



FILED ELECTRONICALLY

November 30, 2020

Canadian Radio-television and Telecommunications Commission
1 Promenade du Portage
Gatineau, QC
J8X 4B1

Attention: Nanao Kachi, Director, Social and Consumer Policy

Dear Mr. Kachi,

RE: Annual Report on Closed Captioning Accuracy Rates

1. We are pleased to present this report for CHCH to the Canadian Radio-television and Telecommunications Commission regarding closed captioning accuracy on live television programming for the broadcast year 2019-2020 as per BRP2019-308.

Closed Captioning Accuracy Rate for Live Programs

2. CHCH broadcasts on average 35-40 hours a week of live programming, of which the majority consists of news programming. We chose to have our news programming evaluated for both required programs each month as it best represents the mix of live programming on the channel.
3. We work with a leading captioning company to provide top quality live closed captioning. National Captioning certificated NER evaluators provided us with NER reports on two live programs each month. The results of those reports are at the end of this document. These reports found that our live closed captioning was compliant with a NER score above 98 on all programs except for one in January 2020.
4. This apparent non-compliance was due to technical issues with iCap that unfortunately resulted in errors with the on-air captions during CHCH's Morning Live program. These technical problems rarely occur, and when they do, it is dealt with quickly. Our operations team and National Captioning are in constant contact to resolve issues and place contingencies to limit these errors.



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CHCH's Efforts to Improve the Quality of Closed Captioning

5. CHCH is committed to providing quality live closed captioning to our viewers. To ensure this, our Master Control monitors the feed 24/7 and has set up an alarm when there is a loss of captions.
6. We have fully redundant hardware that uses the latest captioning technology over the internet to remove the reliance on telephone lines that have previously caused many issues due to noise on the line. In case of an internet outage, we have dedicated phone lines as a backup to each caption encoder in our Hamilton and Toronto locations to ensure no captioning loss. Although our new captioning encoder technology has an audio line for the captionists, we also provide a backup audio line over our phone system in case of an issue out of control with the IP audio line.

Digital files

7. We have made the video files included in the accuracy rate for the 2019-2020 broadcast year available at the following link:
<https://drive.google.com/drive/folders/1vljoeO7Ev9p19UBsua-6t32RBI7YrpNV?usp=sharing>.
8. We have also submitted a USB with the same files to the Commission.

Conclusion

9. CHCH is committed to providing quality closed captioning for all our programming on the service. We continue to work with our live captioning partner to improve the quality of the live captions and implement workflow processes and redundancies to reduce errors.

Sincerely,

Sonya Davidson
Director of Programming



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CHCH Live Closed Captioning Accuracy Report 2019/2020 Broadcast Year

	Date Aired	Time	Program Title	NER Accuracy
September 2019	September 9, 2019	18:00	Evening News at Six	98.86
	September 20, 2019	0:30	Nightline	99.31
October 2019	October 14, 2019	18:00	Evenings News at Six	98.87
	October 30, 2019	0:30	Nightline	98.93
November 2019	November 11, 2019	18:00	Evenings News at Six	99.42
	November 7, 2019	0:30	Nightline	99.08
December 2019	December 9, 2019	18:00	Evening News at Six	99.25
	December 12, 2019	0:30	Nightline	99.36
January 2020	January 15, 2020	18:00	Evenings News at Six	98.85
	January 8, 2020	9:00	Morning Live	96.98
February 2020	February 3, 2020	18:00	Evening News at Six	99.14
	February 24, 2020	9:00	Morning Live	99.64
March 2020	March 15, 2020	18:00	Evening News at Six	99.34
	March 25, 2020	9:00	Morning Live	99.33
April 2020	April 17, 2020	18:00	Evening News at Six	99.1
	April 1, 2020	9:00	Morning Live	99.7
May 2020	May 5, 2020	18:00	Evening News at Six	99.16
	May 14, 2020	9:00	Morning Live	99.3
June 2020	June 14, 2020	18:00	Evening News at Six	99.01
	June 25, 2020	9:00	Morning Live	98.99
July 2020	July 17, 2020	18:00	Evening News at Six	98.95
	July 9, 2020	9:00	Morning Live	99.26
August 2020	August 8, 2020	18:00	Evening News at Six	98.7
	August 12, 2020	9:00	Morning Live	98.46



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