



October 26, 2011

Mr. Daniel Penz, Editor
Special Projects and Investigations
KTVT/CBS-11
5233 Bridge Street
Fort Worth, TX 76103

RE: Video Assistance

Dear Mr. Penz:

I want to express how much I appreciate all the assistance you have given Lieutenant Shannon Hopps with her video project. Your help was invaluable not only to Lt. Hopps but also to the Dallas Fire-Rescue Department. Lt. Hopps nicknamed you "Obie Wan Knobie". I called you the miracle worker and "Dan the Man!".

From the very beginning of this video project you provided us with professional advice and assistance in helping us determine what equipment we needed to purchase in order to do this project. You gave very specific information regarding the type of computer, monitor, and software it would take to complete the video. Since this isn't our expertise, we didn't have a clue as to what we needed.

Also, with your assistance, help, and professional knowledge, she was able to learn "Final Cut". I know Lt. Hopps spent many hours reading the manual as well as many hours reading and reviewing tutorials. She also spent many hours with you on the phone, sharing emails as well as a face to face meeting when you came over to our offices to work with her on the computer. All of this made it possible for Lt. Hopps to shoot, edit and produce a very professional looking video.

Your willingness to give of yourself to help us is commendable. The narrative you did for the video adds a professional tone which we would not have had otherwise.

All in all, I cannot thank you enough for all you did to help us make this project come to fruition.

Sincerely,

A handwritten signature in black ink that reads "Cynthia Michaels".

Cynthia Michaels, Section Chief
Dallas Fire-Rescue Department
Inspection & Life Safety Education Division

c: Lisa Blegen, Executive Producer of Special Projects
Adrienne Roark, Vice President of News