



David M. Giles
VP, Deputy General Counsel, Chief Ethics Officer

513-977-3891
dave.giles@scripps.com

P O. BOX 5380
CINCINNATI, OHIO 45201
312 WALNUT ST., SUITE 2800
CINCINNATI, OHIO 45202

scripps.com

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BY ELECTRONIC MAIL: consumercomplaints@fcc.gov

Shavonne Morris
Federal Communications Commission
Disability Rights Office
445 12th Street SW
Washington, D.C. 20554

Re: Response to Notice of Informal Complaint Ticket No. 5122091 (WMAR-TV)

Dear Ms. Morris:

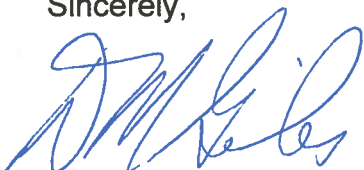
Scripps Broadcasting Holdings LLC ("Scripps"), licensee of WMAR-TV, Baltimore, Maryland ("Station"), hereby responds to the informal complaint of Peggy Tyler forwarded to the Station with an "Notice of Informal Complaint" dated November 22, 2021 (the "NOIC"). The NOIC concerns a complaint by Ms. Tyler regarding the lack of closed captioning during the Station's airing of *The Bachelorette* on November 2, 2021 at 8:00 p.m.

Scripps takes seriously its obligations under the FCC's Rules to provide closed captioning and ensure accessibility of the Station's programming. In an effort to improve captioning for its viewers, on November 1, 2021, the Station installed a new automatic closed captioning system. On November 2, 2021, the station received a concern from a local viewer. Immediately upon receipt of the concern, the Station's Chief Engineer investigated the issue and determined that the new equipment stripped captioning only on ABC Primetime programming with surround sound audio. The issue was immediately repaired and has not been a problem since.

The Station regrets that the new equipment malfunctioned, causing a brief outage of closed captioning. The Station will continue to take steps ensure that high-quality captioning continues to be included in the Station's broadcast programming as required by the FCC's rules. If Scripps or the Station become aware of any issues with the Station's closed captioning performance, it will promptly take remedial steps to ensure that those issues are addressed.

If you or your staff have any questions about this response, please contact me directly.

Sincerely,



David M. Giles

cc: Ms. Peggy Tyler