

I am writing to express my interest in improving access to media through captioning. As a hard of hearing person, I rely totally on captions to understand the news, television programming and movies. It is frustrating to not be able to watch or understand programs because of problems with captions.

Common problems I've experienced include:

- Significant delay of captions on local news broadcasts and late night talk shows. On news programs frequently the ends of sentences are cut off as the program goes to commercial break.
- None of the programming of specific channels being captioned (This Twin Cities channel 45.2).
- Nonsensical captions: captions that are so garbled or are missing too many letters or words to be understandable.
- Placement of captions on the screen covering up other pertinent information that is not captioned. (Not emergency information, but names of people being interviewed, location information, etc.)
- Missing captions of spoken Spanish.

Thank you for the opportunity to give feedback.

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