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March 4, 2021

Ms. April Jackson  
Federal Communications Commission  
Disability Rights Office  
45 L Street NE  
Washington, D.C. 20554

**Re: Notice of Informal Complaint – Patman Herring  
Ticket No. 4511486**

Dear Ms. Jackson:

On behalf of KATV in Little Rock, Arkansas, Facility ID 33543 (the “Station”), this letter responds to the above-referenced Notice of Informal Complaint (the “Notice”), issued on February 3, 2021, relating to the quality of closed captioning that aired in the Station’s 6:00 p.m. newscast on January 20, 2021. The Station reserves the right to supplement this response with additional information as needed.

Following receipt of the Notice, I contacted the Station’s chief engineer and news director to investigate the complaint. I was reviewed the January 20 newscast, as well as the video clip provided by the complainant, and found that the artificial speech recognition (“ASR”) closed captioning system being used at that time sometimes generated word choice errors or misspellings and speaker change chevrons and punctuation were occasionally missing or misused. The Station has paused its use of ASR captioning and resumed use of its previous captioning provider’s services while it implements additional improvements to the ASR system and continues to monitor the ASR system in shadow mode.

The Station therefore respectfully requests that the informal complaint be dismissed. The Station strives to provide the best possible captioning to serve its deaf and hard of hearing viewers and will continue to work toward minimizing and mitigating closed captioning errors going forward.

Please contact me if you have any questions or need any further information.

Sincerely yours,

Susan E. Domozych  
Senior Manager/Senior Paralegal

Cc: KATV  
Patman Herring