

Appendix: Qualitative Analysis of HLAA Survey

This document contains the theme analysis of the HLAA survey, and also provides the complete record of open-ended textual responses.

Super theme	Sub theme	Category	Count
Caption Quality			595
	<i>Accuracy</i>		123
		Captions are misspelled	33
		Captions don't match audio	19
		Captions are inaccurate	34
		Captions do not make sense	19
		Missing/misspelled names and places	10
		Captions are garbled	8
	<i>Placement</i>		34
		Captions cover important content	34
	<i>Timing</i>		153
		Speakers talk too fast	13
		Captions scroll too fast	24
		Captions lag behind speech	106
		Captions are ahead of speech	10
	<i>Completeness</i>		242
		Captions cut off on segment switch	22
		Captions cut off on commercial	55
		Live/Ad-Lib not captioned	64
		Captions incomplete or missing	74
		Captions stall	27
	<i>Consistency</i>		43
		Captions are inconsistent at different times	23
		Captions are inconsistent across different stations	20

Consumer Experience			237
	<i>Satisfaction</i>		82
		Captions are good	19
		Captions are adequate	8
		Captions are terrible	33
		Captions are better than nothing	13
		Quality has improved	4
		Quality has declined	5
	<i>Feelings</i>		67
		Feeling frustrated	18
		Feeling annoyed	11
		Feeling of missing information	38
	<i>Sensory</i>		29
		Lipreading	13
		Listening	16
	<i>Actions</i>		59
		Gave up	24
		Switch channels	5
		Contacted station and got resolution	8
		Contacted station with no resolution	18
		Filed FCC complaint	4
Providers			141
	<i>Perceptions of providers</i>		115
		Professionals don't care about quality	27
		Station is called out positively	30
		Station is called out negatively	50
		Broadcast corporation is called out negatively	8
	<i>Interactions with providers</i>		26
		Contacted station and got resolution	8

		Contacted station with no resolution	18
	<i>Captioning method</i>		52
		ASR	14
		ENT	19
		Human	19
Content			151
	<i>Type of content</i>		116
		Sports is poorly captioned	8
		Weather is poorly captioned	80
		Local news are of poor quality	28
	<i>Public Safety</i>		35
		Concerned about emergency information	35

Open-Ended Response

Question 14 answers this question here, tv news or shows switch too quickly not able to see complete captionings

Often times early morning news miss out on captioning! Commercials often cut into tail end of news. Where you typed Always, you should have added Mostly..

Cc should be completed before going to commercials !

biggest issue is with live showing where real time captioning is needed; often it is not there at all.

Better than nothing at all but does need improvement.

Regarding our local news, either the captions are recorded and replayed, or electronically produced based on the news' script, because usually, the captions will stop when interviewing a reporter out in the field.

The spelling is usually a little off, but I can figure it out. It is certainly better than no captioning.

Other captioning (ads, breaking news, etc.) break into captioning) Sometimes captioning stops, speaker goes on, with no fill in. All stations could do better. To me, captioning is neglected. its hard for the captioning to keep up with the speaker who talks to fast for anyone to be able to caption what they say, hence, the speaker has gone on to other news and we're still reading what they said. It's frustrating when you can't keep up with them and then you're missed too much to make sense of the next news item .

There are a lot of typographical errors and does not keep up with the current reported story. It's always behind. Since topics change rapidly, the captions are for the previous story. I feel that I miss a lot of pertinent information because of the lag time.

The initiative is appreciated!

Since Sinclair moved to digital captioning, the quality of captions has declined significantly. Local names are usually if not frequently misspelled (example: "Alki Beach" was captioned as "Al Qaeda Beach") and incidental sounds are never described. I wish local stations would switch back to live, human captioning, so we can have the same level of excellence in local programming as our national news.

Live captioning done by a human shorthand writer is much better than the computer generated captioning that Sinclair Media utilizes. If given the option, I do not watch news that is captioned by AI.

I believe they are typing to the teleprompter, and sports and weather are often missed or neglected completely.

I think that the captions for my area are pretty good. The only thing I have noticed repeatedly is that the captioner does not "blank and pass" prior to commercial breaks quite often and this results in the commercials not being captioned... which is frustrating.

Bottom of screen has the Hometown forecast with closed captioning above it which is overwhelmingly difficult to read. All news stations captions are five to six words behind and is very difficult to hear and read same time when words are delayed. Captions gets shut off mid sentence prior to commercials. I am a proficient reader, avid news watcher for over 50 years, worn hearing aids since age 12 and have utilized my cochlear devices past 18 years. With the advance technology we have today, I do expect the captioning to be in sync with speakers. When watching tv programs and movies-voices and words are IN Sync! Listening and reading the local and world news are vital for every persons with hearing loss.

They need to be clear.

Captions provided by Sinclair Company, which I believe are automated and not done by a person, are terrible. They miss out on entire sections of the broadcast constantly. You can tell when there is a live captioner providing captions because the timing is (more)accurate and is never entirely missing.

I always watch WLOS in the morning while getting ready for work. I depend on the captioning for information on weather and traffic since I don't wear my hearing aid or cochlear implant processor while getting ready. More times than not, the weather isn't captioned and captioning on traffic is so far behind I have no idea if there are accidents or road closures. During bad weather this is also a problem.

When commercial comes up, it cut off captions. I missed the end saying. Very annoying!!! When the news returns, the captions come delayed. Sometime it shows "TEST TEST TEST" which is annoying of all!

Lot of times, when turning into commercials, captioned could not be read at the end of news before commercials have began

Not sure how the captioning originates - human or digital - but if human, they often get words wrong and even misspelled. I realize they are trying to type at speaking speed, but they need to hire people who can spell.

The major Denver TV networks do a good job overall with news captioning, for afternoon and evening. Better than some bigger cities. And improved from a few years ago. Generally pleased with quality.

What really bothers me the most is that not everything is being captioned. Someone will say something, but the caption does not come up or is cut off.

I put adequate because it is the best we can get. I hate it when the show ends and goes to commerical but don't finish the captions for the speaker.

Captions are sometimes left hanging or are incomplete because of the delay the captions move on to the next story

Sometimes I need to get the local news of my area which is channel 12 news, and the captioning is very sporadic.

Usually few or no captions on weather

It is critical to continue providing caption for the deaf and hard-of-hearing. Thank you for those services.

When we have severe weather and the weather anchor person comes on live in an emergency, it's hardly caption. Gives no warning to any viewers.

Yes I have trouble understanding about breaking news live without close captioned. I know without notify becoming hard when came up with live breaking news without CC

It is not perfect, by any means. Do I think it could be better? YES! I appreciate having closed caption available though because otherwise I wouldn't understand a thing.

we really rely on it. Especially in breaking news events - where usually the captioning is crappy at best.

I do not watch the news that often because the captions are so delayed. I find that I rely on social media for news.

Over all the captioning is good and allows me to stay "in the loop" with news.

Improve open closed-captioned when movie or program tv start so quickly than delay.

The captioning is not correct or missing words often.

Very poor on emergency weather broadcasts

Too many things going on on the screen at the same time. Scroll time is very very short.

English errors. Spelling.

Never captioned their chats

Particularly all news channels (Local and National) move quickly from one story to another. Often a story has ended before the captions have even begun for the story. Also, the end of captioned stories are often cut off when a commercial begins.

They do a very good job

The weather needs to be captioned because we have bad storms at times. The doctor segment needs to be captioned because the info is relevent to us.

They don't caption live shows for example ad lib during weather presentation. Also Facebook Live they don't caption.

We receive TV signals through an HD aerial from Fort Myers, Florida, and surrounding stations (Port Charlotte, Punta Gorda, Naples), but I don't know the identifying cll letters.

Often the captions are right over the temperatures, so I don't know what the next few days highs will be.

Totally inadequate. Current captioning is almost worthless!

Live segments aren't often captioned and that leaves me out. The words and captions on the teleprompt aren't always matched either.

THE NBC AFFILIATE IN DALLAS HAS NO CAPTIONING ON THEIR MORNING NEWS SHOW.

I would really appreciate the weather being captioned. I usually catch the news late night with my Cochlear Implants removed.

They don't always have Closed Captions available when we have bad weather that we need to be alerted. Same with 'live' broadcasting that we would like to be aware of.

Live news is rarely captioned as well at the very end when the news anchors are talking.

Stations give priority to on-screen banners which hinders the delivery and legibility of captions.

WCVB does a good job

Sometimes the captioning stops and the talking continues and an ad comes on and I don't get the tail end of the news story. It is sometimes too slow and other times, too fast.

Happy something is being done about it

Captioned definitely need to improve in ALL areas, not just the news. When there is an emergency captioned is almost never appear. There ought to have several Deaf and Hard of Hearing people to be on FCA the committee. We know more or what is best for all Hearing Loss than the hearing people. We need to be assertive with it badly. It is time to move now, not later. They just like to say it will be better within certain months and/or years...oh come on. I just like to be in to support and agree to all who have hearing loss!! Thank you!

Captions get far behind speakers, so much info ends up getting dropped. Many errors are made, so sometimes info makes no sense. Those who write captions for live broadcasts have a tough job, but I often wonder what kind of training they have access to.

KING 5 is best with captioning. The other channels, especially Fox, are much worse at accuracy.

Sometimes the captions are too far behind what the news person is saying, and the last sentence gets cut off.

