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September 6, 2013

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Federal Communications Commission
Bureau / Office

Via Messenger and E-Mail

Susan L. Kimmel
Deputy Chief, Disability Rights Office
Consumer and Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, NW
Washington, D.C. 20554

Re: Informal Complaint of Rae Johnson
Case No. 13-C00513003-SM (Verizon and WRC-TV)

Dear Ms. Kimmel:

On behalf of NBC Telemundo License LLC, licensee of Station WRC-TV, Washington, DC ("WRC" or the "Station"), we hereby respond to the above-referenced informal complaint ("Complaint") filed by Ms. Rae Johnson. The Complaint was directed to Ms. Johnson's pay television provider, Verizon, with a copy to the Station. The Complaint states that captioning on the morning news had problems with quality. At the outset, we stress that the Station is committed to providing accurate and accessible closed captioning on all of its broadcasts. We know that captioning is critically important to our deaf and hard-of-hearing viewers. We take this responsibility seriously, and we work hard with the captioning providers responsible for the service to ensure that it is available at all times when captioning is required. As we demonstrate below, the programming in question was captioned as required. Therefore, we believe the problem may have originated at a later point in the distribution chain.

In response to Question No. 4 on the Disability Access Complaint Form, which requests the complainant to provide the date and time on which the problem occurred, Ms. Johnson stated that "This morning (7/20) on the news the problem was with gibberish captioning and quality of captions." Ms. Johnson also mentioned delays and gaps in captions. We communicated with Ms. Johnson after receiving the Complaint in order to pinpoint more precisely the time when she was viewing the captions that displayed these problems. Although Ms. Johnson was not able to supply the precise time when the problems occurred, she did respond that the problems occurred during "The Today Show," which aired from 7:00 AM to 9:00 AM on the morning in question.

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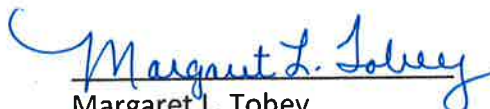
The NBCUniversal Owned Television Station Group, which includes WRC, utilizes an archive system that preserves digital copies of the stations' transmissions, including the closed captioning as it was presented to viewers at the time of broadcast, and allows us to capture screen shots of the actual broadcasts. Through this archive system, we were able to review the programming, including the captions, and determine that the programming in question was properly captioned at the time of broadcast. The attached screen shots, taken at approximately 15-minute intervals from 5:30 AM until 9:00 AM, show the captions as they appeared at the time of broadcast. As is evident, the captions are present and very readable, with proper spellings. Although these are samples, they are representative of the entire broadcast.

It should be emphasized that the programming in question consists of live news programming – with live captioning. This means that a human being must listen to and transcribe the audio as the words are being spoken. Therefore, slight delays in transcription are unavoidable. In addition, the accuracy of the captions depends upon a number of factors beyond the control of the captioner, including the speed with which the news anchors are speaking, the complexity of names and other proper nouns used by the anchors and reporters and whether there is cross-talk among the anchors. In our experience, when true gibberish occurs (i.e., random numbers and symbols), it generally is caused by an equipment failure, which often can be remedied with a reboot, and is not the fault of the captioner.

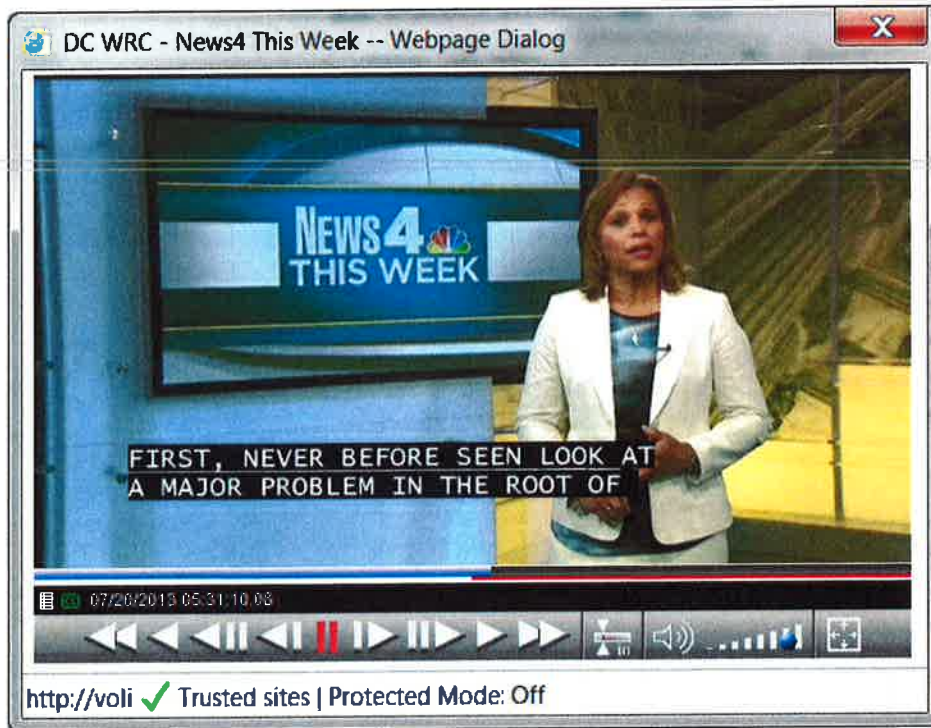
Based on the foregoing information, it is clear that WRC has complied fully with the Commission's closed captioning regulations and that no further action with respect to WRC is warranted. However, we encourage Ms. Johnson to continue to contact the Station directly whenever captioning problems occur so that we can undertake troubleshooting to identify the source of the problem and attempt to remedy it promptly.

