

December 8, 2010

To whom it may concern,

I have been using captions lately myself and I have friends who use them regularly. I do not have a hearing loss just tinnitus and the captions help me comprehend the shows better, especially when there is noise in the room.

I work with people who have disabilities and that includes people who are deaf and hard of hearing. When we have a movie or watch something on tv we use those captions to provide equal access to our consumers and staff who have hearing loss.

Since watching with captions recently I have been appalled by the poor quality some of the captions have. At times the captions are beautifully done. At times, what is being said is totally lost. I would say maybe 1/3rd of the captions I watched the other night were either way behind what was being said to the point of confusing the viewer or the captions did not resemble what was actually being said and came out gibberish. Just turn your captions on and ask yourself would hearing people put up with this barrier to communication? No, we wouldn't and now the deaf don't want to either.

I recommend a mechanism to insure quality be considered so that our deaf friends have captions that do the job they are intended to do.

Yours truly,

Nancy McClellan-Hickey