



Secretary General
Canadian Radio-television and Telecommunications Commission (CRTC)
Ottawa, ON K1A 0N2

Attn: Nanao Kachi – Director, Social & Consumer Policy
Jennifer Porteous, Senior Analyst, Social & Consumer Policy

November 8, 2024

Re: 2023-2024 – Crossroads Television System -CITS-DT NER Closed Captioning Report- Decision 2019-308

Dear Secretary General,

Crossroads Television System (CKES-DT, CITS-DT and CKCS-DT) has continued the practice of sending two programs monthly to our third-party NER Certified Evaluator, Halina Pashkievich, adhering to the closed captioning accuracy regulations set out in CRTC Decision 2019-308.

All feedback received from our analyst is logged, and patterns within our results are identified, facilitating refinement of our captioning processes to increase accuracy achievements for each of our individual closed captioners. We have found that in utilizing our in-house accessibility team, the captioners have a greater familiarity with the content and know proper spellings and pronunciations of names, which has resulted in our accuracy results exceeding the NER accuracy benchmark (and far exceeding the accuracy levels we previously experienced with outsourced captioning services).

During Fiscal 2022-2023, YES TV grew our internal accessibility team, adding additional full-time staff, and where necessary, projects were outsourced to trusted partners to address the organizations' growing accessibility needs and addressing compliance regulations from the Accessible Canada Act.

On May 29, 2024, we submitted and posted our YES TV Accessibility Policy with the CRTC and the Department of Justice (ACA compliance). Feedback attained was extremely beneficial in helping us better understand the needs of the communities that rely on accessibility services. Our internal accessibility team has set their accuracy benchmark higher than regulation, acknowledging that accuracy matters greatly to those using closed captioning and descriptive video services.

In accordance with the regulations, two programs were sent for NER evaluations each month from September 2023 to August 2024.

Since Crossroads Television System (CITS-DT, CKCS-DT, CKES-DT) does not hold a requirement for News Programming as stipulated in the regulation, the live program titles were selected from either station-produced original programs and/or titles that were acquired from Crossroads Christian

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Communications, the content provider who sends us the greatest volume of both weekly and daily television programs.

The NER Closed Captioning Results for Broadcast Year 2023-2024 are as follows:

Month	Year	Program Name	Air Date	FileName	NER Words	NER Score	Total Verbatim Words	Total Captioned Words
September	2023	100 HUNTLEY STREET	2023-SEPT-08	100 HUNTLEY STREET 2023SEP08.MP4	2316	99.59	1854	1795
September	2023	100 HUNTLEY STREET	2023-SEPT-20	100 HUNTLEY STREET 2023SEP20.MP4	2212	99.8	1838	1831
October	2023	100 HUNTLEY STREET	2023-OCT-13	100 HUNTLEY STREET 2023OCT13.MP4	2409	99.76	2088	2082
October	2023	SEE HEAR LOVE	2023-OCT-30	SEE HEAR LOVE 2023OCT30.MP4	2336	99.61	1951	1941
November	2023	SEE HEAR LOVE	2023-NOV-06	SEE HEAR LOVE 2023NOV06.MP4	2409	99.57	2037	2016
November	2023	100 HUNTLEY STREET	2023-NOV-15	100 HUNTLEY STREET 2023NOV15.MP4	2222	99.71	1875	1852
December	2023	SEE HEAR LOVE	2023-DEC-11	SEE HEAR LOVE 2023DEC11.MP4	2160	99.65	1818	1800
December	2023	100 HUNTLEY STREET	2023-DEC-15	100 HUNTLEY STREET 2023DEC15.MP4	2112	99.69	1745	1719
January	2024	100 HUNTLEY STREET	2024-JAN-12	100 HUNTLEY STREET 2024JAN12.MP4	2239	99.7	1929	1928
January	2024	100 HUNTLEY STREET	2024-JAN-19	100 HUNTLEY STREET 2024JAN19.MP4	1910	99.73	1623	1616
February	2024	100 HUNTLEY STREET	2024-FEB-13	100 HUNTLEY STREET 2024FEB13.MP4	2185	99.66	1903	1899
February	2024	A BETTER US	2024-FEB-29	A BETTER US 2024FEB29.MP4	2006	99.64	1701	1655
March	2024	SEE HEAR LOVE	2024-MAR-11	SEE HEAR LOVE 2024MAR11.MP4	2258	99.7	1986	1924
March	2024	100 HUNTLEY STREET	2024-MAR-20	100 HUNTLEY STREET 2024MAR20.MP4	2148	99.73	1822	1805
April	2024	A BETTER US	2024-APR-18	A BETTER US 2024APR18.MP4	2169	99.75	1810	1807
April	2024	100 HUNTLEY STREET	2024-APR-22	100HUNTLEY STREET 2024APR22.MP4	2106	99.79	1849	1843
May	2024	100 HUNTLEY STREET	2024-MAY-13	100HUNTLEY STREET 2024MAY13.MP4	1920	99.77	1653	1650
May	2024	100 HUNTLEY STREET	2024-MAY-23	100HUNTLEY STREET 2024MAY23.MP4	2279	99.61	1852	1843
June	2024	100 HUNTLEY STREET	2024-JUNE-13	100 HUNTLEY STREET 2024JUNE13.MP4	1872	99.95	1612	1580
June	2024	100 HUNTLEY STREET	2024-JUNE-18	100 HUNTLEY STREET 2024JUNE18.MP4	2284	99.56	1944	1934
July	2024	THIS IS YOUR STORY	2024-JULY-16	THIS IS YOUR STORY 2024JULY16.MP4	2296	99.67	1957	1947
July	2024	100 HUNTLEY STREET	2024-JULY-18	100 HUNTLEY STREET 2024JULY18.MP4	2247	99.91	1965	1918
August	2024	100 HUNTLEY STREET	2024-AUG-14	100 HUNTLEY STREET 20240814.MP4	2357	99.75	1908	1906
August	2024	A BETTER US	2024-AUG-15	A BETTER US 20240815.MP4	2301	99.72	1946	1941

The above-mentioned files have been placed on a secure webpage and made available to the commission using the following URL:

www.yestv.com/compliance

And may be accessed using the password: NERcom202x



The evaluation spreadsheets provided by the NER Evaluator have also been stored in this same location, for cross-reference and review, and for clarity reporting for 2023-2024, and have been placed in a folder labelled with the broadcast year.

Since all selected programs air across all three Crossroads Television System stations, we respectfully submit the same titles for each of the three stations, CITS-DT, CKCS-DT and CKES-DT.

Regards,

A handwritten signature in black ink, appearing to read "Melissa McEachern".

Melissa McEachern
Chief Content Officer / Chief Operating Officer
Crossroads Television System (O/A YES TV)
– CITS-DT, CKCS-DT, CKES-DT

A handwritten signature in black ink, appearing to read "Heather Lovegrove-Clevery".

Heather Lovegrove-Clevery
Director, Programming, Research & Media Services
Crossroads Television System (O/A YES TV) –
CITS-DT, CKCS-DT, CKES-DT

Cc: Rev. Kevin Shepherd, CEO Crossroads Television System (O/A YES TV)
-CITS-DT, CKCS-DT, CKES-DT

Jennifer Porteous, Senior Analyst, Social & Consumer Policy, CRTC
Adrian Lippert, Senior Analyst CRTC