

Hearing Access Program

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FCC

Docket # 05-231

Complaint # CIM0000143653

On Thursday, November 5, 2009, I met with Jamila-Bess Johnson from Commissioner Cops office and in a separate meeting I met with William Freedman and Millie Kerr from Commissioner Baker's Office. On Monday, November 9, 2009, I spoke with Rosemary Harold from Commissioner McDowell's office. At each of these meetings I discussed the Petition for Captioning Standards (Docket #05-231) and my family's subsequent complaint on this issue (complaint # CIM0000143653).

An individual cannot resolve captioning quality without the FCC mandating captioning standards. My complaint has languished and Ms. King told me that there is nothing that can be done to resolve the captions from running across the characters heads since there are no quality standards mandated by the FCC. As long as there is captioning, no matter what the quality, then the show is in compliance. Is this what the FCC really had in mind when captioning was mandated?

Best,

Janice Schacter

Chair, Hearing Access Program