

**Before the  
FEDERAL COMMUNICATIONS COMMISSION  
Washington, D.C. 20554**

In the Matter of	)	
	)	
	)	CG Docket No. 05-231
Closed Captioning of Video Programming	)	
	)	
Telecommunications for the Deaf and Hard	)	PRM11CG
of Hearing, Inc.	)	
Petition for Rulemaking	)	

**ELECTRONIC NEWSROOM TECHNIQUE CAPTIONING  
PROGRESS REPORT**

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## Table of Contents

I.	Introduction And Summary .....	1
II.	Background.....	5
III.	The Rationale for Permitting Certain Television Stations To Utilize Enhanced ENT for Local News Broadcasts Remains Valid .....	7
A.	Real-Time Captioning Services Remain Expensive and Scarce .....	8
B.	A Real-Time Captioning Requirement Would Disserve the Public Interest by Reducing the Amount of Available Local News Programming, Particularly in Small and Medium Markets .....	10
C.	Speech Recognition Technology Has Not Yet Advanced to the Point Where It Is a Viable Alternative for Captioning Local News.....	13
IV.	Adoption of Enhanced ENT Best Practices Has Provided Caption Users with Increased Access to Local Television News Programming, but There Is Still Room for Improvement .....	14
A.	Broadcasters Have Widely Adopted the Enhanced ENT Best Practices. ....	14
B.	Enhanced ENT Has Increased the Quantity of Captioned Content in Local Newscasts.....	15
C.	Certain Television Stations in ENT-Permissible Markets Have Moved to Live Captioning.....	17
D.	Enhanced ENT Is Generally More Accurate and Synchronous Than Live Captioning.....	18
E.	Caption Users Continue to Experience Problems with Captioning, and the Stakeholders Are Committed to Finding Reasonable Solutions .....	19
V.	Recommendations .....	22
A.	Broadcaster Education and Training Regarding Inputting and Formatting of Scripts.....	22
B.	Consumer Education Regarding Customizing Captions To Accommodate Personal Preference .....	23
C.	Continued Dialogue Between Broadcasters and Consumer Groups.....	24
VI.	Conclusion.....	25

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**I. INTRODUCTION AND SUMMARY**

The National Association of Broadcasters (“NAB”)<sup>1</sup> submits this Progress Report pursuant to Federal Communications Commission (“FCC” or “Commission”) rule 79.1(e)(11)(v).<sup>2</sup> NAB has expended considerable time and resources, and coordinated closely with the Consumer Groups, to provide the Commission with a report on NAB’s members’ “experiences” with implementing Enhanced Electronic Newsroom Technique

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<sup>1</sup> NAB is a nonprofit trade association that advocates on behalf of radio and television stations and broadcast networks before Congress, the FCC and other federal agencies and the courts. This Report reflects collaboration with Telecommunications for the Deaf and Hard of Hearing, Inc. (“TDI”), the National Association of the Deaf (“NAD”), the Hearing Loss Association of America (“HLAA”), and the Technology Access Program at Gallaudet University (“TAP”) (collectively, “the Consumer Groups”). The Consumer Groups intend to file a separate report with the Commission.

<sup>2</sup> 47 C.F.R. § 79.1(e)(11)(v); see also *Closed Captioning of Video Programming; Telecommunications for the Deaf and Hard of Hearing, Inc., Petition for Rulemaking*, CG Docket No. 05-231, Order, 30 FCC Rcd 6477 (June 25, 2015) (extending the deadline for the Progress Report to October 28, 2015).

“Enhanced ENT”), “and the extent to which they have been successful in providing full and equal access to news programming” over the past fifteen months.<sup>3</sup> In sum, stations acted swiftly to implement the new rules once they became effective on June 30, 2014,<sup>4</sup> and have made significant progress in closing the “gaps” in captioning of breaking news, live on-location reporting, weather, and sports. At the same time, caption users continue to voice dissatisfaction with the overall quality of captioning, whether live or ENT, citing dropped captions and problems with accuracy, synchronicity and placement, and a disparity in quality between captions provided in local and network programming, respectively.<sup>5</sup> This Progress Report is the result of a cooperative dialogue and a continuing effort by NAB to work closely with the Consumer Groups to assess and improve Enhanced ENT execution.

The information provided herein was obtained in a number of ways, with NAB and the Consumer Groups working collaboratively throughout the process. Each conducted a jointly-created formal survey: NAB surveyed television stations that may permissibly utilize ENT about their implementation of the best practices (“the NAB Survey,” provided as Attachment A), while the Consumer Groups polled deaf or hard of

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<sup>3</sup> 47 C.F.R. § 79.1(e)(11)(v); *Closed Captioning of Video Programming; Telecommunications for the Deaf and Hard of Hearing, Inc., Petition for Rulemaking*, CG Docket No. 05-231, PRM11CG, Report and Order, Declaratory Ruling, and Further Notice of Proposed Rulemaking, 29 FCC Rcd 2221 ¶ 82 (Feb. 24, 2014) (“2014 Enhanced ENT Order”).

<sup>4</sup> 47 C.F.R. § 79.1(e)(11)(i) (permitting broadcast stations other than the major network broadcast television affiliates in the top 25 Designated Market Areas (“DMAs”) to utilize Enhanced ENT “to provide closed captioning for live programming or programming originally transmitted live”).

<sup>5</sup> It is important to note that this Progress Report is not focused on caption quality in general, but is specifically focused on how Enhanced ENT—as it is used in certain markets—has improved access to critical local news programming.

hearing television viewers in ENT-permissible markets about their captioning experiences (“the Consumer Group Survey,” provided, with the permission of the Consumer Groups, as Attachment B). In addition, NAB interviewed personnel from stations across the country to obtain supplemental information about Enhanced ENT implementation and, in some cases, the voluntary phase-in of live captioning in ENT-permissible markets.<sup>6</sup> Station financial information is drawn from NAB’s *Television Financial Report*.<sup>7</sup>

Having shared the results of their surveys, representatives from NAB and the Consumer Groups met at length to view and discuss clips of local news programming produced by a variety of station groups in small and medium markets across the country, some utilizing real-time captioning and others Enhanced ENT.<sup>8</sup> Our candid discussion focused on evaluating the progress that has occurred, the benefits and drawbacks of each captioning method, and areas for improvement. The meeting resulted in a renewed commitment from all stakeholders to engage in continuing

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<sup>6</sup> NAB conducted informal interviews with station personnel responsible for captioning so as to supplement information obtained and answer questions raised by responses to the NAB Survey. Because NAB wanted candid answers from its members, including about any shortcomings in a station’s Enhanced ENT implementation, NAB agreed not to attribute responses to any television broadcaster or its licensee. Certain information contained in this Progress Report not cited to the NAB Survey is based on the substance of those interviews.

<sup>7</sup> National Association of Broadcasters, *Television Financial Report* (2014).

<sup>8</sup> While the clips the group viewed (which included anchor dialogue, live shots, sports and weather) were not a statistically valid random sample, NAB and the Consumer Groups worked together to obtain video from a wide cross-section of group owners and market sizes, and to avoid any ability on the part of the participating broadcaster to submit its “best work.” The clips included examples of both ENT and live captioning from ENT-permissible markets, including Rochester, NY and San Antonio, TX, each of which has a significant deaf or hard of hearing population.

dialogue to arrive at solutions that adequately address concerns identified in the Consumer Group Survey and further enhance caption users' viewing experience while preserving stations' ability to provide local news.

Based on the results of the NAB and Consumer Group Surveys, NAB's follow up discussions with broadcasters, and feedback from the Consumer Groups, it is NAB's view that: (1) since adoption of the Enhanced ENT rules eighteen months ago, the cost considerations and challenges associated with securing real-time captioners have not changed and continue to make live captioning of local news difficult for broadcasters in medium and small markets, as well as for non-major network affiliated stations in the 25 largest markets; (2) news programming still presents significant challenges for automated speech recognition technology; (3) the majority of broadcasters in ENT-permissible markets have implemented and are abiding by the Enhanced ENT Best Practices, including closing many, but not all, of the captioning "gaps"; (4) even in markets where Enhanced ENT is permissible, a number of larger station groups have voluntarily moved to live captioning as they are able to afford and procure it; (5) while the amount of local news content captured by ENT has vastly increased, there is a continuing need to evaluate additional opportunities for scripting, to improve weather reporting summaries, and to find technological solutions that would improve display and pacing of ENT captions; and (6) while live captioning could fill remaining gaps in local news programming, the real-time captioning services available to newsrooms in small and medium markets continue to present significant challenges in terms of cost as well as accuracy, synchronicity, and placement.

This Progress Report by no means marks the end of discussions between NAB and the Consumer Groups, nor do broadcasters view it as the end of their commitment to continue to improve access to their news and other programming. Accordingly, NAB proposes certain next steps and informs the Commission that each stakeholder has committed to ongoing discussion and cooperation with the common goal of finding practical ways to maximize the accessibility of local news programming for caption users. While real-time and Enhanced ENT captioning each have certain benefits and drawbacks, NAB believes that advancements in technology, such as voice recognition, provide the best solution to enable broadcasters to offer caption users the functional equivalency of what is presented in the audio of local news programming. Unfortunately, over the short period the Enhanced ENT rule has been in effect, no preferable technological solution has come to market, and the challenges associated with securing qualified real-time captioners continue to make live captioning of local news difficult for many broadcasters. Therefore, NAB respectfully submits that the rationale behind permissive use of Enhanced ENT remains strong, and that the public interest would not be served by the Commission extending at this time the requirement for real-time captioning to all broadcasters regardless of market size and network affiliation.

## **II. BACKGROUND**

ENT is a closed captioning technology used by certain broadcasters to caption local news programming. ENT converts the dialogue included in a teleprompter script into captions. In the *1997 Closed Captioning Report and Order*,<sup>9</sup> the Commission

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<sup>9</sup> *Closed Captioning and Video Description of Video Programming*, MM Docket No. 95-176, Report and Order, 13 FCC Rcd 3272 ¶ 18 (Aug. 22, 1997) (“*1997 Closed Captioning Report and Order*”).

allowed the use of ENT in some markets for the captioning of newscasts and other live programming—for purposes of meeting the captioning benchmarks—both to permit flexibility in the methods used to create closed captions and to address the record’s conflicting accounts as to the number of available real-time captioners. Primarily because of the state of ENT technology at the time, only limited, scripted, in-studio portions of newscasts were captioned, leaving live interviews, late-breaking weather reports, and other typically unscripted material inaccessible. As a result, in 2011, the Consumer Groups petitioned the Commission to eliminate all use of ENT captioning.<sup>10</sup>

Having brought the stakeholders together in 2013 and 2014 for in-depth discussions about practical and technological solutions, the Commission adopted new guidelines designed to increase the amount of programming content captured by ENT.<sup>11</sup> Specifically, under the Enhanced ENT rules, a broadcast station that chooses to use ENT rather than live captioning (where permissible) will be deemed in compliance with the Commission’s rules if the station employs the following best practices:

- In-studio produced news, sports, weather, and entertainment programming will be scripted.
- For weather interstitials where there may be multiple segments within a news program, weather information explaining the visual information on the screen and conveying forecast information will be scripted, although the scripts may not precisely track the words used on air.
- Pre-produced programming will be scripted (to the extent technically feasible).
- If live interviews or live on-the scene or breaking news segments are not scripted, stations will supplement them with crawls, textual information, or other means (to the extent technically feasible).

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<sup>10</sup> TDI *et al.* Petition for Rulemaking, CG PRM-11 (January 27, 2011).

<sup>11</sup> 2014 Enhanced ENT Order ¶¶ 71–87.

- The station will provide training to all news staff on scripting for improving ENT.
- The station will appoint an “ENT Coordinator” accountable for compliance.

In sanctioning these best practices, the Commission stated its belief that “this approach will serve the public interest, as it will both ensure the continuation of local newscasts while requiring that enhancements be made to ENT that are consistent with Congress’s objective to provide full access to television programming by people who are deaf and hard of hearing.”<sup>12</sup> Further, the Commission required broadcasters to prepare and submit a report on the implementation of these new measures, and the extent to which they have been successful in providing full and equal access to news programming.<sup>13</sup> Incorporating meaningful input from both the television broadcast industry and the Consumer Groups, this Progress Report is submitted to satisfy that requirement.

### **III. THE RATIONALE FOR PERMITTING CERTAIN TELEVISION STATIONS TO UTILIZE ENHANCED ENT FOR LOCAL NEWS BROADCASTS REMAINS VALID**

The Commission should evaluate permissive continued use of Enhanced ENT in the context of the marketplace factors that influenced its decision in February 2014. Put simply, the cost considerations and challenges associated with securing real-time captioning for ENT-eligible broadcasters remain unchanged. High costs and the lack of available captioners continue to make live captioning of local news difficult if not impossible for broadcasters in small and medium markets and for non-major network

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<sup>12</sup> *Id.* ¶ 80.

<sup>13</sup> *Id.* ¶ 82; *see also* 47 C.F.R. § 79.1(e)(11)(v).

affiliated stations in large markets. NAB's members affirm that extending the requirement for real-time captioning beyond network affiliates in the Top 25 DMAs could result in staff cuts, diminished newsgathering capabilities, and fewer local newscasts. Interestingly, what has changed is that the Commission implemented rules governing the quality of captioning. Given persistent problems with human error in live captioning, some broadcasters suggest that ENT, in conjunction with the enhanced guidelines, may be the preferred choice to serve caption users and comply with the rules governing captioning accuracy and synchronicity.

**A. Real-Time Captioning Services Remain Expensive and Scarce**

The cost of real-time captioning remains high. The NAB Survey suggests that the vast majority of broadcasters using ENT that have investigated real-time captioning arrangements have opted to continue with ENT captioning, in large part because of the high cost of shifting to live.<sup>14</sup> Per hour of programming, broadcasters estimate and report (in the case of broadcasters who utilize both real-time captioning and Enhanced ENT) that live captioning costs are steep: 24.8% of broadcasters report that real-time captioning costs \$70-\$80 per hour, 22.4% report \$81-\$90 per hour, 12.1% report \$91-\$100 per hour, and 21.7% report more than \$100 per hour.<sup>15</sup> Only 7.5% of broadcasters report that real-time captioning costs less than \$70 per hour.<sup>16</sup> These costs are especially prohibitive in light of the sizable amount of original news programming that many broadcasters produce, regardless of market size. A vast

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<sup>14</sup> 91.6% of broadcasters cited cost as a primary reason that they have chosen to use Enhanced ENT to comply with the FCC's captioning regulations.

<sup>15</sup> *NAB Survey* at 9.

<sup>16</sup> *Id.*

majority of the broadcaster respondents—84.2%—produce more than twenty hours of original news programming each week.<sup>17</sup> When asked to provide information about the current cost of ENT, the estimated hourly cost of real-time captioning, and the quantity of programming delivered, seven-in-ten stations indicated that switching from ENT to real-time captioning would add a minimum of \$100,000 to their news budgets. Some station groups have opted to phase-in live captioning over time. Others that made the shift receive state grant money, and explain that they would have been unable financially to implement real-time captioning but for those outside funds.

Not only is the cost of real-time captioning high, but it is also relatively fixed across markets and station size. That is, the cost to an individual station is generally the same regardless of market size and irrespective of scalability. A small market television station with a proportionately smaller budget pays the same amount for live captioning as a station in a larger market with greater revenue. Moreover, even large entities that own multiple stations nationwide report that they have been unable to negotiate reduced prices for captioning services given short supply and high demand.

Setting aside the question of cost, it remains unclear whether there are sufficient numbers of captioning providers, even without regard to their quality, to satisfy demand for live captioning should the Commission prohibit continued ENT use. For example, broadcasters in smaller markets report that few captioners, nonetheless quality captioners, are available.<sup>18</sup> Given the Commission's quality rules, this creates a new

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<sup>17</sup> *Id.* at 10. Another 8.7% of respondents originate between 11 and 20 hours of non-repeat, news programming each week, meaning that well over 90% of stations originate more than 10 hours of local news. *Id.*

<sup>18</sup> *Id.* at 8.

dilemma for stations. As the NAB Survey indicates, 21.4% of stations noted that they utilize Enhanced ENT to comply with the FCC’s captioning regulations based in part on a lack of qualified captioners.<sup>19</sup> Thus, while live captioning may be preferable for caption users in one sense because it may better capture the audio of live, late-breaking and ad-libbed programming, it may not be superior to ENT from an overall quality standpoint.

In sum, the persistent shortages of qualified captioners challenge the ability of even the top captioning companies to deliver high-quality live captioning service, despite increasing demand (including for a whole host of programming other than local news).

**B. A Real-Time Captioning Requirement Would Disserve the Public Interest by Reducing the Amount of Available Local News Programming, Particularly in Small and Medium Markets**

The cost of implementing real-time captioning in all markets and for all stations is not outweighed by the benefits of live captioning, given its inherent shortcomings (as discussed herein), the improvements already made through Enhanced ENT, and the commitment of stakeholders to make continued improvements. Moreover, the risk to stations’ continued ability to serve the public with local news programming remains high and real. In 2014, the FCC agreed that “the public interest would not be served were television stations required to cut back on local news programming.”<sup>20</sup> Nothing has occurred since 2014 that alters this conclusion.

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<sup>19</sup> *Id.* at 7.

<sup>20</sup> 2014 *Enhanced ENT Order* ¶ 77.

The news budgets of small and medium market broadcasters cannot withstand the cost of real-time captioning without reducing the quantity and quality of original news programming. Currently, the vast majority of broadcasters who permissibly utilize Enhanced ENT—84.2%—originate over 20 hours of news programming per week.<sup>21</sup> Whereas stations in the top 90 markets generally dedicate approximately one quarter of their budgets to producing local news programming,<sup>22</sup> the actual dollar amounts that those percentages represent vary dramatically between the top markets and the remainder. For example, an average of all network affiliate and independent broadcasters indicates that stations in the top 10 DMAs spend \$9,495,000 annually on their news departments, stations in DMAs 11-20 allocate an average of \$5,237,930, and stations in DMAs 21-30 spend an average of \$5,025,790 per year.<sup>23</sup> Compare this to the dollar amount spent on news in the smaller markets: markets 31-40 drop to \$3,621,855,<sup>24</sup> markets 41-80 budget in the \$2,000,000 range,<sup>25</sup> and markets 81-90 show an even more significant drop, to \$1,459,446.<sup>26</sup> Beyond the Top 90 DMAs, broadcasters tend to reduce the percentage of their overall budget dedicated to news

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<sup>21</sup> *NAB Survey* at 10.

<sup>22</sup> See National Association of Broadcasters, *Television Financial Report*, at 5, 7, 9, 11, 13, 15, 17, 19, 21 (2014) (26.5% for markets 1-10, 26.1% for markets 11-20, 27.1% for markets 21-30, 25.2% for markets 31-40, 24.9% for markets 41-50, 23.5% for markets 51-70, 26.8% for markets 71-80, and 22.8% for markets 81-90).

<sup>23</sup> *Id.* at 5, 7, 9.

<sup>24</sup> *Id.* at 11.

<sup>25</sup> *Id.* at 13, 15, 17, 19.

<sup>26</sup> *Id.* at 21.

from approximately one quarter to one fifth or less.<sup>27</sup> The dollar amount that these smaller market broadcasters expend to serve their communities with local news is understandably less, as their revenues are much lower: markets 91-120 spend, on average, in the \$1,000,000 range annually,<sup>28</sup> whereas markets 121-130 drop to \$893,460 per year,<sup>29</sup> and markets beyond the top 175 spend \$461,068 per year.<sup>30</sup> While a news budget of over \$9 million may fairly readily absorb the high cost of real-time captioning, which averages between \$200,000 and \$300,000 annually for a station providing several hours of news programming daily, those stations with more limited budgets in small and medium markets simply cannot.<sup>31</sup>

News programming is, in all markets, an expensive proposition. Relatively speaking, in small markets, \$200,000 represents a significant percentage of the entire news budget. Indeed, as one small market broadcaster suggested, it equates to the salary of nine journalists. In any event, the fact remains that elimination of permissible ENT use would force many stations to cut back on local news programming, or abandon

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<sup>27</sup> *Id.* at 23, 25, 27, 29, 31, 33 (20.1% for markets 91-100, 20.9% for markets 101-110, 20.8% for markets 111-120, 20.4% for markets 121-130, 20.9% for markets 131-150, 19.9% for markets 151-175, and 15.1% for markets 176+).

<sup>28</sup> *Id.* at 23, 25, 27.

<sup>29</sup> *Id.* at 29.

<sup>30</sup> *Id.* at 35.

<sup>31</sup> The FCC in fact has previously recognized that smaller markets are generally “less able to support” multiple local television news operations. *2010 Quadrennial Regulatory Review*, MB Docket No. 09-182, Notice of Proposed Rulemaking, 26 FCC Rcd 17489 ¶ 53 (Dec. 22, 2011). The FCC also has recognized that independent stations, even in the top 25 markets, experience considerable “economic difficulties.” *Carriage of Digital Television Broadcast Signals: Amendment to Part 76 of the Commission’s Rules*, CS 98-120, Third Report and Order, 22 FCC Rcd 21064 ¶ 55 & n.192 (Nov. 30, 2007).

it altogether. Concerns about continued dissatisfaction with captioning evidenced by the Consumer Groups Survey notwithstanding, NAB believes that the better course is to remedy problems through continued discussion, targeted efforts, and encouraging improvements in technology, not through imposing additional burdens that would jeopardize the provision of local news programming to all viewers, including the deaf and hard of hearing community.

**C. Speech Recognition Technology Has Not Yet Advanced to the Point Where It Is a Viable Alternative for Captioning Local News**

As NAB has noted to the Commission previously, it has been involved in VoxFrontera, Inc., an automated captioning research initiative. VoxFrontera has been working for eight years to develop an automated speech recognition technology (ASR) that can process captions continuously in real time. VoxFrontera has learned, however, that captioning news is one of the more difficult challenges for ASR. News audio originates in a wide range of environments—from nearly pristine (in-studio) to taxing (live, on-scene) to hostile (weather emergencies). Speakers may be highly trained, on-air talent with mainstream syntax, vocabulary, and neutral accents. Or they may be interviewees for whom English is a second language. Or a reporter who speaks in a regional dialect with different vocabulary. Or a person experiencing emotional distress. Moreover, written English and spoken English are essentially two different languages. They have very different syntax and vocabularies, and news programming typically oscillates from one to the other without necessarily offering clear cues to denote the transition.

