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Nov. 28, 2024

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Canadian Radio-Television and Telecommunications Commission

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**Subject:** Submission of Annual Caption Accuracy Report – Monthly Evaluations by NER-Certified Evaluator

Dear Sir/Madam,

I am writing on behalf of CHEK Television to submit our Annual Caption Accuracy Report, covering the period from September 1, 2023 to August 31, 2024, as required by the CRTC for compliance with accessibility standards in broadcast captioning.

As part of our ongoing commitment to ensuring the highest standards of captioning accuracy, we have engaged a certified evaluator with expertise in the **N**umber, **E**dition Error, and **R**ecognition Error (NER) model to perform monthly assessments of our captioning quality for broadcast. CHEK randomly selects two newscasts for review by the NER evaluator each month.

Below is a summary of the key points:

1. **Caption Accuracy Overview**
   * A detailed summary of the overall caption accuracy based on the monthly evaluations conducted by our NER-certified evaluator are listed below:

|  |  |  |  |
| --- | --- | --- | --- |
| Month | Date | Year | Percentage |
| **Aug** | 9 | 2024 | **98.40%** |
|  | 22 | 2024 | **98.56%** |
| **Jul** | 12 | 2024 | **98.58%** |
|  | 22 | 2024 | **98.76%** |
| **Jun** | 11 | 2024 | **98.60%** |
|  | 20 | 2024 | **98.80%** |
| **May** | 7 | 2024 | **98.37%** |
|  | 23 | 2024 | **98.13%** |
| **Apr** | 15 | 2024 | **98.38%** |
|  | 26 | 2024 | **98.12%** |
| **Mar** | 12 | 2024 | **98.55%** |
|  | 26 | 2024 | **98.65%** |
| **Feb** | 12 | 2024 | **98.73%** |
|  | 22 | 2024 | **98.61%** |
| **Jan** | 16 | 2024 | **98.15%** |
|  | 31 | 2024 | **98.53%** |
| **Dec** | 8 | 2023 | **98.54%** |
|  | 20 | 2023 | **98.80%** |
| **Nov** | 7 | 2023 | **98.80%** |
|  | 26 | 2023 | **98.39%** |
| **Oct** | 14 | 2023 | **98.23%** |
|  | 29 | 2023 | **98.22%** |
| **Sep** | 10 | 2023 | **98.50%** |
|  | 26 | 2023 | **98.65%** |

* + In reviewing, we have found that most demerits are in result of misspells with people’s names, and location names, as well as lack of identification as to the speaker, and punctuation either lacking or in excess.

1. **Monthly Findings and Action Plans**
   * Upon completion of the evaluator’s findings, we at CHEK generate a summary of the evaluator's findings, including the type of errors and frequency.
   * After all items are identified, we review our current word and phrase list and assess whether any additional words or phrases can be added to our pronunciation correction lists.
2. **Corrective Actions and Improvements**
   * Once additional words, names, or phrase have been added to our correction lists:
     + We monitor to ensure that the newly added words have been correctly spelled.
     + If deficiencies remain, we add additional information to the word correction lists.
   * We also continue to ensure we are using the most up-to-date version of the software and coordinate with the vendor to make recommendations for future improvements.
3. **Future Enhancements**
   * We continue to evaluate other solutions and monitor technical advancements for improvements in this technology.

We remain committed to providing accessible and accurate information to all Canadians, and we believe our continued work with a NER-certified evaluator will help us ensure we meet or exceed the CRTC's requirements for captioning quality.

Enclosed with this letter is the detailed caption accuracy reports, along with the video files and caption files that were reviewed.

Should you require any additional information or have any questions, please do not hesitate to contact me directly at [dbirtwistle@cheknews.ca](mailto:dbirtwistle@cheknews.ca). We appreciate your attention to this important matter and look forward to continuing our efforts to ensure inclusive access to programming.

Sincerely,

Doug Birtwistle  
Operations Supervisor

CHEK Television

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