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Via E-Mail to z7zimsen@hotmail.com

July 12, 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 758751 (KCPQ)

Dear Ms. Kimmel:

This letter is written on behalf of Tribune Broadcasting Seattle, LLC, licensee of KCPQ (TV), Tacoma, Washington ("KCPQ"), and provides a follow-up on KCPQ's efforts to improve the accuracy and synchronicity of the captioning aired during the 10 pm KCPQ evening newscasts.

Pursuant to the request of the Disability Rights Office, please find attached DVD copies of the 10 pm newscasts from both June 16, 2016, and July 7, 2016. When KCPQ attempted to create a DVD copy of a newscast closer to the initial complaint date in February 2016, the Volicon system had a complete malfunction, so the earliest newscast that was logged at the station that could be transferred to DVD was June 16, 2016.

KCPQ uses a captioning center that relies on voice recognition software. As Mr. Zimsen noted, the system is supposed to improve over time as the program becomes more calibrated and predictive between the dialogue of the specific news talent and the captioner's voice. After receiving Mr. Zimsen's complaint in May, the head of the captioning center informed KCPQ he spent additional time training the captioner responsible for the Station's 10 pm newscasts in an effort to improve the response time and accuracy of the software. However, the Station was still not satisfied with the quality. To add further concern, the Station confirmed the Caption Mic system installed at the center is an older system that runs only on Windows XP machines and has not been updated since 2008. The manufacturer of the system is no longer in business.

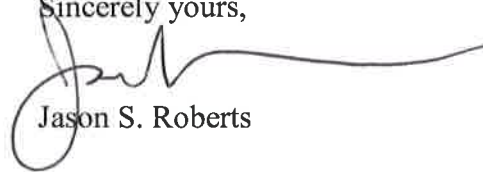
Because of these limitations and failure to see significant captioning improvement, the Station has begun exploring alternative captioning services. The Station is in discussions to move captioning for its 10 pm news to a different captioning center. The new captioning center also

incorporates voice recognition technology, but uses an up-to date platform (Eclipse Caption software purchased through Advantage Software) which works with Vox Turbo, a variation of Dragon Naturally Speaking. The provider offers 24/7 support as well as software updates.

Because of the need of the new captioner and the corresponding system to learn the nuances and vocal patterns of the Fox 13 news staff, the Station expects that once the new captioning center provides services to KCPQ it will take some time for adjustments so that errors are reduced. The Station is happy to remain in contact with Mr. Zimsen and the FCC to notify each once the change is made and to also receive any additional feedback. Communications may be addressed to Ms. Sheri Liguori at SLiguori@kcpq.com.

As noted with any live captioning, unavoidable errors will occur, but KCPQ is making efforts to find a captioning provider that will improve on its current quality and timing issues. 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
Shavonne Morris (shavonne.morris@fcc.gov)
Sherita Kennedy (sherita.kennedy@fcc.gov)