Please direct questions or correspondence concerning this matter to the undersigned.

Respectfully submitted,


Margaret L. Tobey

cc: DRInquiries&complaints@fcc.gov
ShaVonne Morris (FCC) (via email)
Ms. Rae Johnson (via email)



DC WRC - News4 Today -- Webpage Dialog




HOW SOON WILL WE SEE SOME RELIEF FROM THESE DOG DAYS OF SUMMER?

4
79° 6:00

07/20/2013 06:00:47.29

http://voli Trusted sites | Protected Mode: Off

DC WRC - News4 Today -- Webpage Dialog



>> THEY WANT YOU TO LEAVE. THEY DON'T WANT YOU THERE EVERY

4
79° 6:15

07/20/2013 06:15:41.17

http://voli Trusted sites | Protected Mode: Off

DC WRC - News4 Today -- Webpage Dialog

STORM TEAM 4 SATURDAY MORNING
SUNRISE: 5:59 AM

7 AM	MUGGY		80
11 AM	PARTLY SUNNY		84
3 PM	SHOWERS AROUND		90

THIS BUT MORE ON WHERE THAT CAME FROM FROM LATER

07/20/2013 06:31:04.25

http://voli Trusted sites | Protected Mode: Off

DC WRC - News4 Today -- Webpage Dialog

>> I ALWAYS HAVE MY GEEK ON.
>> FOR FOUR DAYS, POP CULTURE

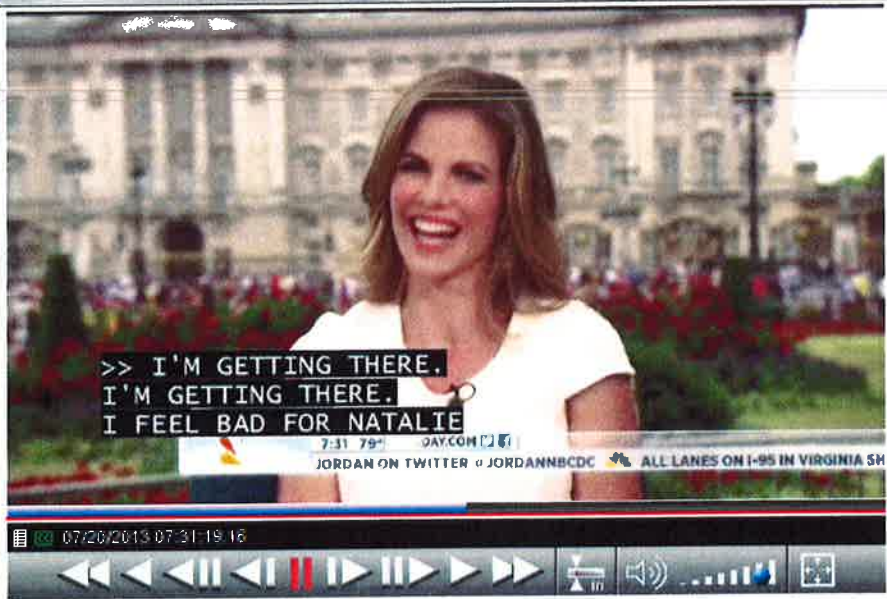
79 6:45

07/20/2013 06:45:56.01

http://voli Trusted sites | Protected Mode: Off



DC WRC - Today -- Webpage Dialog



>> I'M GETTING THERE.
I'M GETTING THERE.
I FEEL BAD FOR NATALIE


7:31 79° DAY.COM
JORDAN ON TWITTER @JORDANBCDC ALL LANES ON I-95 IN VIRGINIA SH

07/26/2013 07:31:19.16

http://voli Trusted sites | Protected Mode: Off

Detailed description: This is a screenshot of a video player window titled "DC WRC - Today -- Webpage Dialog". The video shows a woman with blonde hair, wearing a white top, smiling and speaking. The background is a large, classical-style building with many columns. Subtitles at the bottom of the video frame read: ">> I'M GETTING THERE. I'M GETTING THERE. I FEEL BAD FOR NATALIE". Below the video frame, there is a news ticker with the text "7:31 79° DAY.COM JORDAN ON TWITTER @JORDANBCDC ALL LANES ON I-95 IN VIRGINIA SH". At the bottom of the player, there is a timestamp "07/26/2013 07:31:19.16" and a set of playback controls including play/pause, stop, previous, next, and volume buttons. The address bar at the very bottom shows "http://voli Trusted sites | Protected Mode: Off".