Captions should be available from the beginning to the end of the flash news.

I THINK THE LOCAL STATIONS USE ON SITE REPORTING AS AN EXCUSE NOT TO CAPTION. THEY WILL ALSO NOT BROADCAST THE NEWS SOMETIMES ON THE WEEKENDS INSTEAD PUTTING ON INFOMERCIALS. I THINK ONE PERSON OWNS ALL THE STATIONS AND DOES NOT CARE.

Not sure if this relates to the news programming, but I have recently switched to FIOS and the captioning moves from the top of the to the bottom of the screen continuously throughout the programs, instead of staying in one spot, I find this difficult to keep up with.

There is a delay and when they cut to a commercial you never get the end of the conversation from the news.

Weather remains a problem. Anchor conversation rarely gets captioned Captions are frequently misspelled or incorrect

Captions far behind speaker. Often cut off by commercial. Sometimes captioning speed is too fast to follow before it disappears.

The weather is not being closed captioned at all.

It is so very rare that I am able to truly understand what is being said. I need to rely on my partner to reiterate what was said. The captions do not follow along, very delayed and mostly missing large chunks of speech.

Sometimes captions are missing or delayed and vital information is lost. Talent does not always follow scripts, so the newsroom technique of loading transcripts in place of live real-time captions is inadequate.

Some stations do a better job than others. I avoided those stations that have a significant delay or a problem with accuracy! They clearly are not interested in serving those with a hearing loss
Captioners charge very high fees. Small local TV stations may be unable to afford the fees

Improve open closed-captioned when movie or program tv start so quickly than delay.

WDRB has a grant to offer real time captions which are excellent. All other channels are horribly captioned.

none

I think part of problem is speed of newscaster speech. Makes captioning job more difficult

Captioning often ends when the commercial starts and so many times it stops midsentence

I have a 95% hearing loss without hearing aids together with damage to the auditory receptor portion of the brain. With my hearing aids in I am able to perceive noises about 50% of the time however comprehension is no better so closed captioning is extremely important to me. The prepared news portion of the program is fair, however often the captioning is cut off before the end of the report. The weather captioning is just a copy of the forecast that can be found on the stations' website. It definitely is not real time as the speaker is discussing the current weather and the next days weather prediction is captioned. Also, if a reporter is doing an "on the scene" report almost always there is no captioning of the information. While I mainly watch the two news outlets above, whenever I watch any of the other news outlets the quality of the captioning is the same. While this survey is intended to rate only the local programming, the captioning on the National News programs suffers the same problems

When live captions are often missing.

I am so grateful to those who sponsor captions. I am completely dependent upon them. I like watching local news and the captions enhance my understanding of local events.

Sometimes captioning is garbled, but then straightens out. Also, sometimes the captioning stops while the person is still talking, and that is especially annoying.

It generally lags way behind the audio, and often is incomplete (captioning can't keep up so it "quits" a line or two to catch up with the next topic or can't catch up before a commercial starts

Too many gaps in captions and caps are often very late and jumbled together

I feel like the 'captions' are actually from the teleprompter which the news anchors read from. If they 'ad lib' during the news, it's not captioned. Sometimes I watch Spectrum News (Channel 1) and they do not caption the news videos shown during their reports. I rated the quality of the captioning as 'adequate' because it is better than nothing!

No comments

I'm so glad they have it, but wish it were more consistent and always in synch with the speech. I'm sometimes waiting for what seems like a long time to get the "punch line" that my husband is already reacting to.

Not running smooth when have caption on. Skips who says what or missed part of all of it. Schedule for ahead events or travels safety or meeting for emergency gatherings and classes practice like a to b or b and c meet d or from a and b meet c.

Because of the delay, when it goes to a commercial, the last bit of captioning is cut off.

Only thing I am complain that caption were too high and cover important picture or weather information on daily tempature

Keep up caption 🖱

Cover up the information when I can't see the information. I have to stop or replay to get a clear information. Where caption over it.

Synchronization is the biggest problem and that applies to all live broadcasts.

Captioning is always covers the information on weather and sports scoring. Can't see the information Local news remote reports without captions. All you get is the banner with the reporter's name (who cares?) I would like to know what's happening and where. ("Obviously something serious happened - was it a robbery, a shooting, an abduction -- was it near me, or fifty miles away?" This information is vital to my safety and feeling of security - it's the reason we watch the news! Aso, the captions stop when the commercial break starts, so we are left with an incomplete report, possibly deprived of an important detail.

Caption often is so much slower than speech that part of the speech is omitted or cut off from the captioning

I realize Bloomberg and CNN are not local, but they are better than what is offered here locally. captions are too small in evnings

If I wasn't aware of names and locations I would be clueless. Names of street, towns, counties are almost never spelled right in the captioning. Sometimes the captioning just stops all together as if the person typing is lost or just gives up

They seem to do well if captioning the scripted text that the speaker is using from the teleprompter on the set. When unscripted the accuracy and pace deteriorates.

local news didn't show CC during live person or weather time...annoying!

Captions for the next story comes up when the newscasters are talking about something else, or next story is scrolled very fast when the newscasters are still talking about the present story It's not a perfect science, just like human speech. This is real time! I tell my patients, if closed captioning can keep up with the speech, the speech is too fast for the degree of your hearing loss and age. These factors must be considered why CC is not perfect. My patients are happy (me too) when the majority of speech is recorded.

Non news related banter/chat is never captioned. I would like to follow that too

The live parts are not caption. If you watch KET, the Tuesday Night Hall meeting, it's never caption. Some times the language is not english

the automatic captioning is often wrong, and I have to guess at the real meaning. One humorous example from last year. The newscaster was talking about "Olympic hopefuls" and the captioning said "a limp dick hopefuls"

I really need 3 lines of captioning on my TV, not two. Sometimes there is a big delay in posting the captioning, then it races to catch up faster than I can read. (I read at college level in high school) Often, whole sentences, and sometimes words are dropped from the captioning stream. Also it would be nice if I could control where the captioning is placed on my screen myself, I.E. adjust it myself as the user, not the station, micro adjust up and down. Then I can control it on the screen as a captioning option. Then have a default position for tv's without the fine adjustment.)

I am very grateful to have caption!

Captioning is incomplete when cutting to commercial.

Better than nothing. Hard to follow when people are speaking rapidly or talking over each other. Reading lips may confuse you if the captions lag too much.

Captioning sometimes is cut off by commercial break

Captioning often cut off before end of story Weather and live reports never captioned Reporters ad-lib never captioned

All TV stations are terrible local or national. I am 84 years old and have had a profound hearing loss since 3 years old. In the past captions were excellent and on just about all stations and it was a joy to watch TV. Now I don't enjoy TV and watch it very little.

put the name of person speak

The captions are not always accurate or complete (ie., sometimes they only do the script and not the ad lib) Also the sometimes cover important info on the screen.

Announce that captions available

My main complaint is the announcers talk too fast so the captioning flies by on the screen before I can finish reading. The worst is at the end of sentence is cut off before I know who did it! Actually Boston's captioners do a good job. Thank you.

Weather new need improvement turn on cc

the weather report seems to be the most erratic, with big lapses but then the visuals help.

overall, the Rochester ,NY stations do a terrible job with captioning,

It's disconcerting to read the captions about a plane crashing while in the background a fire is burning WHICH WILL BE CAPTIONED next. The captions are ALWAYS behind what is actually being just being said.

Call when things are really bad. Sometimes they are courteous, sometimes say everything is OK on their end, or they say they will look into it. Very frustrating

I did file a complaint with the FCC and on the complaint I had requested communication by email. For some reason they sent it to AT&T and AT&T never addressed it with me, they sent a letter to my housemate who is the owner of the house saying they made attempts to contact her (when it's really me) and after I said something to FCC, they just said that's the process. The issue is not the AT&T system because the same issue occurs with other people -- same station, different cable providers. I was just annoyed that communication was not made with me and after I had emailed AT&T president's office that called, they just responded with "yes" and nothing else when I asked to confirm why they called (they never left a clear message and there have been reports of scams from that number). After two complaints with the FCC I've gotten to where I just read news instead because it's just painful to watch TV.

Sometimes , the Captioning is "underneath " the emergency info . We had a lot of flooding and tornado warnings , sometimes it is difficult to read the Captioning that has a banner of emergency information.

The captions are never at the same time as what is being said! If I want to watch the speaker to lip read I cannot do it. The captions come five seconds or much more after what is being said. Very, very frustrating

The spelling is often very bad.

captioning not always shown for pop up news or weather changes that should be noted. captioning not always the words spoken...often times a word that sounds similar and makes no sense . Sometimes have to clarify the actual word with hearing impaired watching news or program with me. By that time the next announcement is lost while trying to clarify the previous statement. Often times captioning is so lousy...just switch to another channel or turn off completely. Overall..we do have captioning and compared to years past...a great improvement, but more needs to be done. Always concerned about business or company that is sponsoring the captioning....do they really know what they are sponsoring. Not always a good job. If caption typist is local much better than the typist being in another county or state...maybe cannot even hear the announcer etc. Really appreciate the captioning offered but there is sooooo much room for improvement and accuracy. thanks for looking into improving.

Have emailed local ABC twice in the past re no captions or poor captions and they did make it better and lately there have been no captions for weather on weekends. Like to watch ABC as weather is nearest to our location.

captions may still be coming, and the tv cuts over to advertising, and the rest of the captioned story is gone.

