

March 9, 2021

Ms. Sherita Kennedy (Sherita.Kennedy@fcc.gov)
Telecommunications Accessibility Specialist
Disability Rights Office
Consumer & Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

Re: Ticket No. 4557332

Dear Ms. Kennedy:

Scripps Broadcasting Holdings LLC, licensee of Station KSTU-TV ("KSTU"), Salt Lake City, Utah, hereby responds to your email to KSTU(TV)/Benjamin Tanner dated February 19, 2021, regarding the above-referenced complaint of David Oblock on behalf of Sherrel Oblock ("Complainant"). The Complainant alleges a lack of captioning in KSTU's carriage of local news programming from February 13 and 14, 2021. The Complainant also alleges poor captioning quality on other unspecified dates.

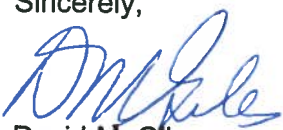
The station has confirmed that a technical error interrupted the captions during local news programming on four occasions between February 12 and 14, 2021. The station was notified of the problem on February 14, 2021. Upon notification, KSTU personnel determined that an encoder had failed and promptly resolved the problem. It is the station's normal practice to have employees monitoring closed captioning for accuracy and malfunctions. In this instance, because the coder malfunction happened over the weekend when staffing was reduced and those who were on staff were dealing with safety concerns due to inclement weather, closed captioning was not being as closely monitored. Additionally, unfortunately, KSTU's backup procedures proved inadequate to catch the outage in this instance. Normally, there is also a second set of eyes on the station's signal at Scripps' master control hub in Norfolk--looking for programming issues including any lack of captioning. Personnel in the master control hub did not notice the outage.

After learning of Complainant's concern regarding the quality of the station's captioning, Station Engineer Matthew Lee determined that the two encoders used by the station were conflicting with one another. One of the encoders was taken offline, which improved the quality of the closed captions. Additionally, the station engineer has provided Complainant with his personal contact information should captioning issues arise in the future.

Station KSTU is committed to serving all its viewers, including those that rely on closed captioning to enjoy the station's programming. The station is confident that the steps it has taken will resolve the captioning problems identified in the complaint.

Please contact the undersigned if you require any further information on this matter.

Sincerely,



David M. Giles
Deputy General Counsel
Scripps Broadcasting Holdings, LLC

cc: Mr. David Oblock (via email to doblock@comcast.net)
Mr. Benjamin Tanner