Thanks to increased investment in this sector by big technology firms such as Google, Apple, and Microsoft, the extremely sluggish progress in ASR over the last 20

years has hastened. Through the use of a new artificial intelligence tool called “deep learning,” error rates for certain uses, primarily small vocabulary command and control and directed search, have improved significantly in the last 4-5 years. Even this improvement has required vast computational resources and connection to the cloud, and ASR performance in difficult noise environments and with speaker variability still declines drastically. Most importantly, for purposes of the generation of automated captions, the current ASR technology still struggles with accurately segmenting continuous speech and works best in contexts where there are clear breaks.

The bottom line is that while ASR may ultimately present a viable means through which to provide a “functional equivalent” of the audio in local news programming for caption users, it is not currently a viable alternative to Enhanced ENT.

#### **IV. ADOPTION OF ENHANCED ENT BEST PRACTICES HAS PROVIDED CAPTION USERS WITH INCREASED ACCESS TO LOCAL TELEVISION NEWS PROGRAMMING, BUT THERE IS STILL ROOM FOR IMPROVEMENT**

##### **A. Broadcasters Have Widely Adopted the Enhanced ENT Best Practices**

Broadcasters take their obligation to deliver high-quality local news to all viewers seriously, and they remain committed to improving access to local news for deaf and hard of hearing viewers. As pledged to both the Commission and the Consumer Groups, once the Enhanced ENT rules were adopted, NAB conducted broad outreach to station members and their FCC counsel. In addition to preparing counsel memos and numerous member alerts targeted toward station owners, managers and engineers, NAB produced a training webinar that featured Karen Peltz Strauss, Deputy Bureau Chief of the Commission’s Consumer and Governmental Affairs Bureau, in addition to NAB staff and other lawyers well-versed in the accessibility rules. NAB also worked with

the Federal Communications Bar Association (FCBA) to facilitate a seminar designed to educate media attorneys about the new rules and encourage them to train their television station clients, and coordinated with State Broadcasters Associations to further inform the industry.

Based on the results of the NAB Survey, it appears that broadcasters utilizing ENT captioning are almost universally aware of and have adopted the Enhanced ENT Best Practices. The vast majority of survey respondents—95%—indicate that they pre-produce programming whenever possible, and 95.7% script substantially all in-studio programming, including weather and sports.<sup>32</sup> Close to 95% of respondents also report that they supplement non-scripted live programming or breaking news through the use of crawls, textual information, or other means.<sup>33</sup> Most stations also have adopted training and coordination best practices: 93.5% have increased training on scripting to improve ENT, and 90.4% have assigned an in-station ENT coordinator.<sup>34</sup> In total, more than 90% of stations that use Enhanced ENT to caption local news indicate compliance with all five of the Best Practices.<sup>35</sup>

**B. Enhanced ENT Has Increased the Quantity of Captioned Content in Local Newscasts**

As the Commission's *Order* stated, because ENT often left portions of live newscasts uncaptioned, it was not viewed as capable of providing the "functional equivalent" of the audio portion of television programming. The information NAB has

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<sup>32</sup> *NAB Survey* at 5.

<sup>33</sup> *Id.*

<sup>34</sup> *Id.*

<sup>35</sup> *Id.*

gleaned through its survey and supplemental interviews with television station personnel indicates that, by drawing on improved ENT technology and implementing new protocols, stations have managed to “fill many, if not most, of the gaps that [traditional] ENT practices often le[ft].”<sup>36</sup> In its *2014 Enhanced ENT Order*, the Commission highlighted the lack of captions in “sports and weather updates, on-the-spot field reporting, interviews and dialogue between anchors.”<sup>37</sup> NAB members generally report that, whereas previously only about half of the content of a local newscast might be scripted, now approximately 95% of the content contained in a local newscast is captured by ENT (in some instances, stations have reported that “gap” to be as little as 2 minutes in a 30 minute newscast). Stations have modified their work flows so that the bulk of the dialogue among the anchors is scripted, so that sports reports are scripted, and so that journalists reporting live from the field send a script back to the studio just prior to air time. While much weather reporting is inherently fluid, meteorologists are providing summaries that capture the forecast for caption users. Most report that gaps remain in spontaneous “anchor banter,” during live interviews, and in certain breaking news situations where there is neither time nor technology to facilitate sending a script back to the studio before going live.

As the Commission noted in adopting the rules, breaking news often involves evolving situations. Many stations report that, under these circumstances, their Enhanced ENT protocol involves including some of the basic facts in the anchor script before the story is sent to the reporter in the field. For example, “there is a five alarm

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<sup>36</sup> *2014 Enhanced ENT Order* ¶ 78.

<sup>37</sup> *Id.* ¶ 76.

fire, report of people trapped, police and fire are on the scene, WXYZ reporter joins us now live from downtown Small Market." Where stations cover this live breaking news multiple times within the newscast, they generally provide additional scripting that is captured through ENT, and this script is updated as necessary. Importantly, stations continue to supplement Enhanced ENT with real-time captioning when disseminating information about emergency situations.<sup>38</sup>

Stations also report that live in-studio interviews are a part of local news programming, particularly during morning shows. These interviews present additional challenges. If there is a guest live in-studio, stations generally include information on the guest and topic in text or crawls in the lower third of the screen. Where an interview or segment is pre-recorded, it is transcribed and scripted in the prompter for captioning.

### **C. Certain Television Stations in ENT-Permissible Markets Have Moved to Live Captioning**

In the course of reviewing its survey results and soliciting examples of clips to facilitate discussion with the Consumer Groups, NAB determined that a number of stations utilize live captioning in ENT-permissible markets, although NAB does not have sufficient data to provide an exact number. In follow up interviews with some of these stations, NAB ascertained that among the primary reasons for a shift to real-time captioning is the nature of the content of the news programming. Those stations with more live, out-of-studio or interview programming appear more likely to have investigated or implemented live captioning because of the difficulties inherent in fully

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<sup>38</sup> The Commission's rules mandate the accessibility of information disseminated in the audio portion of video programming. Specifically, broadcasters are required to make emergency information accessible "by using a method of closed captioning or by using a method of visual presentation." 47 C.F.R. § 79.2(b)(1) (emphasis added).

implementing Enhanced ENT where, in their editorial discretion, they choose to offer more unscripted program content.

One of the nation's largest television broadcasters (by number of stations) uses live captioning in 40 of its 63 news markets, with captioning provided by U.S. Captioning and Caption Colorado, spending more than \$7 million annually. The company describes its transition to real-time captioning beginning in January 2015 as "a very long and arduous process" due to high industry demand for captioning network and major market local news programming and, in its opinion, the real challenges captioning companies face in delivering top quality captioning service. Despite this broadcast company's presumed leverage, it has been unable to procure live captioning services in each of its markets. Further, most small and medium market stations report that they have been successful only in obtaining modest captioning sponsorships, if any. Notably, as further discussed below, several of the stations NAB interviewed expressed concern about the quality of the live captioning services they receive, even though the providers are among the most reputable in the country.

#### **D. Enhanced ENT Is Generally More Accurate and Synchronous Than Live Captioning**

Simply by virtue of the fact that it follows a prepared script, ENT produces more accurate and complete captions in local newscasts than does live captioning. The NAB Survey indicates that 23.3% of broadcasters who utilize Enhanced ENT, including those who use a combination of ENT and real-time captions, do so because the accuracy of ENT captions is superior to live captions.<sup>39</sup> The information NAB obtained through follow up interviews with broadcasters is consistent: many stations cite time lags and human

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<sup>39</sup> *NAB Survey* at 7.

errors in live captioning as a factor for opting to continue utilizing ENT. Moreover, certain broadcasters that have switched to real-time captioning report significant concerns about the quality of live captions—specifically, accuracy and synchronicity—and have considered a return to ENT as a result.

The overall quality of ENT, including in comparison to live captioning, was a primary focus of discussion among representatives from NAB and the Consumer Groups as they viewed representative samples. The live captioning examples contained misspellings, dropped words, and significant latency. While not perfect, the ENT captions generally contained fewer misspellings and dropped words than did live captions, and were more synchronous. As discussed below, the continued concerns with Enhanced ENT expressed during the meeting centered not as much on accuracy and synchronicity, but on remaining gaps, inconsistencies in weather summaries, and the display and pacing of the captions.

**E. Caption Users Continue to Experience Problems with Captioning, and the Stakeholders Are Committed to Finding Reasonable Solutions**

Despite the improvements in accessibility that have resulted through implementation of Enhanced ENT over the past 15 months, the Consumer Group Survey indicates that viewers in ENT-permissible markets have valid and significant concerns about the overall quality of captioning, whether ENT or real-time.<sup>40</sup> NAB and the Consumer Groups will continue to work cooperatively to address these issues.

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<sup>40</sup> As was the case with the broadcaster survey, NAB and the Consumer Groups worked in tandem to ask questions designed to assess whether Enhanced ENT has improved access to local broadcast television news for caption users in small and medium markets. The narrative responses to the Consumer Group Survey, however, extend to entertainment programming, captioning offered by cable providers, live captioning and the quality of captions generally.

Specifically, 68.93% of the Consumer Group Survey respondents believe that the quality of captions contained in local broadcast television news is inferior to captioning provided in other television programs they watch.<sup>41</sup> 82.14% of respondents say they have experienced captioning “problems” while watching local news, and 49.32% suggest they have experienced “problems” during periods when emergency information is being disseminated.<sup>42</sup> 74.76% of respondents reported not noticing any changes with caption accuracy in local broadcast television news programming since the implementation of Enhanced ENT.<sup>43</sup> 11.07% of respondents reported that local broadcast television news captions have gotten better over the past year.<sup>44</sup> In terms of accuracy, on a scale of 1-5, the median score was 3.<sup>45</sup> With respect to synchronicity,

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<sup>41</sup> *Consumer Group Survey* at 2.

<sup>42</sup> *Id.* at 2, 5. The Consumer Survey asked caption users to identify “problems,” such as where a newscaster obviously is speaking but no words appear, misspelled words, missing words, missing captions before commercial breaks, and incomplete phrases. Approximately 71% indicated that there are times when newscasters are speaking that remain uncaptioned, but the survey results offer no further detail. *Id.* at 3. The most common problem identified in the Consumer Group Survey is the lack of captions during emergency programming. Other problems identified included captions being inaccurate, incomplete, and delayed. *See id.* at 2-3. The Consumer Group Survey responses suggest that broadcasters are providing “visual presentations” during emergency programming, such as crawls and graphics. *See supra* note 38 (describing the Commission rule for conveying emergency information); *see, e.g., Consumer Group Survey* at 25. Additionally, the NAB Survey suggests that 94.7% of broadcasters who use Enhanced ENT supplement breaking news “through the use of crawls, textual information, or other means.” *NAB Survey* at 5.

<sup>43</sup> *Consumer Group Survey* at 3.

<sup>44</sup> *Id.*

<sup>45</sup> *Id.* at 1. More specifically, 60.97% experienced misspelled words, 59.03% experienced incomplete sentences, 52.04% experienced phrases that are obviously missing words, 64.47% experienced phrases that are obviously incomplete or do not include everything that is being said, 71.26% experienced missing captions—for

almost half—49.13%—of respondents report that captions are both delayed and too fast, with only 9.90% of respondents reporting that captions are in sync.<sup>46</sup> As far as completeness, 49.90% of respondents report weather segments being captioned,<sup>47</sup> and 53.01% report sports segments being captioned (with 33.20% of respondents answering that they do not know whether sports is captioned because they do not watch those segments).<sup>48</sup> 85.44% answered “yes” to the question “do the captions ever stop during breaking news reports or live coverage of events during the local broadcast television news?”<sup>49</sup> Finally, 78.06% of respondents noted that captions sometimes cover up text or graphics on the screen.<sup>50</sup>

Many of these same concerns were echoed when the stakeholders met, and together, broadcasters and the deaf and hard of hearing community discussed possible solutions to several of the identified problems. For example, some suggested that anchor “banter” could be more ubiquitously scripted, so that ENT captions reflect what anchors are actually saying, especially at the beginnings and ends of segments. In

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example, where a newscaster is obviously speaking but no words appear, and 53.40% experienced missing captions right before the commercial break. *Id.* at 2-3.

<sup>46</sup> *Id.* at 3.

<sup>47</sup> It is unclear whether this statistic accounts for captions that summarize weather information instead of “precisely track[ing] the words used on air.” 47 C.F.R. § 79.1(e)(11)(i)(B). Respondents to the Consumer Group Survey complained of both weather programming lacking captions altogether, and weather programming being captioned with summaries. *See, e.g. Consumer Group Survey* at 8 (“[W]eather captions are a canned item, not what the weatherman is actually saying”).

<sup>48</sup> *Consumer Group Survey* at 4.

<sup>49</sup> *Id.* at 4.

<sup>50</sup> *Id.* at 5.

certain instances, there was a complete disconnect between the weather forecast loaded into the prompter and that being given live in the audio.<sup>51</sup> Several members of the group suggested that captions either appear on the screen “too fast or too slow,” which makes captioning hard to follow and the content of the programming difficult to comprehend. The group acknowledged that some of the criticism may be subjective, and that a range of personal preferences about pacing and style, for example, may exist. As for concerns about captioning placement, NAB agreed to investigate technical solutions to better ensure that relevant graphics and other information are not covered by captions.

## **V. RECOMMENDATIONS**

As noted above, NAB and the Consumer Groups are committed to ongoing discussions about further enhancing the use of ENT captioning or otherwise improving caption users’ viewing experiences with local news, particularly in small and medium markets. At present, NAB has identified three concrete recommendations for near-term improvements.

### **A. Broadcaster Education and Training Regarding Inputting and Formatting of Scripts**

First, NAB recommends that broadcasters engage in education regarding script formatting for ENT to ensure that deaf and hard of hearing viewers may more easily read the resulting captions. In the course of reviewing clips from ENT-captioned newscasts, representatives from the deaf and hard of hearing community noted that ENT captions can, at times, be difficult to read and digest simply because of the format

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<sup>51</sup> The clip in which there was a disconnect appeared to be permissibly summarized weather information instead of the speaker’s exact words. See *supra* note 47.

and pacing. Sometimes, captions appear with very few words to a line, or are crowded to one side of the screen. The short lines require the captions to turn over quickly or disappear to keep pace with the words read from the teleprompter. NAB has already shared this feedback with its members, and believes the problem may be ameliorated to a significant degree through additional training at the station level. The scripts used to create ENT captioning are currently formatted with the primary goal of ensuring that an anchor or reporter can easily read and communicate the information verbally. With additional education and training about how the format and input of scripts into the ENT system impacts the ability of caption users to read and comprehend the resulting captions, NAB believes that broadcasters can tangibly improve the experience of users viewing ENT captions.

**B. Consumer Education Regarding Customizing Captions To Accommodate Personal Preference**

Second, NAB recommends that broadcasters, the FCC, and Consumer Groups engage in consumer education regarding technology that enables viewers to customize captions. Caption users have expressed a wide variety of caption-style preferences that contribute to each individual's overall viewing experience. The existing technical standard—CEA-708—enables viewers with digital television sets to customize caption displays. CEA-708, which was adopted by the Commission in 2000 and implemented in 2009,<sup>52</sup> allows users to customize caption size, caption font, character background and

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<sup>52</sup> See *Closed Captioning Requirements for Digital Television Receivers; Closed Captioning and Video Description of Video Programming, Implementation of Section 305 of the Telecommunications Act of 1996, Video Programming Accessibility*, ET Docket No. 99-254, MM Docket No. 95-176, Report and Order, 15 FCC Rcd 16788 (July 31, 2000) (adopting the CEA-708 standard “to provide guidelines for encoder and decoder manufacturers and caption providers to implement closed captioning services with digital television technology”).

foreground colors, and other features.<sup>53</sup> As the Commission has recognized, however, the use of these customization features amongst the deaf and hard of hearing community is low.<sup>54</sup> Improving the information flow to consumers about available controls on DTV receivers would address some of the subjective quality preferences that caption users express.

### **C. Continued Dialogue Between Broadcasters and Consumer Groups**

Third, and perhaps most importantly, NAB commits to continued open communication between broadcasters and caption users with respect to stations that utilize Enhanced ENT. NAB and the Consumer Groups have collaborated to design, implement, and assess Enhanced ENT, and this partnership has been invaluable. NAB and its members have welcomed the constructive feedback and guidance from the deaf and hard of hearing community about ways to make local news more accessible to all viewers. We have brainstormed about means for stations to receive feedback from caption users directly, such as providing contact information in captioning at the end of a news broadcast (in addition to the website contact information required by the Commission), or through local community outreach. As one television news executive put it, local broadcasters are not in a position to turn away any viewers. Therefore, NAB's members are incentivized to maintain channels for meaningful input from caption users, and to implement voluntary measures that will improve the accessibility of their local news programming, whether through ongoing dialogue between NAB and the

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<sup>53</sup> See 2014 Enhanced ENT Order ¶ 160.

<sup>54</sup> See *id.* (explaining that anecdotal evidence “suggests that often it is challenging for consumers to figure out how to access the features made available through CEA-708 display standards”).

Consumer Groups in Washington, through feedback to individual stations, by championing improved technology, or through the creation of select focus groups across the country that allow local broadcasters utilizing ENT and their deaf and hard of hearing viewers to assess the quality of captions and access to local news together.

## **VI. CONCLUSION**

As this Progress Report demonstrates, over a relatively short period, television broadcasters have implemented Enhanced ENT in a manner that has resulted in significant improvements in the quality and quantity of captioned content in local news programming. At the same time, NAB's members report that the market for quality real-time captioners remains relatively unchanged, and problems with live captioning persist. NAB remains committed to working collaboratively with the Consumer Groups to enhance the viewing experience for all caption users, and will use the results of the Consumer Group Survey and our ongoing dialogue to further educate and train its station members that utilize Enhanced ENT. Our experience over the past year teaches us that real-time captioning is not a panacea, and that mandating its use will come at the cost of diminished local news offerings without meaningful overall improvement in captioning quality. As the market continues to pursue advancements in different technologies, such as voice recognition, NAB respectfully submits that Enhanced ENT remains the best option near-term, and that the Commission should not extend at this time the requirement for real-time captioning to medium and small markets and to non-major network affiliated stations in large markets.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Rick Kaplan", with a long horizontal line extending to the right.

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October 28, 2015

## Attachment A: NAB Survey



## **2015 ENHANCED ENT SURVEY REPORT**

**Prepared by Christopher Harper, CPA, MBA  
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# Table of Contents

## Introduction and Methods

## Discussion and Analysis

Overview

Compliance with the FCC's 2014 ENT Best Practices

Complaints Regarding Programming Captioned Using ENT

Switching from ENT to Real-Time Captioning

Primary Reasons for Choosing Enhanced ENT

Investigating the Cost of Real-Time Captioning

Hourly Cost of Real-Time Captioning

Weekly Hours of Original News Programming

Annual Cost of Real-Time Captioning

## Appendix

List of Survey Questions

## Introduction and Methods

Under the existing rules of the Federal Communications Commission (FCC or Commission), only the major national broadcast television networks (i.e., ABC, CBS, Fox and NBC) and affiliates of those stations in the top 25 markets must use real-time captioning in order to comply with the closed captioning rules. Remaining stations may use so-called Electronic Newsroom Technique (ENT) to convert the dialogue included in a teleprompter script into captions for their news programming. In close cooperation with representatives of the hearing impaired community, the National Association of Broadcasters (NAB) helped the Commission craft rules designed to improve the overall television viewing experience of captioning users while preserving the ability of small and medium market television stations to utilize ENT. Noting particularly the cost considerations and challenges associated with real time captioning, and the potential for a real time captioning requirement to result in a diminution of local news programming, the Commission ultimately adopted a set of best practices known as “Enhanced ENT.” The Enhanced ENT requirements became effective on June 30, 2014.

The Commission also required broadcasters to assess their Enhanced ENT efforts and to submit an analysis in the form of a report from NAB by October 28, 2015. This summarizes the television station survey conducted by NAB to gather feedback from television stations regarding their Enhanced ENT efforts to include in the October 2015 report.

In July 2015, television stations were invited to participate in the 2015 Enhanced ENT Survey. The population of stations surveyed included all full-power commercial and non-commercial television stations in Nielsen Designated Market Areas (DMAs) smaller than 25 in addition to full-power commercial and non-commercial television stations not affiliated with ABC, CBS, NBC or Fox in DMAs 1-25. Each station was asked to complete an online questionnaire that requested information related to utilization of ENT, complaints received regarding ENT and costs associated with ENT. Invitations were sent via electronic mail to management personnel at individual television stations in addition to key personnel at companies that operate multiple television stations. The public accounting firm of Hungerford Nichols CPAs + Consultants (Hungerford) administered the survey. All responses were collected by Hungerford via the online questionnaires in July, August and September 2015.

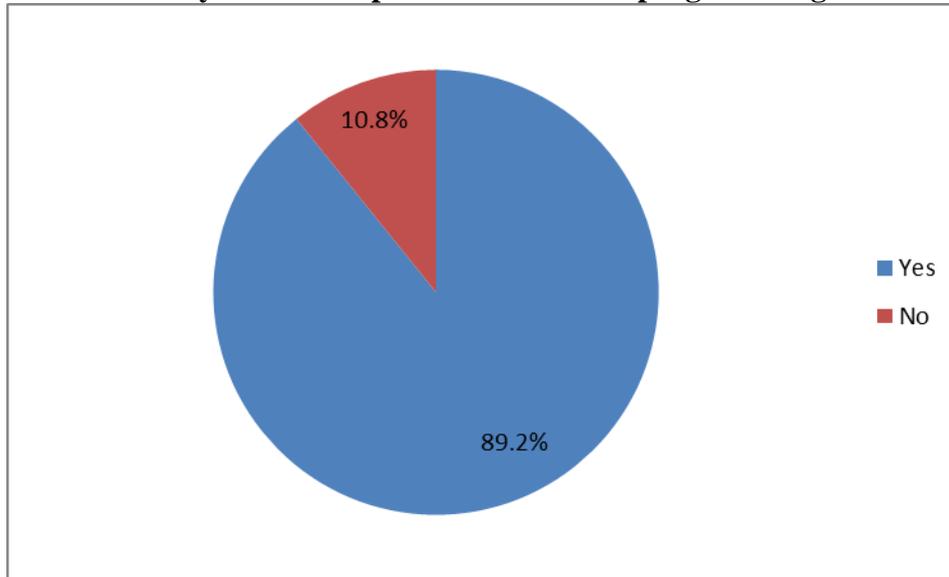
Of the 1,288 television stations invited to participate in the survey, 445 stations provided usable survey responses, resulting in a 34.55% overall response rate. The following discussion summarizes the responses provided respondents.