There is a lot of misspelling, it is not even close to being in sync with the speakers and it will cut off if the speaker gets ahead of the captionist! so, you may miss the tail end of a crucial message of interest.

They do it But very poor

In the past I always watched the news. But now that I have to depend on captioning, it is too frustrating because they leave out parts or the captions disappear.

Some of the "Never" responses are actually, "Almost Never" It seems the different channels will go through a period of good captioning. For example, at one point, KUTV captioned almost everything. (Sports and Weather usually hit and miss). Then later, it would become almost unreadable. Suddenly, KSL would caption everything, and almost with stunning accuracy. Then just as sudden, it would be terrible again. Weather excluded, sports only captioning sound-bites, etc. Even sometimes the news would mirror the cue-screen with the captions. We would see [cut-away] or [cut to Kurt], etc. Then of course, the street reports would almost never be captioned. Or show captions for the next story coming up from the newsdesk. Long story short, there is no consistent quality control from any of the news station. Sometimes they're great, sometimes average, other times, just downright awful. Finally, breaking news.... if those are captioned.. then I've spotted a unicorn!

Weather is almost always not captioned

Sometimes no captions on all local stations but never on PBS

I've had better luck with captioning since I bought a new smart TV last year. Not sure if that has anything to do with it but it's been so much better. I'm glad you asked about the caption positioning - another problem with that is the stupid station banners they run at the bottom - that sometimes interferes with the captions. I miss the days when we just got the PICTURE instead of all the stupid banners.

Delay is the biggest problem. Second is not completing the last sentence and omitting names of people or place in caption.

The issue I have with the captioning -- and I actually am mostly pleased with the captioning -- is where it is placed on the screen. I must have captioning on in order to access the TV program. Family and friends appreciate that. However, the placement of the captions (which I haven't been able to modify if there is a way) is often not ideal. I find it annoying as do others who are watching but do not require the captions. The captions frequently cover the names of individuals being interviewed or important notations at the bottom of the screen. Sometimes the captions are at the top of the screen and cover faces and important views.

I worry that if an emergency occurs, I won't get needed information from news on TV or online. The station is asking for a lawsuit if a local disaster hits SLC, Utah!

NO CAPTIONING IS PROVIDED. I have complained.

For me, the delay from the spoken word to the captioned is very annoying so I usually turn off the captioned and do the best I can on listening. I believe that most of what the speakers say is read from a monitor, so why not just link the monitor to the broadcast.

During emergency situations, floods, tornadoes, etc, the special reports are often not captioned. Spelling errors are horrible, they are often not in sync with the speaker and live reporting is worse. I feel as if they are providing captions because they have to and don't care if it is not accurate, goes with the speaker. Seldom are their videos on their website captioned since they are captioned when they are live, they should be captioned when the post online.

I use a TV audio amplifier that transmits the BT audio to my hearing aids most of the time. This was hard to answer these questions because some stations have captions and some don't. Fox, which is WDAF, is not captioned at all. Rarely do they even have captions during an emergency. When they have captions, they are very good, but they hardly ever have them. ABC has captions that are okay but could be better.

The delay between speech and captions is sometimes really long. Then, important portions or information are skipped. Depending only on captions could be very misleading.

Because captioning is so bad, I rarely watch the news. Plus, they sensationalize so much so you don't get the facts, just opinions. Journalism on-line is also horrid.

New caption cc deaf lager.

The event will happen.....then no more captions as they go to break or different story. Captions are from a script. Usually during a major emergency such as a hurricane there is true real time captioning. Yesterday we had a major flash flood and this station did not provide real time captions. The other stations did.

when there is EMERGENCY news.. it is NEVER Caption!!!! we always have to find out at later time :(FRUSTRATING!!

Local news captioning is marginal in quality

It is so frustrating to watch a segment on the local news and the captioning will be for a different item. You can't really follow along because the words don't make sense to that particular news story. And then you have the times that the captioning just ends. Or hearing impaired people don't need to read what the weatherman is saying. I've almost given up my local news. I keep trying though. I especially watch these on TV in the past but now I don't watch TV. I rely on my iPhone for updates. Their videos are almost never closed captioned. This is why I put down "Never" in #4 and "Bad" in some of the questions. I read the articles now. I do want to watch their shows. Sadly it's not accessible.

would like for the captions to finish the news before going on to a break
Captions in the face are horrible. CNN, Fox26 Houston do it. I have asked both to change and got stupid replies from each. Hope you can get stations to move the captions lower across the board. It ruins the experience otherwise.

As we travel a lot, I do wish that this survey had been concerned with ALL news, not just LOCAL. Also, LOCALLY, we go to a city- founded -gym daily, and the cable carrier is not providing all the captioning, nor all the news channels which are being paid for, all the time. Sometimes OFTEN they "lose a signal" to the SAME certain news channels, while other news channels stay in tact. For years we have stayed at the same hotels, same cities, and talked with and written to the hotel management and the Cable news provider about not getting captions in the hotels. They seem, as on this survey, to be UNTOUCHABLE.

I am disappointed that Spectrum news does not have captioning. Why is that??? Also the news stations that I watch have captions that don't even make sense. The words are totally misfired.

If it cuts to commercial, don't get end of story. Feel like I miss a lot. Frustrating when it's way behind.

WAVE 3 is the worst. WDRB I'm satisfied with. I have contacted WAVE about their captioning and there is always an excuse. Their "Test" for Broadcast Emergencies are not captioned at all. So you never know when the test happens, what's it about. Is it a warning, storm, tornado or just a test? some channels for the weather don't have caption, odd huh? I tell you, I cannot watch TV without caption !!!!

Spelling is often atrocious and people's names are rarely spelled out correctly.

Need to caption all and don't cover the caption with pop ups

Lag between spoken words and captioning is terrible. Incorrect words is also a problem I'll be watching the News and sometimes, the Captions don't begin as the news comes on, so after about 5-10 minutes, the captions start rolling or scambled letters makes it hard to understand what is being typed.....

For the hearing impaired, closed captioning is a life line.

It is slightly delayed but I feel this is because it takes a bit of time to type. Here in Hawaii words and names have difficult spelling so unless you know the locations and names the person transcribing will have challenges. Sometimes if the transcriber misses something details are dropped.

Captions don't keep up or stop. then I will see several lines flashed on the screen way to fast to. Name of places or people are often dropped.

KGMB has real-time captioning, which is great, but the other stations don't, so I don't watch them as much as KGMB

really good captions from jaxsonville fl.

While I need the captions to follow the news, it drives me crazy that they are often projected over the picture in black boxes, or obscure the text accompanying the story, for instance, captions telling the location of the news event.

My complaints:1: They use ALL CAPS! Grrr. It is so hard to read, especially when you have only one nanosecond per sentence. Why not all lower case - at least the words would have shape. Ever read a book in ALL CAPS? 2: They talk so much faster than the National News speakers, especially the young women. They sound like teenagers. in a race to get everything said. So the typists can't keep up. Sentences are missed.

I called them They said oh that is not required I said I'm deaf and asked can u please be kind to put cc all times I get tired of complain complain

Captions not available.

Frequently the captioning is behind, incomplete, inaccurate, and or the words are misspelled.

News is NEVER captioned from beginning to end. Captions most always missing when reporters are doing live reports. Captions frequently have long lags, or are completely out of sync.

1. Amateurish at best. Captions sometimes race way ahead of speakers... like a rolling Teleprompter all the way to the next commercial or end of the broadcast while the newscaster is still talking about earlier news items. 2. Captions sometimes are NOT what was spoken giving the OPPOSITE meaning of what was actually said. 3. Captioned words are not accurate as to what was said... phonetic captions are not the words that were actually spoken. 4. Captioned sentences or paragraphs are Sometimes truncated leaving the viewer wondering what was the gist of the story. 5. I have a profound hearing loss but with hearing aids I can still hear what the newscaster is saying by paying close attention and keeping my eyes on the speakers' lips... so I know when the captions do not match what the speakers are saying. It is very frustrating so most of the time I simply do not rely on the captions for local newscasts. The network news captions are much, much better and more accurate. 6. The captions many times cover important information on the screen or cover the faces of the speakers... this varies from channel to channel. Many times I simply shut off the captions because they are so annoying.

Channel 5 is the worse. The captioning is 90 percent inaccurate.

Caption isn't in sync with persons voice. Many times captions stop in the middle of a sentence and doesn't finish the sentence.

Never caption the banter or side comments. No captions for live weather forecasts.

The captions move around, sometimes at the top of the screen, sometimes at the bottom. They seem to jump around with no consistency as to where they will be. The time lag is very, very frustrating.

I would have liked the choices to these questions to include most of the time. The local news do a very good job most of the time. There are times when the anchors adlib, the captions sometimes doesn't show it all or is garbled. Other times, sometimes the caption isn't always able to cover all what is being said when you have a reporter out on a scene that isn't using a TelePrompter. Other than that, I am very pleased with them most of the time. There was a time when the captioning on the WTHR sister station all of a sudden became just incredibly horrible. I gave the station a couple of weeks thinking it would get resolved. But after a month of no improvement at all, I contacted them by email and then I was so surprised when it was resolved within a couple of days after I sent the email. I honestly thought they would just ignore my email. I did email them back to thank them very much and how much it meant to me.

Not all Channels are captioned for the morning news

I wish they have caption all the time and on every channel and in one area al the time.

