

VIA EMAIL

March 24, 2016

Federal Communications Commission
Consumer & Governmental Affairs Bureau
Disability Rights Office
445 12th Street, S.W.
Washington, DC 20554
Attn: Ms. Judy Miller

RE: Notice of Informal Complaint- Ticket #: 825407
Community Television of Southern California (Call Sign KCET) - Crowe

Dear Ms. Miller:

I am writing in response to your email dated as of February 23, 2016 in connection with the above-referenced ticket matter. Mr. Charles Crowe has complained about the placement of the captions in the series entitled *Doc Martin*. Mr. Crowe is correct that in the past six (6) seasons, the episode captions were placed at the bottom of the screen. In the seventh season, however, the captions were placed at the top of the screen to ensure the captions wouldn't be obscured by the messaging customarily run in the lower thirds. The last episode of the original eight (8) episodes of the seventh season was broadcast on March 5, 2016. We are currently repeating the season.

Although this matter is not within our control, we have spoken with American Public Television ("APT") and informed our representative of this informal complaint. My understanding is that the decision to change the placement of the captions was made by NCI, the certified captioning company hired by APT to caption the series. When KCET gets the series, the episodes are already closed captioned, and we have no ability to change the placement of the captions.

Further to *In the Matter of Closed Captioning of Video Programming, Telecommunications for the Deaf and Hard of Hearing, Inc., Petition for Rulemaking, Second Order and Report released on February 19, 2016 (CG Docket No. 05- 231) ["Order"]*, which sets forth an analysis of the FCC's captioning rules, we believe that we have carried out our responsibility in accordance with the captioning rules.

I noted in your letter that you asked that we communicate with Mr. Crowe through US Mail, but in the actual complaint, he designated email as the preferred mode of response, so I am communicating with him by both methods.

Please direct all future correspondence regarding this matter to me at: jmbaldwin@kcet.org with a copy to Gordon Bell, Sr. V.P., Engineering, Operations and IT, whose email is: gbell@kcet.org.

Thank you for your consideration.

Sincerely,



cc: Charles Crowe via US Mail and Email