# Discussion and Analysis

## Overview

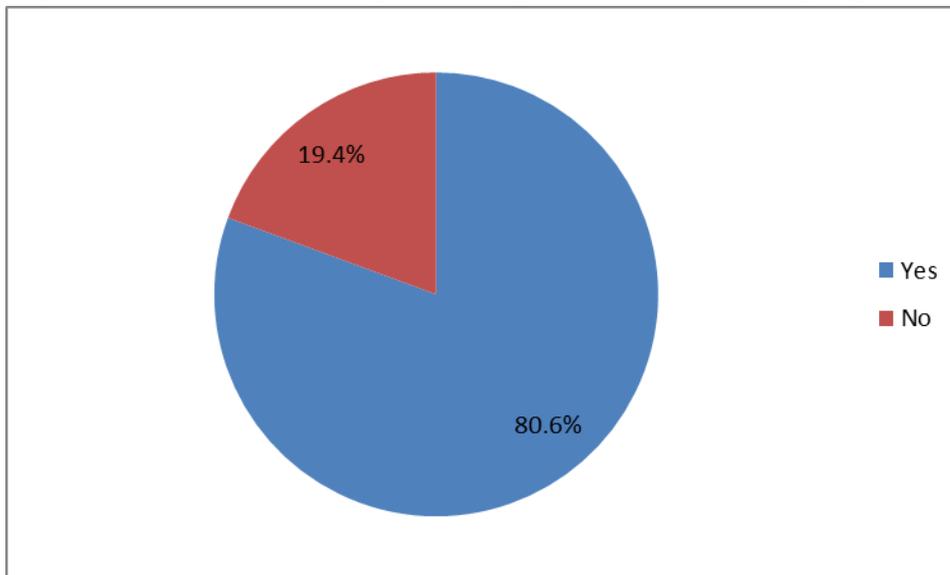
Of the 445 stations that responded to the survey, 397 indicated that their station produces local news programming. Of the 397 stations that produce local news programming, 320 stations indicated that they use ENT to provide captions for local news programming.

**“Does your station produce local news programming?”**



**Among Respondents that Produce Local News Programming:**

**“Does your station use ENT to provide captions for local news programming?”**



Two stations that do not produce local news programming indicated that they utilize ENT. Thus, 322 respondents indicated that they utilize ENT. Because survey questions apply only to those stations using ENT, the remainder of the analysis focuses on the 322 respondents that utilize ENT.

## Compliance with the FCC’s 2014 ENT Best Practices

Respondents were asked if their station had complied with the FCC’s 2014 ENT Best Practices by implementing specific measures. The following table quantifies which measures have been implemented by the 322 respondents that utilize ENT. Responses were not mutually exclusive; respondents were permitted to select all implementation measures that apply.

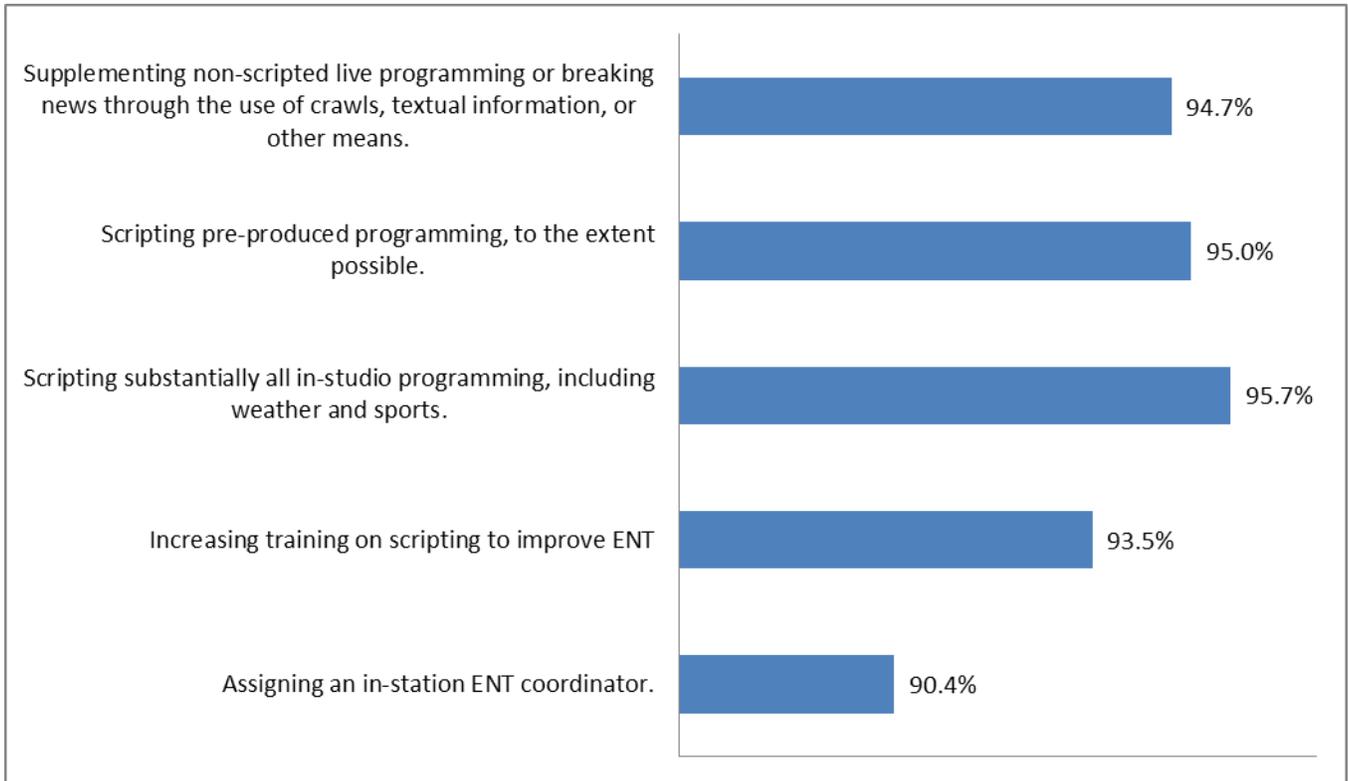
### Among the 322 Respondents that Utilize ENT:

**“Have you complied with the FCC’s 2014 ENT Best Practices (Enhanced ENT) by implementing any of the following?”**

Assigning an in-station ENT coordinator.	291	90.4%
Increasing training on scripting to improve ENT	301	93.5%
Scripting substantially all in-studio programming, including weather and sports.	308	95.7%
Scripting pre-produced programming, to the extent possible.	306	95.0%
Supplementing non-scripted live programming or breaking news through the use of crawls, textual information, or other means.	305	94.7%

### Among the 322 Respondents that Utilize ENT:

**“Have you complied with the FCC’s 2014 ENT Best Practices (Enhanced ENT) by implementing any of the following?”**

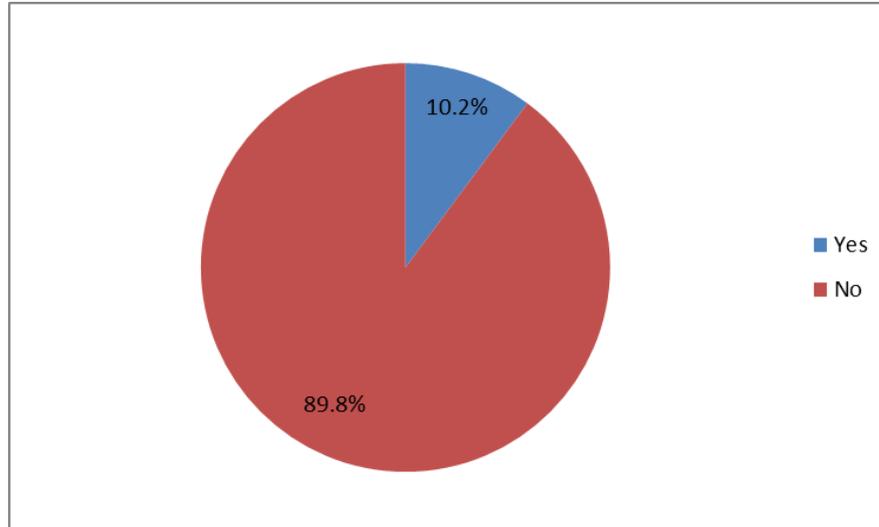


## Complaints Regarding Programming Captioned Using ENT

Respondents were asked if their station had received complaints about programming captioned using ENT since June 30, 2014. Of the 322 respondents that utilize ENT, 289 stations have not received complaints.

### Among the 322 Respondents that Utilize ENT:

**“Since June 30, 2014, have you received complaints about programming captioned using ENT?”**



The 33 respondents that reported complaints were asked how many complaints they have received since June 30, 2014. The following table summarizes the range of occurrences that was reported by respondents.

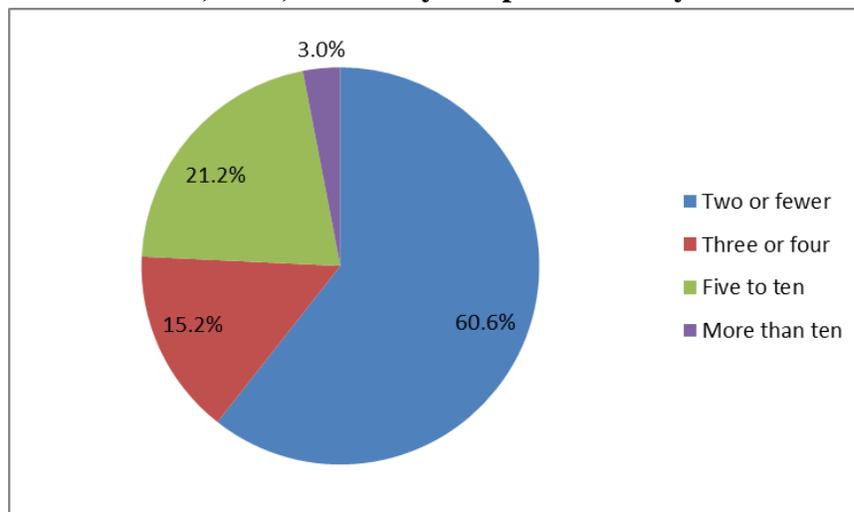
### Among the 33 Respondents that Received Complaints:

**“Since June 30, 2014, how many complaints have you received?”**

Two or fewer	20	60.6%
Three or four	5	15.2%
Five to ten	7	21.2%
More than ten	1	3.0%

### Among the 33 Respondents that Received Complaints:

**“Since June 30, 2014, how many complaints have you received?”**



## Primary Reasons for Choosing Enhanced ENT

Respondents were asked about the primary reason their station has chosen Enhanced ENT to comply with the FCC’s captioning regulations. More than nine-in-ten respondents selected “Cost” as the primary reason their station has chosen Enhanced ENT. The following table quantifies the reasons cited by the 322 respondents that utilize ENT. Responses were not mutually exclusive; respondents were permitted to select all reasons that apply.

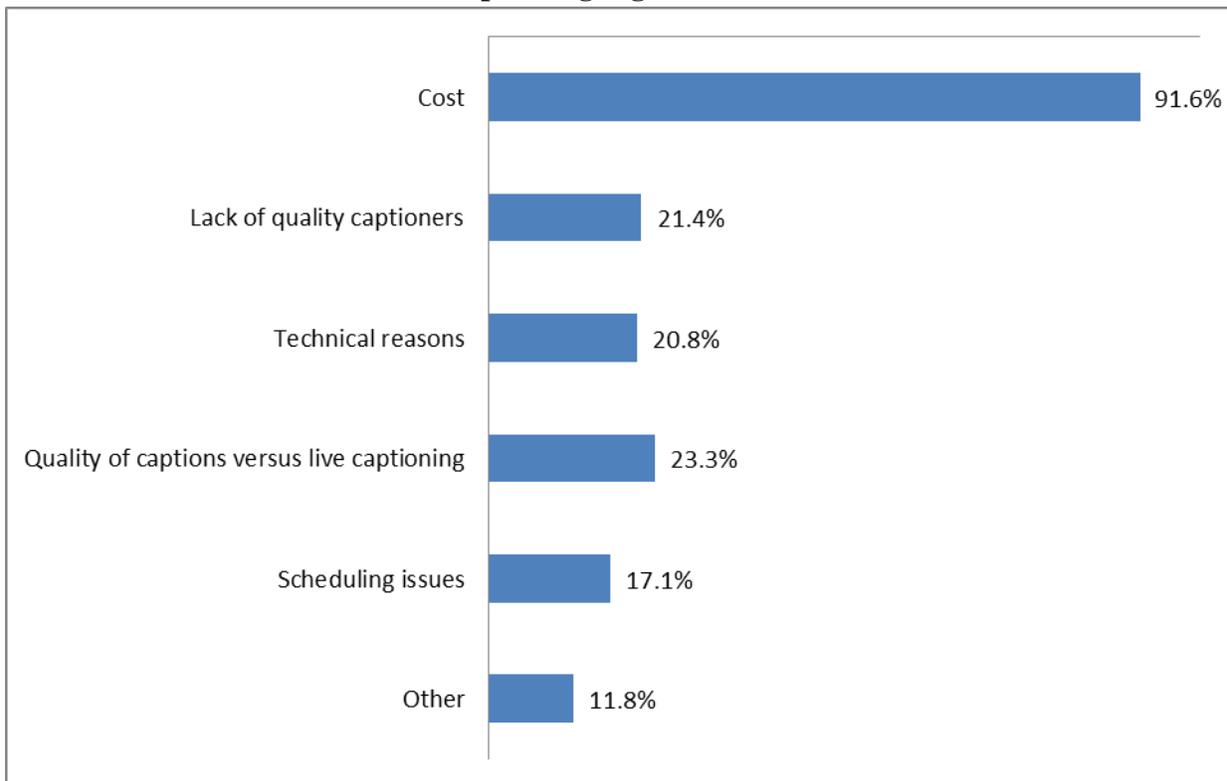
### **Among the 322 Respondents that Utilize ENT:**

**“What are the primary reasons your station has chosen to use Enhanced ENT to comply with the FCC’s captioning regulations?”**

Cost	295	91.6%
Lack of quality captioners	69	21.4%
Technical reasons	67	20.8%
Quality of captions versus live captioning	75	23.3%
Scheduling issues	55	17.1%
Other	38	11.8%

### **Among the 322 Respondents that Utilize ENT:**

**“What are the primary reasons your station has chosen to use Enhanced ENT to comply with the FCC’s captioning regulations?”**



## Primary Reasons for Choosing Enhanced ENT (continued)

Respondents that indicated “other” reasons for choosing Enhanced ENT were provided with the opportunity to describe these reasons. The following table lists the unedited textual comments provided by respondents.

<b>Respondent</b>	<b>Actual Textual Response</b>
1	Parent Company Policy
2	We already live caption some newscasts
3	trying ot [SIC] do what is asked of us and provide quality system
4	Time difference in Alaska means few operators available
5	Satisfied with current ENT service
6	We currently live caption appx. 40% of all live programming. Rest is ENT
7	Our talent runs the prompter at the speed they are reading making the timing of the captioning accurate.
8	[station call letters redacted] does not have local news
9	We do live captioning as well as ENT, its a mix.
10	Corporate decision
11	Market Size
12	We use both ENT and real time captioning.
13	We are using real time captioning, ENT is a backup
14	We are using real-time captioning services, ENT is a backup
15	Switchng [SIC] to live captioning within the next month.
16	Switchng [SIC] to live captioning within the next month.
17	Switchng [SIC] to live captioning within the next month.
18	We use both ENT and Real Time captioning here. ENT was available first due to technology. RT has been added recently
19	We use both ENT and Real Time captioning here. ENT was available first due to technology. RT has been added recently
20	We only caption 1 hour of news using ENT and that is 5am-6am the rest is live captioned
21	Already switched to live CC
22	We use real time captioning always except for morning news from 5:00-5:30 am (Mon-Fri) where we use ENT
23	on the company list to do so but haven't yet
24	time lag for live captioning
25	time lag for live captioning
26	We used it outside the mandated time periods
27	We produce captions via scripts using CaptionMic with a live operator for each show. The operator voices the captions when there is no Script
28	We use ENT during the 4:30 - 6am news then use Real time CC for all news after that to reduce costs
29	We do use live captionin during breakng weather and news coverage
30	We actually use a combination of live captioning and ENT. We find the ENT to be more accurate.
31	We use live captioning because of a grant through the State of [state name redacted]. If not for the grant, we could not afford live captioning.
32	We use a live captioning service when ENT is not adequate
33	[station call letters redacted] does use live captioners for news programs with unscripted guests and breaking news/weather
34	[no response provided]
35	To provide full compliance with FCC Guidelines.
36	It's way to expensive to purchase live captioning for a station our size. The technological solutions aren't accurate enough to comply with the accuracy rules.
37	We use ENT captioning in 2 instances; to CC local news that is broadcast outside of the required CC time window (2am-6am) and to add CC to pre-produced local programming. Our AM news airs from 4:30am-9:00am. ENT captioning is only used from 4:30am-6:00am, then at 6am we switch to a live CC service.
38	Already putting in scripts for anchors, reporters, weather etc. so it's more efficient

## Switching from ENT to Real-Time Captioning

Respondents were asked if their station has considered switching from ENT to real-time captioning. Of the 322 respondents that utilize ENT, 185 reported that they have considered switching from ENT to real-time captioning. Thus, 57.5% of respondents that utilize ENT reported that they have considered switching.

## Investigating the Cost of Real-Time Captioning

Respondents that do not already use real-time captioning for other purposes (such as during emergencies) were asked if they have investigated the cost of real-time captioning (e.g., contacting one or more vendors or soliciting sponsorships). Of the 322 respondents that utilize ENT, 287 indicated that they have investigated the cost of real-time captioning, 30 reported that they have not investigated the cost and five respondents did not answer the question.

## Hourly Cost of Real-Time Captioning

Respondents were asked the following question: Approximately how much money per hour do you estimate you would pay for real-time captioning (or how much do you currently pay) for real-time captioning? The following table summarizes the hourly cost ranges reported by the 322 respondents that utilize ENT.

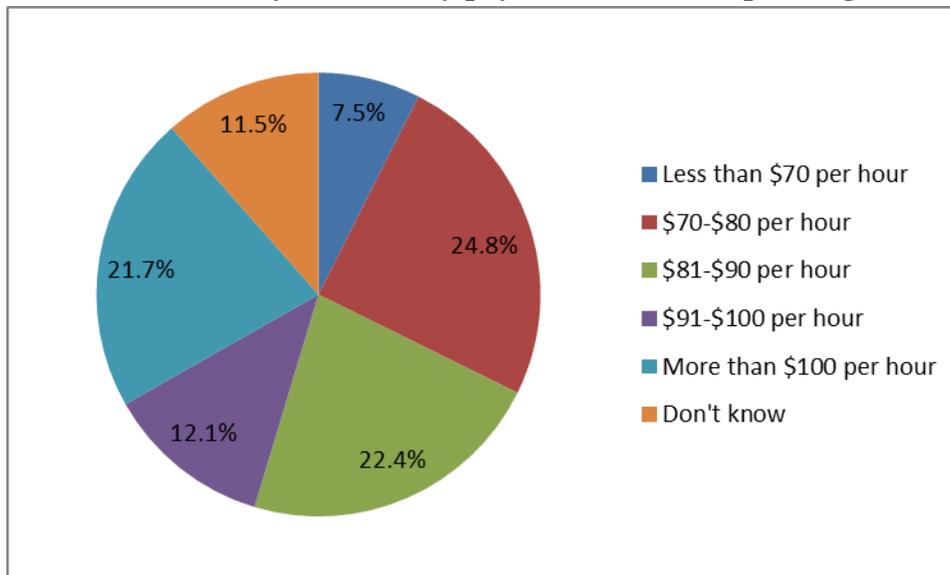
### **Among the 322 Respondents that Utilize ENT:**

**“Approximately how much money per hour do you estimate you would pay for real-time captioning (or how much do you currently pay) for real-time captioning?”**

Less than \$70 per hour	24	7.5%
\$70-\$80 per hour	80	24.8%
\$81-\$90 per hour	72	22.4%
\$91-\$100 per hour	39	12.1%
More than \$100 per hour	70	21.7%
Don't know	37	11.5%

### **Among the 322 Respondents that Utilize ENT:**

**“Approximately how much money per hour do you estimate you would pay for real-time captioning (or how much do you currently pay) for real-time captioning?”**



## Weekly Hours of Original News Programming

Respondents were asked to report the average number of hours of original news programming (not repeats) that their station delivers each week. A majority of respondents (84.2 percent) said they produce more than 20 hours of original news programming each week. The following table summarizes the ranges reported by the 322 respondents that utilize ENT.

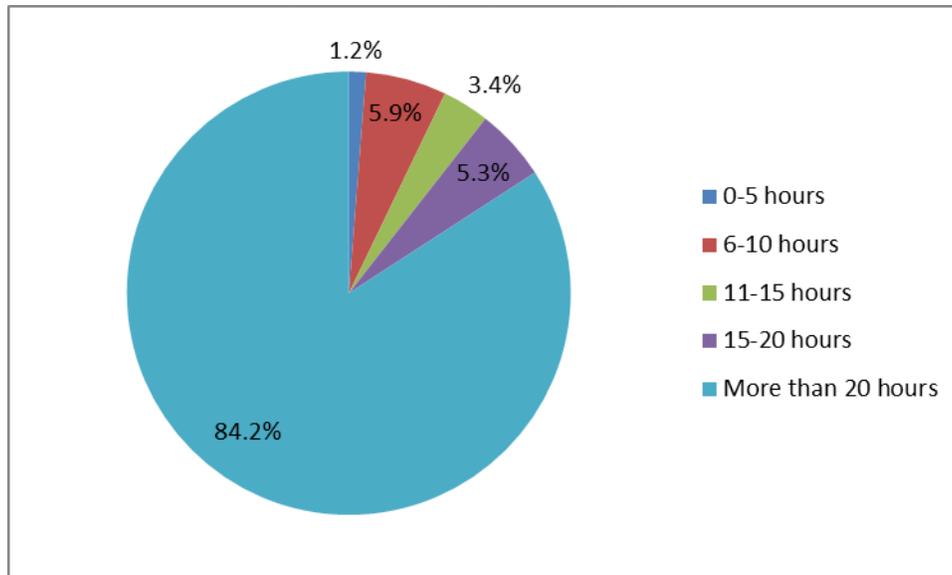
### **Among the 322 Respondents that Utilize ENT:**

**“On average, how many hours of original news programming (not repeats) do you deliver each week?”**

0-5 hours	4	1.2%
6-10 hours	19	5.9%
11-15 hours	11	3.4%
15-20 hours	17	5.3%
More than 20 hours	271	84.2%

### **Among the 322 Respondents that Utilize ENT:**

**“On average, how many hours of original news programming (not repeats) do you deliver each week?”**



## Annual Cost of Real-Time Captioning

Respondents were asked the following question: Based on your current cost to use ENT, your estimated hourly cost of captioning, and the quantity of programming you deliver, approximately how much would switching from ENT to real-time captioning for all your news programming cost? Seven-in-ten stations indicated switching from ENT to real-time captioning for all their news programming would cost more than \$100,000 annually. The following table summarizes the annual cost estimate ranges reported by the 322 respondents that utilize ENT.