Weather is the worst. The captions just repeat over and over again and don't sync with what is being said

VERY SATISFIED. THEY RARELY HAVE TECHNICAL ISSUES WHERE THE CAPTIONING STOPS BRIEFLY.

I find CC on network programs are better than locally-produced ones.

Captions almost always include wrong words (out of context "elephant" or cuss word) making it difficult to understand the content, delayed, cut off when time for commercial or segment change which leaves me hanging.

They only caption repeated comments. No captions on weather or emerging news that is not transmitted from the studio. No captioning on the weather even tho it comes from the studio. can't live without it

Only CBS and KUED have captioning for all news shows. I have a program in my computer which provides captioning for all shows...except for some on FOX.

They were better but about a year ago became terrible!

Some spoken words are often not captioned before moving to commercial. Often they are key words which give the meaning to the sentence. This happens almost always and is a disgrace and disrespectful to those who need the captionint.

When a commercial comes on, the captions never finish completely. They are cut off. Like it doesn't matter to supply me the complete report.

Sometime the captioning freezes and restarts, missing out significant portions of the news

Ktvb does not have live captioning. When they go live for voting or to reporters in the field, no captions

Covering up important information is a huge issue

Before captioning I never bothered watching the news. It is not perfect but better and improving. Glad to have it.

While I do not rely on captions due to a hearing loss, I do prefer captions in some situations such as a gym, restaurant, airport. Some stations' captions are better than others. Some use artificial intelligence and others are using a live captioner. The stations that use a live captioner do a very good job.

TY for asking about this

They do a pretty good job. Sometimes though the captions may be slow and the screen has gone to the next news item.

So often words are misspelled or completely wrong. Very frustrating.

CBS local news is a lot better than the other local news channel. It'd be nice if the other local news channels were up to speed so we have a choice. KSL nbc news does not do live captions

real time is often not in syn with voice and some times spelling is off also.

problem with weather don't show caption I need to know where happen any area

Sometime captions are too small.

live reports are not caption nor what the anchor people say unless on teleprompter

The spelling is so poor, you can't get the meaning. This is mostly on local, news.

It would be nice if captions were included here. We are years behind the times in Fairbanks, Alaska.

During serious weather events, details seem to be missing. It can be location or repetitive words that don't reflect the problem.

The captioning is also mixed in with other items on the screen. Mainly advertisements for affiliate stations and upcoming shows. Very hard to keep up with the captions with all of the other things either stationary or moving across the screen.

Sometimes all the captioning happens before you see the people speaking. Or if someone if being interviewed, they don't caption what the person said. It can get confusing.

when the news go into commercials- whatever was said in the last few minutes is lost. Also the captions are off so much, sometimes it has nothing to do with the dialog. It is really bad-but you do the best you can to understand. Some days are better than others- I imagine it has to do with whomever is doing the captions translations or ?

I don't have the captioning option on my TV.

They caption well from the live News desk but never the live weather or away from news desk, or anything live off site. Sometimes they caption when the off site reports are repeated later on.

During the major hurricanes they did caption all news, so it is possible. Not sure what the rules are for local cable stations.

It is too difficult for me to use news captioning as it is inaccurate and far behind in translating what a speaker says. The most incomprehensible parts of a speech are also incomprehensible to the captioning system so are of no help and only confuse me more. I recently got a hearing aid with a bluetooth connection to my TV and now don't even turn on the captions. However, in public places with live TV and emergency/disaster warnings on the screen closed captioning is better than nothing.

Want live captions not scripted

Since I listen with my streamer and read the captions I am frustrated by the lack of synchronization.

It's NBC Network nightly news that the captioning is often terrible— it lags really behind the speakers—very often significantly out of sync and behind.

Captioning for live broadcasts, no matter whether cable news or local stations is a MISERABLE FAILURE! The text is garbled, never in sync with the speaker and often stops completely when it "gets behind" the speakers. Forget about videos. The ONLY time captions work properly is when one rents movies. Then the captions are correct and in sync with background sounds captioned. TV stations and cable news will NEVER solve this problem until they are forced to because it costs them \$\$\$\$\$. I wonder, how would the owners like to try to figure out what people are saying when the words are 5-10 seconds behind the speakers. What do we have to do to get them to recognize the Americans with Disabilities Act? As I said before, and I can't emphasize it strongly enough, captioning for cable and local networks news and weather is a MISERABLE FAILURE. Period.

One of the hardest things is when a news station goes live and doesn't caption what is happening in real time. Also, some stations have gaps where the captioning stops and there is no recap of what happened, it is just skipped. This is unacceptable. The captioning on CNN often contains words that are incorrect or don't give enough of the story to know what just happened. My county station used to caption phrases quickly transitioning the words before you could even read them, but this has improved a great deal.

Recently during live break severe weather (Tornado warnings) our local station WTAJ, did not provide captions for these weather event reports. This is a common occurrence with my local news and I have reported the lack of captioning to my local news station, without results. Therefore, I have reported the issue to the FCC. (Multiple times)

There are times when the caption is placed over station's in-box at the bottom of the screen (identifying speaker, naming location, and such) making it difficult for me to read the caption..

There are times when the captioned words are not in sync with the broadcast . Incorrect captions sometimes miss identifies common words and names .

Never include names (places or persons), lag so far behind that they're cut off when commercial goes on.

For those of us with visual problems (Macular Degeneration) in addition to marked hearing loss, the captioning is often too small or indistinct.

Please caption the weather and ad libs

I have a CI and am able to lipread when possible .In that case, I don't need the captioning. Otherwise the captioning for the Boston stations are very good.No complaints

Too often, they do not finish sentences

CC can be improved.. sometimes CC is still going when a new subject has been introduced.. it's not perfect

When the reporters are in the field they are not captioned. When there is bad weather evidently the captioners take a while to get there as captions aren't on for awhile.

The captions are always delayed by several seconds. Therefore, when the news breaks for a commercial, the captions are not provided for the last few seconds of what ever was on before the commercial.

Happy with 6ABC WPVI in Philadelphia, PA
nothing

Some cable stations find it inconvenient to provide captioning. JLTV for example says it is too expensive. I tell them much of their target audience relies on captioning & there might be sponsors for CC. They might need incentives.

They caption part of a story but not all of it.

The captions appear to be the script that the newscasters and weather forecasters speak from. They sometimes use different wording so it's obvious it's not real time. If one or more of the speakers adlibs or if there is a 'chat' period, it is not captioned. The captions sometimes appear before the speaker. Again this indicates it's not real time.

I feel there is a need for an additional answer to these questions such as "I don't know" and perhaps even a reply as to the reason that reason is given: such as others don't like it, I've never been able to use captioning, or just a line indicate the reason why this reason is given. Thank you!

Many times, the captioner is late getting on the job. So we do not get caption until maybe 5-10 " into the newscast.

Local severe weather notices are not always captioned

I can't watch Volusia county, fl. news station. CC is very poor. therefore I can't get local news. It is also lacking for shows.

when commercials come on the captions of the previous newscaster are interrupted and not completed the commercial takes preference

Weather is never live captioned, just show forecast caption

I gave up watching TV news years ago! Live captioning is impossible to follow (for me). I READ the news.

never accurate and sometimes just gibberish lettering

Not the news, but my favorite entertainment: the Sat. Welk show captions disappear before you can read them on NH PBS. Maine PBS is excellent for this.

Sometimes when a reporter speaks too fast, I have trouble keeping up with the captions.

Bad as it is, it is better than nothing.

They do not 'live caption' the very early news program

all too often key words or operative terms are cut off at the end of sentences so that ads can take place. This can completely diminish or cut out understanding. Maddening!!

The very bad captioning or none at all occurs during news as this is what i watch....our very local stations are the worse and I have emailed my concern to KEYT, KCOY, and been told they use an "equipment" for captioning and cannot get it to work properly...I have given up watching my local news on TV...Thank you!

The biggest issue I have is that between my TV (Samsung, 2008 model) and cable provider (Spectrum) I can't read the captions unless I'm sitting three inches from the TV screen. They are very small, two lines and hug the left quarter to half of the screen. And this is the largest size I can get. As someone with a severe vision loss, this is a severe hardship. I have friends with hearing loss who have 20/20 vision, and they have the same issue with the size of the captions. I can go to the local news programs via the cable app on my Roku device, where the captions are larger, but the broadcast lags in real time, often 30 seconds to one minute, and frequently buffers. At the moment, I can't afford to purchase a new TV, where I would be able to manually set the caption font size and background. I'm grateful that my cochlear implants allow me to understand nearly 99% of the voice on local news.

Doesn't complete sentences

The weather captions never follow the meteorologist's dialogue.

NECN does not always use live captioning. Puts up script. Often video clips not captioned. Although not local I would like to comment on how bad the captions are on BookTV on CSPAN 2 on weekends. It is so bad it is almost not worth having captions on.

Often NO captions for emergency news. Captions are late on all the news channels - that is they come after the speech.

Accuweather and sports channel have no captioning

Most of the time the captioning is good. Occasionally, it is not available at all or it will stop in the middle of the program.

Weather is not captioned with the forecast. Canned script.

I do not watch KTVI local news because the Closed Captioning on this station is terrible. KMOV and KSDK do a good job with CC

Lot of misspelled words or wrong words due to auto captioning

I sometimes watch channel 23 up here and I wondered how they get away with no captions on ANY of their programs!!!

