - 6/20/2016, 7/27/2016 P&Z - 10/27/2016 11/10/2016 TC - 11/10/2016 Site Plan Ext -	110 units	16 units	None	None	16-602	Issued	Under Construction
10/1/2016, 5/6/21 9116 Harding Ave	303 Surfside - 4 Townhouses (2018) 303 Surfside - 6 Townhouses (2021)	DRG - 11/2/2016, 2/7/2017, 5/18/2017, 6/21 TBD P&Z - 6/27/2018, 6/21 TBD TC - 4/14/2018 Approval Expired Site Plan Ext -	8 units	4 units	None	None		Site Plan approval has expired	
5/19/2017 8995 Collins Ave	Surf House - site plan approval for expansion to existing multi-family building	DRG - 6/19/2017, 8/24/2017, 9/28/2017 P&Z - 2/22/2018, 4/26/2018, 5/31/2018, approved on 10/27/19 TC - Scheduled for 12/10/19 Site Plan Ext -	99 units	Current request has not been scheduled for commission yet. Request is for 34 units	3 requested: 1. Section 90-82. - Off-street loading requirements (Loading Space Size). 2. Section 90-91.2. - Required buffer landscaping adjacent to streets and abutting properties (Landscape Buffer). 3. Section 90-93(1b). - Open Space (Open Space Trees).	Has not been scheduled for TC until recommendation from PZ		Has not applied for permit yet	
Original Submittal: 1/06/2015 Revised submittals: 8/01/2016, 12/23/2016, 03/09/2018, 10/29/2018 9/25/2020 8851 Harding Avenue	18 multi-family units	DRG - 01/22/2015, 08/18/2016, 01/23/2017, 03/23/2018, 11/29/2018 Meeting Pending, 2/25/2021 PZ - 01/31/19 PZ recommended approval (Requires PZ Reconsider) 2/25/2021 PZ Denied Plan TC - Denied by the Commission (requires reconsideration by TC), TC Approval 5/26/21 Site Plan Ext -	33 units	Current request is for 18 units. Town Planner, DRG recommended approval, P&Z recommended denial	1 requested: Section 90-82. - Off-street loading requirements (Loading Space Size). Not Required in 2021 Plan	Not needed in 2021 request			Site Plan Approval 5/26/21
7/3/2019 9580 Abbott Ave	Young Israel Variance Request to eliminate landscaping to provide for a handicapped accessible ramp	DRG - N/A P&Z - 8/29/2019 TC - 10/29/19 Site Plan Ext -							
1/7/2020 8926 Collins Avenue	Arte request to have FPL vault encroach into landscape buffer.	DRG - N/A P&Z - 1/30/2020 TC - 2/11/2020 Site Plan Ext -							
					Landscape buffer	Approved			