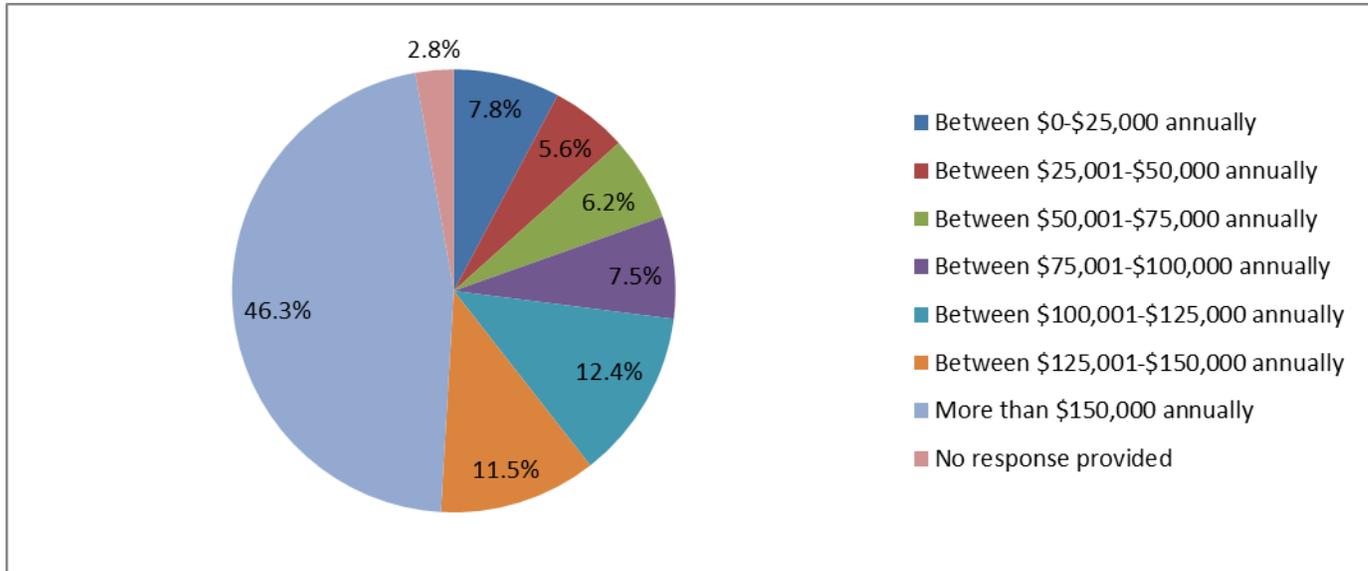
### Among the 322 Respondents that Utilize ENT:

**“Based on your current cost to use ENT, your estimated hourly cost of captioning, and the quantity of programming you deliver, approximately how much would switching from ENT to real-time captioning for all your news programming cost?”**

Between \$0-\$25,000 annually	25	7.8%
Between \$25,001-\$50,000 annually	18	5.6%
Between \$50,001-\$75,000 annually	20	6.2%
Between \$75,001-\$100,000 annually	24	7.5%
Between \$100,001-\$125,000 annually	40	12.4%
Between \$125,001-\$150,000 annually	37	11.5%
More than \$150,000 annually	149	46.3%
No response provided	9	2.8%

### Among the 322 Respondents that Utilize ENT:

**“Based on your current cost to use ENT, your estimated hourly cost of captioning, and the quantity of programming you deliver, approximately how much would switching from ENT to real-time captioning for all your news programming cost?”**



## Appendix

The following list summarizes the questions and potential responses that were included in the Enhanced ENT Survey. Respondents' selections and the data they provided were utilized to compile this report.

1. *Please select the call letters of the station for which you are responding. You may select multiple stations by holding down the "Ctrl" key while clicking on station selections.*
2. *Please enter the call letters of the station(s). (This question only applied if the station call letters were not listed in the drop-down box in the first question).*
3. *Please provide the following information regarding the person completing this survey.*
  - a. Respondents were asked to provide their name, phone number and e-mail address.
  - b. Respondents were also asked to re-enter the station call letters to verify the station call letters selected in the first question.
4. *Does your station produce local news programming?*
  - a. Yes
  - b. No
5. *Does your station use Enhanced Newsroom Technique (ENT) (i.e., captioning based on prompter and scripts) to provide captions for local news programming*
  - a. Yes
    - i. The respondent was instructed to continue if "yes" was selected.
  - b. No
    - i. The survey was marked complete if "no" was selected.
6. *Have you complied with the FCC's 2014 ENT Best Practices (Enhanced ENT) by implementing any of the following? Please select all options that apply.*
  - a. Assigning an in-station ENT coordinator.
  - b. Increasing training on scripting to improve ENT.
  - c. Scripting substantially all in-studio programming, including weather and sports.
  - d. Scripting pre-produced programming, to the extent possible.
  - e. Supplementing non-scripted live programming or breaking news through the use of crawls, textual information, or other means.
7. *Since June 30, 2014, have you received complaints about programming captioned using ENT?*
  - a. Yes
    - i. If "yes" was selected, the respondent was asked to quantify the number of complaints received since June 30, 2014.
  - b. No
8. *Has your station considered switching from ENT to real-time captioning?*
  - a. Yes
  - b. No

## Appendix (continued)

9. *What are the primary reasons your station has chosen to use Enhanced ENT to comply with the FCC's captioning regulations? Please check all options that apply.*
  - a. Cost
  - b. Lack of quality captioners
  - c. Technical reasons
  - d. Quality of captions versus live captioning
  - e. Scheduling issues
  - f. Other (please specify)
10. *If you do not already use real-time captioning for other purposes (such as during emergencies), have you investigated the cost of real-time captioning (e.g. contacting one or more vendors or soliciting sponsorships)?*
  - a. Yes
  - b. No
11. *Approximately how much money per hour do you estimate you would pay for real-time captioning (or how much money do you currently pay for real-time captioning)?*
  - a. Less than \$70 per hour
  - b. \$70 - \$80 per hour
  - c. \$81 - \$90 per hour
  - d. \$91 - \$100 per hour
  - e. More than \$100 per hour
  - f. Don't know
12. *On average, how many hours of original news programming (not repeats) do you deliver each week?*
  - a. 0 - 5 hours
  - b. 6 - 10 hours
  - c. 11 - 15 hours
  - d. 15 - 20 hours
  - e. More than 20 hours
13. *Based on your current cost to use ENT, your estimated hourly cost of captioning, and the quantity of programming you deliver, approximately how much would switching from ENT to real-time captioning for all your news programming cost?*
  - a. Between \$0 - \$25,000 annually
  - b. Between \$25,001 - \$50,000 annually
  - c. Between \$50,001 - \$75,000 annually
  - d. Between \$75,001 - \$100,000 annually
  - e. Between \$100,001 - \$125,000 annually
  - f. Between \$125,001 - \$150,000 annually
  - g. More than \$150,000 annually

## Attachment B: Consumer Group Survey

Before the  
**Federal Communications Commission**  
Washington, DC

In the Matter of: )  
**Closed Captioning of Video** )  
**Programming** ) CG Docket No. 05-231  
**Telecommunications for the** )  
**Deaf, Inc. Petition for** )  
**Rulemaking** )

**Survey Report by**  
**Telecommunications for the Deaf and Hard of Hearing, Inc. (TDI)**  
**National Association of the Deaf (NAD)**  
**Hearing Loss Association of America (HLAA)**  
**Technology Access Program at Gallaudet University (TAP)**

October 28, 2015

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## Table of Contents

<b>Table of Contents</b> .....	<b>ii</b>
<b>Discussion</b> .....	<b>0</b>
I. Introduction .....	0
II. Results.....	1
A. Subjective Views of Caption Accuracy .....	1
B. Comparative Caption Accuracy .....	2
C. Problems on Local Broadcast News.....	2
D. Changes Over the Past Year .....	3
E. Caption Synchronicity .....	3
F. Weather Captioning .....	4
G. Sports Captioning .....	4
H. Breaking News and Live Coverage Captioning.....	4
I. Caption Obstructions .....	5
J. Emergency Captioning .....	5
K. Caption Complaints .....	5
<b>Appendix A—Comparative Caption Accuracy Responses</b> .....	<b>7</b>
<b>Appendix B—Other Caption Problems</b> .....	<b>14</b>
<b>Appendix C—Caption Accuracy Changes Responses</b> .....	<b>18</b>
<b>Appendix D—Caption Obstructions Responses</b> .....	<b>19</b>
<b>Appendix E—Emergency Captioning Textual Responses</b> .....	<b>25</b>
<b>Appendix F—Caption Complaint Responses</b> .....	<b>31</b>

## Discussion

### I. Introduction

Telecommunications for the Deaf and Hard of Hearing, Inc. (TDI), the National Association of the Deaf (NAD), and the Hearing Loss Association of America (HLAA), collectively, “Consumer Groups,” and the Technology Access Program at Gallaudet University (TAP), respectfully submit to the record in the above-referenced docket this report on a survey of consumer opinions on the electronic newsroom technique (“ENT”).

Under the Commission’s television closed captioning rules, television broadcasters outside the top 25 television markets may utilize the ENT to caption live programming.<sup>1</sup> In February 2014, the Commission temporarily permitted broadcasters to continue using ENT, but required certain improvements.<sup>2</sup> The Commission also required the National Association of Broadcasters (NAB) to prepare a report, in consultation with Consumer Groups, on behalf of broadcasters continuing to rely on ENT.<sup>3</sup> The report was initially due June 30, 2015.<sup>4</sup> The Commission later extended the deadline to October 28, 2015, granting a joint motion for extension from NAB and the Consumer Groups.<sup>5</sup>

As part of our efforts to contribute the report, Consumer Groups and TAP developed an online survey in consultation with NAB over the summer months of 2015. After Consumer Groups and NAB arrived at consensus on the questions in the survey, the Consumer Groups circulated the survey to their members via a variety of in-person and electronic means. The survey closed on Sept. 4, 2015.

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<sup>1</sup> 47 C.F.R. § 79.1(e)(3).

<sup>2</sup> *Closed Captioning of Video Programming*, Report and Order, 29 FCC Rcd. 2221, 2271-72, ¶ 81 (Feb. 24, 2014)

<sup>3</sup> *Id.* at 2272, ¶ 82.

<sup>4</sup> *Notice of Effective Dates*, Public Notice, 29 FCC Rcd. 16,267, 16,268 (Dec. 29, 2014).

<sup>5</sup> *Closed Captioning of Video Programming*, Order, 30 FCC Rcd. 6477, 6479 (June 25, 2015).

## II. Results

532 survey-takers affirmed they lived in zip codes eligible where ENT usage is permissible under Rule 79.1(e)(3).<sup>6</sup> 531 of those 532 survey-takers answered “Yes” to the question:

Do you ever watch local broadcast television news programming (i.e., ABC, CBS, FOX, NBC, CW, PBS, Univision, and Telemundo) from local television stations with closed captions turned on?

515 of those 531 survey takers answered “Yes” (94) or “Don’t Know” (421) to the following question:

Do you know if the stations you watch for local broadcast television news programming generally use the Electronic Newsroom Technique (ENT) for captions or live captioning?

Summarized below are the responses to a variety of questions about ENT by the 515 survey-takers in ENT-eligible markets who thought or did not know whether their local stations use ENT.

### A. Subjective Views of Caption Accuracy

*Question:* On a scale of 1-5, how accurate are the captions on the local broadcast television news programming you watch on those stations (1 = very inaccurate, 5 = very accurate)?

*Response:*

10.87%	1
19.81%	2
36.89%	3
27.38%	4
5.05%	5

*Mean:* 2.96

*Median:* 3

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<sup>6</sup> See 47 C.F.R. § 79.1(e)(3).

## **B. Comparative Caption Accuracy**

*Question:* Do you think the quality of the captions for local broadcast television news programs you watch is as good as captions on other programs you watch?

*Response:*

31.07% Yes

68.93% No

Textual responses are included in Appendix A.

## **C. Problems on Local Broadcast News**

*Question:* Do you experience captioning problems on local broadcast television news programs?

*Response:*

82.14% Yes

17.86% No

*Question:* Please select all of the captioning problems on local broadcast television news programs that you have experienced.

*Response:*

Misspelled words:

60.97% Yes

39.03% No

Incomplete sentences:

59.03% Yes

40.97% No

Phrases that are obviously missing words:

52.04% Yes

47.96% No

Phrases that are obviously incomplete or don't include everything that is being said:

64.47% Yes

35.53% No

Missing captions—e.g., where a newscaster is obviously talking but no words appear:

71.26% Yes

28.74% No

Missing captions right before the commercial break

53.40% Yes

46.60% No

Other

Textual responses are included in Appendix B.

#### **D. Changes Over the Past Year**

*Question:* Have you noticed any changes over the past year with caption accuracy in local broadcast television news programming?

*Followup Question (for those who answered Yes):* How has caption accuracy changed (please explain in comments):

*Response*

11.07% Yes—Captions have gotten better

6.02% Yes—Captions have gotten worse

8.16% Yes—Caption accuracy is about the same as before, but something has changed about the captions

74.76% No

Textual responses are included in Appendix C.

#### **E. Caption Synchronicity**

*Question:* Do you think captions for the local broadcast television news programming you watch are generally synchronized with the words being spoken, or are the captions delayed, too fast, or both?

*Response:*

3.50% Too fast

9.90% In sync

37.48% Delayed

49.13% Both delayed and too fast

*Followup Question (to those who responded something other than “In Sync”): Please choose the sentence that closely matches your experience:“ and responded:*

*Response:*

57.54% The captions are so significantly delayed/fast that it often interferes with my understanding of the news.

19.61% The captions are so delayed/fast, that I don't know who is speaking.

22.84% I can follow the program.

#### **F. Weather Captioning**

*Question:* Is the weather segment of the local broadcast television news programs you watch captioned?

*Response:*

49.90% Yes

44.47% No

5.63% Don't watch

#### **G. Sports Captioning**

*Question:* Is the sports segment of the local broadcast television news programs you watch captioned?

*Response:*

53.01% Yes

13.79% No

33.20% Don't watch

#### **H. Breaking News and Live Coverage Captioning**

*Question:* Do the captions ever stop during breaking news reports or live coverage of events during the local broadcast television news?

*Response:*

85.44% Yes

14.56% No

## **I. Caption Obstructions**

*Question:* Do captions ever cover up text or graphics on the screen? If so, does it impair your understanding of the local broadcast television programming? Please explain in comments.

*Response:*

78.06% Yes

21.94% No

Textual responses are included in Appendix D.

## **J. Emergency Captioning**

*Question:* Do you ever encounter problems with captions during emergency local broadcast television news programming? If so, please share your experience in comments.

*Response:*

49.32% Yes

50.68% No

Textual responses are included in Appendix E.

## **K. Caption Complaints**

*Question:* Have you filed a complaint with your local station or the Federal Communications Commission regarding local TV news captioning?

*Response:*

15.53% Yes

78.25% No

6.21% I haven't experienced any problems with captions on news programming

Textual responses are included in Appendix F.

Respectfully submitted,

/s/

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## Appendix A—Comparative Caption Accuracy Responses

The captions are frequently missing.  
Its atrocious. The news is bad enough without all the errors!  
Too much reliance on ENT, absent and cut off captions  
does not accurately caption weather and local reports  
Tends to miss areas such as immediate slerts like tornado and thunderstorm announcements. Current immediate news on the spot tends not to be in closed captions.  
The news captions tends to be uncompleted when commercials begin. The captions cuts off and froze on the commericals - they did not finish it so I never know the closing comments from the news.  
Captions were showing early before they were showing the weather. At the end of the news there were no captions on it till its over.  
Never "as good as" especially when the newscasters switch over to the weather reports and the captioning disappear altogether. I could care less about sports but weather and news is most important to me.  
Often ignore misspelling.....  
news not available local for captions cuz we are in rural town in Juneau AK but in big city like in Anchorage AK yes caption. some stations yes some no wish all forever !  
Often, the news programs present captions that are functionally illiterate. Worse, they convey really incorrect information. And this isn't limited to local shows; Washington Week and the PBS evening news are just as bad. And, in their incorrectness, they are misleading.  
Just as bad on national news, btw!  
It is difficult to decipher what is being said. Big gaps in captioning. Not real helpful in conveying the meaning of the story.  
TV shows have much better captioning  
When they go to live coverage outside the studio, there is no captioning. Captioning is generally delayed or missing. And, the weather is not captioned at all.  
Capitons at times are not working right, and the timing is off  
they leave you wondering. like a commercial comes on and a caption reads She was hit.  
Sometimes on the local PBS news updates and segments the captions are completely missing. Ive also experienced this on other local stations as well.  
lot of misspelled and misplaced word, captioning end at half of sentence  
Not really. Lags behind farther then the national news (as far as speed of delivery) -- many captioning mistakes. Names of Cities, or people are spelled phonetically making you wonder sometimes, who or what they are referring to. Nope if you are local, you should KNOW those things!.Then there is the other extreme where they assume I went to Evelyn Woods reading dynamics and I can speed read. Nope sorry. Never went. The pacing of the captions is sporadic, not so in national new broadcasts. Consistent pace. This either lags behind so much they have moved onto the next story, or goes so fast -- sorry nope can't read.  
Out of sync or not correct  
They are all very poor  
Depends on which Jacksonville, Florida localnews station. WJXT is best with accurate real time live captioning while NBC and ABC which is jointly owned by same company uses ENT captioning which does not show live captions most of time, thus missing out breaking news and live banter between reporters, etc. Can't comment on CBS and FOX channels as I never watch them.  
Sometimes it is not complete  
It's better in one respect--it appears at the bottom of the screen. Some national captioning, including for sports events, occurs about one-third the way down from the top of the screen--blocking faces (or the basket in a basketball game). That's the worst possible placement, and couldn't be better calculated to make captioning irritating to anyone, especially those w/o hearing loss. Please ask the networks to place captions at the bottom--including just above their informational strip at the bottom (or else at the very top) . . . but NOT in the middle of the screen or just above! (Thanks!)  
I ve noticed missing sentences of any special reports don't finish at the end .. as commercials always interfere when a reporter tells what is happening and doesn t finish it ...xx  
Sometimes live captioning is not perfect and also they often do not caption the weather.  
Whenever the word is misspelled, the wording is based on listening and as a result, the spelling is wrongfully spelled. Simple example, city in Florida, Stuart is often spelled as Stewart. any misspelled words are really annoying because I majored in English and enjoy reading anything with good spelling..  
Few segments weren't captioned. If captioned, it's not synchronized or had typo errors, etc. I would say 25% of captioning were poor.  
KMIR rely heavily on ENT when broadcasting the news. There is no caption during unscripted segment of the news such as weather report is ad-libed, anchor in the field providing live report. Much information is omitted.  
Frequently at best fair to good quality. They do not have resources to improve equipment and hiring staff.  
Time Warner Cable News usually only captions what the news readers read and do not caption the segments where the reporters actually go out and cover a story. Or they'll air it many times without captioning before finally getting around to captioning it. (This is a 24/7 news station.)  
Often the captions do not match the video presently showing.  
Captions lag or are non-existent at times.  
Because we only get what the teleprompter provides, we do not get ANY captioning for the live part of the broadcast - specifically the weather. This can be a problem when TV stations in New Mexico actually serve the entire state plus part of Colorado.  
Captioning often misses a lot that is said that can be important according to my family member. Also captioning of the weather is so erratic and often not what is important, just some of it.  
Most of the time, no captioning!

Although captions are essential for keeping up on the news, they have a long way to go. The captions for live television coverage are almost useless - they lag so far behind the coverage that it is terribly frustrating, and they are 75% accurate at best. (Total guess on the percentage - I do not track it). The Channel 2 news coverage recorded before broadcast, however, is fairly accurate and so very much appreciated. Television shows that are in syndication, such as NCIS, are about 90% accurate. My hearing impaired husband does not notice the elements left out, so can still enjoy a show.

channel 3 sometimes has no captions at all; channel 4's weather captions are a canned item, not what the weatherman is actually saying. The captioning is sporadic and sometimes non-existent.

all stations have the same delay or missing information on the captioning hit and miss and can't depend on them at all

Words are left out. Sometimes entire sentences. Captioning is a 15 seconds behind. So when the show goes to a commercial I miss the end of the broadcast

Only one local station broadcasts live captioned field reports that are away from the station.

Re evening news programs: The delay is maddening. A new video is running well before the captions are completed for the previous video. Sometimes, the captions just end abruptly and never do complete. We do not have this problem with other shows.

There is a delay in the caption and sometimes it's difficult to understand what is being addressed

You do not get enough time to read the complete caption because it is interrupted with a commercial.

Not only is it way off base, it is also misleading. If I didn't have some hearing, I would have thought the caption about someone's arrest went with the photo shown. Instead, the photo was for the previous story. Often the captions are gobbledegook. And when there is a live interview or report from an accident scene, there are usually no captions.

Much of what the broadcasters say is not captioned. If they read from the teleprompter it is captioned accurately. But MUCH more is said ad lib ....especially weather and reporter comments. These are not captioned.

I honestly haven't compared them & I don't watch much tv

Only thing is between 4am to 5:30am ABC doesn't have captions. They did before (not sure time period it stopped). I have to switch to other (CBS or NBC) to get Captions of weather & other news prior to leaving for work.

Some of my local news stations provide no captioning. The captioning on the ones that do is HORRIBLE - often the captions have nothing to do with what is being said, skip whole sentence sets, or are gibberish. Or there are captions for a stretch, and then they just stop. It's frustrating and insulting.

Make that a resounding NO! The news stations captions are spotty and skips critical information. Worse is the weather and emergency warnings!!! Don't we count as human beings????

don't know

Yes on the station that uses live captions. On the others, because the captions are just the teleprompter, they appear and then leave the screen too quickly instead of having the slight delay of live captions.

local new Caption are always behind from what they say

Other programs are more accurate.