Sometimes Good sometimes Not Good . Who verifies what is good or bad ? Need information Text or Email to express views .

It is too difficult for me to use news captioning as it is inaccurate and far behind in translating what a speaker says. I think it is worse now than several years ago. The local news isn't even the worst offender.

When breaking for commercial the important ends of sentences are often cut off. Very frustrating. the weather is hardly ever captioned or is poorly captioned. emergency weather is never captioned which is really a travesty. Since moving here in 2017 from the Detroit metro area it has been my experience that the greater northern Michigan area in general is NOT deaf friendly at all. It is a big disappointment to me. I have contacted 2 of the stations that operate out of the same building and have never gotten any response from them. I would hope that this survey will push them to recognize and service the deaf community as any other responsible business would. Very disappointed with the station ownership and their attitude toward the deaf community in the northern Michigan cities

My comments are in regard to KPRC from noon to 2 p.m. during the week. They are currently using voice activated captioning, and it is horrible! I have contacted them several times to no avail. The other station's captioning is great.

Relatively effective and it helps me read lips better.

The seed is never in sync with what the speaker is saying, it can sometimes be whole paragraphs behind making it impossible to keep up with news segments

It would be a more pleasurable experience to watch the news if they had good captioning and I would not have to rely on my spouse or the internet to fill in what I missed. What would happen if there was a real emergency that I needed to be informed of and missed because of poor captioning??

Sometimes the captioning is very fast paced and cannot keep up reading. Lose some of the context of the story. Captioning is not provided for live broadcast comments by the public and those opinions are important to the material being covered in the media. Captioning for the most part is a very helpful tool while being hearing disabled to keeping informed about current news.

For our local news, the newscasters often carry on a conversation between themselves as the program ends, or occasionally, during the program. Those side conversations are not captioned. They should be eliminated or captioned.

I answered "Adequate" to a couple of questions. That is relative. I've been relying on captions for 20 years. The state of affairs isn't good, but I've learned to deal with it, which is why "adequate". I pity people that are just starting out.

Captioning is very important for hearing loss persons like myself. Just one simple word can change the meaning or understanding of what was spoken if not identified correctly.

Enjoy captions

The captions always stop before the end of a sentence. Only receive partial info.

Stops. Scrolls too fast and/ or variable speeds. Captions only fill 1/2 the screen either only 3-4 words making it hard to read with scroll speed. Scroll sometimes in fast-forward.

I do not always use the captions, but when I need them for understanding, they are very important to me.

The captions only sometimes go to the end of what the speaker said. In other words there are too many times when the captions are cut off midway and I have no idea what was said.

I have complained that SNN6 only offers captions some of the time and I would like it to be all of the time.

The captions never match the newscast person giving them when also lipreading and the captions move quite rapidly.

2 Channels are my choices Wham TV 13 ABC is the best The anchor banter is not always captioned. June 6 12N captioning was horrible So many errors I could not figure out what was typed! That captionist needs retraining 2nd Channel 8 WHEC NBC NEVER includes important information that is not scripted The weather segment is always scripted NEVER LIVE, NEVER IN SYNC Additional information live reporting never captioned 3rd Channel 10 WHEC CBS My channel of last resort no live captioning weather, added reporting, anchor banter. Yesterday I wanted to know who to complain to! So my wish was granted! Thank You I do wonder if any tv channel employees watch tv for captioning with audio turned off. The captioning then becomes meaningful.. For many yrs I never watched tv prior to captioning

Real-time captioning often has comical errors, even obscene words. One sometimes has to guess what the meaning really is. Sometimes the captioning stalls out.

They need to improve

Weather Channel needs to up game and need to do better job on live captioning of important news coverage such as weather events or shootings etc..

It has a lot of errors. The caption is not corrected and I have to figure out what is being said. It is Like Siri on my phone.... only it is worse. It's better than nothing though. I would be lost without it.

Captions are often delayed thus creating a long pause in captions followed by rapid output of the captions to "catch up". This makes it almost impossible to follow. Almost always the captioning is slow so when the news breaks for commercial the captions are dropping causing me to miss the last several sentences, or more.

Syncing would greatly improve it. Real time even better

I didn't know the reason don't have it is because I live in San Diego.

KCRG (ABC) has the best placement and real time captioning. KWWL (NBC) has the worst placement and has a time delay.

The biggest problem is captions don't even begin to keep up with the spoken word. Also, when the story is over visually and they go to commercial the captioning ends abruptly without those dependent on captioning knowing how the news report ended. Very poor. I don't think they really care, they are just trying to minimally comply. Also, studio dialog between news celebrities is lost to captioning. I'd love to help with this.

The spelling is atrocious sometimes as well as long pauses during which they have gone on to another feature.

Captioning is never done for out-of-studio news, such as a local event like a fire or police incident.

Most recently we've noticed that the words are not in sync with what the speaker is saying. Its often hard to follow when the caption stalls or the word is misspelled. Sometimes entire sentences are missed and its really confusing when the person stops talking and the typing continues-- then halts because the next story begins. Like missing the punchline of a joke-- you sometimes don't know what happened-- did they catch the guy? is the baby safe?

I prefer to read lips, and that doesn't always happen when the CC covers their faces. Or the captions cover the topics on the bottom screen. Honestly, I am not sure how to solve those issues. That's why I don't watch it often. I just depend their news on Facebook for the information.

They definitely need improvement!

Captions and announcement are never together.

The delay makes the captions a challenge. Three words appear long enough to read and then ten words appear and disappear before we can read them. Challenge is too difficult and unsatisfactory.

Living in the metropolitan area does give me an advantage, I'm sure, but ABC news is well captioned, I'm happy to say.

While I rate the captioning "adequate" this means I get most of the message. The time lag can be significant, and what I can hear and what I am reading being so out of sync is frustrating and annoying. Sometimes the captions disappear for a good amount of time and the message is never transcribed—there's a jump in content with a big gap. I want to watch the news and keep abreast of events and information, but these issues do not motivate me to watch; instead I find myself avoiding the news.

I usually give up watching the news on TV and get the news over the internet.

I have written to this station regarding the poor quality of the captioning. Their captioning provider is subpar and I pointed out instances about why that is and why it is not a technical issue so they could not blame it on that.

When they cut to a commercial the captions stop and you don't get the end of the previous story. The spelling of local places is terrible. If they get stumped on the spelling of something and the captions stop until they print the correct thing, by then the story is over and they skip the ending and go on to the next thing. I have a cochlear implant and if I didn't somewhat hear what was being said I wouldn't be able to figure it out by the captions. News people talk too fast.

There's no captions on ads. Sometimes the caption is over the banner, sometimes the banner is over the caption. On computer/TB you have to set the caption.

They do not always CC all of the sentences. If a person is talking fast they skip sentences. Therefore, I do not get the complete story.

I do not watch KSL TV (NBC) for news or weather, they rarely caption weather or traffic ever if everything else is captioned, I don't watch ABC(KTVX) or KUTV

Glad to have it!!~!

Thank you so much for serving closed caption, I would be lost without captioning (Had scarlet fever at 3 months old, can talk and uses (ASL) American Sign Language from (ASD) American School for the Deaf, #2 in West Hartford, Connecticut. #1 ASD was by Asylum Avenue, where the Hartford Fire and Insurance Company is located and not far from the bus and train station are. There is a statue of a little girl standing on a triangle island between two streets meets to one street toward the bus and train station. This little girl was the first deaf pupil named Alice Cogswell, near the 1st School for the Deaf of the United States of America.

Human translators are needed-one news report on the US/Mexico border wall kept captioning "boarder" instead of border for example. Captions are cut off when advertising starts so I often lose the speakers closing sentence. I should be able to control both size and placement of the captions without being a computer programmer.

The local network - SNN - seems to have problems maintaining the captions.

Captioning is not always completed....ends of sentences are cut off by the change of scene, a commercial or other interruptions.

While I'm watching live captioning, naturally the written word will be a little delayed, that's alright, but cc turns off when it goes to commercial so I miss the end of it. Darn!

Anchor person comments are never captioned and sometimes their questions and so on are important

Not all segments are captioned. Miss a lot.

thank goodness closed captioning is available

I am satisfied with the captioning and appreciate all that they do for us who have a severe hearing loss.

Weather is not captioned. I left for a trip near Thanksgiving. the weather online sites said snow, but they didn't say Blizzard!. I drove right into a major blizzard because the news didn't caption the weather and the on-line sites gave poor and incomplete information. It was VERY dangerous! Please help us get better information!

I'd appreciate more background noise to be reported. The accuracy is very poor and I have to rely on residual hearing to get essential context.

The captions are so delayed that I watch the weather captions while watching the sports! This means that if a commercial comes on, the ending of the report is cut off! Have asked if anyone at the station ever watches the news to learn how hard it is for us to "hear the news and why can't they provide a copy of the "script" to the person doing the captioning and they replied that the captioning is from a remote site! Until I got my CI I never realized how inadequate they are. This was the ABC station. Plus very often a section of the news isn't captioned at all-especially if it is live, and not knowing where it is and only seeing what is happening is very unnerving— especially when it is the fire season or an "emergency" like that. I know they try but just don't understand how unnerving it is to see something but not knowing where it is or what is happening.

Biggest problems are: a) some local weather reporters avoid captions and b) reporters engage in too much "chat" that is not captioned. Accurate and reliable captioning is not an important consideration of broadcasting.

