

ALPHA MEDIA LLC

ISSUES AND PROGRAMMING REPORT

FOR

STATION KXTG (AM)
BEYOND THE HEADLINES
First Quarter, 2020
January 1st – March 31st (Sunday)

Prepared by:

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KXTG (AM)

PUBLIC AFFAIRS PROGRAMS THAT ADDRESS COMMUNITY ISSUES

1. KXTG (AM) "PUBLIC AFFAIRS SHOW":

This locally produced program originates with interviews exploring general topics on a local and state level: from education and youth issues, to crime and political measures affecting our local community.

2. PSA's: Recorded PSAs run all hours, according to space available. Reports listing all PSA's aired are available in the KXTG (AM) Public File.

**FIRST QUARTER, 2020
(January 1st – March 31st)**

MOST SIGNIFICANT ISSUES - RESPONSIVE PROGRAMMING

ISSUE: EMPLOYMENT

KXTG (AM) PUBLIC AFFAIRS

January 5th, 2020

6am to 6:30am

4:09 minutes of a 30 minute show

Guest: Scappoose Fire Chief Dennis Hoak. KXL's Jim Ferretti hears from Chief Hoak after he laid off 2 paramedics. The TVF&R union claimed he got rid of them out of spite or because of some vendetta. But, Hoak tells Jim his reasons are purely for the benefit of the community. He says the moves, while sad for those two employees, allow him to be able to have ambulances running in his area 24 hours a day.

ISSUE: CRIME / HUMAN TRAFFICKING

KXTG (AM) PUBLIC AFFAIRS

January 5th, 2020

6am to 6:30am

5:37 minutes of a 30 minute show

Guest: Portland area Levi – Sex trafficking survivor. KXL's Rosemary Reynolds is among reporters hearing from New Day in Multnomah County. They are trying to stop the flow of sex traffickers. We hear from one of those victims – a young lady named Levi. She says it's so easy for young girls to get caught up in something they can't control. Nearly 2,500 people in Oregon became human trafficking victims between 2018 & 2019.

ISSUE: LAW ENFORCEMENT

KXTG (AM) PUBLIC AFFAIRS

January 5th, 2020

6am to 6:30am

12:04 minutes of a 30 minute show

Guest: Portland Police Chief Jamie Resche. KXL Microphones are rolling as we hear for the first time publicly from Portland's new police chief. Resche started as a patrol officer 20 years ago and has been rising through the ranks ever since. She replaces outgoing PPB Chief Danielle Outlaw who took a job in Philadelphia. Introduced by Mayor Ted Wheeler, Resche says she is looking forward to the challenges that lay ahead; especially when it comes to the handling of protestors. Resche takes a few questions from reporters about homeless, and police brutality.

ISSUE: WEATHER

KXTG (AM) PUBLIC AFFAIRS

January 5th, 2020

6am to 6:30am

3:22 minutes of a 30 minute show

Guest: Dave Tragethon / Spokesman Portland Meadows. KXL's Jim Ferretti hears from Dave on the eve of a massive snow storm. They are expecting 5' – 6' of snow over the weekend. Dave says they are very excited for skiers and snow boarders. It's been a lean couple of years for snow on Mt Hood. He says they're also very aware of the dangers of avalanches and also for skiers who may wander off the groomed runs and get lost.

ISSUE: BOND MEASURE

KXTG (AM) PUBLIC AFFAIRS

January 12th, 2020

6am to 6:30am

6:24 minutes of a 30 minute show

Guest: Amy Kohnstamm / Portland Public School Board Chair. KXL's Mike Turner hears from Amy about how they are using the money from their previous bond measure to upgrade school all over the city. Now they are asking for voters to approve a \$1.4 billion dollar bond measure this November. Amy says they are trying to put together a very detailed plan of how they would use the funds for upgrades. And if it were to pass, they would not look to pass another one for at least 8 years.

ISSUE: LEGO ROBOTICS / ENTERTAINMENT

KXTG (AM) PUBLIC AFFAIRS

January 12th, 2020

6am to 6:30am

6:58 minutes of a 30 minute show

Guest: Krishna Marla / Coach Incredibots, kids from Finley Elementary and the French American School. KXL's Rebecca Marshall talks with first the coach and then a number of the participants in the big Lego Robotics Event happening in Hillsboro this weekend. There are over 120 teams of kids throughout the state of Oregon who are trying to build the perfect robotics beast out of Legos. Marla says it's a wonderful opportunity for the kids to use their creativity, science and math. Some of the 3rd grade students who talk with Rebecca already have very lofty goals. One of them says they plan on creating the first ever all electric airplane.