It is news and safety information, and should required to be the BEST available option out there. It fails often, both partially midsentence as well as unavailable for minutes at a time.

Usually too brief and sometimes misses some content

Some captioning doesn't appear at all. Other times the captioning is way behind by 2 or more sentences. Sometimes garbage messages which do not make any sense at all. Live coverage there are no captioning and we are completely lost.

the "live " interview on the scene are never close caption.

ABC is better than the others but all of them have a problem captioning the weather forecasts.

Even worse, there are usually no closed captions during live sports interviews or the part where weather person share report on weather forecast with us.

They have trouble keeping up.

A SINGLE SENTANCE WILL APPEAR, THEN IT HANGS UP AS THE NARRATOR CONTINUES TALKING. THEN THE LAST FEW WORDS ARE STILL DISPLAYED AS THE NEXT COMMERCIAL BEGINS. VERT POOR.

I would like to see Xtra large fonts added to Font size options on settings for all CC on tv's..Sometimes, I may want to lay down or watch from another room to be able to read CC.

There are a lot of mistakes in the words on certain networks.

Better

The captions on the local broadcast television news are quite good except for segments involving on-camera interviews. The extent of garbled text, delayed captioning, captions that are displayed too briefly for reading is only slightly worse than average for television captioning.

slow, many spelling errors.

Quality is generally good. However, at times, the captions run 2 minutes or so ahead of the story, as a fast-moving clump of text, then the story continues with no captioning. I was an English teacher before, and I can't read the captions as fast as they display those content dumps, just tremendous speed. Then too, sometimes they have no captions with breaking stories, local stories that are live, and the weather, often even for severe weather, which I can't fathom them not wanting to caption.

what is shown

Live reports are not captioned. Weather is not captioned. Banter among reporters is not captioned. Stations have moved to make the news light and friendly but have cut HOH/Deaf out of the loop. Sports are often not captioned.

Need to know what's going on.

Too often the captions for local news shows are far ahead of what is being said rather than lagging behind. In this case the lagging would be much preferred.

It's not always correct but when it tries it correct itself it takes so long that it then misses the next several sentences (or more). If it happens right before a commercial, the captions just stop and don't complete. It's also very slow at times which also affect the ability for it to complete before a commercial.

Loaded with misspellings, wrong words, etc.... And, when they do the weather, it scrolls through very fast, before the reporter is even on the weather map it's referring to, before the reporter even says the words.

They follow the script, but too often I miss the off script comments that are not captioned. And the weather is not captioned at all.

Our local stations are mostly still using teleprompter captions, which are not complete, not timed properly and full of inaccuracies.

Local weather and on the spot news stories are often not captioned

2 stations are totally out of wack. Forget the weather...for these stations also.

First I rely very much on captions, and they are very helpful. Unfortunately when I miss a key word and then replay the captions have missed the same word or words. Often the words are wrong and many times words are left out.

I say yes for the most part but there are a lot of places where they don't close caption the whole conversation....they skip over some of it.

Captions are often incorrect. Captions stop in the middle of news stories. Captions are slow and not in sync with news programming.

Overall captions for local news programming is not good and needs improvement. Captions for national news are better but not perfect.

Closed captions for the news is better than other programs.

They many times start a new caption while another one is still being shown.

Every station that has closed caption could improve.

It doesn't always keep up with the speaker so sometimes some content is omitted when they get behind and have to catch up.

It's slow so I can't follow it at all

All parts without a teleprompter have no captions

Although the news on PBS is way off too. The captioning is way behind the speaker which is very frustrating.

In some areas of the program the captions are fast and inaccurate, Other times the captions are slow.

Sometimes they're complete gibberish. Other times, they're totally out of synch with the speakers, as if the teleprompter has been kept running despite the cutaway to a commercial, or they include "behind the scenes" instructions meant for the presenters.

Live or unscripted comments are not captioned. Interviews has lagging speeds that shows caption 5 to 10 seconds ahead of the actual spoken words or 5-10 seconds behind the spoken words.

slower and less accurate

In the KC Market where I live there are NO live captions unless there is a weather emergency. The captions they do have obviously come from the teleprompter, so weather and reporters in the field routinely appear with "No Script Available" showing up in place of captions.

Varies..Words misspelled, confusing, often jumbled, come late after spoken words

Half the time they get so far behind in the captions and then give up and you miss the important stuff.

The captions often never catch up & stop when commercial breaks occur.

For me, the main problem is that they are out of sync with the spoken word.

many wrong words and often skips portions that are from the studio and forget about live news....

They lacking behind the news while caption their new reports.

The captions are broken and not realtime (usually lags far behind the speaker).

The captioning is often out of sync with the audio

Captioning is out of sync most of the time on local Channel 4

Very erratic and impossible to follow, much less interpret - very frustrating and only another basis for changing channels. If they cannot, or will not, or cannot afford improvement, simply stop what is currently used.

The captions are good, but they do not caption "Time Saver Traffic", which is spoken VERY rapidly, and the location is hidden behind Time Saver Traffic sign!

They don't caption any of the reporters out in the field doing stories. You miss a great deal in your local area by this not being captioned.

Streaming with Direct TV is much better than ABC, CBS, NBC, etc

The captioning is very poor. I think they capture less than half of what is said.

The weather is never or hardly ever using cc. If they do they are prepared ahead and do not make sense about the way the weather is really being reported.

If something is LIVE, there is usually no closed captioning. The WEATHER usually has no closed captioning.

I think ALL captions could be better. Some are so slow. I have a few programs that keep up with the speaker and I think they all should be able to do that.

Could approve on their spelling!!!!

Delayed and more frequent errors

Local news cc is poor... Sometimes what is shown on cc is not what was spoken by the news reader... sometimes it is exactly opposite of what was said... Sometimes it is erroneous,.. sometimes they miss it completely. The cc lags behind significantly... other stories are being spoken and the cc either tries to play catchup or just skips over it altogether.

Local news from Honolulu does not caption outer island reports and is hit and miss on local news and weather. The cable news major news and all sports programs movies etc are excellent The captioning very seldom is troublesome PBS local is great

Live news feeds & ad-libs are mostly uncaptioned. Lack of captioned commercials are irritating. Caption placement covers useful information. Programing captions remain on screen after program has ended.

KEYT does not broadcast live captions during emergencies, such as wildfires and storms.

some stations like the new one WRDE does not provide captioning for a lot of their programs much less the news / weather/ sports.

Most locals cannot or will not provide live captioning for live interviews, weather, sports

the local ENT is ALL lower case.

We watch chanel 9, which captions are all garbled and out of synch. with the voice.

Sometimes it just stops or has captioning that's not relevant to the picture  
Interviews and weather are not captioned. Also sometimes the captioning does not scroll, then later it zips quickly by.  
I use captions every time I watch TV and have only seen a weather broadcast captioned ONCE. The news is captioned in snippets, unreliable and very incomplete.  
The first sentence of several broadcasts were not captioned, but picked up on the second sentence. Much of the captioning is delayed and doesn't match the anchors lips.  
I think they both need improvement  
Doesn't always correspond to what the anchors are talking about.  
too much delay. They have the script...could make the captions faster.  
WVAVa Channel 6 that I have problem them for 5 years I have ask them to check on but no luck  
some channels are totally illegible (channel 12 news here in Boca raton Fl) ATT Uverse is awful, channel 5 is a little better When it is live they don't caption at all. If it was some sort of emergency we would not know what is happening due to no captions at all. When the newscasters talk among themselves that is not captioned and sometimes the weather is not either  
Many news stories are not captioned  
Ad lib commentary is not included in closed captioning. I would like to see ad lib included.  
I watch local news/weather most of the time on nbc, channel 704...this channel is very inconsistent with their captioning...sometimes have none at all...I've called about this and complained but still a problem...I like the commentators but don't know why they can't understand that if it is not totally captioned, hearing impaired people aren't getting it  
I am frustrated with Hallmark Channel captioning. some words are omitted. I watch caption for everything.  
I would say 50/50.  
Captioning gets cut off by commercials, "stalls" then is too fast or jumbled to read.No captioning for "live reports", weather, broadcaster's comments, interactions.  
but other programs are not that great either. News however is really bad at times, giving inaccurate info to those who cannot hear usually a delay and sometimes mangled captions  
Live news CC is about 75% as effective as pre-recorded programs.  
Difficult question to answer. Answer should be some are and some aren't.  
A bit slower  
Only when the reporter reads from a script do I find the captions report what's being said by the reporter on TV. Otherwise, the inputter garbles and gets very far behind and sometimes leaps to conclusions about a word or phrase that completely changes the meaning of what's being reported.  
Too many errors!!  
Sometimes the captions for local broadcast TV news are even better than network captions.  
50%  
time delay creates confusion  
Words are missing, the teleprompter script shows up, we never get an accurate weather report,  
Yes; in fact, much better. They are slower than the speech, which I cannot understand; but, they are faster than all the rest of the programming we watch.  
Weather and other ad-lib content is often not captioned.  
There are long periods of nothing. There are often a partial capturing of closed captioning which leave me wondering what the rest of the story was!!!  
Prerecorded - such as for taped programs - seems a lot better.  
Often spelling is so poor message cannot be understood. Absence or poor captions for weather reports especially during critical times e.g. winter.Absence or poor captions for field reporters. This is very frustrating and I do hope correction can be made..  
If there is a break in the news caster's precaptioned story, the captions continue rolling and you end up well into the next story on the captions and missing any interviews that weren't captioned.  
Less accurate  
Seems to be lots of misspellings and other times they just get it wrong.  
Sometimes lag behind. One big concern is weather is not captioned. When there is an alert I can see the map but have no idea what is being said about my area. Very important to have ALL weather captioned  
Local NBC weather doesn't have CC, CBS does  
Weather forecast is often NOT captioned and captions are not always in sync with the screen shot. (ie. Sports captions over on-scene report of something else.)  
There's no comparison. It's much worse in terms of timing, clarity, and accuracy. Sometimes the captions are so far behind the segment has already ended and the next is half through before the captions are finished with the first. Sometimes it's apparent they leave out whole blocks of speech entirely.  
There is a delay factor to consider.  
Captioning the weather is an area that needs great improvement.  
It's live captioning, which is never as good as captioning that's done before hand.  
actual live interviews often are not captioned  
Both often too fastsometimes incompletebut better than nothing  
Local broadcast does not work as well as my Amazon Prime or Netflix services' captioning. Please do better and have good real time captioning. A shout out to ABC and PBS, both of which do a fine job of reporting that I would enjoy even more with better captioning.  
Live captioning is not where it should be. Too many typos nor they used incorrect words that sound like spoken words but not the correct word to use. Many of them were grossly misinterpreted and embarrassing or inappropriate. There were numerous times I wanted to complain to the local news station about the quality of their captioning.

I have ONE particular station here who simply does not always comply and have had to call engineer who handles some of my issues but also get referred by him (by email) to contact station mgr. They still ignored my request. It took another call before the mid-afternoon weather report came on but NOTHING at 10:00 news. Pathetic!

Much slower and delayed. More errors.

I think the scripted news is generally good. Live reports or breaking news are usually not captioned.

sometime they get too fast with the caption its hardly there a good second and you need to be a speed reader. sometimes its so slow that the scene or what they are saying come on long after they have said it

Captions are very delayed. They don't match what is happening on television. Half the time it doesn't make sense.

Even on the other programs - the captioning doesn't always appear

Yes, but that's not saying much. A lot of captioning is only moderately accurate. Things are missed or delayed.

They start after and end after they leave a subject. A lot of the time I miss part or all of the live broadcast. Sometimes there is no closed caption and reading lips is my only option. I feel left out all the time.

It's varied. Sometimes it's pretty good but sometimes it's scramble

Sometimes the caption is all jibberish (words are all scrambled) and then there are times when it is delayed and I don't get the whole concept of what they are talking about before they go on to another subject.

The caption is broken, or just missing. You get bits and pieces.

The CC is sporadic. Sometimes there and most often not. Sentences are cut off and left unfinished. Some parts of the news program (Fox 7 in Austin) have no CC at all.

No captioning for weather

Generally I do not watch any cable/anything tv that isn't prerecorded because I need the captions to understand, but they're always several minutes delayed so all the dialogue I'm reading is 5 or so minutes behind the video and nothing makes sense

They use the teleprompter and it pales in comparison to professional captioning. Additionally, large chunks of the content is missing altogether when they do off-script segments.

Most captions especially channel 2 in the St. Louis area use a voice box, which means that they take in words that sounds like this word but says another word. Most of the caption makes no sense whatsoever.

other programs are generally not watchable without recording to be able to back up to determine what was said. Seems that the trend is to use reporters who can talk very fast in order to get more time for commercials in. the cc never keeps up.

Other programs seem to take captioning more seriously than the news programs. Their attitude seems to be 'well, we are live not prerecorded and captions are not our priority'.

There's no closed captioned on the weather. And there's off and on closed captioned on the news about fires. And sometimes there's no closed captioned from people with their comments.

There are more errors on local programs and the weather is not always captioned

Most live captioning is terrible but preprogrammed captioning is usually fine. I also think the national news captioning is terrible. I get local news from Albany. My zip code is in Massachusetts

Though I do not know, I believe any of the news captioning I receive is of the spontaneous kind. The misspellings are awful and sometimes (inadvertently) hilarious. There's a tremendous lag time between what is said by the speaker and what is written on the screen. Sometimes the speaker has gone on to the next topic by the time the caption appears.

The captions on other programs often skip words, have garbled captions, etc.

\* Too many typos.\* Delayed pace with the speakers.\* Ad-libs are not captioned.\* On-street interviews with people are not captioned.

Captions are frequently far ahead or far behind what is being broadcast.

The captions on news programs do not match the speed of the spoken word since the programs are live.

Much less quality!

Very fragmented captioning. Often blanked out spots where cc not showing. Frustrating

live captions are usually a little behind; I mean how can they be on time? Not their fault

Not as good as scripted programs. Better than live captioned network news programs.

they know the listening audience better

C.C. during news broadcast is intermittent and inaccurate. I have had an emergency broadcast without any C.C. or visual information. The only reason I heard the broadcast is because of my C.I.

There seem to be more problems since tv went digital.

When available. Most live in the field shots are not cc.

My local news station has very little closed captioning so I very seldom watch.

Captioning has improved over the years and most of the time, it is accurate. It is not too often that I see "inventive" spelling.

Fewer spelling and grammar errors than CNN.

Seems not live captioning.

Both have too much lag time with the audio. Also, captioning is not complete for the dialogue. It is cut off.

Almost all local broadcast TV station news provide very poor quality of captions, regardless of no such available captions on weathers or emergency announcements.

Doesn't seem to be real time because the captioning will start and stop periodically. It also often is WAY ahead of the actual speaking.

That really throws me off. I may as well just read it in the paper then. But I would prefer TV, to get more nuance from the reporter from live visual with the audio.

Getting better in accuracy but very delayed. Also, captions disappear when the station shows banners at the bottom of the screen. Captions seem to be missing when reporters are off site reporting, i.e. captions seen when in the studio. Oddly missing captions during weather news

However, all captioning is "iffy." I'm accustomed to that, take the errors in stride, and always have captioning turned on.

not everything in a newscast is captioned

Sometimes they miss a whole sentence or cut words or names out  
Live captioning sucks. Sometimes they don't even have captions for breaking news. And always never for weather broadcasts.  
Need more clear.  
They do not caption live events, the weather, or the conversation.  
I notice sometimes they speed up the captioning on a packaged story. Also, with weather and sports being ad-libbed a lot, close captioning is useless  
Captions tend to be delayed or no captions at time.  
Television programs captioning is far better quality than local news  
news programs only show what has been recorded, if they talk to each other during a live program or are interviewing someone that captions are not there. Some other programs have captions and the words are scrambled, not readable. Turner Classic Movies is the best CC.  
100% perfect caption so no problem  
No closed captioning in Jacksonville for health care and sometimes on live television announced before 5 or 6 ...wait til after 5 or 6 hear from on live.  
Several misspelled words, incorrect phrases, and a long lag time between the spoken words and captions.  
as times it is totally not understandable  
There are no captions at all on many live segments, the weather. Captions are hit and miss depending on time of day for newscasts.  
Captions often conflict with screen overlays or other text data.  
local day shows channel 5 do not have captioning.  
This is difficult to answer, since I am not happy with the inconsistency in captioning in general.  
Things don't get finished before moving on to the next story and often are confusing  
Either the captions are too fast or lag behind what's said. Some stations have a lot of misspellings in their captioning.  
It gets behind and you miss what they are saying. Then it tries to go real fast to catch up and it's frustrating. You miss a lot.  
Live is not close captioned  
captions missing from many news segments, particularly those not filmed in advance. many captions are from script, and include lines like "lead-in", and "toss to" ad-libbed comments are not captioned. Breaking news not captioned.  
All 3 local news--ABC, CBS, and NBC (which is the one channel I prefer to stay with) seem to have an increased amount of misconstrued statements and spellings. I am HH and can hear what the reporters are saying; yet, the captions assist me to make sure I'm understanding what is going on. The last few months, I've noticed NBC News has NOT been doing a good job with their live captioning--or even when Lester Holt is reading from a teleprompter- it STILL captions insane and off-the-wall sentences that just do not make sense!  
No, it is not. Captioning during the news hour 5--630 is the worse.  
It appears that local captions are slower than network captions. At times local weather captions are omitted entirely.  
Sometimes no captions on direct interviews  
Most of local news read off a telprinter, so why is the captioning so slow?  
Outside, studio, and newsroom are sometimes no popping up caption on often.  
Real time captioning is more effective than live captioning. When watching newscasters speaking at the station, captions comes on while newscasters out in the field speaking without captions. Weatherperson pointed out on map doesn't use captions.  
There is no captioning of weather and live shots. Important alerts are missing.  
Often times, caption will stop (froze) or disappear. Also, the LIVE is not captioning at all. Weather does not have captioning.  
Stations here tend to use teleprompter script as the captioning. In this situation any video with narrative or interviews on video as well as any ad-lib comments among anchors and others on camera are not captioned. And no captioning of weather forecasts either.  
Quality has improved. Two areas - I am seeing is that there is no caption when reporter interview alive people. Weather reporter updates news in a very last minute and there is no caption  
There's a delay between spoken and text presentation - when scenes change cc's stop so last part of cc's are lost.  
Many segments don't have captions. There are frequent misspellings that make it confusing.  
CC often goes with a different news segment than the one being broadcast. Key words omitted or completely wrong. Random letters appear rather than words. CC is usually very disappointing on news programs.  
I have been extremely disappointed with captions on local new broadcast shows. Font size, quality of the words are poor and sentences drop off mid sentence, especially as the segment ends and a commercial begins.  
Local news is missing out a lot of LIVE information while broadcasting LIVE. sometimes very choppy CC or not uploading the CC in a flowing manner.  
ABC ad libs need captioning.  
Captions don't always go on when the speaker starts speaking. ...  
Timing between what is on the screen and what is being captioned is usually off.  
Some of the words are so wrong they change the meaning of the statements or make them worthless.  
With a lot of local news, the weather is not captioned. This is particularly frustrating during severe weather events. Additionally, a good portion of the banter between newscasters is not captioned.  
When the news cast joke around or add onto the news last mins lots of it gets left out  
Captions almost always lag way back current running video and live television shows.  
The news is hard to watch because there is much chatter and breaks with the people at the new desk. There is no caption going on with the chatter that I sometimes worry that I haven't got all the news that I should have.  
Either Technician or Engineer unable to fix garble captioned well.  
All channels  
Better than allot

They're all full of inaccuracies

San Antonio, Tx local Tv stations have left out some of live news captions.

Captions are either running behind the actual live feed. OR, they are ahead, or they scroll through a bunch at once and they are not readable. Weather reports are minimally captioned.

Sometimes missed information at the end before the commercial. Sometimes repeated same information on same line. Sometimes misspelled.

Always too far ahead of what reporting on. ie, talking about weather and still on news etc.

Most captioning errors are in non-standard broadcasting re sports, weather & on-site broadcasts. Only standard pre-written studio materials are captioned.... hence very limited.

It's just the teleprompter on most of the stations, so we don't get to hear any of the things said live. No weather, traffic, no ad libs. And if they say anything that's not written down, of course we don't get that.

PBS is the best with being not delayed

It's important we need to know what are they saying i mean everything.

I live in Lawrence, Kansas and we watch the ABC Nightly News with captioning. Our local news channel 6 owned by WOW does NOT provide captioning which is difficult.

i know it's hard when the broadcast is live, and I notice that some local stations do better than others, I have my favorite...

I have contacted the local stations about how bad the captioning is and it will be better for a short while then become just as bad as when I called! Dropping the sentences is so painful for a hard of hearing person and this is what's being done! Misspelling is also a major problem.

Not now. Prior to six months ago, the local station provided excellent captioning quality services. Now that the parent company is providing the same service for all of their local stations, the quality of captioning is mediocre at best. Errors of spelling, wrong-used words, omissions of phrases almost every 3 or 4 sentences. grammatical errors, etc.

Most of the time, I have to guess what the story is about. The captioning is either completely wrong, or there are long gaps where it seems that the captioner didn't keep up, so the content was skipped over. If there's a story that captures my attention, I usually have to Google it to fill in the blanks. Very time consuming, and annoying!

Not in Coachella Valley compared to the bigger cities like Boston, Chicago, Los Angeles, etc.

if there is live on TV no captioned that is the problem other than that all is good

Captions are very spotty and zilch during live

The captioning vary erratically from full texting to spotty ones.

