

**The Miracle Channel Association  
CJIL-DT  
BRP 2019-308  
November 30, 2020**

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**Note: USB has been mailed to the address provided.**

**Summary of The Miracle Channel Association (CJIL-DT) Efforts to Comply with BRP 2019-308 and NER98 Accuracy Standards**

We began our process of attaining consistent NER98 accuracy by implementing an online, automated service from EEG to service our live captioning needs. The service, called Lexi, is a cloud-based product from EEG that integrates with our closed captioning encoder (EEG HD492). The process involved a member of our team reviewing the live caption log file exported from the Lexi service. The review process involved reviewing the video segment that was captioned and fixing all the mistakes that were presented in the exported log file and then uploading that back into the cloud service to help improve the AI and its dictionary in the hope of improving the accuracy moving forward. We discovered that the work involved in this process resulted in only marginal improvement in our NER98 scorings.

During the period of seeking options to improve the accuracy of our live captioning accuracy, we searched out other services including the company Enco as they were widely used by other broadcasters for their live caption service. We proceeded to test the Enco Encaption system next to our EEG cloud-based service. We found similar results and without expending a larger sum of money for support costs from Enco, we would not be able to improve our accuracy much more than we already had.

From here we employed the use of a server from EEG, that would be installed locally and has more features and tools available than their cloud-based offering does. With this purchase of the local server and continued effort by our team member to improve the library and dictionary of the vocabulary and grammar we were able to surpass the NER98 standard on a regular basis. Below you will find attached our detailed report of this past broadcast year's results of our NER98 evaluations.

Regarding our evaluation process, we used the services of Halina Pashkievich, who was recommended as an approved and certified NER98 evaluator.

## **The Miracle Channel Association – CJJIL-DT, LIVE-CAPTIONING NER Score Report for 2019-2020**

### **Sept 2019**

20190918-BCN Interview Segment 97.58

Content could be generally followed but the experience is severely impacted by the number of typos and missing or misplaced punctuation.

20190918-BCN Evening News 97.72

Content could generally be followed but there were many interruptions and missing details due to typos. Speakers could roughly be followed as there wasn't too much lag, but lack of chevrons made it very difficult to figure out when speakers switched.

### **Oct 2019**

20191021-BCN Election Coverage 97.09

In addition to the usual interruptions from typos common in automated captions, this particular segment had quite a bit of missing content due to homophones and mis-captured phrasing (ALL OF THE EVENTS PULLING/PAUL, IF THE ADVANCED POLLING) as well as a stretch of content missing entirely.

20191029-BCN Morning News 97.84

Issues here were across the board. There were many interruptions from minor errors such as typos and erroneous punctuation (for example 24 instances of missing or misplaced periods impacting readability), and there were also many mis-captured phrases resulting in lost meaning (ie. WHAT OUR TAX/WINTER TIRES; IF YOU/A FEW). Chevrons missing entirely created interruptions, but speakers could generally be figured out as speaker changes happened relatively infrequently.

### **Nov 2019**

20191126-BCN Morning News 97.67

In addition to missing content resulting from confusing paraphrasing, there was a high number of interruptions due to typos (often that were very close but not quite right) and errant punctuation.

20191127-BCN Morning News 97.82

While there is lost content, the biggest issue by far is interruptions due to phonetic misspellings and missing or incorrect punctuation.

### **Dec 2019**

20191219-BCN Evening News 97.57

A significant number of interruptions including several relating to minor spelling errors such as American spellings or dropped hyphens. Lost meaning was mostly DIUs such as speakers and names (spellings), though multiple OMMs were created by a buildup of minor errors.

20191221-BCN Interview Segment 97.39

There was a very high number of OMMs here, and lost content overall. In addition, content that could be followed had numerous interruptions, particularly typos and missing or misplaced punctuation.

### **Jan 2020**

20200129- BCN Evening News 97.78

High number of interruptions, often because of punctuation, but it was still fairly readable. Most of the OMMs were clearly generated by poor audio from clips/interviews, while there was comparatively little meaning lost in the in-studio portions.

20200130- BCNT Morning News 97.7

Significant amount of lost content here--almost all the Bell Let's Talk segment is lost. Usual interruptions from punctuation and typos.

