

November 27, 2024

Secretary General  
Canadian Radio-television and Telecommunications Commission  
Gatineau, Quebec  
J8X 4B3

Re: Broadcasting Regulatory Policy CRTC2019-308 - Quality Standards for English-language Live Closed Captioning

I am pleased to provide you with the following report describing the measures taken by TVO (the Ontario Educational Communications Authority) to work toward achieving 99% NER accuracy rate for programs that were closed captioned live-to-air. Below you will find the results of our live-to-air CC accuracy measurements of the sample programs from December 1, 2023 to November 30, 2024.

1. TVO continued with the standard process to measure and report the accuracy of 2 programs per month that are broadcast with live-to-air closed captioning from December 1, 2023 to November 30, 2024.
2. You will see that in this report we have maintained an average accuracy rate of 99.21% from December 2023 to November 2024.
3. TVO has one full time staff member fully trained and certified by Keeble Media Inc on NER reporting.
4. TVO continues to investigate and look for ways to improve quality and accuracy of closed captioning. TVO staff attends webinars on closed captioning practices and new technologies utilized by other broadcasters.
5. TVO went through a Request for Proposal (RFP) process for live closed captioning services. Through this process, we meticulously evaluated various companies and selected the one that demonstrated the highest accuracy in our tests.
6. TVO continues to provide show run-down sheets to the caption operator in advance and tests each live cc feed just before broadcast to minimize the risk of missing cc at the beginning of the program.
7. TVO remains dedicated to improving the cc accuracy rate with our captioning providers by having regular troubleshooting sessions and open discussions about service quality.

We continue to work in collaboration with our closed captioning vendor to provide comprehensive CC services to TVO viewers and are pleased to maintain a high the level of accuracy.

A USB key containing the video files used for the NER testing is being couriered to the commission. Please don't hesitate to contact me if you have any questions or concerns.

Sincerely,



**Mark Reitsma**  
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	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24
<b>The Agenda with Steve Paikin</b>	N/A	22/Jan/24	12/Feb/24	4/Mar/24	15/Apr/24	6/May/24	10/Jun/24	N/A	N/A	16/Sep/24	21/Oct/24	4/Nov/24
Episode Identification Number		15799	15815	15830	15729	15744	15769			15924	15877	15887
Video Link	-	<a href="#">Link</a>	<a href="#">Link</a>	<a href="#">Link</a>	<a href="#">Link</a>	<a href="#">Link</a>	<a href="#">Link</a>	-	-	<a href="#">Link</a>	<a href="#">Link</a>	<a href="#">Link</a>
Total NER Words		1806	1683	1578	1694	1469	1668			1708	1818	1722
Total NER Deductions		15	27	23.5	10	6	10.25			9.75	5.75	8.25
NER Score		99.17	98.40	98.51	99.41	99.59	99.39			99.43	99.68	99.52
Time of segment		0:10:00	0:10:00	0:10:00	0:10:00	0:10:00	0:10:00			0:10:00	0:10:00	0:10:00
Total Verbatim Words		1925	1909	1689	1690	1418	1746			1737	1769	1675
Audio WPM		192.5	190.9	169	169	142	175			174	177	168
Edition Rate		15.7%	20.4%	18.7%	9.9%	9.5%	15.6%			12.6%	6.0%	7.4%
Total Captioned Words		1627	1527	1379	1533	1285	1483			1524	1664	1556
<b>The Agenda with Steve Paikin</b>	N/A	23/Jan/24	14/Feb/24	5/Mar/24	16/Apr/24	7/May/24	11/Jun/24	N/A	N/A	17/Sep/24	22/Oct/24	5/Nov/24
Episode Identification Number		15801	15817	15831	15730	15745	15770			15925	15878	15888
Video Link	-	<a href="#">Link</a>	<a href="#">Link</a>	<a href="#">Link</a>	<a href="#">Link</a>	<a href="#">Link</a>	<a href="#">Link</a>	-	-	<a href="#">Link</a>	<a href="#">Link</a>	<a href="#">Link</a>
Total NER Words		1724	1500	1675	1767	1485	1647			1864	1822	1614
Total NER Deductions		7.5	12.25	25.75	14.5	10.75	23			8	10	10.5
NER Score		99.56	99.18	98.46	99.18	99.28	98.60			99.57	99.45	99.35
Time of segment		0:10:00	0:10:00	0:10:00	0:10:00	0:10:00	0:10:00			0:10:00	0:10:00	0:10:00
Total Verbatim Words		1681	1580	1805	1783	1591	1785			1800	1852	1662
Audio WPM		168.1	158	181	178	159	179			180	185	166
Edition Rate		10.6%	15.6%	18.6%	11.6%	20.3%	19.9%			11.1%	10.1%	13.7%
Total Captioned Words		1514	1339	1472	1578	1272	1439			1605	1667	1442

