

August 16, 2021

Sent Via E-Mail

Mr. Will Schell
Federal Communications Commission
Consumer & Governmental Affairs Bureau
Disability Rights Office
Will.Schell@fcc.gov



Re: FCC Official Notice of Informal Complaint Ticket No. 4912948

Dear Mr. Schell:

On behalf of Gray Television Licensee, LLC, which is the licensee of KCRG, Cedar Rapids, Iowa, Gray Television Group, Inc. d/b/a KCRG ("KCRG") hereby responds to the above-referenced informal complaint [REDACTED]. The notice concerns a complaint made [REDACTED] regarding closed captioning during KCRG's 5:00 p.m. newscast that aired on July 20, 2021 (the "Newscast").

We are fully committed to serving all of our viewers and take seriously our obligations under 47 C.F.R. §79.1 to provide closed captioning to members of the hearing-impaired community. Most news programming produced by the Station is captioned using the Electronic Newsroom Technique (ENT). ENT is a primarily script-based system whereby station personnel input the speaker's script as captions made visible to the viewer. In-studio news, sports, weather and entertainment segments are scripted.

KCRG launched an immediate investigation into the issues [REDACTED] reported upon its receipt of the NOIC. KCRG personnel determined that captions were present throughout the Newscast. These captions were mostly accurate, synchronized, complete and placed in accordance with FCC rules. Recently, the Station launched a test program to assess whether the use of voice recognition technology could improve its ENT captioning. While in the beginning phases of this test, the technology did produce inaccurate captions on occasion. To ensure the captions are accurate going forward, the Station has taken several steps to improve the overall quality of our captions. First, we are actively building the word database for this system. Next, our news anchors are working with the system to improve overall voice recognition. Finally, we are closely monitoring the accuracy of the resulting captions. Overall, we believe that the use of this technology will ultimately improve the quality of our ENT closed captioning which will in turn improve the viewing experience of our hard of hearing and deaf viewers.

Serving the public is a critical mission for broadcasters. We greatly appreciate being informed by concerned viewers and we strive to ensure that the programming on the KCRG remains widely accessible. Please do not hesitate to contact me with any further questions or concerns. I can be reached by phone at (319) 399-5977, or by email at thom.pritz@gray.tv.

Sincerely,


Thom Pritz
Vice President & General Manager

[REDACTED]