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# TRIBUNE

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*Via Regular Mail and E-Mail to: [goodsportpatti@gmail.com](mailto:goodsportpatti@gmail.com)*

August 30, 2012

Ms. Patricia Fuller  
774 West Oak Drive  
Glendale, MO 63122

Re: Informal Captioning Complaint Case No. 12-C00412283 (SK)  
(Charter Communications and WGN-TV)

Dear Ms. Fuller:

This letter is written on behalf of WGN Continental Broadcasting Company (“WGN”) in response to your complaint filed with the FCC concerning alleged errors in the closed captioning aired on WGN-TV during the program special titled “Celebrating Ron Santo: Ron Goes Into the Hall” (the “Program”) on or near 9:30 p.m. c.s.t on July 22, 2012.

Upon receiving your complaint, WGN conducted an investigation of its closed captioning system, and confirmed that closed captioning was properly transmitted from the Station’s facilities for the Program on both the Station’s SD and HD signals.

WGN has strived to minimize the number of typographical and transcription errors that occur with the use of its closed captioning software system and associated monitoring personnel. When dealing with shows like the Program, which was aired live and captioned in real time, there are often difficulties in transcribing the words exactly as spoken.

WGN regrets these typographical and transcription errors whenever they occur, and will continue to monitor the closed captioning system and train its staff to improve captioning for our viewers.

We are sensitive to your concerns and appreciate the input you in particular have provided. If you have any additional questions, please contact me.

Sincerely yours,

  
Jason S. Roberts

cc: Marc Drazin, Chief Engineer, WGN-TV  
Susan Kimmel, FCC (via email to: [Susan.Kimmel@fcc.gov](mailto:Susan.Kimmel@fcc.gov))  
Sherita Kennedy, FCC (via email to: [Sherita.Kennedy@fcc.gov](mailto:Sherita.Kennedy@fcc.gov))