

Brownlow, Ronald

From: Kala Patterson <kala@captionsolutions.com>
Sent: Thursday, January 7, 2021 6:41 PM
To: Brownlow, Ronald; Caption Solutions
Cc: WFTS-ENGINEERING-STUDIO; McRae, Scott; Klein, Raymond
Subject: RE: WFTS Captioning issues

[EXTERNAL SENDER]

Reb—

Thank you for your email today and I'm so sorry about these complaints. We have one captioner who is having problems with her iCap software only on your station. As she is writing, her captions suddenly move to the chat box in the iCap software program rather than the iCap window. We have never seen this before and it is a very strange occurrence. She has been working with EEG on this issue and they think it is fixed and then the problem happens again. For now, we are going to take her completely off WFTS until this problem is resolved for certain. She is planning to work with them again tomorrow on this. When they all feel like it is resolved, would it be possible for her to do some lengthy testing sometime when not going over the air—just to be sure? I don't know how else to be certain since this is the only station that this is happening on and she is not having this problem on any of our other iCap stations.

I would be happy to send Mr. Hercey an email so please let me know if you'd like me to do that.

Again, my most sincere apologies for this situation, Reb. Please know that we will take every step to keep it from happening again.

Regards,

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

Kala J. Patterson, President



P. O. Box 4250
Lawrence, KS 66046
O: 877-674-5800
C: 785-331-9723
Emergency: 913-890-3002

From: Brownlow, Ronald <Reb.Brownlow@WFTS.COM>
Sent: Thursday, January 7, 2021 5:21 PM
To: Admin CS <admincs@captionsolutions.com>
Cc: WFTS-ENGINEERING-STUDIO <wfts-engineering-studio@scripps.com>; McRae, Scott <SMcRae@wfts.com>; Klein, Raymond <raymond.klein@wfts.com>
Subject: WFTS Captioning issues

We have been receiving quite a few complaints about our Newscast captioning lately. They are saying that our captioning is unreliable and is often missing during newscasts. Our master control operator has contacted you recently on the occasions he has noticed captioning not being present. Attached are emails from a viewer complaining about our captioning. Please check your processes and equipment. Please let us know if there is anything we need to do on our end.

Thanks,

Reb Brownlow
Director of Engineering
WFTS TV – ABC Action News
4045 North Himes Avenue, Tampa FL 33607
813-354-2832 (office) 210-854-1546 (cell)
reb.brownlow@wfts.com

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