



**National Court Reporters Association**  
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Gov. Maura Healey  
Massachusetts State House, 24 Beacon St.  
Office of the Governor, Room 280  
Boston, MA 02133

Re: SB 101 - An Act to Require Closed Captioning in Telecommunications in Public Areas.

March 21, 2025

Dear Governor Healey,

On behalf of the National Court Reporters Association (NCRA), I am writing to express our strong support for Massachusetts Senate Bill 101, An Act to Require Closed Captioning in Telecommunications in Public Areas. This legislation represents a significant advancement in ensuring equal access to places of public accommodation, and we commend your efforts to promote inclusivity for all Massachusetts residents.

Certified professional captioners are uniquely equipped to ensure that this goal is met effectively. Through their specialized training and expertise, they provide accurate, high-quality captions that enable individuals—whether members of the deaf and hard-of-hearing communities or others who benefit from captioning—to fully engage with telecommunications in public spaces. These professionals excel at capturing dialogue, sound effects, and contextual details with precision, fostering an equitable environment where all can participate without hindrance. Their work is essential to upholding the principle of equal access across diverse public settings.

Conversely, automatically generated captioning falls short of delivering the same level of accessibility. Such systems often produce inaccuracies, misinterpret speech, and fail to account for critical auditory elements like tone or overlapping voices. These deficiencies undermine the ability to accommodate the public comprehensively, leaving many without the full experience they deserve. S 101's emphasis on reliable closed captioning aligns with the need for professional standards that automated technology cannot consistently achieve, and we applaud this commitment to excellence.

NCRA wholeheartedly endorses this bill and urges your support for its passage. To further illuminate the importance of this legislation and the pivotal role of certified captioners, I invite you to connect with our Government Relations Department. We are eager to provide additional information and resources to support your deliberations. Moreover, our Massachusetts-based captioner members are available to meet with you, offering firsthand perspectives on how their skills enhance accessibility and equity.

Thank you for your dedication to the people of Massachusetts. We look forward to working with you to advance this meaningful legislation and ensure equal access for all.

Sincerely,

*Keith Lemons*

Keith R. Lemons, FAPR, RPR, CRR (Ret.)  
President, National Court Reporters Association