### **Feb 2020**

20200213-BCN Evening News 98.06

The biggest issue is with periods and chevrons. Not much missing content, mostly interruptions related to punctuation, and homonyms or awkwardly caught phrases.

20200221-BCNT Morning News 97.56

The usual issues with missing/misplaced periods and incorrect word captures (AIR CULTURE/AGRICULTURE a typical error). Deductions for what appears to be a censoring of the word PORNOGRAPHY.

20200223-BCN Interview Segment 98.06

A number of errors were generated from the use of BC vs. B.C. (the correct usage according to the government); many extra periods throughout; heavy with interruptions but comparatively little meaning lost.

20200226-BCN Evening News 97.58

Interviews are particularly bad for loss of meaning; periods continue to be an issue throughout.

20200227-BCNT Morning News 97.82

Nearly 30 instances of missing/misplaced periods are by far the most consistent issue. Cycling interview had many errors as a result of unclear speaker. Issues with proper nouns and the usual homonym problems.

### **March 2020**

20200304-BCN Evening News 97.1

A significant amount of lost and confusing content, exacerbated by punctuation that breaks up IIUs.

20200311-BCN Evening News 97.27

High number of interruptions notably consistent misspelling of COVID-19 and extra, misplaced, or missing periods.

20200317-BCN Evening News 97.35

This segment started off not too badly, with mostly punctuation issues or spelling variants, but about halfway through the content loss became significant, with a very long stretch in which meaning was lost entirely. Worth noting that the spelling COVID NINETEEN was deducted throughout.

20200318-BCNT Morning News 98.04

Usual issues with misplaced or missing periods; COVID-19 spelled incorrectly throughout, several instances of numbers formatted incorrectly (no hyphen). Overall readable, but with a cluster of OMMs towards the end.

20200326-BCN Evening News 97.04

Loss of meaning particularly bad in interviews. Otherwise usual issues with chevrons and periods.

20200329-BCN Evening News 97.69

Over 25% off the IIUs were lost here, mostly within the two interviews. Otherwise a high number of formatting (spelling) errors with numbers, as well as the error COVID NINETEEN throughout.

#### **April 2020**

20200420-BCN Evening News 97.02

A significant amount of lost content, with nearly half of the IIUs scored OMM. For the most part these are not the result of small errors such as single crucial words being lost but rather significant loss of captured words altogether (you will notice some captions cells contain as little as half as much content as the verbatim), and garbled phrasing.

20200422-BCN Evening News 97.29

A high number of OMMs, particularly in the salon interview. Issues with period placement throughout. Usual issues with spelling of proper nouns.

#### **May 2020**

20200521-BCN Evening News 97.30

A very high number of OMMs-- over 30% of the IIUs were lost entirely (most occurred in the second half with the concentration of minor errors in the first half). Further issues with punctuation, chevrons, and spelling errors throughout the remained of the segment.

20200524-BCN Evening News 97.35

Significant meaning loss, very high number of OMMs including sections of total caption loss. Otherwise deductions throughout for period misplacement, COVID NINETEEN/COVID-19, American spellings.

### **June 2020**

20200616-BCN Evening News 98.76

Deductions throughout from lack of chevrons and speaker IDs. A stretch of OMMs (likely due to system not recognizing the accent of the speaker). Otherwise a good, almost very good segment.

20200618-BCN Evening News 97.66

High OD count, interruptions throughout. Notably issues with period placement and proper nouns. A few odd spellings like PRISED/PRICED and SEISED/SEIZED. Still could generally be followed.

### **July 2020**

20200727-BCN Evening News 98.38

Usual issues with periods, chevrons, formatting/spelling of numbers.

20200729-BCNT Morning News 98.09

Issues with chevrons and periods throughout. Several deductions for formatting/spelling of numbers. High BE count but still a good segment.

### **August 2020**

20200818-BCN Evening News 98.22

Usual issues with chevrons and periods throughout. Difficulty capturing several proper nouns.

20200820-BCNT Morning News 98.01

Usual issues with chevrons and periods throughout. Some American spellings (CANCELED, HONOR).