**Thunder Bay Electronics Limited Annual Closed Captioning Report**

**for the 2019/2020 Broadcast Year**

In this report outlining our efforts to improve closed captioning of our live programming, I have included our NER evaluations from September 2019 to August 2020, as well as a link to the digital video files (Note: this link expires February 27, 2021). **A USB of the video files has been mailed to the CRTC**, c/o Nanao Kachi, as instructed.

In early 2019, Thunder Bay Electronics Limited invested in an automated closed captioning system. It was a promising alternative to voice-to-text we had been using prior. We continually see improvements in the quality of our live programming closed captioning.

**Efforts made in-house to improve our live programming closed captioning accuracy rate:**

* We hired a NER evaluator effective with the September 2019 CRTC expectation, instead of waiting until March 2020 when it became mandatory.
* We manage our closed captioning local lexicon, adding words to the system’s vocabulary to reflect current events, people in the news, and continually manage for correctness and appropriateness of language overall.
* The system’s vocabulary is updated automatically daily against stories generated from our News Department.
* The system has been set up to engage automatically for regularly occurring live programming. This is a safeguard against human error.
* Various staff from different departments (Captioning, Master Control, Programming) regularly monitor live newscasts after airing for quality.
* Last year we purchased a redundant closed captioning system, a complete replica of the existing one. In the event of any failure of our main system, live closed captioning is protected.
* We immediately react to feedback from our viewers in the closed captioning community.

**Requests to caption providers to improve our live programming closed captioning accuracy rate:**

* We requested that our provider add punctuation to their service, resulting in this being addressed and punctuation improved.
* We regularly send our NER evaluations to the company from which we purchased our system, to precipitate improvements.

**NER Evaluations & Scores, September 2019 to August 2020:**













**Link to view video files (NOTE: this link is good until February 27, 2021):**

<https://dm-sft01.dougallmedia.com/w/rbioT67OtxlfMnLUQclfxiLi1xZvULcDBhY8USOt6iadj>

Thank you.

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