

From: FCC <consumercomplaints@fcc.gov>
Sent: Tuesday, April 26, 2022 7:02 AM
To: Susan Domozych
Subject: [EXT] Serve ticket#: 5421377 Last Name: McDonald

CAUTION: This email originated from outside of Sinclair. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Please type your reply above this line -##

Due Date:
Serve Date: 04/26/2022

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/5421377>
Subject: Closed caption issues on WTWC
Tags: broadcast_tv carrier_complementary_copy closed_captioning_tv dro_noic_79_1 dro_noic_cc_done email_preferred_method florida florida_complaining_about florida_viewed_heard nbc_no_filing_on_behalf
Email: navy65@windstream.net
Method: - Broadcast (over the air)
Issue:- -
Number subject to complaint:

Company Name:
Other Company Name:
Account #:
First: S.S.
Last: McDonald
Address: 18653 73rd Place
Address 2:
City: McAlpin
State: florida
Zip: 32062
Phone where to be contacted: 386-963-2527
Filing on Behalf of Someone: No
Relationship:
First Name:
Last Name:
Serve Status: carrier_complementary_copy

Ticket Information:

Shavonne Morris (FCC Consumer Inquires and Complaints)

1/11/2022 7:01 AM PST

Private note

OFFICIAL NOTICE OF INFORMAL COMPLAINT

The Federal Communications Commission (FCC or Commission) is serving your company with this informal complaint that S.S. McDonald filed with the Disability Rights Office (DRO). This Notice of Informal Complaint (Notice or NOIC) directs your company to follow the instructions below and respond fully and directly to each issue raised in the informal complaint. In your response, please explain how you have addressed the informal complaint. If you need to take steps to satisfy the informal complaint and come into compliance, please summarize your proposed actions and the timeframe for completion. Your response is due no later than thirty (30) days from the date of this Notice.

The informal complaint concerns obligations to provide closed captioning on television. As your company is either the broadcaster or multichannel video programming distributor (MVPD) we are inquiring into this matter pursuant to sections 713 and 4(i) of the Communications Act of 1934, as amended (the "Act"), 47 U.S.C. §§ 613, 154(i), and section 79.1 of the Commission's rules, 47 CFR § 79.1. If the complaint concerns the quality of the closed captioning, we remind you that closed captions – no matter how they are produced, for example, by the use of the electronic newsroom technique (ENT), where permitted, by a captioning service, or by using automated speech recognition technology – are subject to the FCC's closed captioning quality standards related to accuracy, synchronicity, completeness, and placement. 47 CFR § 79.1(j). If known, please include in your response how the closed captions at issue were produced. To support a response that asserts that the captioning at issue complies with the closed captioning quality rules, please include with your response a recording, such as a DVD or electronic file, of the broadcasted material at issue as it appeared on the date and time in question.

If the programming at issue had been delivered to your company without captions, your company must check with the supplying network or program producer before responding to this Notice to determine whether the programming is exempt from the captioning requirements pursuant to one of the categorical exemptions in 47 CFR §79.1(d) or to an individual petition for exemption filed under 47 CFR §79.1(f). Please note that even if the supplying network or program producer qualifies for a captioning exemption, it still has an obligation to pass through captions of already captioned programs in accordance with 79.1(c).

Please submit your response to the Commission by replying to this email or via the FCC Consumer Help Center. Be sure to verify the complainant's name and the ticket number. In addition, please include the name of a company representative to whom all future correspondence about the complaint should be directed. You are further directed to send a copy of the response to the complainant, in the preferred format requested by the complainant, at the same time the response is provided to the Commission.

Finally, please retain all records that are or may be pertinent to the allegations raised in the complaint for one year after the date of this Notice, unless otherwise instructed. To prepare your response to this Notice, you should also check the ticket at <https://consumercomplaints.fcc.gov/access> where the complainant may have filed additional complaints or provided additional supporting evidence against your company.

Failure to respond to a Commission inquiry is considered a violation of a Commission order and can result in the imposition of fines by the Commission. Under section 503(b) of the Act, any person who is determined by the Commission to have willfully or repeatedly failed to comply with any of the provisions of the Act, or any rule or order issued by the Commission under the Act, shall be liable for a forfeiture penalty.

