



November 24, 2014

Mr. John Traversy  
Secretary General  
Canadian Radio – Television & Telecommunications Commission  
Central Building  
Les Terrasses de la Chaudiere  
1 Promenade du Portage  
Gatineau, QC J8X 4B1

Dear Mr. Traversy:

Report on Quality Standards for closed captioning for the following conventional television undertakings for the period September 1, 2012 to August 31, 2014:

- CKSA-DT           undertaking # 430508002
- CITL-DT           undertaking # 430456129

**Procedures:**

- Each month we calculate the accuracy rate for two programs containing live content. Results of monitoring with respect to accuracy and speed of captioning are reported to the captioning service. Lag time currently averages from 4 to 6 seconds.
- We monitor the closed captioning on all of our live programs and work closely with the captioners to ensure a quality product. Accuracy rates have improved to the current level of 94%.
- Master control operators monitors the captioning as it goes to air and note any problems on daily fault reports for follow-up action.
- Corrections are made to programs that have a second run scheduled.
- Viewer comments are logged for subsequent follow-up. During this reporting period, no viewer comments were received.

Sincerely,

A handwritten signature in black ink, appearing to read "R.A. Cameron".

R.A. CAMERON  
Program Manager