## Appendix B—Other Caption Problems

Lag time, garbled words that cannot be deciphered phonetically, abbreviations, etc -  
Often NO captions.... especially if it is a live or news flash.  
Weather reports are almost never captioned  
inaccurate captions for weather or repeated script for weather, often no captions for local events  
same comments as previous.  
Missing dialogue often leads one to wonder if a transcriber is intentionally leaving or omitting statements out whether it be for nefarious political or religious reasons remain unknown.  
Only part of the newscast is captioned, Usually none for remote reporters on the street. Not much weather captioning.  
almost all of it above on and off in Juneau ak. only available on dvd subtitle works some cut off and stay on never change really tired of it!  
See previous comments.  
caption on wrong topic, i.e. captioning about murder while weatherman talking with weather map in background  
Captioning at times, is unrelated to the story viewed on the screen. Considerable lag. No captioning on weather segment -- by guess and by golly.  
Transcribing faster than the news report is happening.  
The misspelling is the worst, but the whole process is slow and clearly behind the speaker.  
like I mentioned earlier NBC and ABC local stations in Jacksonville, Florida does not use real time live captioning service so breaking news and live reporting is not captioned and their quality of captioning is not that great as compared to WJXT.  
Occasionally captioning isn't being done. But usually it's excellent in my area.  
The timing for captioning needs improvement. Hopefully something can be worked out.  
No captions when the announcer goes to a live report  
Phrases that are a string of repeated nonsensical words  
Not synchronized. Sometimes captions would go up faster and weren't appropriate for the pictures shown.  
Due to lack of sufficient funds for staff time and equipment.  
My biggest pet peeve is the way the first few lines of the captioning is nowhere to be seen when a new story begins. Similarly, at the end, the last few lines of captioning don't show up as they have already gone to commercial.  
Due to the captions source being the same as the teleprompter, the captions are often seriously out of synch with the actual broadcast - often ahead, but sometimes seriously behind, or sometimes altogether unrelated to what is being said live  
Summary for weather captioning hard to understand.  
No Captioning!  
No captioning during weather report.  
This seems to be a hit or miss thing. Sometimes they are excellent, sometimes they appear onscreen jumbled with numbers such as 23:33:7 accurate phrase, 76:32:1 etc.  
sometimes no captions at all  
Lag between spoken words and captions is excessive.  
#\$^—((#%=@/)\*&)--this kind of stuff.  
as indicated in an earlier reply, sometimes the captions are not what the broadcaster is saying, as though they are from another part of the broadcast.  
incorrect translation  
The ad lib comments among and between commentators are missing. So why are they laughing at a sad news broadcast???  
Crazy symbols and captions covering up data (name of speaker, weather maps showing tornado paths, etc.)  
Captions unavailable (down) for minutes or the entire newscast sometimes (confirmed from multiple receivers).  
close caption on top of the tv screen and sometime block off the newscaster which is annoying if also reading lips -  
THE FINAL FEW WORDS ARE STILL DISPLAYED AS IT TRANSITIONS TO THE NEXT PROGRAM.  
Caption content dumps—all captions for a story dump at beginning of story and then no captions for rest of story. - - No captions at all, happens quite often for weather, local stories, breaking news. For breaking news, some content should be provided. - - Captions remain over commercials post story. - - Captions discontinue prior to commercial.  
Captions that have little or nothing to do with what is being said. They go off script but captions continue and then searches for where they are. Rapid forward and return looking for what is being said.  
Phrases end before the sentence is complete  
When they do the weather, it scrolls through very fast, before the reporter is even on the weather map it's referring to, before the reporter even says the words.  
Captions out of sync with programming. Captions that stop in mid news stories.  
Slow sometimes timing is way off  
Not all portions of the news cast are shown with CC  
Captions that don't relate to what is being said.  
1. Captions for stories that haven't even appeared yet on screen - - 2. Studio directions, like "Hand off to..." or "Cut to..."  
"No script available" on the screen when the weather person is speaking or the reporter in the field.  
Often jumbled letters, ALL above too true. - With my hearing problem, nerve damage, it is very frustrating  
No captions from live feeds or weather or interviews.  
Occasionally captions do not appear until halfway through program.  
Colors change from black and white to blue, green, yellow  
speed of captions varies making reading difficult, especially when captions come very rapidly, as when trying to catch up with the speaker.

many wrong words and often skips portions that are from the studio and forget about live news....  
captions come on after giving reports.  
captions out of sync with audio  
Program interrupted with weather news that is not captioned  
For me, and speaking for no one else, I'd prefer zero captions to what is now prevalent, which is only one more frustration among hundreds daily.  
Out of studio "live" reports  
The captioning is totally missing on some news reports.  
This happens on all closed captioning...even for regular shows.  
Captions not keeping up with the speaker. I know they can because some programs do that.  
Sometimes just nonsense letters and symbols  
See previous question response  
Chanel 9 captions are not synchronized with the voice message.  
Excessive delay between actual spoken words and caption  
When they go to their newscaster reporting from the field in breaking news, there is no captioning.  
Weather portion of the news is never captioned at all.  
no captioning when showing the weather forecasts  
totally inaccurate wording  
Captioning and speakers words do not coincide  
See previous comment.  
sometimes when live reporting, there is no captioning. or when doing the weather and ad libbing there is no captioning so I miss the joke  
the captioning does not match the programming--sometimes runs a few minutes ahead of what the newscaster is actually saying. It is as if  
the captioning is a recording that is played at the wrong time and at the wrong speed.  
delay to such a degree that it is impossible to know who says what. One station however scrolls CC fast showing text that has not yet been  
spoken, this happens mostly with weather info  
captions continuing into commercial break  
There is one station that doesn't have closed captions at all. Although it used to.....that is a religious TV station(DAYSTAR).  
station I watch is KSAT...ABC..For the most part it is very accurate..Most of the above problems relates to the other local news station..I  
didn't check them off since my preference is KSAT (San Antonio)  
All of the above happen one time or the other.  
No captions when the reporter is speaking from a remote location & no captions for the weather reporter. No captions for emergency  
info originating from outside the studio like a fire or accident. It often seems like what I most want and need to hear is not captioned!  
getting far behind the speaker and then garbling and missing in order to try to keep up.  
Extreme delay in captions appearing compared to many other captioned programs  
to fast  
4 TO 5 SECOND DELAY - VERY HARD TO UNDERSTAND IF TRYING TO READ CAPTIONS AND LIPS  
SIMULTANEOUSLY.  
very, very poor weathercast. Most of the time it is hard to know what the weather will be, even if we are under a thunderstorm or tornado  
watch,  
Sometimes there is no caption and I don't know what town the news item is about. I have waited for the current news and on caption at  
all.  
jibberish  
Please read comments made in previous screen of this survey.  
Time lag between speech and captions  
great delays so I cannot watch the speaker's lips while reading the captions. - - And important words just all wrong, so it doesn't make  
sense!  
Delays of captioning or sometimes captioning before the person has said the words.  
caption changes too quickly to next reading  
ALL weather needs to be captioned. Not just the present temp and forecast  
Local weather is not captioned on any local station in the Buffalo market.  
lag  
Same for the major networks. so I am not sure. It is all bad.  
But I realize live captioning is DIFFICULT  
Captioning gets interrupted from time to time  
See earlier response (#6)  
Sometimes they go too fast with the caption. and sometimes its too slow to go with what they are talking about.  
Very delayed and lots of gibberish.  
Captions what is coming up. It is not always captioning what is presently being said.  
No captioning during weather or live news reports  
Very slow and behind  
delayed captions.  
No captions for parts of the broadcasts (sports or live "on scene" broadcasting)  
My daughter said closed caption does not always reflect what is said. Closed caption is how I watch tv all the time.  
incorrect words. A word is said and the caption gives a different word that has a similar sound.

what I said in the previous question.

Very delayed (several minutes) captions

Sometimes we don't get the whole story. The middle of the story breaks off then it goes right in to commercial. I want to know the whole story.

Too much delay. usually 5 seconds.

Captions will abruptly stop near the end of local news broadcast. When they give recap of local weather concerns or last minute news info, they have already turned off captioning. Sometimes captions for the end of a show preceding local news will end prematurely....very frustrating because that is the time when stories on a show are resolved....

No closed captioned on the weather

Weather report on local news channel 10 is NOT captioned

captions that simply break down mid sentence. - Also if there are also subtitles (for instance if someone in a foreign language is talking) the subtitles and captions appear at the same time and overlap each other. -

too slow

Ad-libs are not captioned. - Interviews with people on the street are not captioned.

captions far ahead or far behind what is being broadcast

Often goes into commercial breaks without finishing sentences or leaving key info out

Most live feeds including weather and some sports segments.

weather usually does not caption

No captions on non-scripted reports such as sports, weather, etc.

1. After a break the news person is talking with no captions. - 2. Many times there are #&\*#@# instead of words. - 3. Captions lag behind of what is spoken and then the subject changes without completing the first subject. - 4. When weather is being reported, captions does not agree of what is being stated.

Times when you can tell that the news person can tell that what is being broadcast isn't all & some of it is misspelled.

There may be a lag of C.C. then a barrage of words that a speed reader couldn't even grasp.

Completely mangled words that look like a child was playing with a keyboard, making no sense at all.

Jumbled words

very slow and do not pertain to current picture but previous picture

Captions on the wrong segment of news like delay of captions going on advertisements when the news break time for commercial.

sometimes ad captions run over into next news item

Captioning is WAY, WAY ahead of what is being said.

missing when banners display at the bottom of the screen; missing during reporters are not in the studio; missing during weather reports

As previously stated, I find captioning imperfect, in general. Nevertheless it is light years better than No Captioning. I depend on captioning, then sort out the errors.

The local emergency alert system is not captioned and does not inform of where severe weather is for the Deaf

check previous statement. -

Random words that have nothing to do with the report. - Garbled words.

Words that are silly with no connection to the subject matter

Often captions for the local news will run constantly way ahead of what is being shown. For example, the news is showing a vehicle accident but captioning is about a baseball game that is shown 10 minutes later in the newscast.

Sometimes the captions are scrolled at a rapid rate during the beginning of a news story. Even a professional speed reader would not be able to read the captions. The captions are finished and the reporter keeps talking for - several minutes till the end of the news segment.

Pop-up advertising, etc. appearing when reading captioning; covers captioning.

The captions stop in the midst of an interview that is very timely or of great interest to me.

captioning that isn't synced with the broadcast

Great list!!! all true - I hate that they are so far behind the story and then move on to the next one

Captions scroll too fast.

I am unaware how the local news channel use their captioning...do they have someone in the area, or is he/she listening in on a headset from elsewhere? Also, live reporting--either in the newsroom or out--LACKS captioning entirely. I enjoy learning what is occurring in my community, but when it's a live discussion and no captions occur, I'm lost.

On ABC local news, the timing of their captions is way off, like no one is watching to making sure the captions are following the mouth. Often, the captions will scroll continually through all the stories at once. On NBC local, they often do not caption live reporting or videos which leaves me in the dark as to the story. On all stations, I see often the captions would be slow to come up in the beginning of the broadcast. National news programs are much better with captioning. Local has a long ways to go. I called abc local and complained about their captioning and told them it forces me to go to another channel. He was not very understanding.

many times the words are not what is being said. They are recorded (?) and repeated over and over while the person is saying whatever.

slow

LIVE broadcasting has no captioning. Also, the weather part is no captioning.

Stations here tend to use teleprompter script as the captioning. In this situation any video with narrative or interviews on video as well as any ad-lib comments among anchors and others on camera are not captioned. And no captioning of weather forecasts either.

CC applies to a different segment than the one being discussed.

Looping of captions. They say the same thing over and over. Not following what is actually being said.

The lag time is far too long.

The captioning program works on a system of choosing from possible similar words, often using the wrong word and I have to guess what was said. At times the captioning is so poor I cannot follow the reports

13 second delay of captions (live captioning)

The local news broadcasts are the worst. Second are the national news broadcasts. All of the above are appropriate concerns.

Very delayed captions

Caption will all of sudden run faster than can be read.

Not captioning the weather at all

Local station turned captioned off five minutes before national news. We missed five minutes national news daily.

Action outside the newsroom is often not captioned

No captions during live local news.

Other already printed info or ads conflict with the - closed caption, making the reading impossible.

Applies all of these questions on the list...

Captions scroll too quickly or are far behind or far ahead of broadcaster. - Live at the scene shots are not usually captioned.

See question #5

No captioning, just teleprompter.

Names, locations and other specific identifying information that hearing people have access to like who is speaking, the location shared in the story, the name of the person being interviewed, and CONTEXT is frequently left out. I never know which announcer is speaking. It is especially bad when the news goes to video because the captions are generally not there. How am I to understand what the story is about if I don't have CONTEXT?

at the end of any program...captioning tends unfinished "jump into another program or commercial".

Captions that are too fast to read

No captioning at all for a period of time.....all of the above are a constant so that I have given up watching most of the news programs on our local stations.I have to rely on my computer or iPhone to get weather and news locally.

Generally captioning services provided from the parent company are very poor quality all the time.

All of the above...that pretty much covers my experience!

If newscasters ad lib, or it goes to a live speaker, the captioning stops so obviously they do not use real time (live) captioning.

live on tv no captioned or emergency no captioned that is the most important

## Appendix C—Caption Accuracy Changes Responses

Some of the stations have been trying different approaches MAYBE. All are bad. Some have no captioning at all  
The captioning used to follow the teleprompter so the words were closer to the same as spoken  
Less captioned content, even on obviously preproduced content.  
If I'm watching a soap opera... most captions do not appear on time the person is speaking.. other times captions disappear at the end of something exciting ...xx  
One channel does do limited captions for live weather  
Local deaf have been working with KMIR trying to improve caption quality ... it's slightly better but the trouble is that they use teleprompter ... not a separate captioning device (I guess it's what you called ENT in earlier survey question?). KMIR claimed that they couldn't afford the captioning equipment/ service.  
Our KMIR station has made its efforts to improve efficiency due to some our meetings with the news director, Vice President/general manager and engineer over some months recently. More meetings are expected in the future.  
The difference is now we get them consistently. They used to simply not appear for days and then appear again. We made several calls to the television station AND the DSL provider. Both initially pointed fingers at the other, but somehow managed to solve the problem. captioning font becomes too tiny to read.  
Our local ABC - WHAM 13 - has changed cc providers in order to improve and instead, it is way worse than it ever was.  
See previous comment  
depends on what station I watch , one caption is on bottom of the screen as it should be.and some station are on top of the screen.they should get rid of those "quick show announcement on bottom of screen which interfere with close caption words.  
One station has gone to live captioning so weather and sports are captioned.  
Captions are more common and some stations are attempting to get weather captioned. Others still have not.  
I am learning to "correct" the computer's spelling.  
A local speech and hearing school/clinic started sponsoring captions. I complained to them and captions improved for a while.  
No dramatic change from the past. Often inaccurate, or not go on. Had this with NBC recently. Had to change station.  
In the past, the weather reports would not have any captions at all. Now, they've captions on the weather.  
Lot of misspelling!!  
The weather portion of the news was captioned once.  
there is progress being made with the captioning matching the anchor's lips  
During a huge storm where we were glued to the TV for weather forecasting tornadoes, etc. There was NO CAPTIONING - PERIOD. It was frustrating and at times scary.  
When the station "tossed to local weather", there was no captioning. Now there is, but delayed.  
Misspellings or things written phonetically. Also the captions don't keep up with the video. Hard to follow.  
captions too quickly for people with hearing loss  
I live in MT - rural and archaic education and technology. Complains about monetary issues so "can't always comply." Again, pathetic!  
They do seem to be better captioned. Also pre-taped segments seem to be captioned more often than they used to be.  
I would say more is captioned, not necessarily more accurate.  
slightly better  
They are covering more of the news. Not 100% but more  
There are more instances of C.C. like during weather spiels however a lack of C.C. during live presentations.  
The caption is delayed  
Captions seem to be phonetically typed  
Sometimes there are no captions available till about 15minutes into the broadcast and then suddenly appear.Captions contain MORE misspelled words, incomplete sentences, don't make sense due to missing words or phrases. Do not match what is being covered.  
More rapidly scrolled captions, especially in early morning newscasts. No captions at all in early morning newscasts. Sometimes just a jumble of words that make no sense.  
Channel 13 is good now .  
It seems that whomever captions, either local or national, TV still needs to learn about the basics of sentence structures, grammar, spellings (especially those related to international issues), etc.  
Someone at the station needs to be watching the captions to make sure the timing of captions with the mouths is accurate. And I hope there will be a day in which every word that is said is captioned, live, video or recorded. I think it is unfair that stations do not and it makes me feel like I'm not of value in their audience.  
they get to improve everyday!  
it depends on the programs, shows or live broadcasting ; etc sometimes it is great other times it is lousy.  
Local news reporters gave script to caption news not included live interviewing.  
There are days where it varies....be good for about 5 minutes, then fair, then not good at all so that nothing makes sense and I change the stations.  
Captioning accuracy is worse than prior to the change of captioning services from the parent company The service has moved from highly skilled and excellent quality to inaccurately skilled and poor quality.  
Either I'm getting better at filling in the blanks, or the captions are slightly better. I'm not sure which. Either way, they're still kind of bad...

## Appendix D—Caption Obstructions Responses

Sometime confused.  
Ssometimes captions cover face of speaker!  
dont think i ever saw that  
sometimes  
Please be consider when to move captions around to clearly see any text or graphics.  
The text blocks the captioning and vise versa.  
Especially with weather alert  
Mainly unimportant to me in the beginning as I'm trying to understand the context of what is being presented. As long as I have captioning I've been happy however, there needs to be more controls for captioning size, text and background color as well.  
All the time. I have to hit the mute button to briefly turn off the captions to see what is underneath  
local news was never caption in juneau ak we tried make them with caption and it never happen too small budget they need money so i gave up!  
It's a lose lose situation.  
often the captioning is over the speaker's face, making it impossible to lip read.  
sometimes  
Captioning sometimes covers alerts.  
sometimes it does miss the chance to move it up to the top  
over the score of a ball game  
only sometimes  
Sometimes the captions cover signs, graphics, visuals.  
Alot of times we cannot see what s behind caption i.e. location or emergency broadcast  
All the time. And it so frustrating. We they can't display the captioning at line 2-3 instead of covering the on screen information is beyond me. Many time I have no idea for example, where the fire is, because the captioning obliterates the on screen information.  
I watch television with captioning and it helps me to understand.  
It is on top of the writing of who or what we are to know.  
I think so. Between the crawlers the local stations use and the captioning, the written word is very distracting when there is a video or important visual being shown.  
I miss identifiers for people speaking, as in their names or places they work or their relevance to the story  
Yes, sometimes--more with national captioning--the captions appear in the worst possible place (whomever is doing this isn't seeing what they're doing) . . . just above the middle of the screen, where faces appear.  
If watching a live show... something usually covers the captions.. or a cooking show..most of them usually do it fast and captions are not shown what is being put into the bowl ...xx  
Sometimes i have to figure things out  
Definitely so annoying. The technicians should move captions up or down to allow the viewers read them.  
score in sportsnumbers in weathersigns on program  
identity of person being interviewed  
Though at times they do but not very often.  
Happens all the time but sorry, no specific incidents stand out in my mind.  
emergency broadcast and captions have overlapped at times  
This happens mostly in sports shows where the network displays a "box" with a summary of sorts for the score. Both are trying to avoid obscuring the primary screen being shown, so the edges get crowded with captions and news or sports feed.  
Very bad and blocks out info the general public is getting. Very disturbing!  
Yes, it blocks the view sometimes.  
This question has two parts, so I am not sure for which answer I am providing a "yes" answer. Yes, captions cover up the text or graphics, but no we really don't care because it does not impair our understanding of the news.  
Captions have blocked basketball game scores or activity so that I could not follow what was happening.  
The captions sometimes appear mid-screen rather than over the bottom info bar the stations display. It would be nice if they can do a better job positioning the captions or at least there be a way we can control their placement.  
Cannot see what is being shown because captioning is shown over graphics  
The problem is obvious  
It covers up the bottom half of the television so if there is breaking news strolling across I am unable to read  
captions are covered by graphics on the screen  
They often cover the name of the person being interviewed or reported on.  
This happens often, especially with the weather  
Yes!  
The scrolled news at bottom of screen often blocked...especially when local weather reports scroll.  
of course this impairs my understanding of the broadcast. the captions usually cover a graphic or background image or other information related to the broadcast so I'm trying to follow inaccurate, broken up, delayed captions without the benefit of even the visuals that might help.  
It is my understanding that they can place captions in strategic places to avoid covering up other information. Yet, there is no effort to do so on our local TV stations.  
It's hard to read check graphics, and understand what's going on.

Have asked one station to move them from lower left to upper left - they refuse  
if it is a graph then you can't see behind the caption.  
Covers up name of speaker, covers up severe weather maps, covers up the bottom "crawl" listing counties and what severe weather is happening in those counties, sometimes captions are too low and are cut off at the bottom.  
Placed in generic locations, often overlaying broadcast graphics and text.  
The captions block the names of the towns or people being interviewed so you don't know where they are reporting from.  
Sometimes alert messages or information being shown at top is covered by captions and other times it is the bottom. Especially the case when names are given or the network is scrolling messages across the bottom of the screen. Those are two big examples.  
Captions can make sports difficult to see depending on where they are on the screen  
Captions often cover up text.  
Usually the captions are raised above the graphics but not always. Viewer should be able to decide where to place captions.  
Sometimes, due to the positioning of the captioning on the screen. Generally, no problems.  
once in a great while.  
At times this has occurred but not often lately.  
For the station that has them on the lower left they sometimes cover visuals that would add to story. They refuse to move to upper left as other stations have them.  
Usually it is fine. Occasionally, I would like to have the ability to quickly move the caption box to a different area of the screen.  
Recently, I've noticed that captions cover up sometimes the weather temperatures for the week, that is common to be covered up. Also, yes random graphics.  
Text and captioning often end up in same location on screen  
No, I can figure "what" is being said but sometimes it is annoying.  
Our local news has been good about keeping captions at the bottom even if there is a scroll. Other news and programs will have it centered in the screen hiding the speaker so the graphics can show. That is not acceptable.  
I'd rather have the captions than the graphics. The alternative of placing the captions at the top of the screen isn't acceptable at all.  
Football  
It would be better if the captions were on top, because they often scroll headlines across the bottom.  
With school closings  
This is a major problem. Most of the time they obscure each other so nothing is readable.  
I think all captions should be routinely two lines at the top. That should be the norm on all stations.  
Often cover up the graphics of the weather temps.  
By the time I read what words are being seen, other captions come up and I just give up trying to follow the captions.  
sometimes  
There are times the caption covers the text and I like to see what the text is.  
Captions cover up other text and graphics needed to understand news programming. This is very aggravating to the hearing impaired as well as non hearing impaired viewer.  
Occasionally, but not to any large extent, fortunately  
Weather warnings  
Usually at the bottom of the screen. Caption covers most of the text.  
Frequently covers the banners at the bottom of the screen that the TV station puts on that tell who the person being interviewed is or what the main point of the content for a graphic is.  
sometimes captions are right in the center of the program which makes it difficult to see what's going on.  
The headlines are often covered  
Esp. during "breaking news" events.  
Of course.  
Yes, the captions often obscure the "crawl" of text that the station puts up, obscuring important weather alerts, emergency alerts, and key information.  
Sometimes. ABC news do better job than other channels  
Not sure  
The caption is over background words not sure if speaker is repeating what is covered up.  
Location of captions VERY often block!  
Captions frequently cover data (e.g. temperature,) that is important to me.  
And vice versa. Banners on the screen plus captions make the screen too busy.  
Especially so with text. Displayed text is often more easily read than captions, and newscaster also reads the text aloud - too much input. It would be better to stop captioning during such periods.  
It is maddening and I tend to just turn off the TV  
Hard to follow their news and they lacking behind on caption.  
the captions cover up faces and events as they are happening  
Find its place and stay put!  
Time Saver Traffic sign hides location AND report not captioned, and spoken very rapidly by female  
The captions often cover up the text showing who is speaking and what their position is.  
They will show a person, animal or a object that they are talking about. They will also tell you where to phone in emergency or police matters and cover the telephone numbers .  
If the captioning is correct, the graphics on the screen do not impair my understanding of the programming.  
Captions cover up graphics. On the last question, the weather captions are not what the speaker is saying.

