

November 14, 2016

Ms. Danielle May-Cuconato  
Secretary General  
Canadian Radio-Television and Telecommunications Commission  
1 Promenade du Portage  
Gatineau, Quebec  
J8X 4B1

**Re: Aboriginal Peoples Television Network Report on Closed Captioning Accuracy Broadcasting Regulatory Policy CRTC 2012-362**

Dear Ms. May-Cuconato:

APTN understands the importance of providing accurate closed captioning to our audience. Once again, we are pleased to offer this report on the accuracy of our closed captioning in accordance with the quality standard for closed captioning as set out in the above-referenced public notice.

There are three sources of closed captioning at APTN: our program providers, a third party captioning house that does the captioning for our LIVE programming, and our in house team who caption our short form content.

APTN is in the process of rebuilding its broadcast infrastructure and moving to a tapeless, digital environment. As we move through this transition, APTN will be implementing file based QC software that will check an incoming file automatically for technical acceptance which would also include the captioning files. But for the last two years, APTN has continued with the workflow and processes that were implemented several years ago to ensure a continued delivery of accurate captioning for our viewers. While our processes haven't changed significantly from our original report, we would like to share them with you again today.

1: All content that goes to air on APTN goes through a rigorous quality control process. Listed below are the steps taken to ensure quality programming including captioning is seen on APTN.

- We have very detailed technical specifications that our program providers must follow. These have been written by our broadcast engineering team. Our technical specs are part of our programming contract with our providers and we also provide a copy online for reference as well.
- When program masters arrive they are reviewed by our master control staff who check and identify the following: aspect ratios, commercial blacks (missing or dirty), drop frame/non drop frame, anamorphic stretch, audio DB levels, stereo mixes, surround sound mixes, close captioning (pop up or roll up), sub titling, descriptive video, graphics/name keys, opening and closing credits.
- Software that runs in the back ground of our master control infrastructure also analyzes and identifies various captioning errors when programs are partially ingested into the play back servers during the QC process.
- When a fault is detected, our engineering team utilizes high end MPEG analyzers to drill down into the issue to ascertain where the fault is occurring. A detailed process is then followed and corrected masters are obtained when applicable.

If a program is delivered with roll up captioning it is rejected and returned to the program provider and final payment of masters is held until the corrected revised masters with the proper pop up captioning are provided.

2: APTN has implemented several monitoring processes to ensure our closed captioned signal reaches the distributor of that signal in its original unaltered form for both our SD and HD feeds.

- Playback Monitoring: APTN's master control staff have multiple banks of monitors through which they can verify the presence of closed captioning content as part of their regular duties on all 4 of our feeds. One bank of monitors will show what APTN is broadcasting and the other bank will show what is being seen in the viewers' homes. APTN has a backup Closed Caption encoder in our facility to ensure that we can provide captions even in the event of equipment failure for our LIVE captioned programming.
- Post Playback monitoring: Operations personnel regularly monitor our captioning from a variety of sources: satellite, cable and IPTV providers to ensure that the caption information is passing through their infrastructure in an unaltered form. APTN monitors captioning on both our SD feeds and our HD feed to ensure successful pass through on both platforms with both PVR's and log players.
- Two LIVE programs per month are randomly selected and the captioning is reviewed. Using our log player, APTN staff compare what is captioned with what is actually spoken. Based on the accuracy formula provided ( $\text{Accuracy rate} = (\text{words} - \text{errors}^*) / \text{words} \times 100$ ), we determine what our accuracy rate is.
  - We recently switched caption houses and after an extensive search process, secured the services of a very established company. Providing random and scheduled accuracy audits are part of its quality control program. Monthly accuracy reporting is also a service that this new caption house can supply.
  - Daily scripts of our live shows continue to be provided in advance of broadcast to assist the captioner with research and accuracy.

3: APTN's National News runs live at 6pm Monday – Friday and repeats later that evening at 11:30pm across all our feeds. Processes are in place so that the repeat broadcast of our newscast has a corrected cc file attached to it.

4: APTN has installed an audio coupler that is used for the captioning of live content. This device will ensure that lag times are kept to a minimum. Meetings are being set up with our new provider to discuss moving towards an IP encoder which will improve efficiency as well.

5: Because APTN broadcasts both an SD and an HD service, our broadcast infrastructure contains an HD Captioning encoder that simultaneously encodes captions onto HD and SD video, transcodes and translates captions from an SD source to an HD source, and transcodes captions from an HD source to an SD source.

6: APTN acquired captioning software and provided training for staff so that all in house generated content is closed captioned. As well, when content is edited for broadcast, the captioning file is edited along with the video to ensure accuracy on captioning is retained throughout the changes.

APTN continues to be committed to providing all our viewers with a high quality service which captioning is a part of.

If you have any questions or require any further information on our closed captioning processes, please don't hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Jean LaRose". The signature is written in a cursive style with a large initial "J" and "L".

Jean LaRose  
CEO  
APTN