The problem is that captioning on new things is not pop up captioning, but the kind of captioning where the lines of the captions rotate from the bottom up. Sony and to a lesser extent Samsung are the only TV companies that handle this kind of captioning well. All other sets have junky, jerky captions that disappear and reappear. If you want to improve captioning of local news rather than focusing so much on getting captions out there, there needs to be a much greater focus on getting captions to be readable as they are on Sony and Sampson sets. And don't be fooled by the notion that captions are programmable and better now. It is just the opposite. The programmable options really don't make captions easier to read in the overall sphere of things. If you don't know what I am talking about, you people are not paying attention!

I've been wondering when someone would be addressing this issue. You didn't mention spelling, it is often atrocious with misspelled words, entirely wrong words many times, and I often wonder if the one doing the captioning needs hearing aids!! Usually it isn't too bad but suddenly it is a mess, and there are times when it looks like someone hit the wrong key and its all gibberish as if a foreign language. Sometimes this goes away, other times I have to change the channel then come back an hour or two later and find its O.K. again. Fortunately this is rare and not a constant problem. But when they cover up the speakers' lips I have to shut the captioning off as I can't stand it. I've tried to see if my TV adjustments could move the captioning down low or up above, or shrink it to make it smaller, but I can't do that. Maybe some high end TVs have this capacity, I don't know. Thank you for addressing this issue, finally.

It definitely does need to be improved. Many would love to be informed of the information that is being said more than one really knows.

Biggest problem is that the speech and caption are not simultaneous. there is a few seconds delay, so I hear, the weather today, and I see the words a few seconds later. and I must choose either sound or caption: I can't follow both. Worse is that some movies, even the one's you rent, do not offer captions nor is there any means of identifying which has captions. On the occasion where you do find a true captioned in synch movie, it is a rare pleasure.

very poor on all channels.

It is frustrating when the captions do not match what is being said - the captions appear AFTER the reporter has finished speaking. My daughter is a freelance television producer, so I know that TV news shows are not completely live. Frequently there are segments taped in advance. Sometimes a few hours, sometimes several days. My point - there is time to get those segments captioned, but that never happens, not even in NY, the news capital of the country. If the captioning is running really late, they sometimes skip some sentences at the end of the segment, or skip words - shorten it in some way.

Off-site broadcasts are not captioned. Weather is not captioned. This is true no matter what channel.

When there is breaking news or special reports in the middle of the day, these are never captioned! Also the early morning news broadcasts have really, really bad captioning as well.

My overall experience with TV captioning is poor. Too much delay and too much missing and wrong captioning,

PERSONAL PREFERENCE IS TO READ RATHER THAN WATCH TV. THIS CHOICE HAS NOTHING TO DO WITH MY HEARING LOSS

There are times the captioning stops or is way, way behind what is being talked about.

Local news is worthless. Mostly trash. Crime and accidents are most content. I watch local news only when there's a hurricane approaching.

Sometimes, they seem to get behind & then rush line after line to catch up. Also, sometimes the spelling is so incorrect that I puzzle trying to figure out the meaning. Meanwhile, I've miss a good part of that sequence.

Weather is not captioned and live news

NEED CAPTIONING FOR EVERYTHING ON TV!!! ACCURACY IS IMPORTANT AND SOMETIMES IS NOT THERE!

Want to see all stations to use LIVE caption not scripted. Also even for 5 minutes local news in the morning are NOT always captions in many part of the country.

Denver CBS uses a remote captioner. I know this because once the captions stopped during the news for 10 minutes. i contacted the station and was told the captioner's internet went out, so she was unable to transmit the captions. The captions are never complete & verbatim of what is said. I can hear the tv but like the captions in case I miss something that is said. And once the station goes to commercial, the captions stop and the end of what is said is not shown. This can be very frustrating when you want to know the whole story and didn't hear it at all or correctly. What they have is better than nothing, but could be improved upon.

Weather is prerecorded on a repeat. Goes too fast. Does not capture additional comments about weather nor is updated as often as weather changes.

CL Tv uses a lot of video from cell phones (?, I'm guessing.). The audio NEVER matches the video making it impossible to lip read. I depend on captions as well as lipreading to understand the news.

part of problem with with Directv, there is lag in lip sync on most stations

News captions often have mistakes. Sometimes, information or dialogue is left out. Recorded programs have much better captions.

It is better than no captions, but that is all.

I always look for it no matter what the channel or broadcast method - TV Internet. I actually like to watch with the sound off.

Tried to watch President Trump's D-Day commemoration (early) 5 AM on local WKRN - ABC but NO caption. Switched to National Fox News - it was Captioned.

I feel like the voice and the words are out of sync, I also feel like the words cannot keep up with the voice and words tend to get cut off and are delayed from the voice.

Weather is never captioned on Spectrum.

Often, the captions are inaccurate, so by the time I figure out what it means, I've lost a lot of the story.

This channel's captions are never complete and contain many wrong words, missing words and missing statements.

The captioning, which always follows the voice, is often cut off when a commercial comes on. I have reported this to the FCC And gotten feedback from them. I'm supposed to get feedback from Spectrum but I haven't.

Ambient background noise - wind, running water, barking dogs, etc. often drown out the speaker.

What bothers me most are the misspellings of the most obvious names (like mayors, governors, aldermen and other well-known people or streets orwhatever. Sometimes, but rarely, they correct themselves (but not as often as my caption CapTel captioners do.(Caption Call is very bad at not correcting themselves, too.) But some of your questions are irrelevant; I get EVERYTHING on my TV captioned; it's available on the menu. And frankly, I don't notice (or pay attention to) whether people are identified, so they must be!!! Or else I would be aware that they weren't!!!

Newscasters speak too fast and are always on a fast paced schedule for the captioner to keep up and streaming technology is doing a very good job considering the media channels volume of coverage.

Speed of the captions is usually too fast to read all of it. If you are reading it, you cannot see what the news item is showing.

The accuracy of the captioning is pathetic. Even worse is it gets behind the speech and stops suddenly to start a new news story or commercial and they never caption important parts of some stories. If the volume is very loud (actually too loud, I can understand some words and notice errors myself. Last night they were telling a story about a man who was a "sikh". The captions said "a sick man", never corrected it. Other times they do not caption the name of a key city or person and I have to keep asking my husband, where is this? or who is this? It is extremely frustrating. I have complained to the local station before and was told they checked and that the captioning had been perfect. I could not understand that. The funniest mistake I have seen was a long time ago on a cooking show. The captions read, "Put a plump friar into the preheated pan ..." I realize that realtime captions will have more errors than pre-recorded captions, but when the captions make it difficult for the viewer to know what is happening, it is inexcusable. Also sometimes Live News Interruptions for a serious situation may not have captions at all, making it impossible for people that need them to know there is an emergency happening and to receive instructions on what to do.

I have filed reports with FCC. Comcast (my cable provider) said the captions meet a 6 second requirement. I do not think they do. The captions displayed are from the previous speaker

There are frequent breaks in the captioning and sometimes when something difficult is mentioned it is completely ignored or paraphrased and not necessarily correct.

The questions that have answers good, adequate, poor and bad - I checked adequate or poor. The captions are often not good and sometimes OK. Often cut off when not completed and an advertisement comes on. Caption can vary between stations and the source of captions. For instance a movie may have better captions and in sync whereas another program has smaller or not as clear caption and out of sync. Captions are helpful but could be better.

A few years ago my internet provider, Verizon, switched from its cable weather channel from Weather.com to Accuweather. Three hurricanes were predicted for our area. I needed to know information about the approaching hurricanes but the local weather reports were NOT captioned on the Accuweather broadcasts. I called Verizon Disability and told them that the local weather was not captioned on Accuweather, and that as a hearing impaired person I needed to have captioning to follow the upcoming weather issues for safety reasons. They did not know the newly selected weather station was not captioned, and thanked me for letting them know. Within two days the local weather reports on Accuweather were captioned. It is crucial for local weather to be captioned for deaf and hard of hearing television viewers for safety reasons, and I appreciate that Verizon was receptive to my concerns and now captions the local weather reports on their cable weather reports. I also notified BBC News that BBC News was just about the only program on my local PBS station that was not captioned. They also were not aware and thanked me for letting them know. The next time I checked a couple of weeks later, BBC News was captioned. I really depend on captioning for news and weather, and if a news program is not captioned or is poorly captioned I CHANGE THE CHANNEL! I like Fox for local news and weather, but quite often in bad weather situations they are not captioned and I need to change to a different station. Thanks for doing this survey. I think awareness about the need for and dependence on captioning will help improve captioning and will earn stations with good captioning a greater market share. It helps people with hearing loss, people who need to keep their television volume low or off and with other needs to follow a program and stay informed.

There really is no excuse for how bad it is. I contacted KRON channel 4 to complain and got no response at all. Names, which are the hardest, are left off captioning. My news is out of San Francisco.

Captions are spotty at best. Even "at best" the LAG is so long it's just not worth trying. Therefore I don't watch near as much as I would. :(

So glad to see that captioning is finally taking a front place in our world of hearing loss. Not only does this benefit Hearing impaired people but also those who can hear as well. Win-win for everyone

Captioning is POORLY located on the screen, especially during NFL games.

It is frustrating to see them speaking and no captions and often captions are cut off before conclusion of the particular news report.

