

## Brownlow, Ronald

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**From:** Kala Patterson <kala@captionsolutions.com>  
**Sent:** Thursday, January 7, 2021 6:57 PM  
**To:** dhercey@netzero.net  
**Subject:** Missed captions on WFTS

### [EXTERNAL SENDER]

Mr. Hercey,

Our company is proud to be the captioning provider for WFTS television station in the Tampa Bay area. I understand that you contacted the station regarding missed captions on its newscasts recently so I wanted to reach out to you. First of all, thank you so much for contacting the station with your concerns, as we are always working hard to improve our services and your input is valuable to us in that regard.

We have one particular captioner who is having an unusual technical problem with the software that we use to provide these services. As she is writing and only on this station, the captions suddenly move from the location they are supposed to display to another place in the software where they do not show on the air. She is working diligently with the software provider and they have thought the problem was fixed but then it happens again. We have removed her from WFTS programs until these issues are resolved once and for all. We will perform extensive testing with WFTS before she provides services for their programming again and so you should not see frequent missed captions in the future when you watch WFTS newscasts.

Please feel free to contact me directly if you have any further questions or concerns about the captions on WFTS.

Regards,

\*\* PLEASE NOTE OUR NEW MAILING ADDRESS BELOW MY SIGNATURE \*\*

Kala J. Patterson, President



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