ISSUE: NEW BUSINESS

KXTG (AM) PUBLIC AFFAIRS

January 12th, 2020

6am to 6:30am

10:02 minutes of a 30 minute show

Guest: Tony Vezina / Executive Director 4D Recovery Centers. KXL's Rosemary Reynolds walks and talks with Tony about their soon to be opening 4D Recovery Center in Hillsboro. Tony says they plan to have it open and serving people 365 days a year. He says their mission is to provide ongoing support for alcoholics and addicts who are trying to maintain their sobriety and move forward in their lives. The Portland 4D center has been of great help to many people and Tony hopes the Hillsboro location will too. He says they will also be fully staffed with bi-lingual people so they should be able to help more of our Spanish speaking residents.

ISSUE: DOG SHOW

KXTG (AM) PUBLIC AFFAIRS

January 12th, 2020

6am to 6:30am

5:39 minutes of a 30 minute show

Guest: Patty Strand / Rose City Classic Coordinator. KXL's Rebecca Marshall hears from Patty about their show that has been happening in Portland since 1948. She says it's just an amazing 5 day deal that has everything from traditional dog shows to agility contests and information booths. Patty says it's a great place for dog lovers to come and share stories. People can also learn a lot about different types of breeds to find out what type of pet might be best suited for them.

ISSUE: CONFERENCE / CRIME

KXTG (AM) PUBLIC AFFAIRS

January 19th, 2020

6am to 6:30am

4:12 minutes of a 30 minute show

Guest: Denny Doyle / Mayor Beaverton. KXL's Rosemary Reynolds hears from Mayor Doyle from Washington D.C. They cover a number of subjects including what's going on there at the conference, what some other mayor's are saying about the impeachment process and a crime from about a month ago that left multiple people stabbed. Doyle says they're learning a lot of things about how other cities are taking care of things like urban growth, homelessness and business and tourism.

ISSUE: FIRE / SAFETY

KXTG (AM) PUBLIC AFFAIRS

January 19th, 2020

6am to 6:30am

8:32 minutes of a 30 minute show

Guest: Ann Irvin / Principal Beaverton High School. KXL's Pat Boyle hears about a fire caused by a faulty refrigerator at the high school. Irvin says it ended up doing a lot of damage to about 20% of the main building. She says fortunately, nobody was hurt – but they have been working hard for days to try and improve areas that received water and smoke damage. She says they had to move a number of events to nearby schools. But, the kids were able to come back to school on Wednesday.

ISSUE: CONSUMER SCAM

KXTG (AM) PUBLIC AFFAIRS

January 19th, 2020

6am to 6:30am

4:18 minutes of a 30 minute show

Guest: Brad Hilliard / Oregon Department of Consumer and Business Services Spokesman. KXL's Steve Leader hears from Hilliard about a man named Bob Adams with several companies including Winning Investments LLC who is accused of ripping off hundreds of thousands of dollars from a number of people including seniors. Brad says he is an unlicensed business man who managed to get one elder in the Bandon, Oregon area to give him his entire retirement savings. Instead of investing it and making money

for his clients, Hilliard says he simply pocketed the money. He also gives advice for other consumers about how to make sure they are not dealing with shady people who are trying to steal their money.

ISSUE: GREEN TECHNOLOGY

KXTG (AM) PUBLIC AFFAIRS

January 19th, 2020

6am to 6:30am

11:22 minutes of a 30 minute show

Guest: Mike & Tamara Tanavasa / Owners Oregon Chem-Dry. KXL's Brett Reckamp sits down with the couple who have owned the carpet cleaning business for the last 5 years, but have been living and working in Oregon for the last quarter century. Mike and Tamara talk about their family business and how they approach their customers – they treat them like family. And they get into their 100% green carbonated solution that uses less water and dries faster – and uses zero chemicals making it much healthier for the environment and for families and their pets.

ISSUE: CRIME / TRIAL JEREMY CHRISTIAN

KXTG (AM) PUBLIC AFFAIRS

January 26th, 2020

6am to 6:30am

20:40 minutes of a 30 minute show

Guest: Multnomah County Chief Deputy D.A. Don Reese, Ameer Pacheco / Witness to alleged murders, Demetria Hester / witness, Morgan Noon / witness & Jeff Quintana / Tri Met MAX train operator. KXL microphones are rolling in the courtroom during multiple days of testimony. Prosecutors say Jeremy Christian made racial remarks and got abusive on a train in May 2017, then took out a knife and started stabbing people – killing two. Each witness gives their chilling account.