Covers up the name of speakers or locations!

Captions often cover up something I want to view.

CC words many times cover up significant information being presented on screen.... Names, locations, graphics, etc.

when they say who is the reporter is ...or the news of the bottom of the screen

Captions cover up some things I the screen especially during ballgames

What is there to explain?

Captions and "running alert feed" do not mix well.

specifically when there is breaking news carried by the local channels (not when the national news i.e. ABC is on ) miss a lot...weather alerts when there is no alert at top of screen is hard to follow and know what is happening

Sometimes I cannot see names of commentators or newscaster. During sports events (football) it is hard to follow sometimes but again I am glad to have cc.

sometimes

Sometimes there are weather alerts that are covered up

This is a MAJOR problem during local broadcasting of the Green Bay Packers football games. It drives other viewers absolutely crazy because the captions jump all over the screen and cover the game... so the captions must be turned off... which means i have no idea what is going on and cant socialize with anyone who cares about the Packers (which is everyone around here).

Sometimes the captions cover name of person speaking or location of story etc. this doesn't always interfere with understanding but I don't feel like I'm getting the whole story.

Often obliterates major parts of the image on the screen

Sometimes

I cannot understand the spoken words.

Words cover up what they are talking about

Yes, I cannot observe the picture of written comments

some time letters are plain white for each letter that suppose to appear

I fail to get COMPLETE story....miss out on a lot of the particulars

Position of captioning should be across the bottom of the screen.

Yes the name and title of the person is at the bottom of the screen and the caption goes on top of it! In some movies, the caption can appear at the top. Trying to find the right color and transparency so I can still see behind.

sometimes captioning covers text identifying the speaker or other info.

Often we clear the CC to see what is on screen.

Emergency weather warnings, etc are covered by the captioning.

cc covers scenes, important notices like phone numbers yo call and faces of those speaking

don't remember

Yes! It can definitely impair my understanding.....especially if the print covered up identifies the person and what that person represents.

Occasional problems occur with CC covering text/graphics.

Daily weather forecast on at least one of the stations cover up part of the weather forecast.

Yes it does impair my understanding greatly

yes - drives me crazy

Sometimes I can not see the graphics and then it is difficult to understand what is being said.

I notice this more on sports broadcasts of games. In my area the local channels don't carry these games.

Often they cover up the name and affiliation of the person speaking, which is frustrating

Usually captions cover up the graphics on the screen during the weather portion because my county is usually shown near the bottom of the screen, therefore I often turn off captioning if bad weather is moving into my area.

It is extremely difficult to watch ticker tape rolling and captioning going at the same time. Oftentimes, there is a blockage on weather maps.

Sometimes, I have the option to select top or bottom of screen captioning.

sometimes the placement is poor but generally I can get the gist of the message.

It does cover up graphics sometimes. It is annoying but I wouldn't say it stops me from getting the gist of the report.

words on top of each other

sometimes the captions jump up to the top of the screen & obscure the speakers lips, which I also need to see (to comprehend) in case the captions are so messed up

Part of the Captions block out important information.

Don't understand

It covers up a scroll with weather alerts. If there is captioning in the program itself (such as a translation of another language), the captions cover it.

Captions cover bottom third of screen, covering up lots of details

Captions quite often cover the Weather Bureau weather bulletin. Captions are delayed, so I am not fully understanding the significance of the weather bulletin, or whether my county is included.

The graphics and the CC are always in conflict. For instance, the graphic which identifies a person, their title, etc., cannot be seen.

Occasionally captions cover text or graphics, but not that significant an impairment

Occurs sometimes but not as frequently as some of the other problems I have indicated in this survey

they often cover up the words that identify the interviewee.

Sometimes it takes a while to figure things out especially during election results or school closings at the bottom of the screen at the same time as captioning.

Yes! This is my biggest complaint! The text covers the picture.

And, something else: One station's captioning is only 2-3 words per line, and only 2 lines long, which needs a speedreader. Less than half of the screen is devoted to captioning because they do not want it extending over the station logo at the bottom right of the screen. captions block golf player hole/stroke numbers

If there is a "streamer" running at the bottom of the screen sometimes one covers the other so can't follow either one can't see what is happening

Caption at times will impair due to aa sync problem.secondly captions will be on top of headlines.

I don't often miss information.

A canned weather report is scrolled while the weather folks give a live weather report. Often the scroll doesn't match the weather - and it will cover the graphics so it's impossible to 'get' the weather report.

Definitely

Captions cover up important information such as an alert.

only occasionally

Yes - the captions periodically cover words that are needed to understand the report. Sometimes, several times, I skip back and re-watch.When skipping back - many times the captions do not repeat

There have been some overlapping of captioned texts with graphics already on the TV screen. for example, school closings text on the bottom of the screen from the feed of local news stations plus captioning on the TV shows I am watching! My poor eyes and brain!

can move where text captioning is located on my tv

Hard to explain and very disabled with deformed fingers so trying to type this survey was not easy and time consuming. Have severe rheumatoid arthritis.

If there is a rolling thing on the bottom of the screen, captions cover it. Most of the time, when it shows the name of the person on the screen, captioning covers that too

Captions will cover the bottom headlines.

YES! They need to think about caption placement. If there is a weather alert, it needs to be in a different place than the captions- I can either know what the news person is saying or I can look for my school closings, but not both.I love watching movies in 'widescreen' for this reason: the captions are in that black space on the screen, and I can still see everything.

If there is a newsreel or main topic caption, it will sometimes cover it.

It can be very annoying when captions cover up something critical to understanding the subject

Sometimes

Does not impair my understanding when captions cover up graphics

Sometimes

Actually the recent pop ups on the screen greatly interfere with the captioning and make it hard to read.

the ribbon at the bottom

Sometimes have to turn off captions to see graphics. Other times I just let it pass.

They also put up dialogue boxes over my closed captioning making it difficult to read or see. These announcements are for the next show or some other advertisements.

I like to see the bottom banner and it is obstructed.

The captions often cover up weather alerts and running scripts along the bottom of the screen.

Especially when severe weather alerts are scrolling along the bottom of the screen and sometimes the caption is on the top of the screen and I can't see the persons face or what the weather is in my area.

Usually at the bottom of the screen if there is breaking news or names and titles of who is speaking are covered up by the captions.

covers news reels on bottom of screen

With prerecorded television the captions are only ever one or two lines at the bottom of the screen, but with local broadcast there are pretty consistently six or seven lines taking up one whole side of the screen, blocking anything that may show on that part including entire news reporters

i have options on my tv for how i want to see the captions... use a clear background caption... sometimes miss a word or two, but easier to see the whole screen

Yes the captions do cover up info or graphics but it doesn't really impair my understanding

captions cover the name of the person being interviewed

Translated text, as mentioned above.Identification of speaker is always obscured by captions. Description of graphics is delayed so it's very hard to follow what a graphic is about.

It seems unavoidable. I'd rather have the captions than miss text or graphics -- if that's my choice.

Yes, captions cover up info on the screen. It's annoying, but that's better than the captions covering the face of the person talking!!

It covers up names or story titles or the running ticker

I have become so accustomed to the captions covering up graphics or other text that I hardly notice anymore.

sometimes it covers text identifying who is speaking (and their title/role in the story)

Especially in school closings

Sporting events the trailers are covered

Local news is so inane, it is easily understood

It does especially when it covers the name of the person being interviewed

Anything that is printed in the captioning area is covered up. Whatever is there is not seen. There is a certain line length that each particular station uses (not universal) and it does not have the ability to change to accommodate text or graphics behind it.

My captions are presented at the top,left half of the screen. That blocks out a lot of info when watching sports.I wish I could choose different locations on the screen without it taking so long to do it .

Dislike

Sometimes captioning covers the ticker that runs along bottom of screen or covers the map during weather spiels.

Sometimes they cover up important information that is to help with understanding the program.

If coming in late to a story, you get a quick clue what is happening. The reporter can be talking about some other part of the timeline but need to know first what the story line is to follow the reporters conversation.

News is not closed captioned.

Often covers up the text, etc.

The captioning in is on the bottom of the screen that covers breaking news or information that runs by on a ticker scree.

The captions sometimes cover up the scroll at the bottom that may be giving local information - for ex. school closings due to weather.

Local comments block national info. Frustrating but over years I've learned to adjust and deduce hidden info.

Not really but annoying.

Only occasionally

They run school delays and can't read them because of the captioning.

NFL games have lately caused a lot of this problem. Also golf matches. Why can't they put the captions on another part of the screen?

Always common problem on the screen like crawling texts or reporters names appearing to cover captions.

on some channels captions cover the speakers' faces or other views, instead of being at bottom of screen

Sometimes it does that. I don't have time to take the captions off to see the graphics!

More likely that captions disappear when graphics or text appear at the bottom of the screen

When weather or emergency alerts are ticker taped at the bottom of the screen the captions cover it up. When this is happening I suggest captions bE at the top of the screen.

Sometimes CC is over a banner or words.

Can't see over it.

It sometimes covers up the font so you don't know who is talking

I can still understand content. There's just no perfect spot for captions. The bottom of screen is probably as good as it'll get

Often gets in the way of report or video of story.

Sometimes they are showing something I think is important, but can't see over captions.

Yes, it blocks faces of the people talking and sometimes the text at the bottom of the screen.

letters cover the graphics, there is so much text and information on the screen, once the captions on created on the screen there is no head or tail to what is going on.

Hope it will cover.

News is graphics intensive, captions will almost always cover at least part of them.

Names of interviewed individuals

Sometimes covers the long range weather forecast, suchas temperatures or type of precipitation.

This is particularly salient when graphics are at the bottom of the screen- I often have to ask a hearing friend or family member to fill me in on the missing information.

When there are interruptions by advertisers. At the very end of the news, our news ends before I can read the remainder of the captioning. So, I will miss the last sentence or sentence(s). Our local news folks carry on a conversation among themselves at the end of the news which is not captioned. I have no idea what they are saying.

right at the top of the screen, in the middle of the screen or on the bottom...

captions overlay text when people's names are put on screen under their pictures so I never know who that person is that they are talking about

It`s the other way, graphics cover the captions.

When a person is speaking another language (or an interpretation is needed in written words), the captioning covers up those words or the interpretation, and the captions do not fill in what is explained (and supposed to be read) behind them. This is extremely frustrating. I often lose what the interpretation is.

Sometimes they are on top and then bounce to the bottom It's hard to follow and they do cover the graphics

Miss the names of people and their job titles or location.

It isn't that often. I just keep reading anyway and don't really look at the graphics.

not serious

When news put something across screen you don't know what it said due to caption read what person saying but you also want to see what going across screen that may be important.

I WOULD SAY ABOUT 20% OF TIME, SO NOT TOO BAD.

Sometimes happens, but minor problem compared to bad , missing, or out of sync captions.

Trying to watch the news at times, the closed captioning interferes with the news, etc, pictures, statements

I like to know who is being interviewed when reporters are out in the community, and where the reports are being televised. It's important for me to know the who, where, when, why, how, etc.

Name of speaker and his/her title is often blocked.

Yes, often I don't like the placement of captions. It didn't used to be a problem but now all these shows have more on the screen and often I can't read it because of the captions. Sometimes there are no captions because of other text on the screen.

At times the captioning will cover the name of the person being interviewed, and also will cover the information scrolling on the bottom of the screen.

have to "fill in the blanks" on my own

it happens occasionally while watching news displaying some graphics or photos and captions covers them.

Captions often hide sports scores, crawlers or other important information.

sometimes captioning is blocking the scroll news text that come across the screen. sometimes captioning would block the sports scores.

Covers up subject's name/title.

cannot tell who is talking because captions covers their name and who they represent

Sometimes names and titles (who they are) get covered up so I don't know who the reporter is talking to. It sometimes makes understanding the story more difficult.

Impede watching sports activities. Did the player made goal, golf ball in hole, puck in the net. That frustrating me and hearing people.

Hearing people want me to have same access as their but they are frustrating not seeing action. I often turn off caption

Oh, do they ever!! Especially banes under pix, and text on weather-casts. But weather casts eventually change, whereas news seems never to "get it"!

Often!!!! I miss any names or important text related to the story. During emergencies the scroll of text is covered by the captioning. Have to stop the captioning to see the text.

seems unavoidable

Weather maps and words on program.

Often covers text and/or graphics

When bad weather notification is scrolled along the bottom of the screen I read the notification to see if my county is included. I am hard-of-hearing so I can hear what is said by the news people while I read the notification.

We really need control. Netflix captions are well done and font is great. I know Netflix is not live, but this has to be able to be replicated with live broadcasts.

Just how the CC or text is covered other information and not in the mood to adjust it on remote as it is a waste of time to move the text on the screen.

Wish I could move captions locations or font size easily.

Can't see the names of the speakers.

The captioning is centered in upper third of screen and covers reporters or special footage. May be centered at bottom which is better unless there are special weather reports being captioned and cannot be read

I emailed the station that the captions were in front of the 7-day weather forecast chart, and they changed the chart so all information is visible now.

This is a major problem! Many of the salient points are covered so you cannot read them. Example: Percentages of candidates' popularity, weather degrees, sports scores, etc. There should be a way to move the captions so they don't interfere with the "meat" of the broadcast.

During school cancellations, the captions block the scrolling information on the bottom of the screen

the captions are often in the way of screen action, or screen print details

Captions usually don't move away from texts and graphics so as to allow us to read what's being stated.

Sometimes it covers text and/or graphics, but I am still able to understand what is happening.

Yes it sometimes cover up important information. But the captions are also needed.

Too many overlaps on score boards and caption news announcement.

Yes, no caption are during weather channel

I recommend to shrink the screen a bit for caption to appear on the bottom of the screen in black background so that this will not interfere the screen text or graphic background and can see both the same time nothing blocks it would be great!

Labeled who the person is are covered up by cc

I mentioned this earlier. A box is on the bottom of the screen "Breaking News: Bank robbery on Central Ave" The closed caption of what is being said - not about the robbery appears over this. Two items in the same space. Can't understand either.

Technical problems

The captions will cover text graphics at bottom of screen that may state who is speaking, and their title or location where an event is occurring

Captions run over names, scores on sports programs, even some weather graphics etc

Sometimes it covers it up, but it isn't usually a problem.

It most definitely does. There is usually a scrolling bar across the bottom that gives details about the story. That is the same place where captions are broadcast. I cannot see two things at the same time, just like I cannot understand two people signing or talking at the same time.

!!!

Frequently I don't get the name of the person shown or statistics or percentages.

very often there is info that is covered up by the captions. I know it's hard to get everything on the screen, but I often have to pause the program long enough for the caption to temporarily disappear just to see what's on the screen. I guess we can't have everything!

There are times when the name of the person is on the screen but I am unable to see it due to the captioning.

For the weather segment, often the captions cover up the temperature numbers and other info. Many times over the past few years, I've requested the station to move weather captioning to the top of the screen instead of running it along the bottom thus covering up important information.

The pop up ads are terrible on cc!

The quality of the captioning impairs my understanding more than covering the text/graphics, but the most annoying part of the covering is that MANY times, it takes context away from person speaking. As in...is the person speaking a "man on the street" interview, or is it the owner of a business, or a politician, etc. When I can see this info, it actually changes the "weight" of credibility to the story.

sometimes bottom has a person's name or something on written captioned is in the way need to move to top when need

Names, locations or bright background may be the problem.

## Appendix E—Emergency Captioning Textual Responses

Sometime missing.  
I cant recall specifics.  
Most of the time none, usually provided via cg crawl  
i have not experienced seeing captions during emergency local broadcast....  
If there is captions, then sometimes it makes no sense or it is very delayed. Usual there is NO captions.  
captions over emergency text  
Awareness and details are needed....hearing pick up info even on car radios! What about us who are deaf?  
Like I said previously weather alert text sometime cover program captions.  
No caption on live show  
A problem when, due to misspelled words, missing statements omitted, it takes longer to have to sit through several presentations to finally understand the capacity of what is being presented rather than understanding it all the first time.  
Often, no captioning during emergency. Sometimes another station will have captioning eventually, so I keep flipping channels until I see captioning, to know what is going on.  
er news sometimes pop up that is good but it auto sent me in email though but only at work not in my home cuz i cant afford internet at my home!  
dont remember captioning during emergency broadcasts. I worry that I will not be properly informed of a danger, that the hearing community easily has access to.  
no captioning at all  
During the Baltimore Riot.. the captions ws not really ready at that time. we had to wait about 45 mins or so to obtain and learn what happened.  
no captions or just local broadcaters  
There was no captions for three days since tornado went thru our area and many ppl who relies on information was lost on what to do, while hearing people get resouces thru audio from TV or Radio  
captioning of local emergency events are sketchy. During the Tucson shooting -- there was absolutely NO captioning. Had to wait for someone to tell me what happened.  
It is usually not captioned  
Don't really know on this one. For emergency notices (mostly weather) I use my computer.  
Especially on ABC & NBC channels but WJXT channel is real good on live captioning on emergency broadcasts. Can't comment on CBS or FOX as I do not watch them.  
Missing captions, and captions are scrolling without break  
Don't recall...  
Often there are no captions and I get scared because I can't lip read.  
The station simply don't have the funds for the staff to do extra work. The equipment is another matter.  
Last week we had a mass shooting in Rochester. A news conference was shown on all stations. Kudos to the CBS, NBC and ABC affiliates for live-captioning the news conference. Time Warner Cable News could not be bothered to do so. Really, they stink!  
Charter Communication block local news' weather by using their Emergency Alert announcement that isn't designed for Deaf/Hard of hearing  
captions and broadcast messages have overlapped  
the banner announcements that stream across the screen with emergency information are usually pretty good, but if the programming is interrupted for live broadcast - there is usually no captioning  
Finally after many years of complaining most emergency broadcasts do not cover captions.  
Very poor if anything is captioned otherwise no captioning and where is our safety or alert for emergency, we are NOT involved??? It is pathetic!  
The only emergency warning we have received was a running banner warning of severe thunderstorms - and it was not accompanied by sound. It was the best captioning we have ever seen (grins).  
If captions are not present, or are inaccurate, I either change stations or go to my iPad for i formation.  
I have not had an opportunity to watch an emergency local broadcast.  
it often is not captioned fully, just bits and pieces of information  
yes no there or incomplete  
Many emergency weather reports are not captioned at all and also breaking news is rarely captioned.  
Cannot comment.  
You are not able to understand what the emergency is at the time cause of the delay  
Emergency broadcast are not captioned.  
They are rarely or poorly captioned.  
Not captioned or the text is covered by graphics  
Sometimes NO Captions  
Blocks out the local info at times.  
haven't had that experience so don't know how the captions would be  
little or no captioning is provided.  
Often there are no captions.  
Many times there are NO captions for emergency weather. Sometimes it is very garbled. Many times it is too fast to read.

Consistent with other comments: missing, interrupted and inaccurate during live broadcasts; seems unable to keep up with what's actually happening.

In PA many of the Deaf and HOH have repeatedly complained that during Emergency Management announcements on TV there is no sign language interpreter or closed captioned. Once the Governor spoke and the sign language interpreter was completely out of sight and was not allowed to stand near the governor (now how ridiculous is that). The Deaf/HOH are left out in the cold when it comes to national disaster and emergency response.

ABC is the best with captions. Local Fox is also fairly clear. CBS and NBC are so bad I don't turn them on.

During emergency situations captions are "streamed" across the screen during programming. However, for live news during emergencies - often there is no live captioning.

ONLY A FEW WORDS ARE DISPLAYED AS THE NERATOR TALKS. THERE IS POOR RELATION BETWEEN CAPTIONS ON-SCREEN AND WHAT IS BEING SAID.

Captions shows running across top of screen during emergency Tests.

Usually no captions as there's no opportunity to script the news and no live captioning is provided.

I hate the emergency broadcast systems that tell me about Amber alerts some where in this state or the next and other "irrelevant " factoids. I do not know or care if they are captioned.

Sometimes captioning stops during emergency broadcasts.

Yes, we had big floods this year in which people died. During those storms, when they were announcing they were coming, I had heard about it from my husband. Local news ran the story with no captions. If I had been watching for this news the first time, I would have missed it. People's cars were washed away, whole families drowned. And I would have known nothing about the coming rains or what to do if water surrounded my car. I was concerned enough to email the local news station.

I'm not sure if this happened with the above mentioned station or a different station. A few years ago a tornado touched down in our area. The captions/trailor said to seek shelter when actually the tornado had already touched down 1/2 hour earlier.

no experience from which to comment  
usually non existant

I have filed an FCC complaint and will quickly demand captions in emergencies. They have gotten better at planning ahead for live captions of storms etc. However, breaking news, fires etc. are often not captioned because they have to give a remote captioner more than a hour to get on line.

YES!!! Living in "tornado alley" there's several tornado warnings/touchdowns during the season. One local channel finally went to live captioning, the other didn't. I contacted the second station with my concerns and filed an FCC complaint about the lack of live captioning. I received a letter from the owner's legal counsel stating "it wasn't their responsibility since my city wasn't a top 25 station." That lawyer is no longer with the company and the station is now providing live captioning during tornadic activity.

Very slow therefore chunks of phrases will be missing in order to catch up.

Captions are often broken up

Same things they put alerts over captions so can not read

Often either none or limited captioning.

Only one station in our area has captions during emergencies. The other stations do not.

Often emergency broadcasts are not captioned fully

Sometimes there are no captions.

For the most part they caption them but once in awhile it's not.

No captions present in emergency local television news reporting.

not always cc on live on-site broadcasts

Never had this experience.

I don't watch much tv and I don't watch the news

They are often not ledgible

see previous comment

I don't know.

Yes, the captions and the emergency notifications are not compatible, and the captions obscure the bottom scrolling of the emergency information

Emergency weather seems to be covered with live captions.

Not sure....