The Commission requests that your company provide a thorough response to the issues raised in this complaint, and that it uses its best efforts to resolve this complaint in a timely manner. Cursory responses will be rejected. The Commission may make consumer complaint data publicly available in both aggregate and individual form consistent with the Commission's privacy obligations. This data will include how your company has addressed consumer complaints.

If you have any questions regarding this Notice or the informal complaint, please contact DRO at DRO@fcc.gov or by calling 202-418-2517 (voice) or 844-432-2275 (videophone for ASL users). In your message, please include your name, your company's name, the ticket number, and your specific questions. Thank you.

Disability Rights Office
Federal Communications Commission

Navy65

1700-1730 EDT, Channel 5-1

4/21/22 Today's report.

NO improvement with PBS owned WUFT, Channel 5, Gainesville, FL. No response from WUFT also. Taxpayers are certainly at a disadvantage when this government operated television station refuses to abide by closed caption laws. Are these government employees above the law?

1700-1730 EDT, Channel 5-1, Local news broadcast. NO Closed Captions whatsoever.

0001-2400 EDT, Channel 5-3, The Florida Channel. Closed Captions are

ALWAYS 10 seconds behind the audio. No improvement as this occurs 24/7 on this channel, no matter which programming is presented.

What solutions are available for the hard of hearing? This PBS station does not give a tinker's damn about the plight of the deaf. They are the government, and they don't think they have to comply with the law. They act like they think they are better than everyone else.

McDonald

Navy65

Apr 14, 2022, 6:01 PM EDT

4/14/22 ADDITIONAL VIOLATIONS. It appears that unscrupulous people have no regard for the plight of the deaf.

1. 1733 EDT, WUFT, Channel 5-1, BBC World News America, Closed Captions are 6 seconds behind the audio.
2. 1736 EDT, WCTV, Channel 6-1, First Alert Weather, NO closed captions.
3. 1739 EDT, WTXL, Channel 27-5, Court TV, Closed Captions are 8 seconds behind the audio
4. 1728 EDT, WTWC, Channel 40-3, Charge TV, CHiPs, Still no closed captions, a daily complaint.

S.S. McDonald

Navy65

Apr 14, 2022, 10:40 AM EDT

Navy65 was not signed in when this comment was submitted. [Learn more](#)

5:19 PM: Channel 40-3, CHIPS, NO closed captions, unending.

You are an agent. Add a comment by replying to this email or [view ticket in Zendesk Support](#).

Ticket # 5421377

Status Open

Requester Navy65

CCs FCC Consumer Complaints

Group Sinclair Broadcast Group, Inc. (DRO)

Assignee Susan E. Domozych

Priority -

Type Ticket

Channel Web Form

This email is a service from FCC Consumer Inquiries and Complaints.

SUSAN DOMOZYCH
Senior Manager/Senior Paralegal
410 568 1500
SDomozyc@sbgi.net

May 19, 2022

Ms. ShaVonne Morris
Federal Communications Commission
Disability Rights Office
45 L Street NE
Washington, D.C. 20554

**Re: Notice of Informal Complaint – S.S. McDonald
Ticket No. 5421377**

Dear Ms. Morris:

At the direction of WTWC in Tallahassee, Florida, Facility ID 66908 (the "Station"), this letter responds to the above-referenced Notice of Informal Complaint (the "Notice"), issued on April 26, 2022, relating to the closed captioning of the CHiPs program (the "Program") on the Station's channel 40.3.

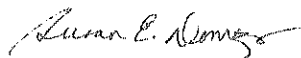
Immediately upon receipt of the Notice, I contacted the Station's chief engineer to investigate. The Station's chief engineer investigated the viewer's complaint and confirmed that 1) the Station has not received any closed captioning complaints from Mr. McDonald or any other viewer, and 2) the closed captioning on the Program is and has been transmitted properly. Please see the attached screen shots of the Station's recorded transmission feed, one each week for eight (8) weeks, which show that the Station transmitted the closed captioning in the Program.