ISSUE: BRIDGE / CONSTRUCTION

KXTG (AM) PUBLIC AFFAIRS

January 26th, 2020

6am to 6:30am

3:41 minutes of a 30 minute show

Guest: Tyler Gaff / Tri Met Spokesperson. KXL's Rosemary Reynolds hears from Tyler on the day they put in a huge steel tower to erect the bridge. He says the new bridge at SE 13th place will safely move

people over the railroad tracks there. He says it's a much needed bridge that the public has been asking for.

ISSUE: TV / SUPERBOWL

KXTG (AM) PUBLIC AFFAIRS

January 26th, 2020

6am to 6:30am

4:40 minutes of a 30 minute show

Guest: Brian Dawkins / Former All Pro NFL safety and Hall of Famer. KXL's Jacob Dean talks with Dawkins about his experience of how his daughter was actually badly hurt. She had tried to climb up his parent's dresser and television and it all fell over onto her. Fortunately, part of the furniture fell on their bed so it didn't crush her. The best way to keep our kids safe is to make sure they aren't attracted to place to climb up and also to anchor things to the wall. Dawkins says they did not bother to anchor their TV to the wall since they were living in a rental.

ISSUE: HEALTH / CRIME

KXTG (AM) PUBLIC AFFAIRS

February 2nd, 2020

6am to 6:30am

11:29 minutes of a 30 minute show

Guest: Washington County Sheriff's Corporal Jeremy Braun, his wife Joy and Sheriff Pat Garrett . KXL's Mike Turner has microphones rolling in the first public speaking appearance from Corporal Braun after he and another officer were tracking a man with a gun at Hagg Lake when he shot them both. For Braun, it's been about 6 weeks in the hospital and a long road of recovery at OHSU. He says he is grateful to be alive and for his family and all those who have supported him. Braun is recovering well and is expected to be back on the job some time later this year.

ISSUE: COMMUNITY

KXTG (AM) PUBLIC AFFAIRS

February 2nd, 2020

6am to 6:30am

6:11 minutes of a 30 minute show

Guest: Dave Decker / Managing Editor Blazer's Edge . KXL's Jim Ferretti talks with Dave about their special kid's night coming up in March where they send large groups of kids who may not be able to afford to go to a game. They raise money throughout the year and set aside a special section for the kids and their guardians. It's a night some of them will never forget. This year, their night will be on March 17th against the Minnesota Timberwolves.

ISSUE: TECHNOLOGY

KXTG (AM) PUBLIC AFFAIRS

February 2nd , 2020

6am to 6:30am

10:50 minutes of a 30 minute show

Guest: Tammy Mayer / PPB Body Cam Program Manager. KXL's Cooper Banks hears from Tammy about how they have been forced to overcome all kinds of pitfalls while trying to roll out a new body cam system. She says the new Police Chief has also gotten involved and wants to make some changes. There is still no timetable for when the new body cams will be ready to go and will be rolled out.

ISSUE: TEACHING

KXTG (AM) PUBLIC AFFAIRS

February 9th , 2020

6am to 6:30am

18:35 minutes of a: 30 minute show

Guest: Raymond Massey / EDUStaff National Development Team Director. KXL's Brett Reckamp goes in-depth with Raymond about how they are now recruiting, training and placing substitute and full-time teachers. Ray says they are working with a number of different school districts in and around Portland and Salem. He says there is a great need for teachers, and especially sub's throughout Oregon and the rest of the country. Raymond says Edustaff is filling a need in a win-win situation

ISSUE: SPORTS

KXTG (AM) PUBLIC AFFAIRS

February 9th, 2020

6am to 6:30am

10:32 minutes of a: 30 minute show

Guest: John Canzano / Bald Faced Truth 750 The Game - sister station & Portland Diamond Project founder Craig Cheek. KXL's John Canzano interviews Craig to get an update on both MLB in PDX and the Janzen Beach Carousel. Craig says they are cleaning and restoring the over century old merry go round and hope to some day place it outside their new ballpark. For now, they are still in a holding pattern - waiting for an MLB team to be available - either in the form of an expansion team or a team that is moving - like the A's in Oakland

ISSUE: CRIME

KXTG (AM) PUBLIC AFFAIRS

February 16th, 2020

6am to 6:30am

3:16 minutes of a 30 minute show

Guest: Russ Axelrod / West Linn Mayor. KXL's Grant McHill talks with the mayor after a number of major problems surrounding the West Linn Police Department. They had to pay a man \$600,000 for racially profiling and harassing him. Now the chief of police is accused of a number of other racially charged offenses. Mayor Axelrod says they will need to work hard to regain the public trust.

