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**Via E-Mail to: [captainjimsr1@att.net](mailto:captainjimsr1@att.net)**

July 23, 2018

Judy Miller (judy.miller@fcc.gov)  
Disability Rights Office  
Consumer & Governmental Affairs Bureau, FCC  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

Re: Informal Captioning Complaint  
(KCPQ(TV), Tacoma, WA – Complaint Ticket No. 2365653)

Dear Ms. Miller:

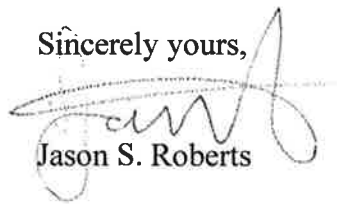
This letter is written on behalf of Tribune Broadcasting Seattle, LLC, licensee of KCPQ (TV), Tacoma, Washington (“KCPQ”), in response to the complaint filed by Mr. Morris, Sr., addressing the captioning of KCPQ news segments being cut off when the Station transitions to commercial breaks.

KCPQ uses a third-party captioning center that relies on voice recognition software, a captioning technique common in the industry. The captioner dials into both the KCPQ audio feed and KCPQ captioning encoder. Using voice recognition software and caption generating machines, the captioner listens and repeats the KCPQ audio, which is processed and fed into the encoder for the on-screen captioning. Because the captioning is live, there is an unavoidable delay between the dialogue on-screen and in captioning what was stated.

As Mr. Morris notes, there are instances in which the station transitions to a commercial and the captioning from the segment aired just previously is cut off. This is not just a problem at KCPQ but one that stations across the country experience. KCPQ takes viewer complaints seriously and will notify the captioning center of this issue in an effort to determine ways in which to be as complete in the captioning as possible. Possibilities include slightly speeding up the captioning prior to commercial breaks (without sacrificing readability), delaying the commencement of the commercials or having some overlap. The station will continue to work with master control on timing related issues as well. The Station is happy to remain in contact with Mr. Morris and the FCC to receive any additional feedback. Communications may be addressed to Ms. Sheri Liguori at [SLiguori@kcpq.com](mailto:SLiguori@kcpq.com).

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 large, sweeping flourish extending to the right.

Jason S. Roberts

cc: [DRocarriersupport@fcc.gov](mailto:DRocarriersupport@fcc.gov)  
Sherita Kennedy ([sherita.kennedy@fcc.gov](mailto:sherita.kennedy@fcc.gov))