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Via E-Mail to: consumercomplaints@fcc.gov

February 26, 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 714114 – Roberts

Dear Ms. Kimmel:

This letter is written on behalf of KSTU License, LLC (“KSTU”), licensee of KSTU(TV), Salt Lake City, Utah, in response to the informal complaint filed by Jonathan Roberts. Mr. Roberts alleges a lack of captioning during KSTU newscasts and in particular during the weather segments.

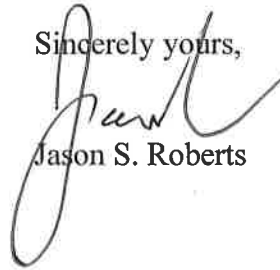
KSTU provides a unique local service to its viewers, currently broadcasting on average ten hours of local news a week. The FCC allows television stations located outside the top 25 Nielsen Designated Market Areas to use the electronic newsroom technique (“ENT”) for captioning.¹ KSTU has adopted this captioning technique, and has also implemented the enhanced ENT procedures that went into effect June 30, 2014. KSTU scripts any in-studio pre-produced programming the extent possible. Whenever there are live unscripted portion of its news, including weather segments, KSTU strives to provide as much visual information as possible so as to provide its viewers that rely on captioning the same pertinent information as the viewers that do not. KSTU includes screen textual displays for precipitation amounts, temperatures, hourly and 5-day forecasts, and radar maps.

KSTU believes the YouTube video provided by Mr. Roberts demonstrates compliance with the ENT enhanced captioning requirements as all necessary weather information was visually conveyed during unscripted portions. However, KSTU will continue to work on ways in which to improve its practices and add additional visual information to unscripted segments, whether that be crawls, textual information or other graphics to the extent technically feasible.

¹ ENT is a technique that allows for the conversion of dialogue included on the teleprompter script into captions.

KSTU is sensitive to the concerns raised by its viewers and appreciates the input the complainant 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". The signature is fluid and cursive, with a large initial "J" and "S".

Jason S. Roberts

cc: DRocarriersupport@fcc.gov
Sherita.Kennedy@fcc.gov