ISSUE: SAFETY

KXTG (AM) PUBLIC AFFAIRS

February 16th, 2020

6am to 6:30am

13:52 minutes of a 30 minute show

Guest: Ron Huglee / Curator World of Speed in Wilsonville. KXL's Jim Ferretti hears from Ron about the latest on driver Ryan Newman who survived an horrific crash at the Daytona 500. He says the new safety measures for sure saved his life. Also, woman driver Janet Guthrie made it into the Hall of Fame. Huglee says it's a positive sign of things to come.

ISSUE: ENTERTAINMENT

KXTG (AM) PUBLIC AFFAIRS

February 16th, 2020

6am to 6:30am

6:32 minutes of a 30 minute show

Guest: Greg Remensburger / Executive Director Portland International Auto Show . KXL's Jon Eric Smith hears from Greg about the 111th edition of the huge car show at the Oregon Convention Center. It's so big it actually takes up the whole place. Greg says they have a serious focus on electric vehicles and autonomous cars. He says safety is at the forefront in 2020. There are also several very rare vehicles on display.

ISSUE: ENVIRONMENT

KXTG (AM) PUBLIC AFFAIRS

February 16th, 2020

6am to 6:30am

5:01 minutes of a 30 minute show

Guest: Jim Patterson / Portland arborist. KXL's Jacob Dean hears from Jim about the 14 plum trees removed from Terry Shunk Plaza in downtown Portland. Jim says the trees were about 40 years old and at the end of their life. He says they were starting to split and become a safety hazard. The answer is to remove them and replace them with some young, hardier trees. For now, the plaza looks a little barren, but construction signs are up and soon the new trees will be planted and in their new home.

ISSUE: HEALTH / ECONOMY

KXTG (AM) PUBLIC AFFAIRS

February 23rd, 2020

6am to 6:30am

5:03 minutes of a 30 minute show

Guest: Michael Beale / Managing Director of Investments US Bank Private Wealth Management. KXL's Jim Ferretti hears from Michael about how the Coronavirus is hurting investors. This is the worst week on Wall Street since the 2008 financial crisis. He calls it a re-pricing of earnings, and they include a major reduction. Michael expects things will likely get worse before it gets better, with supply chains being disrupted and the possibility of a dip in consumer confidence.

ISSUE: LAWSUIT

KXTG (AM) PUBLIC AFFAIRS

February 23rd, 2020

6am to 6:30am

9:51 minutes of a 30 minute show

Guest: Jill Gibson / Attorney for Multi-Family NW along with Sam Mason - President and Rene Larson - Vice President. KXL's Rosemary Reynolds is among reporters hearing about this lawsuit brought by

Multi-Family NW. A judge says the city of Portland can move forward with a pair of new ordinances that make it more complicated to rent a place to live.

ISSUE: SELF-HELP / DRUG ADDICTION

KXTG (AM) PUBLIC AFFAIRS

February 23rd, 2020

6am to 6:30am

6:20 minutes of a: 30 minute show

Guest: Erin Khar / Author and opioid addiction survivor. KXL's Pat Boyle hears from Erin ahead of her appearance and reading at Powell's Books. Erin wrote a memoir called: "Strung Out" One last hit and the other lies that nearly killed me. Erin says a lot has changed over the last 15 years in regards to how people are prescribed and take pain meds. She says opioid addiction can creep up on anyone.

ISSUE: TRAVEL SAFETY

KXTG (AM) PUBLIC AFFAIRS

February 23rd, 2020

6am to 6:30am

3:17 minutes of a: 30 minute show

Guest: ODOT Spokespeople - Don Hamilton, and other workers. KXL's Rosemary Reynolds speaks with people on the roads to try and get a better understanding of why we had several fatal crashes in such a short period of time. They discuss high crash corridors and how they can best move from site to site when there are major crashes - especially with fatalities.

