



November 29, 2024

Canadian Radio-television and Telecommunications Commission
15 Eddy 2nd floor, Gatineau (Québec) J8X 4B3
c/o Nanao Kachi, Director, Social and Consumer Policy, CRTC

Filed by GCKEY

Subject: Annual closed captioning reports for CKPR-DT and CHFD-DT (Thunder Bay Electronics Limited)
CRTC reference: Broadcasting Regulatory Policy CRTC 2019-308

Dear Mr. Kachi,

Re: Mandatory quality standards relating to the accuracy rate for live television programming on CKPR-DT and CHFD-DT for the period September 2023 to August 2024.

Thunder Bay Electronics Limited is pleased to file with the Canadian Radio-television and Telecommunications Commission its 2023/2024 report on live closed captioning.

Information included in this submission:

1. An overview of our closed captioning system and procedures
2. Our efforts to improve the live closed captioning experience for our viewers
3. A link to the video files (and corresponding text files)
4. NER evaluations
5. At-a-glance NER scores

I hope that this information satisfies the requirements of our annual closed captioning report. Please contact me if you have any questions.

Best Regards,

Paula Bentz
Director of TV Programming
Dougall Media (Thunder Bay Electronics Limited), CKPR-DT & CHFD-DT
87 North Hill Street, Thunder Bay ON P7A 5V6
(807) 346-2631 pbentz@dougallmedia.com

ANNUAL CLOSED CAPTIONING REPORT FOR THE 2023/2024 BROADCAST SEASON CKPR & CHFD

1. OVERVIEW OF OUR CLOSED CAPTIONING SYSTEM AND PROCEDURES

In early 2019, we implemented ENCO's enCaption4 amid positive industry reviews and successful in-house testing. We also purchased a redundant system in the event of a main system failure.

Our Master Control operators are trained to operate and troubleshoot our automated system. They also monitor the system's output throughout the day, checking quality and consistency and reacting to any impairments. Engineering technicians are brought in as required and facilitate system updates sent by ENCO. A multi-screen viewer in Master Control allows Operators to monitor CC both OTA and on all BDUs available in our market.

Regular maintenance of enCaption4's local lexicon helps "teach" the unit to recognize words, phrases, and pronouns that are new, unusual, or location specific.

For all non-live local content, in-house closed captioners caption content using a mix of enCaption and CPC software.

Viewer concerns and complaints regarding our closed captioning are responded to by the Director of Programming. During the 2023/2024 broadcast season, we did not receive any complaints or concerns from viewers.

Halina Pashkievich has been our independent Canadian certified NER evaluator since the fall of 2019.



Halina Pashkievich,
certification.pdf

2. EFFORTS TO IMPROVE LIVE CLOSED CAPTIONING EXPERIENCE FOR VIEWERS

ENCO encourages feedback from their Canadian users so that the enCaption platform complies with Canada's mandatory quality standards. We send our NER evaluations to ENCO which gives them tangible targets to work towards, ensuring that learning and adjustments continue to be made with each update release.

This year, the company reported back to me on the following recent and future-looking work:

- Continuing to work on improvements to sentence structure and punctuation
- Rolled out a Quebecois language model for Canadian market, rather than France French
- The en5 platform streamlines and simplifies the GUI based process of adding localization words and corrections to the system by end users to improve future accuracy
- active development in music and sound effect detection and corresponding CC output noting such events
- active development on enhancing the speaker detection schema to not just mark change of speaker with chevron, but move towards speaker attribution in a single channel stereo track
- work continuing in containerization and moving platform from Windows to a Linux based system for greater flexibility in deployments and cloud-based workflows
- active development in dual language units that can caption in primary language and translate 'on the fly' when required. Primarily working on 'Spanglish', but the underlying technology and process will wind up being quite transferable to other markets

3. LINK TO VIDEO FILES (AND CORRESPONDING TEXT FILES)

Nanao Kachi, Jennifer Porteous and Meghan Wawryk have been invited to our Kiteworks server. There, they can sign in with their email addresses and create passwords, giving them access to 48 video files and 48 text files. Files may be played right from the folder or can be downloaded. Here is the link:

<https://dm-sft01.dougallmedia.com/w/f-9844a3aa-6987-463e-81b4-24a37a9df727>

We have sent to the Commission a USB containing the identical 48 video files and 48 text files, to the following address:
 Canadian Radio-television and Telecommunications Commission
 15 Eddy 2nd floor, Gatineau (Québec) J8X 4B3
 Attention: Nanao Kachi, Director, Social and Consumer Policy, CRTC

4. NER EVALUATIONS

Click on the zip files below to access the CKPR and CHFD NER evaluations that correspond to the video files above.



CKPR NER eval 2023-2024.zip



CHFD NER eval 2023-2024.zip

5. AT-A-GLANCE NER SCORES

2023/2024 NER scores CKPR-DT Thunder Bay					2023/2024 NER scores CHFD-DT Thunder Bay				
Month	TBT Newshour				Month	TBT News: PM			
	Date	Score	Date	Score		Date	Score	Date	Score
Sep-23	12th	97.90	21st	98.36	Sep-23	12th	97.97	21st	98.61
Oct-23	22nd	98.10	25th	97.97	Oct-23	22nd	98.15	25th	98.12
Nov-23	13th	98.24	16th	97.75	Nov-23	13th	98.24	16th	97.92
Dec-23	20th	98.05	22nd	97.97	Dec-23	20th	98.15	22nd	97.86
Jan-24	16th	98.32	19th	98.14	Jan-24	16th	98.20	18th	98.22
Feb-24	19th	98.13	20th	97.97	Feb-24	21st	98.00	22nd	98.47
Mar-24	18th	98.35	20th	98.38	Mar-24	25th	98.27	27th	98.44
Apr-24	23rd	97.97	25th	97.65	Apr-24	25th	97.98	26th	98.27
May-24	7th	98.30	15th	98.40	May-24	7th	98.31	21st	98.61
Jun-24	11th	98.40	24th	98.45	Jun-24	12th	98.43	25th	98.36
Jul-24	22nd	98.12	30th	98.27	Jul-24	23rd	98.36	31st	98.20
Aug-24	6th	98.06	29th	98.28	Aug-24	13th	98.21	21st	98.24

Occasionally our NER evaluations score less than 98. The primary cause is punctuation and speaker change detection issues. ENCO ensures algorithms are continuously being improved to remedy these issues.

-end of document-