

8/28/13

Re: FCC Case No. 13-C00511608

Dear Ms. Shirley,

As indicated in my previous correspondence, this letter addresses the issues raised in your Informal Complaint (“Complaint”) to the Federal Communications Commission regarding KSHB-TV’s (“KSHB” or the “Station”) compliance with Section 79.2 of the Commission’s rules.

Let me begin by saying how deeply KSHB regrets that you did not receive closed captioning of the program “The Doctors” on July 15, 2013. KSHB takes seriously the responsibilities it has to all its Kansas City area viewers, including the hearing impaired. The Station works diligently to keep all of its viewers informed about critical emergency information. KSHB is particularly cognizant of its responsibilities to its hearing impaired viewers, as demonstrated by the fact that it is the only television broadcaster in the Kansas City area that places its crawl at the top of the screen to allow such viewers easier access.

The Complaint asserts that on July 15, 2013 at approximately 2:03 p.m., you were watching an episode of The Doctors on KSHB. You indicate that, while closed captioning was working for the commercials, there was no closed captioning during the program.

Upon receiving your Complaint, the Station reviewed its operations and procedures and determined that shortly before the July 15, 2013 airing of The Doctors, the Station began installing upgraded software for closed captioning. While the upgrade was taking place, the Station used a back-up encoder, which malfunctioned during airing of The Doctors.

The Station repaired the coder and has had no further captioning problems. The Station also has ordered new equipment that it hopes will address any further captioning issues.

The Station thanks you for raising your concerns and renews its commitment to all its Kansas City area viewers, including the hearing impaired, to provide them will all necessary emergency information in a timely and easily accessible manner.

Please contact me if you have any further questions concerning this matter.

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