ISSUE: CRIME

KXTG (AM) PUBLIC AFFAIRS

February 24th, 2019

6am to 6:30am

6:52 minutes of a: 30 minute show

Guest: Mary Hull Caballero / Portland City Auditor. KXL's Grant McHill gets the results of an audit from Mary after a tip from the fraud hotline last March led to an investigation. She says they found two problems regarding purchases of equipment - a violation of city code; and inappropriate relationships

between employees involved in those purchases. Her findings will result in some types of punishments to be determined at a later date.

ISSUE: COVID-19

KXTG (AM) PUBLIC AFFAIRS

March 1st , 2020

6am to 6:30am

10:49 minutes of a: 30 minute show

Guest: Dr. Dean Sidelinger / Oregon State Epidemeologist. KXL's Rosemary Reynolds gets an update including the latest Covid-19 numbers in Washington State. He talks about their outbreak and how it has spread to a 4th county. UW has canceled on campus classes. Dr. Dean sheds some light about things people can do to help keep the spread of the virus down.

ISSUE: COVID-19 / HEALTH

KXTG (AM) PUBLIC AFFAIRS

March 1st, 2020

6am to 6:30am

3:06 minutes of a: 30 minute show

Guest:Dr. Lora De La Cruz / Principal Forest Hills Elementary School in Lake Oswego. KXL microphones are rolling as Dr. De La Cruz speaks to the public about a case of Covid-19. She says it was a janitor who came up positive. The school was immediately shut down and sanitized. Several days later they opened the school back up.

ISSUE: COVID-19 / SCHOOLS

KXTG (AM) PUBLIC AFFAIRS

March 1st, 2020

6am to 6:30am

5:31 minutes of a: 30 minute show

Guests: Maggie Kelley with the Estacada School District. XL's Pat Boyle hears from Maggie about their plan to close schools ahead of time - even without identifying a case of Covid-19. She says they aren't

waiting around for any order and are taking matters into their own hands. Maggie says the teachers have loaded up students with a week's worth of homework with plans to add another week if necessary.

ISSUE: COVID-19 / EMERGENCY BILL

KXTG (AM) PUBLIC AFFAIRS

March 1st, 2020

6am to 6:30am

4:37 minutes of a: 30 minute show

Guests: Congressman Greg Walden . KXL microphones are rolling as Congressman Walden speaks to reporters about a critical emergency bill designed to help combat the Coronavirus. He says they have been making plans for something like this and hope to get a bill signed soon.

ISSUE: COVID-19 / SHELTER IN PLACE

KXTG (AM) PUBLIC AFFAIRS

March 8th, 2020

6am to 6:30am

5:53 minutes of a: 30 minute show

Guest: Oregon Governor Kate Brown. KXL microphones are rolling as the governor lays out the very latest on the effects of Coronavirus and COVID-19 on our state. She says at this time she is not issuing a shelter in place type order, but that she is recommending social distancing. Brown lays out a strategy for dealing with the global pandemic

ISSUE: COVID-19 / FOOD DELIVERY

KXTG (AM) PUBLIC AFFAIRS

March 8th, 2020

6am to 6:30am

2:54 minutes of a: 30 minute show

Guests: Julie Piper Finley / Meals on Wheels. KXL's Jim Ferretti talks with Julie about how they are continuing to change how they do deliveries for their 3,000 to 5,000 meals to homebound seniors in our

area. She says they are having to simply drop off meals now instead of taking time to visit with seniors. Julie reminds us that it is our seniors who are most vulnerable to this virus.

ISSUE: COVID-19 / ENTERTAINMENT SHUT DOWN

KXTG (AM) PUBLIC AFFAIRS

March 8th, 2020

6am to 6:30am

3:48 minutes of a: 30 minute show

Guest: Mojo Roberts / 98-7 The Bull - sister station. KXL's Justin McDonald hears from Mojo from Southern California where he was able to enjoy the final day of Disneyland before they shut down to the public. Mojo says the lines were pretty small around there, but there were still plenty of people. The following day they shut everything down.

ISSUE: COVID-19 / SPORTS

KXTG (AM) PUBLIC AFFAIRS

March 8th, 2020

6am to 6:30am

4:08 minutes of a: 30 minute show

Guest: John Canzano / The Bald Faced Truth on 750 The Game - sister station. KXL's Jim Ferretti hears from John who is covering the Pac 12 men's basketball tournament in Las Vegas. Unfortunately, after a couple of games they were forced to cancel the rest of the tournament. John talks about how hard this decision is for both the mens and womens teams. He says the Oregon Ducks women's team was especially poised to make a serious run at a national championship.

