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Via E-Mail to cgwierschen@yahoo.com

August 1, 2016

Susan Kimmel (Susan.Kimmel@fcc.gov)
Deputy Chief
Disability Rights Office
Consumer & Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: FCC Complaint Ticket 1046050 (KTLA)

Dear Ms. Kimmel:

This letter is written on behalf of KTLA, LLC, licensee of KTLA(TV), Los Angeles, California (“KTLA”), in response to the above-referenced complaint filed by Ms. Wierschen regarding the accuracy and the inclusion of inappropriate language in the captioning during the KTLA afternoon newscast on June 20, 2016.

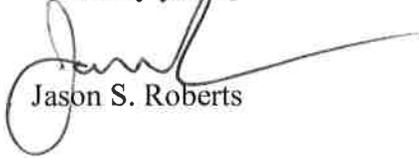
KTLA broadcasts over 65 hours of live local news coverage per week, providing a unique and necessary voice for its viewers. Although not required under FCC rules, KTLA provides real-time captions for its live programming, including news. While KTLA makes efforts to provide captioning that meets the FCC’s quality standards, because of the immediacy of the live captioning, unavoidable errors occur.

KTLA uses a third party captioning service that employs voice recognition software, a captioning technique common in the industry. The captioner dials into both the KTLA audio feed and KTLA captioning encoder. Using voice recognition software and caption generating machines, the captioner listens and repeats the KTLA audio, which is processed and fed into the encoder for the on-screen captioning.

Since this incident, KTLA has upgraded its encoder and added a filter in an effort to improve the captioning accuracy. In addition, the captioning center informed KTLA that it has added the offensive word that was the subject of the complaint to its “blocked” list to prevent its appearance in captioning going forward.

KTLA regrets these errors, and takes its captioning responsibilities seriously. The Station is sensitive to viewer concerns and appreciates the input Ms. Wierschen in particular has provided. If there are any additional questions, please contact the undersigned.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Jason S. Roberts", with a long horizontal flourish extending to the right.

Jason S. Roberts

cc: DRocarriersupport@fcc.gov
Sherita Kennedy (sherita.kennedy@fcc.gov)
David Cox (dave.cox@ktla.com)