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July 24, 2015

VIA E-MAIL ONLY ([Sherita.Kennedy@fcc.gov](mailto:Sherita.Kennedy@fcc.gov))

Ms. Sherita Kennedy  
Telecommunications Accessibility Specialist  
Disability Rights Office  
Consumer & Governmental Affairs Bureau  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, DC 20554

Re: Notice of Informal Complaint (NOIC) from **Tim Scott**  
**FCC DRO Ticket No. 392068**

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Dear Ms. Kennedy:

I represent Scripps Media, Inc. ("Scripps"), the licensee of Station KSHB-TV, Kansas City, Missouri. This letter responds to the above-captioned Notice of Informal Complaint ("NOIC") that you sent to Station KSHB-TV's Jay Nix via email on July 10, 2015. This NOIC involves the station's compliance with the captioning requirements set out in Section 79.1 of the Commission's rules, 47 C.F.R. § 79.1.

Specifically, the NOIC directs the station to respond to the matters raised in a complaint from Mr. Tim Scott. Station KSHB-TV operates on virtual channels 41.1 and 41.2, and Mr. Scott's complaint alleges that the "Closed Captions are **always** garbled" on "All shows and all programs on Channel 41.1" and that this occurs "Everyday & All Times." On the other hand, Mr. Scott says that "the shows on channel 41.2 have good, readable Closed Captions."

Contrary to Mr. Scott's claim, Station KSHB-TV's channel 41.1, like 41.2, operates in compliance with Section 79.1. In fact, the station uses state-of-the-art EEG CB512 ("Legalizer") units to improve captioning performance in the transfer of programming from all sources to HDTV broadcast. The station also uses Evertz VIP equipment for continuous monitoring of the stations' captioning, and, as a further check, station personnel monitor each channel's over-the-air signal with closed captioning activated. The station has not observed any significant corrupted data or loss of captioning on channel 41.1.

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Accordingly, Scripps is confident that captioning has been reliably delivered to KSHB-TV's over-the-air viewers during the period identified in the complaint. Mr. Scott's complaint notes that he uses digital-to-analog converters, and station personnel can only speculate that the decoding problems he observes may lie with this equipment.

Scripps takes very seriously its responsibility to serve its entire community. Station KSHB-TV will continue its efforts to ensure that its captioning service complies with the Commission's requirements.

In accord with the directions in the NOIC, this response is being delivered to you via email only, and a copy is being mailed today to Mr. Scott, per his request, at the address listed on the complaint and set out below.

Please contact the undersigned if you require any additional information.

Sincerely,

A handwritten signature in blue ink, appearing to read "Ken Howard, Jr.", written in a cursive style.

Kenneth C. Howard, Jr.  
Counsel to Scripps Media, Inc.

cc: Sherita.Kennedy@fcc.gov

Mr. Tim Scott  
10415 E. 51st Street  
Kansas City, MO 64133