ISSUE: COVID-19

KXTG (AM) PUBLIC AFFAIRS

March 8th, 2020

6am to 6:30am

4:50 minutes of a: 30 minute show

Guest: Washington Governor Jay Inslee . KXL microphones are rolling as Governor Inslee lays out the latest on Coronavirus in his state. Washington at this time is the hardest hit by COVID-19 cases and deaths - with the epicenter being in Kirkland, WA near Seattle.

ISSUE: COVID-19 / TRAVEL

KXTG (AM) PUBLIC AFFAIRS

March 8th, 2020

6am to 6:30am

2:51 minutes of a: 30 minute show

Guest: John Nance / ABC World News. KXL's Jim Ferretti hears from John about how much the nation's airline industry figures to be impacted by this virus. John says there is no to really predict what kind of damage it could do, but says airlines are continuing to shut down flights. He expects it to cost the industry billions

ISSUE: COVID-19 / SAFETY AT WORK

KXTG (AM) PUBLIC AFFAIRS

March 15th, 2020

6am to 6:30am

12:43 minutes of a: 30 minute show

Guest: Judi Croft / Safety Services Supervisor for SAIF. KXL's Brett Reckamp hears from Judi on the phone - instead of in the studio - about ways SAIF thinks they can help keep people safe in the workplace during this Coronavirus outbreak. She says this is new territory for them, so they are trying to make their way through just like everyone else. She says with kids out of school and many people working from home there are new challenges to be overcome.

ISSUE: COVID-19 / BUSINESS

KXTG (AM) PUBLIC AFFAIRS

March 15th, 2020

6am to 6:30am

3:39 minutes of a: 30 minute show

Guest: Corey Emery / Manager Tap & Table. KXL's Blake Allen gets words from Corey about how they are struggling to stay in business. Corey says like many other restaurants they are offering take-out service, but are losing a lot of business. He says they have had to lay off staff and try and hang on for now. They have lost their biggest money maker in the form of beer and wine consumption.

ISSUE: COVID-19 / TECHNOLOGY

KXTG (AM) PUBLIC AFFAIRS

March 15th, 2020

6am to 6:30am

2:58 minutes of a: 30 minute show

Guest: Brian Westbrook / KXL tech expert. KXL's Brett Reckamp hears from Brian about how some larger companies like Facebook and Netflix are teaming up to try and keep stress off the grid. He also gives tips for people who are working from home.

ISSUE: COVID-19 / SAFETY / HEALTH

KXTG (AM) PUBLIC AFFAIRS

March 15th, 2020

6am to 6:30am

9:39 minutes of a: 30 minute show

Guest: Britt Howard / Owner Portland Garment Factory. KXL's Brett Reckamp hears about how Britt is rearranging her factory to try and be able to make face masks. She says they have already mixed up shifts and work stations in order to comply with social distancing guidelines. Britt says they will actually be

losing money by creating masks instead of their normal creative materials. She says they are selling them back to the government at a loss - but staying busy and doing a good thing.

ISSUE: COVID-19 / CANCELLATIONS

KXTG (AM) PUBLIC AFFAIRS

March 22nd, 2020

6am to 6:30am

29:55 minutes of a 30 minute show

Guest: Alyssa Farr, Big Springs, Texas, Alexias Fararolis, Tampa, Florida, Charles Thompson, Denver, Colorado, Kassie Cerami, Meridian, Idaho, Megan Paluzzi, New Haven, Connecticut. KXL's Brett Reckamp dedicates this entire week to a consumer alert on upset Vrbo customers. After noticing thousands of complaints on social media platforms and consumer and business sites around the country, Brett put out the word on KXL Twitter, Facebook & Instagram platforms to see if any of those people wanted to talk about their experience. Within the first 48 hours he had heard from people in 11 states and Canada. Brett took as many interviews as he could and fit them into this half hour show.

Many of these customer's stories were very similar. They made reservations with Vrbo for a vacation home stay. After the Coronavirus global pandemic spread and resulted in government mandated travel restrictions, people began trying to cancel their pre-paid reservations. Unfortunately, customer service representatives at Vrbo were largely unavailable. And their official response was to suggest that each traveler try to contact their owner. And that owners should "consider" giving 50% refunds. Many of those owners were also unavailable or simply rejected that idea - and kept all of these people's money for a service they could not use if they wanted.