Some of it is missed. The beginning of a sentence or phrase is missing.

I have a problem with the speed that the captioning is displayed at is too fast. The pronunciation(spelling)of what is being said, is not always accurate and leaves you wondering what they really said.

Captioning is delayed enough that when the commercial break occurs, the captioning ends prior to the end of the news story. This is daily. Also, the spelling errors of local news locations tells me that the captioner is unfamiliar with my local area.

Weather is hardly ever captioned on my local news

WIS, the preferred station does not caption in the morning or noon. Other time it is way off, captioned before what is said.

Captioning is so far behind the speaker, then they try to catch up and its so fast you cant read it. Also if is breaking news or live - they dont caption at all. Its so annoying to say the least. If its important you would think they would caption it.

I watch all channels with CC

I wish they would put close caption on movies theater and Dvd or CD . Some movies disk dont have it.

TV stations should monitor CC and improve as needed.

My local news (ABC) KVUE captions on pre-recordings. When they're live the captioning is too brief. Very POOR!

WEATHER AND CAPTIONS ARE OFTEN ON TOP OF EACH OTHER OR MISSING,

I have complained through email. No response from station. I don't watch local news or weather anymore.

Not enough of it yet

In doctors' offices, including ENT's, the TVs never have captioning, even though I have asked for them to switch it on.

SOMETIMES ON WEEKEND IT IS WORSE,,,CHANNEL 12 NJ

Usually during the weather there's no captioning. FOX usually has no captioning during the morning news

captioning will jump from botton to top of screen or disappear during a story, so I will miss it. sometimes it doesn't come on the news station at all.

I've seen CART used successfully in our HLAA chapter meetings. I get the impression that the captioning on TV is done by people that don't speak proper English - for whatever reason. There are too many times the words don't make sense when captioned.

It's usually delayed a few seconds so the captioning doesn't always match what they are reporting.

We are in a secondary market. Our CBS affiliate basically uses the technique where we see teleprompter script and not what the newscaster actually says. Ad libs, remote news reports, and onsite clips are never captioned.

Would love to have live reporting also captioned

Often "live" on the street reporting is NOT captioned, only "in studio" reporting is. Sometimes the captions are hard to read if placed over other news information.

While the major stations Fox and CBS are pretty good with captioning, my local New Jersey station channel 12 is Horrible, and the reason I was interested in taking this survey. Thank you!

Sometimes late at night no captioning

I have concerns about quality of captions

The two stations I watch do it differently and I can tell the difference between methods. Some local shows such as sports showed are also completely not captioned.

Many times the captions lag behind the speakers by several seconds. I don't know if they are listening and then trying to catch up, or in a call center and talking amongst themselves and not paying attention and they try to catch up. When they are trying to catch up and realize they can't they leave out several sentences and start from where they are. I can tell because, 1. I read lips and 2. With my hearing aids I can hear enough to tell if the captions make sense with what is being said.

my complain is that I would love to have Bristol, Va Channel over than to West Virginia TV station have poor caption since I move to Tazewell and would love to my station back with Bristol.

many times there is a delay and the the program breaks for a commercial and the captioning has not been completed

No

Lagging scroll Dubious spelling Insensitive positioning Who does this stuff?

We often switch channels because of poor CC that we receive.

WLKY is better then WAVE. WAVE captions are sometimes presented from scripts completely out of sync with the live program.

Keep it up

Doctor/ hospital waiting room never put captioning On!! I always ask & request for everyone
Some TV sets it is very difficult or impossible to set up captions.

I am referring to Fox national news. They are the worse offenders when it comes to captioning. None of their captioning is in real time. It makes it difficult if not impossible to watch their news program. I've written to them with no results.

The most maddening thing are the captions for the weather report or some local event: The captions block out weather graphics and live reports are in the lower third of screen.

Captioning seems to be unregulated. No explanation given if captions are missing, delayed or absent. It always lags, is incomplete and not accurate. It's like captioners cannot keep up and just ignore entire blocks of what they're saying.

Very frustrating to watch the news. Sometimes you don't know where the story is happening or who it is happening to. Sometimes it is so far behind, they are on another story.

The response such as "most of the time" is better than "sometimes"...

Good

we travel a lot and need captioning in every city...not just the new york metro area where we live.

It is so frustrating to have the captioning running way behind what they're saying, which makes it also distracting; you see their mouth running and saying one thing and the captioning is saying something else. I was watching it daily, but I've given up. I just read the news now.

It also depends on how you get your TV - through cable, over the air, etc. Captions should be available NO MATTER WHAT for safety and independence of Deaf/deaf/hard of hearing individuals.

It is so horrible, I hate to watch live programs. Some of the best captioning is found on MLB network and the YES Network.

Certainly do wish the timing was somewhat close to accurate & complete for sometimes I get so confused & try to read lips which so getting harder all the time because people like to showoff their pretty teeth....

The last comment I clicked wrong. The captioning often lag behind or incomplected captioning. It can be frustrating.

Because there is no captioning to my knowledge, I could only answer remaining quality questions with the lowest rating.

I absolutely hate it when captions suddenly stop mid-sentence & left wondering what happened to the story. I do not like it when captions cover 5 day weather forecast. I dislike when captions make no sense & sometimes unable to figure out what it meant. Not all live reporting is captioned. So much room for improvements. Some are poor captionists being employed.

I am very happy for closed captioning. It keeps me from confusing oral statements. I have enough problems as it is.

Not perfect but good

Real time captions are best, but often starting late in the beginning puts them out of sync or even far behind the speakers. Improvements in this area would be most appreciated.

Sometimes, they do not cover every details of news. Most of time, no captioning at the end of news.

The captions are interrupted by commercial breaks. Most caption are not in real time and are not always complete and accurate.

Sometimes the spelling is way off.

I live near San Diego and the captioning is not consistent. The spell is hysterical because it is sometimes phonetic however it is better than no word there. Really would like it updated

The weather is usually pre-recorded, so any changes are not captioned. If the program goes to commercial or ends before the captioning has finished, the captioning will disappear. If the captioning falls behind, it will skip parts of the message to catch up.

There is almost always a pretty significant lag between the spoken words and the caption. Bad spelling is almost always an issue as well.

It amazes me that the stations cannot even correctly identify their reporters. In another instance, the meteorologist was identified as a urologist! What????

Sometimes too fast to follow.

Captions are scrolled quickly during the news segment. Even a speed reader could not keep up. The captions are finished, but the news segment is only half over. The effort to provide captions is totally wasted. This happens often. Some news segments are not captioned at all. Sometimes previous captions are scrolled while a new news segment is showing. Captions are sometimes so scrambled that they do not make sense.

I've compared news broadcasts with other stations but WGAL/CNN/MSNBC usually are the only ones with excellent synchronized captioning 24/7 which I love!

They break for commercials before the news captions are completely done. The actual weather person speaking isn't captioned. Weather details run on the bottom of screen which doesn't correspond with the speaker.

Captions disappear randomly, especially on weekends, often for half the newscast or more.

I do not know how "real time captioning" can be in sync with speech unless program is time delayed a few seconds so I am not unhappy with that aspect. Captioning does sometimes cover important screen area - - especially if weather alert is running along the bottom of the screen.

Often looks like we are seeing the feed to the news people, we don't see the banter or spontaneous speech.

It appears captioning for news are from teleprompter, not what is actually being said. Captioning for the weather is the worse since the person is not reading from teleprompter.

THERE IS NEVER ANY CAPTIONS, :(

I use and teach lip reading and my students sometimes remark that captions are sometimes gobbledygook or way ahead or behind the story. I like PBS station for news as speaker is not so fast, and fast talking is the #1 complaint of my students about news and sports programs. Captions are fine as long as it is a live captioner and not text-to-speech. Text-to-speech is too messy and inaccurate.

I would use the captioning if it was in synch with the speech, but find it more of a distraction than a help because it is so far behind.

Syncing and significant delayed close captioning

Need it in real time with no delay and complete.

Sometimes the captions are not on, sometimes too fast, etc. I usually email station I'm watching to let them know captions are not on or not functioning correctly.

Captioning fail to complete sentences. I miss names and places much of the time.

I have complained to WUSA-CBS 9 in Washington about the weather almost never being captioned. There is no way to show that in this survey if you choose more than one station.

My concern is that the captions are in electronic newsroom format, not live, often not in sync with the spoken dialogue with chunks missing. Some segments are allowed to run captioned, particularly early in the morning.

I wish captioning was available on all platforms - Netflix, online news, other non news stations

Ad libbing is never captioned. Sometimes the caption is news during traffic or they are captioning a different story than the picture

The captioning spelling is bad. Sometimes it appears as symbols%\$. We usually turn it off to reset it, sometimes it works. It should be better than it is. I use it also to help with my lip reading skills.

ABC is terrible. They run the captions so fast it ends halfway thru the segment. KXAN and CBS are much better.

I'm grateful to have them. Often however, emergency notifications (ie severe weather) are not captioned

Captions are needed for me to understand the news, however the captions can often be in the middle of the screen!

I'm grateful for captioning, but sometimes the accuracy is very bad. And often big chunks of dialogue are skipped completely.

Captioners have slow nights where whole sentences of dialogue are left out as they stumble to spell an unusual name or word. Also at a commercial break, captions are dropped usually eliminating a sentence or two of coverage because captions are running up to 5 to 7 seconds behind. Most commercials are not captioned.

while I don't have hearing loss, both my children are deaf and captions are critical for them to be able to watch TV, especially the news. slow out of sync captions are worse than no captions but no captions is horrible too. my kids get transcription in school, so I know there is tons of room for real time improvement

Sometimes the captioning appears garbled.