There are usually no captions during a breaking story.

No captions.

Can't think of any examples.

No experience with this.

not aware

No comments as I don't recall my experiences with emergency broadcasting.

captioning can be absent or very out of sync

captions cover weather emergencies when on screen

Emergency local broadcasts are usually not captioned.

So confusing as to be counter-productive, leading to paranoia.

No emergencies

I don't recall watching any local emergency broadcasts.

They do run a strip above the news but often you are not able to find out details as the closed captions are not there.

I don't know. I haven't experienced emergency local broadcast. I would assume yes since they don't seem to have it together for other sections (LIVE or Weather)

No captions

Usually are not captioned.

This should be a time when captions can save lives. During and emergency when captioning is missing, it is frightening.

Cc words cover up significant information and details

they are too fast or no captions at all

Usually no caption during emergency broadcast

Emergency broadcasts are not captioned.

Not in sync with what's being said.

No captions arr broadcast during breaking news.

this is a major problem for all local channels

misspelled county names

don't recall.

Not tested

Usually no captions

It's impossible to follow what is being said if there is a live report and there are people interviewed or there is dialogue between reported and news anchor.

It is obvious that captioning during emergency segments is not coordinated and the events or information taking place.

There are no captions during emergency local broadcast TV news. Frustrating!!!

Don't know

some time on emergency show nothing that we don't know what is going on

Haven't had that many emergencies...; but yes the captions could be better

they are not captioned

Especially during severe weather alerts...some channels much better than mbc local channel

Since they keep repeating in an emergency, I think it's okay. Can't recall definite though.

It often covers the crawl on bottom.

Emergency weather warnings, etc are covered by the captioning. Emergency fire reports are done by live broadcasts and NOT captioned.

I know there is an emergency but have to ask someone else to tell me what and where. Only when emergency messages are scrolled on either top or bottom do I understand if action is needed on my part or not.

can't recall

A lot of times there is no captioning

Often the captions start so late that I have no idea what is going on and who is saying what.

Emergency announcements & coverage is never captioned! This is VERY FRUSTRATING!!!

Many times no cc.

not aware

The captions leave out words a lot during local emergency broadcasts.

During very threatening storms when we depend on the TV for critical updates like tornadoes in the area.

can't understand what the emergency person is saying b/c it is a woman speaking & women are harder to understand then men.

Can't recall.

Have to ask others for help

don't remember seeing captions in this instance.

Non existent

Sometimes there are NO captions explaining the emergency.

Never captioned.

The CC are rarely used in emergency broadcasting

Sometimes captions are not provided/broadcast

Lack of captions and excess errors

It is better now, but not all the stations caption it.

Especially weather alerts. Again, ALL weather needs to be captioned

Captions don't start with the emergency report - it takes time for them to appear. If there is live information, often there are no captions.

Hard to get the urgency info, it seems to be in bits and pieces.

Sometimes. May be hard to follow or some info is omitted.

Captioning live has a hard time keeping up by a few sentences behind. Thus the content can be lost to me.

Captions are sometimes missing when emergency broadcasts are inserted.

sometimes there are no captions

sometimes the captioningg stops

Again, overlapping issues! Emergency tests should always be on the top! Regular show programming and news captioning should always be on the bottom! As far as live sporting events, the captioning are such a hot mess!

have never experience an emergency news cast to give an appropriate answer

My cable company "usually" (not always) warns of impending bad whether.

Just significant difficulty following captions due to errors and delays.

Except for the captions covering the alerts across the bottom.

If the cable breaks down  
 Don't know because haven't experienced it.  
 Really don't know. Don't have emergency broadcasts but assume they won't be captioned  
 Sometimes  
 Sometimes captions are late. Sometimes they stop for awhile so I miss a lot of information.  
 No closed caption or just parts of the announced broadcast in text. It is the equivalent of the sound going out while you are listening to the broadcast.  
 Don't remember.  
 The captions often cover up weather alerts.  
 What i mentioned in the previous question  
 captioning of program covers the emergency reel  
 If they even show up, I have all the same problems as usual (delay, misspelling, missing text, etc)  
 most of the times during emergency broadcasts, it is never captioned.  
 have not come across this  
 Captions are usually not included  
 Sometimes when we have fire or severe storms closed captioned do not come on. It is frustrated to me especially when I am alone.  
 Haven't had this experience .  
 I do not believe I've ever had this experience -- but I'm hoping there would be captions no matter what.  
 In re: to severe weather info, captions are often delayed or incomplete. Also, a number of "tornado chasers" often report from different locations within the state. I don't believe their reports are captioned.  
 usually not captioned  
 We usually get emergency broadcasts on a crawler across the screen. The captions themselves during the news broadcast are problematic as previously described.  
 My husband fills me in; therefore, I'm aware of emergency programing.  
 these are usually done live so captions are not there  
 Often cc is too fragmented and frequently covers nsews banbers for emergency info which makes both hard to read.  
 what is emergency news?  
 Sometimes the switch to live captioning is slow when an emergency broadcast begins.  
 Weather alerts that roll are covered up by captioning. Because they roll, you can get the information by waiting to see it a second or third time.  
 Lot of the important info is not captioned, more so when reporting tornado warnings/watches/tracking.  
 I heard an emergency broadcast signal and received verbal information. No C.C. or visual info was given. The only reason I heard the broadcast was because of my C.I.  
 For the most part not captioned. National news breaking news usually is.  
 No captioning so cannot understand  
 Many times these won't be captioned.  
 Disappointing. I sometimes rely on watching interpreters whenever available but the TV does not focus on interpreters except keeping moving the screen around to the audience whenever speakers speak. I keep missing interpreters, and even no such captions at all.  
 They don't provide captions during emergency.  
 no comment - I use tv streamers to my hearing aids so do hear some of what's said  
 Sometimes it's just not there.  
 Never seen an emergency local broadcast?  
 As already stated. Some captioning is preferable to none. I trust that they (whomever) is doing their best.  
 Usually not captioned or very broken.  
 Many times it isn't even captioned. And when there is an interpreter the camera does not include the terp.  
 Delayed and then goes too fast. Also words r phrases go missing  
 During the wildfire, just a feet away from our home, there are a emergency TV broadcast but no captions, we aren't aware that we have to evacuated until the police knock our door.  
 A lot of misspelled information like street names. Sometimes no captioning at all.  
 Slow!  
 They don't use captioning during those times.  
 No captions or delayed captioned  
 Usually emergency broadcasts and breaking news are never captioned  
 captions cover the emergency text.  
 If Eemergency local board cast must use closed caption something happen.  
 Various channels that look for captioning.  
 I have not encountered this situation.  
 Most of the time, severe weather alerts are NOT captioned.This is the time when captions NEED to be available. All emergency broadcasts need to be captioned!  
 local hurricane info is not captioned  
 Usually there is absolutely no captions available in these situations. When this occurs, I resort to Twitter or Facebook to see if there is specific contextual information from others who may have posted.  
 If I remember correctly it is captioned or displays a written message on the screen.  
 There haven't been any emergency broadcasts that I am aware of since I moved to the area 2 years ago.

I am not sure of this, and cannot answer this question with accuracy..

Not that I recall

During emergency weather alerts, no captioning available.

Need improving

Garbage words across screen caption errors.

Stations do good job with emergency info on scroll at bottom of screen, but captioning itself is poor.

Sometimes the local news will have the captions ready and synced to what is being said. I do see the weather alerts sometimes being captioned, so that is a good start. It all depends on which channel will automatically start captioning when there's an emergency broadcast occurring. I change channels (ABC, CBS, NBC) until I am satisfied with the captioning in sync with the immediate broadcasting.

have not notice if captioning is on during the emergency broadcast

Sometimes there are not matched by captions with emergency and the partners listened and heard no making sense report news saying and confusion.

But it occurred rarely.

During recent storm there was no indication of where storm activity was located or if my location would be affected.

They do not captioning during emergency local broadcast television!! It's frustrating to follow what's going on.

Captions incomplete or delayed so that it doesn't match what is shown

Emergency shows up lower part of TV screen. It is hard for me to watch caption on TV program and caption from emergency announcement at the same time.

I'm not sure, but I think they use a ticker tape presentation on lower screen.....

Often misspelled or confusing text. Sometimes instead of typing the name of a person or place, the captionist will type "indecipherable."

That information can be really important - especially during an emergency broadcast.

Sometimes, it doesn't captioning during emergency local broadcast.

CC is not displayed during emergency broadcasts

Unable to follow exactly what is occurring.

yes, especially Breaking news, weather information is not always fully captioned. SPORTS is NOT fully captioned so I get frustrated as I want to know everything what they are saying about everything.

Haven't see an emergency local broadcast in years.

I rely on moving ticker tape type messages displayed at the bottom of the TV screen for such emergencies. Captioning is unreliable. It either shows or doesn't.

Breaking news, that interrupts regular programming usually does not have captions. Breaking news reported during the local news program will have captions.

Many times the emergency broadcasts are not captioned at all

I only watch the news during the regular news hour.

During emergency events, I do not know what is going on because the cc is not on.

Usually during tornado warnings. There generally aren't any captions.

Yes, same (events outside the newsroom are not captioned)

I don't use captioning during emergency broadcasts

In Saratoga county is worst than in Orange County (NY). I visit my parents in Saratoga, during the local live news is terrible, no captions shows or goes by way too fast to read after return to station room news shows up in a split sec then gone.

No cc

Captions for local broadcast is usually not captioned Most important for emergency broadcast info is the weather not being captioned. Not good in hurricane territory. .

Never available for any emergencies...

Usually, these emergency reports are not captioned. They may occasionally start captioning if it is a lengthy, ongoing report of several hours.

Usually no captions or can not make sense of words, sentences. Some people who do not have a hearing spouse or partner could not receive proper information.

Broadcasts are of the event-type and not captioned. Example: severe weather...no captioning, so I rely on family members to tell me what is said.

There are usually no captions at all.

American Sign Language interpreters should be on air for all emergency broadcasts. When they are there (usually during a government briefing about the emergency) the cameras NEVER STAY ON THE INTERPRETER!!! How can I understand what is happening if I cannot see the interpreter? Captions are generally useless in these situations. Media should be required to have an American Sign Language interpreter for all emergency broadcasts and updates. Furthermore, media should be required to keep a camera on that interpreter for the ENTIRE broadcast.

I do not recall but do know the captioning is awful so suspect on the few times there were emergency broadcast they are not good.

there none captioning during emergency

never noticed on emergency local news

I get no auditory on my local station, just the visual part of the broadcast.

While the fires are going on, I cannot see where they are taking place! Many times, something has happened and it is breaking news and I need to change the stations to see if it is on another station! Captioning is definitely a problem in my area and most hard of hearing persons complain. Being the former president of our small town hearing loss association, people have complained at our meetings over and over again for me to do something....I have called and emailed the stations but to no avail.

Not that I recall. We haven't had an emergency broadcast since the new captioning company began providing services. In the past, all captioning for emergency situations was well done.

I haven't had emergency

Maybe it does, but for real emergency situations (weather, road, etc.), I don't bother with the TV - I usually get alerts on my phone from apps that I have. MUCH more reliable than TV!

No captioning!

most of times emergency or break news no captioned at the begin

Not yet but know there wouldn't be any captions.

The news do not always tell where when and what advice or action to take in the emergency situation.

## Appendix F—Caption Complaint Responses

Try not bother too much.

Dont recall when. I don't have any faith that complaints will help anyway.

One time,I filed a complaint with our local station years ago. They responded with something like they appreciated my concern and will look into it. That was years ago. I guess at this point i got used to these problems with captions on news programming that I didnt think of filing a complaint again or with FCC. This will be on my list to do next. Thank you for your survey and push.

No, I do not know who to file the complaint. I need the information.

Too complicated in filing to federal but did to local station but to no avail.

Sometimes it feels like the little guy, such as myself, has no voice. When filing complaints in the past, it doesn't seem like anything ever gets done.

I have e-mailed the station managers in the past, but never get a satisfactory reply or any reply. I served on a panel which tried to get local stations to caption the entire news in real-time. Ans: they were not required to do that, but one told us the cost of a half hour program per day, if we wanted to pay for it...which we could not pay for.

i need help with it every time i talked with my supervisor she said will help but left the job so maybe with new supervisor will ask him and will let you know !

I seriously doubt that a complaint would make any difference. The FCC is in thrall to the broadcasters, not the public.

Yes. One station was on the air for 6 months with no captioning. ONE of the ancillary stations.

Did not know I could

I have done that several times in past.

I usually let it go... sometimes I switch to another program if captions on my fav. show doesn't show up... the one I like was The Sams cooking show.. it wouldn't put in captions after I complained to that show..

Once or twice years ago..

I mentioned meeting with KMIR in earlier comment. KMIR staff has good attitude of wanting to work with the deaf community but aren't very resourceful in resolving their problems using budget as an excuse. They claimed that Los Angeles facility has more money and could afford better quality captioning devices/ services.

No action was taken.

I wasn't pleased with the outcome after FCC 's investigation. To me it simply swept the dirt of a case under the rug and not pursued any further. It was the case against KESQ station back in 2014 of September. The case was closed in December after receiving the deputy director 's letter. Not too pleased!

Many, many times. Nothing ever comes of it.

Many years ago. Minus a video capturing what happened the group of us that filed failed to prove our case. Made us not want to bother to file further complaints as the circumstance was glaringly obvious to us. A tornado nearby and no captions. Captions appeared that night in stories, but thT was after the fact.

I understand that several years ago a major effort was made to improve captioning in our area, but we learned that with the exemptions for "smaller markets" our area would not see improvement until FCC changed their rules. I have a hard time understanding how an entire state plus is considered a "smaller market" where we have routinely experience serious weather threats

This complaint is from my summer residence, however even with my primary residence of 43017, local news captioning is sporadic.

National Captioning is far better but can be improved.

But I have notified my cable company tech depart that my captions don't always work

I've written the station that offends most, but need to take it further.

Time constraints/job stress

so overwhelmed with other hearing loss challenges and having to advocate for myself I haven't done this

I filed with FCC but got no answer and no followup inquiries. So I don't bother anymore.

Complained to two of the three stations. One was re captive and one was not.

I've called the television stations many times when there is no captions.

I've tried calling or emailing the station, often been passed to an engineer or similar with a comment like "it was down for a bit but it's been fixed" i.e. nothing to do about it

If you don't know the procedure in doing this, how can you expect people to file a complaint? Many people do not know the protocol as to whom he/she should file a complaint against.

didn't know who to complain to

I have sent e-mails to the local NBC station because it has the best news and I like the anchors. However, both e-mails were ignored. I sent it to the Anchor So I just started watching ABC which has better captioning.

If I had that problem I would not know how to contact with the FCC if those who not able to communicate by speak or sign language and how to contact would be a good resource for those who need to know how to go from there.

Yes - with the 2 of the 3 stations.

I may have done so before this year, but I don't think I have within the past year. I wanted to do so, but it takes time informing first the TV station, and by the time I've informed them, I'm tired.

I filed an FCC complaint because the emergency weather scroll at the bottom of the screen conflicted with what was being said. I.e. the scroll gave a general warning and the speaker was saying a tornado was in the area take cover now to a specific area near my home. The FCC said the scroll was sufficient warning.

Yes, but have filed tons more complaints with the FCC regarding captioning problems in general on cable stations I view.

When I have contacted the local office they have told me that they can't control it.

I am too busy to ever have the time to look up number etc

CW and abc regular programming

Once with no response...finally gave up.  
No.  
If I knew I could complain, and if I get the site to complain I would. Tried calling local station but often need hold too long, and when get someone hard to understand words~ of what I get is no good reply.  
About the colors. Their response: Not my problem. Universe says: not my problem. Happens on newscast only.  
station says it is the program and vice versa  
I do not want them because I do not know to contact?  
Don't really know exactly who to call. Plus I am not comfortable using the telephone. More comfortable with texting.  
I have assumed that complaining to the local station wouldn't change anything and it hadn't occurred to me to contact the FCC.  
Did not know who to complain to about captioning!!  
via HLLAA and inside contacts.  
I assume that complaining is futile.  
But I have contacted the local channels from time to time..  
Have called the local station on occasion when there was no captioning at all. They then have their engineer reestablish captioning later.  
I have no idea how to. Would like that info  
I did complain to local station or cable company and they won't comment to my understanding  
Yes I have complained and they said that since it is live it is not possible to caption  
WSYX Ch. 6 I think, it was too fast for a favorite TV show. It may have been Scandal. they said it was because of HD.  
I have given up here.  
I have called my local station when the captioning has not been "turned on". It gets "fixed", but I miss most of the 1/2 hour program when this has happened.  
no reaction from the local stations, did get an acknowledgement from FCC that they received my complaint several years ago  
I simply don't hear well enough on the phone. Calling is a real problem. My closed captioned phone is worse than the TV and that makes for a HORRIBLE communication problem!!! I absolutely know that I am not alone with this.  
Good idea, will do so, haven't due to excessive laziness!  
I got no response. I filed saying I know there's electronic voice capture and I feel it would greatly improve captioning for me. if this took place rather than a typist trying to capture the news.  
I have spoken to the reporters when I see them.  
I wish it was easier to file a complaint with someone whenever captioning is lost or garbled on my favorite network programs like "Castle" or "Bones" because those programs can be very difficult to follow.  
I have contacted the station in the past, but it seems to have gotten worse.  
They referred me to the local cable company.  
I have contacted the TV station  
My hearing loss is moderate so I don't depend completely on captions  
Have sent emails to station but not recently. Also need to have sports captioned. A special was run recently about a sport story. Not captioned. Had no idea what was being said during the interviews  
I have told a local newscaster but nothing came of it. Sadly did not have the time to pursue this issue.  
Nothing that warrants a complaint - however I am not picky, just grateful for the technology after living without it for the first 40 of my 55 years.  
I have wanted to. The best CC seems to be PBS and the Food network. Both good.  
I feel fortunate to have the captions as good as they are. I feel updates will be made as they become available.  
I wish I had spoken to them many, many times but always thought our technology has not caught up with world events!  
I have asked (during the Super Bowl) the local station about uncaptioned commercials. Have not had significant problems with the newscasts, though.  
Sent local station an email  
Local news captioning now is much better than it was a few years ago.  
I have called them on numerous occasions  
I don't know how or where to reach them  
Why would you complain; it works as best as it can and it's free (sorta).  
I am now communicating with a local cable company to improve its captioning.  
I used to call or email & complain. Occasionally, the technician would say that the caption machine had malfunctioned or was turned off. Since the move to digital, I don't even try to call because it is too discouraging. I guess those who can afford cable or satellite are doing better. Most of my programs have problems, and some of the major networks don't caption half the time! (For ex. NBC)  
Out local HLLAA has and it hasn't done any good.  
I am tired of it, as I tried many times but to useless solutions.  
It's not perfect but it beats nothing. PBS has the best captions of channels I watch  
Since CC was getting better and I had other station choices to view CC, inertia!  
I emailed the weather people and was told it is not their responsibility to caption. In other words they blew me off.  
I don't know how  
I am not sure who to contact.  
One time missing captioning I called only left message.  
Long time ago  
I do know of someone who did, and nothing happened.  
Did that in my last city and did no good. Why complain when nothing gets fixed? Just means more work for me to be ignored.

Not sure what to do.

This past summer has been the worse I've seen with captioning during news segments and I was just wondering who needed to be informed.

I called the local ABC about their captioning. Guy told me "I'll see what they say" as if it was a low item on the totem pole.

Trying to make new development technology better and keep up.

I filed with headquarters in the past. Been living here for 12 years and we formed a committee called "Tucson for Better Captioning" and met with couple of local news stations but to no avail.

I have filed complaint but was told that the local news does not have to be compliance because the local news is not top 25 companies. I disagree with this but this basically shut me out and my rights are thrown out of window. I hope that you will take this seriously and remove the top 25 companies but made it mandatory for all news regardless...

In the past I reported to local channel when there was no caption

I've contacted station managers who have been very cooperative. Problems were national shows had a very significant sync delay, almost as bad as real-time cc. Local CBX solved problem,

Due to hearing problems communicating is too difficult

why bother. Do FCC truly listen ??? I have tried it a few times and to what point??? How many time do we have to keep complaining or do a survey when FCC is really listening and MAKE REAL change EVERYWHERE and on ALL STATIONS IN USA. Thank you.

I have had difficulty finding contact information to file a complaint

I do not know where to go to log my complaints.

I have complained to the local station and they have been responsive.

It's not always easy and convenient doing it. People at the stations do not always answer.

I just appreciate getting any captioning period since I have been without captioning most of my life.

I notified one station that didn't show any captioned with CC indicated upper right hand corner on e-mail. Technician replied and promised to fix it on soon. It did it work well.

Not in Saratoga county but did in Orange County once in local station. Comments: should add comments at the end for any general issues or recommends. As I did this twice for 2 different locations. Thank you.

I probably should. I have for sports.

Yes. I have the email addresses to all of the local station managers plus one of the Vice Presidents of NBC Universal. I communicate with them frequently.

too many times and still nothing has been fixed or do something to improve...will you this time?

I inquired with a city official about the lack of captioning for the local station and the comment was that it was a lack of funding issue.

Yes, TV stations in our area...it did okay for a week or so then back again to the major problems. Our movie theaters are a problem too as they limit the devices to only a few or they are broken when needed....complaints to the movie theater's owner has done nothing.

Not yet, but getting ready to do so.

That's an option? Where do I start complaining? ;)

I complained to the local station and they said it was too expensive for them to have live captioning.

I should do that I will

When I was residing in another area, I did encourage news to caption live reports when the location was off the station area.m.

## Your submission has been accepted

<b>ECFS Filing Receipt -</b>		
<b>Confirmation number:</b> <b>20151028110089</b>		
Proceeding		
<b>Name</b>	<b>Subject</b>	
05-231	In the Matter of Closed Captioning of Video Programming Telecommunications for the Deaf, Inc. Petition for Rulemaking.	
<b>Contact Info</b>		
<b>Name of Filer:</b> National Association of Broadcasters		
<b>Address</b>		
<b>Address Line 1:</b> 1771 N Street NW		
<b>City:</b> Washington		
<b>State:</b> DISTRICT OF COLUMBIA		
<b>Zip:</b> 20036		
<b>Details</b>		
<b>Type of Filing:</b> REPORT		
Document(s)		
<b>File Name</b>	<b>Custom Description</b>	<b>Size</b>
ENT Progress Report.pdf	Report	307 KB
2015 NAB Survey.pdf	Attachment A	970 KB
2015 Consumer Group Survey.pdf	Attachment B	530 KB
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