The Station's chief engineer further opined that the viewer may have an issue with his television settings. After a couple of attempts, the Station's chief engineer made contact with Mr. McDonald on May 16, 2022 to offer his assistance. On May 18, 2022, Mr. McDonald advised the Station's chief engineer via email that he made a change on his tuner on his television, and his closed captioning issue involving WTWC was resolved.

The Station hereby respectfully requests that the Notice be dismissed.

Please contact me if you have any questions or need any further information.

Sincerely yours,



Susan E. Domozych
Senior Manager/Senior Paralegal

cc: WTWC
S.S. McDonald

Recorded videos

5 min

1 hour

24 hours

Last day

03/08/2022 05:00:00 PM



03/08/2022 06:00:00 PM



Loc



WTWC- WTWC-Charge

WTWC-Charge

03/08/2022 05:04:58.06 PM

03/08/22 17 04 58



Light green with primer spots and body damage.

--41 ENG

Recorded videos

15 min

1 hour

24 hours

Last day

03/16/2022 05:00:00 PM



03/16/2022 06:00:00 PM



WTWC: WTWC-Charge

WTWC-Charge

03/16/2022 05:01:35.15 PM

03/16/22 17 01 35



We all chipped in for a new set weeks ago.

-41 ENG

15 min

1 hour

24 hours

Last day

03/25/2022 05:00:00 PM

03/25/2022 06:00:00 PM



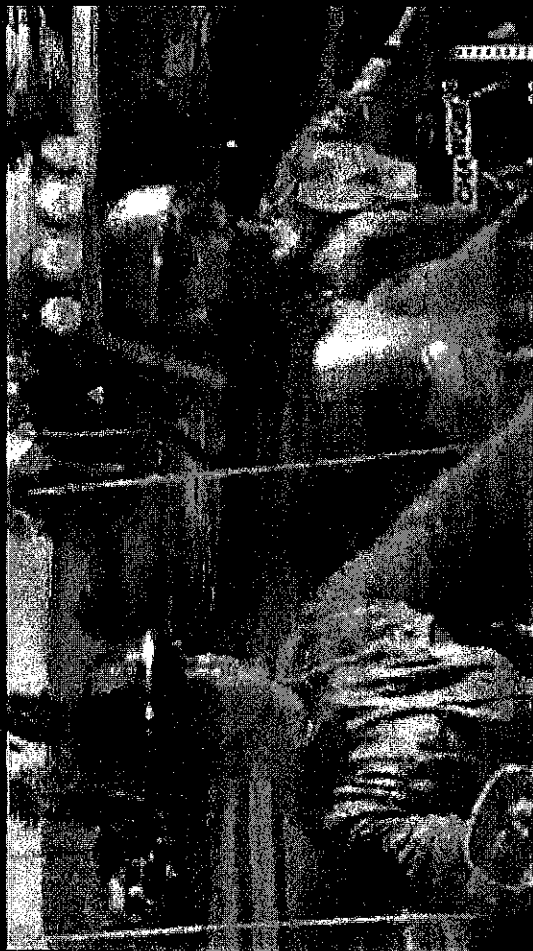
X

WTWC: WTWC-Charge

WTWC-Charge

03/25/2022 05:00:28.20 PM

03/25/22 17 00 28



But you got a push bar.