NER Average December 2023- November 2024	99.21
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## Video Links

Program	Video Link
N/A - December 2023	N/A - No Live CC
015799 - Agenda Jan 22nd 2024	<a href="https://youtu.be/d0wUxxHTYbk">https://youtu.be/d0wUxxHTYbk</a>
015801 - Agenda Jan 23rd 2024	<a href="https://youtu.be/HToce5DI5Mw">https://youtu.be/HToce5DI5Mw</a>
015815 - Agenda Feb 12th 2024	<a href="https://youtu.be/MFYTRqW01oM">https://youtu.be/MFYTRqW01oM</a>
015817 - Agenda Feb 14th 2024	<a href="https://youtu.be/HX1KF77_Fhc">https://youtu.be/HX1KF77_Fhc</a>
015830 - Agenda Mar 4th 2024	<a href="https://youtu.be/uecdAMeSjl4">https://youtu.be/uecdAMeSjl4</a>
015831 - Agenda Mar 5th 2024	<a href="https://youtu.be/ucKfop8CkNA">https://youtu.be/ucKfop8CkNA</a>
015729 - Agenda Apr 15th 2024	<a href="https://youtu.be/HaYJU_CFtEo">https://youtu.be/HaYJU_CFtEo</a>
015730 - Agenda Apr 16th 2024	<a href="https://youtu.be/u8tBXS3wde8">https://youtu.be/u8tBXS3wde8</a>
015744 - Agenda May 6th 2024	<a href="https://youtu.be/x0YoOyei9ls">https://youtu.be/x0YoOyei9ls</a>
015745 - Agenda May 7th 2024	<a href="https://youtu.be/v1su76I5_S0">https://youtu.be/v1su76I5_S0</a>
015769 - Agenda June 10th 2024	<a href="https://youtu.be/5lrzJNZXzbc">https://youtu.be/5lrzJNZXzbc</a>
015770 - Agenda June 11th 2024	<a href="https://youtu.be/soK7XhP6hSk">https://youtu.be/soK7XhP6hSk</a>
015924 - Agenda Sept 16th 2024	<a href="https://youtu.be/KyUDFI6Bfg4">https://youtu.be/KyUDFI6Bfg4</a>
015925 - Agenda Sept 17th 2024	<a href="https://youtu.be/rtR2Mx-fpaA">https://youtu.be/rtR2Mx-fpaA</a>
015877 - Agenda Oct 21st 2024	<a href="https://youtu.be/SqfGIWspPPU">https://youtu.be/SqfGIWspPPU</a>
015878 - Agenda Oct 22nd 2024	<a href="https://youtu.be/0hddduQysy4">https://youtu.be/0hddduQysy4</a>
015887 - Agenda Nov 4th 2024	<a href="https://youtu.be/xk0MJDWrjRA">https://youtu.be/xk0MJDWrjRA</a>
015888 - Agenda Nov 5th 2024	<a href="https://youtu.be/90AfLgiKtI4">https://youtu.be/90AfLgiKtI4</a>