Cut to commercial, captions end before they catch up. This happens on all stations all the time.

Weather.... when is breaking g news I couldn't understand what s happening with weather snow storm or ice storm or any Storms. I had to ask my hearing family to make sure what it is said.

Captioning should be done by a real person, not a computer

Premade captions sometimes are placed in the wrong time slots and do not fit the video being seen.

There are gaps in captioning and it is obvious. If you refer to emergency alerts like weather, it is hardly ever captioned

When we travel around the US the CC can be inadequate.

no

Often times they do not caption wather. Never traffic reports, never when reporters report from the scene. Accuracy needs to improve

why captioning is always 2 sentences behind the speaker.

Sometimes depending on the internet connection the captions can be very slow, even though the news seems to not skip.

When I visit smaller cities it seems that they do a better job. Milwaukee and Green Bay in Wisconsin do very well.

They started captioning before anyone else. Before ABC news started captioning I could not watch news as could not understand what being said

NBC never captions full and emergency weather news. Never caption reporters out on the field

I generally record the news for playback. Then I can rewind and replay what I didn't understand.

I want everything captioned. Who are they to decide what is captioned or not? i have the right to know what was said, live or taped, regardless of the subject, no delays or too fast and captions should relate to the current story. Sometimes captions appear that have nothing to do with the story.

Live shows are harder to caption and sync well

Although, I believe they are doing their best to live caption the news. It is difficult to follow at times. Parts of the news story are sometimes not captioned.

Segments that are not captioned are frustrating and often random

CC not synced or freezes up on with news stories. Very confusing and frustrating for this hearing-impaired local news viewer WGEM Quincy, IL).

I was in Salt Lake City for HLAA conference, and was shocked that local news wasn't captioned ---what happens in an emergency, e.g. WHY did we go to a city without the captioning on local news? Did HLAA submit any comments to Chamber of Commerce or the Hotels?

caption delay

Am so very appreciative of closed caption. Have been using it since it began ...many many years

Often blocks weather map! Why is it different places on the screen?

Captions are never in sync, its 2-3 stories behind, traffic is never captioned, it actually says "no captions available for traffic". Words are wrong, the news ticker is covered up and the identifying names are covered up.

Quality and quantity of captioning on NY1 depends sometimes on time of day -- e.g., I don't get captioned weather reports in the afternoon sometime.

Sometimes wrong word. Sometimes lags way behind and skips comments. Bad icky. Ok get rid of bad typists!!!

News 12 NJ doesn't provide complete captions for weather and traffic updates. Also for some segments such as To Your Health captions are never provided.

WPTV is our choice due to the best captioning. Their weather reports are great, but it is not real time reporting as it is on WPEC. Sometimes there is no captioning and my husband sends emails to the stations. They always apologize and correct the situation. WPEC is frustrating because of their captioning that is frequently absent, incorrect, and non synchronized to the speakers. My biggest concern in general is that when Florida is being briefed on approaching hurricanes by local and state officials, there is a sign language interpreter live but no captioning for those of us who do not use who use them. That is a dangerous situation for hearing impaired people left uninformed about a serious storm approaching. The governor is wonderful in the reporting, but there is no real time captioning.

I am grateful for captions. Could not do without them. Could be better though.

So frustrating!

I depend on captions!

Often misspelled or missing words. Captioning follows person speaking. Not everything is captioned.

Sports and weather do not have captions. Some local news reporting do not have captions. Sometimes the captions blot out the pictures.

I personally rely on caption because I have trouble recognizing words that being said about the event. Often the letters in captions are scrambled or stopping typing across the TV screen. So, left wondering what that person said

Weather problem have been a consistent issue and yet they do not caption for updates

Captions most always cover up the 7 day weather forecasts, maps,etc. also on news the last sentences before an advertisement are usually cut off.

Occasionally they will interview someone who talks so fast that I can't keep up with what is said. That's not the captioners fault but rather, seems to be a growing trend mostly among the younger generation.

NBC only uses scripted.captions which is very annoying. And only for news not weather or chatting between the anchors. CBS and ABC use live captioning for most sequences.

Captioning stops sometimes without completing the thought. Because of the time delay, when they go to commercial, captioning stops.

Captions have major lag and abruptly cut stop at commercials

We caption all of our TV viewing as my daughter is deaf, I find Closed Captioning extremely useful, but Sports and News lag other programming. In a large market like NY this is not very severe, but still an issue.

Weather rarely captions. Captions usually have a delay, sometimes long delays or totally missing. Requires more work

The weather captioning is ALWAYS placed over the weekly graphics so I can't see the temperatures.

I would like to see captions as a requirement of all television broadcast.

Need to use a local captioner who is familiar with street names, city names, etc. so many of these words are misspelled all the time. If it's live, still need to provide closed captioning or even better, an ASL interpreter!

I have to have captioning but I do not think the stations care the only reason they caption is because they are required to.

#10 is unfair, they are never in sync since they are captioned on the fly. even national news is this way

I need the weather captioned. The delay of the captioning makes it difficult to keep up with the story.

Please urge them to make captioning more complete. Am lost without it.

I have to turn off my hearing aids if a hearing person is present. Otherwise Because the sound and voice don't sync with captions I will often watch without sound on.

Live broadcasts by reporters "in the field" for breaking stories is almost never captioned. Often a few seconds delay starting CC so miss first sentences. Weather CC is NOT what the speaker is saying....its another script that often ends way before weatherman stops speaking so they loop it. Also in weather emergencies like tornado watches, warnings....can't remember ever seeing CC. Usually a crawl across the bottom of the screen, but unless I have my HAs in and volume cranked up, I dont have a clue to what is going on. Lip reading helps but we are talking dangerous time and if ever a time for live CC...

When the Virginia Beach shooting was being covered "live," the captioner was not always captioning. That can actually be dangerous.

There may sometimes be gaps - where someone is speaking quickly or the captioning gets confused. And you miss whatever was being said during those gaps.

Only KOAT - channel 7 (ABC affiliate) has live captions for local news. KRQE and KOB display the teleprompter so captions are ahead of speaker instead of slightly behind. Weather has captions but they have nothing to do with what's actually being said on the latter two.

A lot of times it just stops and is stuck in one place even though they keep talking and then those same captions are stuck there throughout the commercials.

tine lag btw speech & captions; inaccurate words, incomplete reproduction of speech, words omitted.

I helped in a way- early days I complained. And nowadays it's great.

Quality varies greatly by time of day. Sometimes it's realtime. Sometimes it's something else that makes no sense.

Sometimes not on until a few minutes in. Lag and skip from time to time

I understand that it's real time captioning, but it's inconvenient when they place the captions over the headlines. It's annoying because I still have some hearing so I rely on context clues like the headlines to know what they're talking about and if I can't see it, I have to wait until the captions get to it and sometimes they skip things to catch up.

My husband and children rely on captions. Local news captions are inadequate and make for a frustrating experience

The captions are woefully inaccurate - almost funny. It's annoying when they don't complete a story due to a commercial coming on. Also, the anchors do a lot of bantering which is never captioned. That's rude! Live coverage of a story is seldom captioned.

I understand with live-streaming news, it may be difficult to caption the speaker as they are talking, but if the news team is reading off a teleprompter or has a script, having those captions pre-set would be extremely helpful.

N/A

I dislike the lag time on a live telecast, but I understand how it's transmitted and that's the way it is. But the quality of the captions are so bad, it leads me to believe that voice recognition is being used rather than live captioners. Whoever is doing it, much of what is transmitted is incomplete

I appreciate that they are trying to caption. Not all channels do that.

The delay between speaking and captions can lead to important information missing at the end of a segment, just before a commercial break.

I don't rely on captioning, but my mother and my sister do. It really needs to be accurate, but it's not. Last during a tornado news program, the captioning was so bad that I had to change the station so my mom and sister could read it.

I believe we would benefit by having live captions.

The quality of the captioning varies from station to station and from day to day.

I don't know WHY stations think they can replace live captioners with machines. Very bad idea.

It seems like the reporter's script, but it scrolls TOO fast and sometimes all stories coming up. May be scrolling into commercials

The weather starts and sometimes stops after a few lines. Or it scrolls by so fast, I can't read it.

Sometimes the captions are very good, but lately they've changed a lot after some are captioned with the ASR. The punctuation is completely off and distracting.

I have noticed when there's a person doing the job and when it is from a computer. Please stick with people over automated captions. Thank you.

My comments are based mostly on WGN. I think they have the best local news & are my first choice for news, but their captions are completely useless. They are not readable at all, so I have to watch another station because of their captions.

Wish there was better placement of the captioning when there is inclement weather (school delays and road conditions at bottom of screen). Also there are gaps if the news captioning is working or it's lost for the weather segment.

They start the captioning, then it seems to freeze. Then by the time it starts they cut to commercial and it stops. Have wanted to write them about this, but haven't.

last question, somewhere between poor and adequate.

Captions end when going to a commercial or even another story. This is frustrating

Local news stations in Phoenix and Chicago area will often have no captions and when they do, they drop in and out often.

Adding a station or network logo on the bottom or side area often makes the captions disappear. So frustrating!