

Via Regular Mail and E-Mail to: thejohannings@sbcglobal.net

June 9, 2014

Ms. Teresa Johanning
835 Westchester
Herculaneum, MO 63048

Re: Informal Captioning Complaint Case No. 14-C00578863(SK)
(KTVI)(AT&T – Uverse)

Dear Ms. Johanning:

This letter is written on behalf of KTVI License, LLC, licensee of KTVI (TV), St, Louis, Missouri (“KTVI”) in response to your complaint filed with the FCC concerning a lack of captioning during a weather emergency that occurred on April 28, 2014.

KTVI provides its viewers with real time live captioning during its news programming. During times of emergency, however, which includes coverage of severe weather conditions like those that occurred on April 28, KTVI will preempt its regularly scheduled programming so as to provide its viewers essential information about the emergency event and how viewers should promptly respond and what precautions should be taken. KTVI uses its discretion in determining how long these preemptions ins will last, based on when it believes it has best informed its viewers.

During these unscheduled interruptions, and pursuant to the rules and regulations of the FCC (47 CFR § 79.2), KTVI forgoes the captioning and instead ensures the emergency information is transmitted both aurally and visually for maximum accessibility. For example on April 28, during the live emergency coverage, KTVI provided continuous weather texts, radar maps, graphics and on-air aural announcements. The graphic and crawl information are synced to be as time sensitive and accurate as possible. Therefore, even without captioning during these emergency cut-ins, which is allowed by FCC rules,¹ viewers are still receiving all of the important and essential information in a prompt manner.

¹ “Emergency information that is provided in the audio portion of the programming must be made accessible to persons with hearing disabilities by using a method of closed captioning or by using a method of visual presentation” 47 C.F.R. §; 79.2(b)(1)(i) (2010) (emphasis added).

KTVI is sensitive to your concerns and appreciates the input you in particular have provided. If you have any additional questions, please contact the undersigned.

Sincerely yours,



Jason S. Roberts

cc: Jay Gill, Vice President of Engineering, KTVI(TV)
Susan Kimmel, FCC (via email to: Susan.Kimmel@fcc.gov)
Sherita Kennedy, FCC (via email to: Sherita.Kennedy@fcc.gov)