DC WRC - Today -- Webpage Dialog



THAT'S WISHFUL THINKING.
PEOPLE TAKING EXTREME MEASURES
TO STAY COLD, COOL, EVEN COOL

TODAY 7:44 79° DAY.COM
WILL BE HELD TODAY SEE COVERAGE OF THE VA GUBERNATORIAL DEBAT

07/26/2013 07:44:38.11

http://voli Trusted sites | Protected Mode: Off

Detailed description: This is a screenshot of a video player window titled "DC WRC - Today -- Webpage Dialog". The video shows a woman with short brown hair, wearing a dark top, standing on a boat. She is pointing her right index finger upwards. The background shows a body of water and a city skyline in the distance. Subtitles at the bottom of the video frame read: "THAT'S WISHFUL THINKING. PEOPLE TAKING EXTREME MEASURES TO STAY COLD, COOL, EVEN COOL". Below the video frame, there is a news ticker with the text "TODAY 7:44 79° DAY.COM WILL BE HELD TODAY SEE COVERAGE OF THE VA GUBERNATORIAL DEBAT". At the bottom of the player, there is a timestamp "07/26/2013 07:44:38.11" and a set of playback controls including play/pause, stop, previous, next, and volume buttons. The address bar at the very bottom shows "http://voli Trusted sites | Protected Mode: Off".

DC WRC - Today -- Webpage Dialog

LESTER IS ON ASSIGNMENT, ERICA IS OFF THIS MORNING, WELCOME.
>> THAT'S A WAVE TO TODAY

8:01 79° TODAY.COM

SCHOOLS AND ONE RECREATION CENTER ARE CLOSED IN DC BECAUSE OF NO AIR CON

07/20/2013 08:01:25.18

<http://voli> ✓ Trusted sites | Protected Mode: Off

DC WRC - Today -- Webpage Dialog

SIT IN COURT AND HEAR THE BAD THINGS THEY SAY ABOUT MY SON.
A LOT OF THE

8:15 80° TODAY.COM

AIR CONDITIONING DC FIRE AND EMS SAY 8 AMBULANCES ARE OUT OF SER

07/20/2013 08:15:33.23

<http://voli> ✓ Trusted sites | Protected Mode: Off

DC WRC - Today -- Webpage Dialog



KANYE WEST?
>> WHAT NOW?
>> HE'S ACCUSED OF

6:30 80° TODAY.COM


ME A MECHANICAL PROBLEM FOR THE WILSON BRIDGE GETTING STUCK OPEN OV

07/20/2013 08:31:12.17

http://voli ✓ Trusted sites | Protected Mode: Off

Detailed description: This is a screenshot of a video player window titled "DC WRC - Today -- Webpage Dialog". The video content shows a news anchor in a blue dress standing on a red carpet with a crowd of people in the background. A man in a dark suit is also visible. On-screen text includes "KANYE WEST?", ">> WHAT NOW?", and ">> HE'S ACCUSED OF". A news ticker at the bottom of the video frame reads "ME A MECHANICAL PROBLEM FOR THE WILSON BRIDGE GETTING STUCK OPEN OV". The video player interface includes a progress bar, playback controls (play, stop, previous, next, full screen), and a timestamp of "07/20/2013 08:31:12.17". Below the player, the URL "http://voli" is shown with a green checkmark and the text "Trusted sites | Protected Mode: Off".

DC WRC - Today -- Webpage Dialog



HOW DO YOU EXPECT THEY WILL BE
AS PARENTS? AL PARENTS
>> NORMAL ILL AND KATE READY TO BE MOM AND DAD?

6:47 80° TODAY.COM

72-77 TOMORROW: MORE STORMS. HIGHS: 86-90 FOLLOW CRUCK BE

07/20/2013 08:47:23.14

http://voli ✓ Trusted sites | Protected Mode: Off

Detailed description: This is a screenshot of a video player window titled "DC WRC - Today -- Webpage Dialog". The video content shows a man in a dark suit and a woman in a blue dress standing in a room with red walls and a fireplace. On-screen text includes "HOW DO YOU EXPECT THEY WILL BE AS PARENTS? AL PARENTS" and ">> NORMAL ILL AND KATE READY TO BE MOM AND DAD?". A news ticker at the bottom of the video frame reads "72-77 TOMORROW: MORE STORMS. HIGHS: 86-90 FOLLOW CRUCK BE". The video player interface includes a progress bar, playback controls, and a timestamp of "07/20/2013 08:47:23.14". Below the player, the URL "http://voli" is shown with a green checkmark and the text "Trusted sites | Protected Mode: Off".

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