-32

-41 ENG

min 1 hour

24 hours

Last day

03/28/2022 05:00:00 PM

03/28/2022 06:00:00 PM

Local

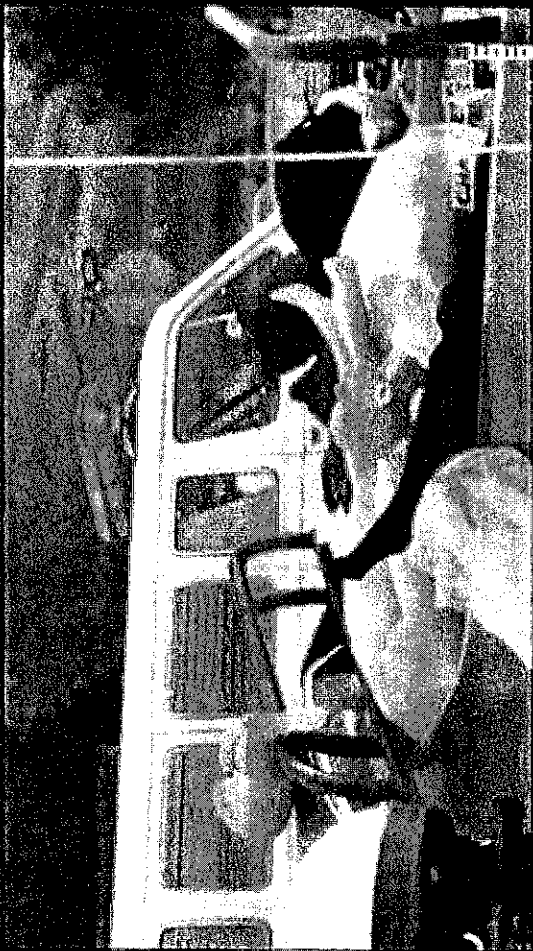
X

WTC: WTWC-Charge

WTWC-Charge

03/28/2022 05:10:46.21 PM

03/28/22 17 10 46



Two guilty parties, half a dozen witnesses

41 ENG

Recorded videos

15 min

1 hour

24 hours

Last day

04/07/2022 05:00:00 PM

04/07/2022 06:00:00 PM



WTWC: WTWC-Charge

WTWC-Charge

04/07/2022 05:09:18.08 PM

04/07/22 17:09:18



But, sarge, you always say--

--HI ENG

15 min

1 hour

24 hours

Last day

04/12/2022 05:00:00 PM

04/12/2022 06:00:00 PM

X

WTWC- WTWC-Charge

WTWC-Charge

04/12/2022 05:35:15.03 PM

04/12/22 17 35 15



Oh, yeah.
Vogt is relentless.

-32

-41 EWS

Recorded videos

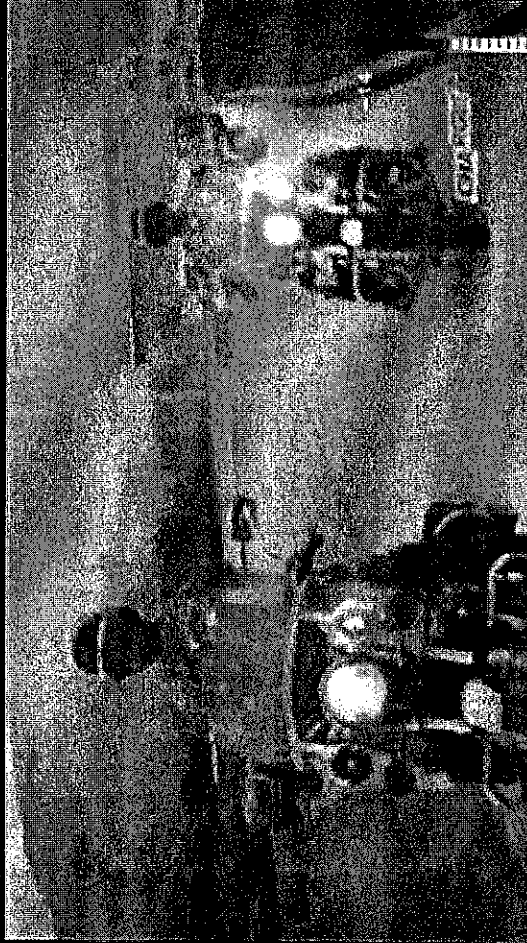
15 min 1 hour 24 hours Last day 04/20/2022 05:00:00 PM 04/20/2022 06:00:00 PM

WTWC: WTWC-Charge

WTWC-Charge

04/20/2022 05:10:04.28 PM

04/20/22 17:10:04



(woman on radio)
15:57 Mary 4
10-36 on Sam Adam Ocean. 476.

ENG

X

Recorded videos

15 min

1 hour

24 hours

Last day

04/25/2022 05:00:00 PM

04/25/2022 06:00:00 PM

WTWC- WTWC-Charge

WTWC-Charge

04/25/2022 05:23:07.00 PM

04/25/22 17:23:06



Well, where are you gonna find
a market on the. on the freeway?

--47 ENG