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Via E-Mail

March 19, 2019

Sherita Kennedy (sherita.kennedy@fcc.gov)
Disability Rights Office
Consumer & Governmental Affairs Bureau, FCC
445 12th Street, SW
Washington, DC 20554

Re: Informal Captioning Complaint
(KDVR(TV), Denver, CO – Complaint Ticket No. 3099370)

Dear Ms. Kennedy:

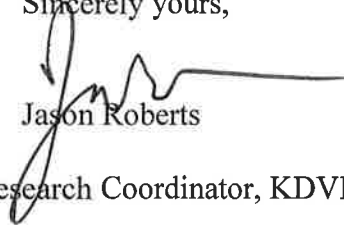
This letter is written on behalf of Tribune Broadcasting Denver License, LLC, licensee of KDVR(TV), Denver, Colorado (“KDVR”), in response to the complaint filed by Ms. Harris with the FCC alleging garbled and missed captions on FOX national programming broadcast on the Station, specifically during the program “24 Hours to Hell and Back” on or near March 6, 2019.

KDVR conducted an investigation of its closed captioning equipment and confirmed that everything has and continues to function properly. All network captions are embedded in the program feed prior to its distribution by FOX to local affiliates, and KDVR passes through the embedded captions without alteration as is required by the FCC rules. KDVR also reviewed the program internally and saw no captioning issues with FOX programming or the particular “24 Hours to Hell and Back” episode.

After ruling out problems at the Station or with FOX, KDVR contacted Ms. Harris to determine if there is an issue with her television and/or antenna that might be causing the captioning problem, and she has agreed it might be related to her television settings. KDVR is happy to work with her in an attempt to resolve this matter if so desired.

KDVR is sensitive to Ms. Harris' concerns and appreciates the input she in particular has provided. If there are any additional questions, please contact the undersigned.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Jason Roberts", is written over the printed name. The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Jason Roberts

cc: Douglas Loos, Programming and Research Coordinator, KDVR
DROcarriersupport@FCC.gov
injoyart@yahoo.com