



FILED ELECTRONICALLY

November 30, 2021

Canadian Radio-television and Telecommunications Commission
1 Promenade du Portage
Gatineau, QC
J8X 4B1

Attention: Nanao Kachi, Director, Social and Consumer Policy

Dear Mr. Kachi,

RE: Annual Report on Closed Captioning Accuracy Rates

1. We are pleased to present this report for CHCH to the Canadian Radio-television and Telecommunications Commission regarding closed captioning accuracy on live television programming for the broadcast year 2020-2021 as per BRP2019-308.

Closed Captioning Accuracy Rate for Live Programs

2. CHCH broadcasts on average 35-40 hours a week of live programming, of which the majority consists of news programming. We chose to have our news programming evaluated for both required programs each month as it best represents the mix of live programming on the channel.
3. We work with a leading captioning company to provide top-quality live closed captioning. National Captioning certificated NER evaluators provided NER reports on two live programs each month. The results of those reports are at the end of this document. These reports found that our live closed captioning was compliant with a NER score above 98 on all programs except for three instances of apparent non-compliance.
4. These instances of apparent non-compliance were because the pace of speech in each program was fast, and it necessitated a moderate to high degree of paraphrasing.



PO Box 6143, Station A
Toronto, ON M5W 1P6
T: 416.492.1595
F: 416.492.9539



CHCH's Efforts to Improve the Quality of Closed Captioning

5. CHCH is committed to providing quality live closed captioning to our viewers. To ensure this, our Master Control monitors the feed 24/7 and has set up an alarm when there is a loss of captions.
6. We have fully redundant hardware that uses the latest captioning technology over the internet to remove the reliance on telephone lines that have previously caused many issues due to noise on the line. In case of an internet outage, we have dedicated phone lines as a backup to each caption encoder in our Hamilton and Toronto locations to ensure no captioning loss. Although our new captioning encoder technology has an audio line for the captionists, we also provide a backup audio line over our phone system in case of an issue out of control with the IP audio line.

Digital files

7. We have made the video files included in the accuracy rate for the 2020-2021 broadcast year available at the following link:
<https://drive.google.com/drive/folders/1vjoeO7Ev9p19UBsua-6t32RBI7YrpNV?usp=sharing>
8. We have also submitted a USB with the same files to the Commission.

Conclusion

9. CHCH is committed to providing quality closed captioning for all our programming on the service. We continue to work with our live captioning partner to improve the quality of the live captions and implement workflow processes and redundancies to reduce errors.

Sincerely,

Sonya Davidson
Director, Programming



PO Box 6143, Station A
Toronto, ON M5W 1P6
T: 416.492.1595
F: 416.492.9539



CHCH Live Closed Captioning Accuracy Report 2020/2021 Broadcast Year

	Date Aired	Time	Program Title	NER Accuracy
September 2020	September 9 2020	18:00	Evening News at Six	99.12
	September 18 2020	9:00	Morning Live	99.16
October 2020	October 22 2020	18:00	Evenings News at Six	99.16
	October 16 2020	9:00	Morning Live	98.04
November 2020	November 11 2020	0:00	Nightline	99.45
	November 3rd 2020	18:00	Evenings News at Six	97.36
December 2020	December 8 2020	6:00	Morning Live	97.12
	December 12 2020	0:00	Nightline	98.24
January 2021	January 10 2021	18:00	Evening News at Six	99.19
	January 21 2021	0:00	Nightline	99.43
February 2021	February 3 2021	18:00	Evening News at Six	98.5
	February 26 2021	0:00	Nightline	99.48
March 2021	March 4 2021	0:00	Nightline	99.32
	March 8 2021	18:00	Evening News at Six	99.3
April 2021	April 5 2021	6:00	Morning Live	98.16
	April 22 2021	18:00	Nightline	99.58
May 2021	May 11 2021	6:00	Morning Live	98.32
	May 22 2021	18:00	Nightline	98.68
June 2021	June 2 2021	6:00	Morning Live	98.67
	June 3 2021	18:00	Evening News at Six	99.00
July 2021	July 12 2021	6:00	Morning Live	96.43
	July 12 2021	18:00	Evening News at Six	98.14
August 2021	August 3 2021	18:00	Evening News at Six	98.91
	August 4 2021	6:00	Morning Live	98.29



PO Box 6143, Station A
 Toronto, ON M5W 1P6
 T: 416.492.1595
 F: 416.492.9539