



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

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

November 10, 2025

Re: 2024-2025 – Crossroads Television System -CKES-DT NER Closed Captioning Report- Decision 2019-308

Dear Secretary General,

Crossroads Television System (CKES-DT, CKCS-DT, and CITS-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 and in the Accessible Canada Act (ACA).

Feedback received from our analyst is logged, and patterns from her reports are identified. Using these results, we have continued to refine and streamline our closed captioning processes to achieve greater efficiency and accuracy. Individual editor metrics have been calculated, providing our close captioners with measurable benchmarks that they can challenge as they strive to exceed their own accuracy rates.

YES TV has continued its commitment in Fiscal 2024-2025, by training/cross-training team members and expanding the scope of application for our in-house accessibility team to include accurate captioning for our social media and digital posts.

On May 30, 2025, YES TV submitted and posted our Accessibility Progress Report, in compliance with regulations from CRTC and the Department of Justice (ACA compliance). Feedback attained during the preparation of the Progress Report continues to inform our team and helps us to continue to remove barriers for 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 2024 to August 2025.

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



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 2024-2025 are as follows:

Month	Year	Program Name	Air Date	FileName	NER Words	NER Score	Total Verbatim Words	Total Captioned Words
September	2024	100 Huntley Street	17/09/2024	100 Huntley Street 2024SEPT17	2134	99.95	1798	1783
September	2024	100 Huntley Street	23/09/2024	100 Huntley Street 2024SEPT23	2377	99.72	2044	2019
October	2024	100 Huntley Street	16/10/2024	100 Huntley Street 2024OCT16	2084	99.88	1815	1807
October	2024	See Hear Love	28/10/2024	See Hear Love 2024OCT28	2348	99.52	1909	1849
November	2024	100 Huntley Street	13/11/2024	100 Huntley Street 2024NOV13	1819	99.81	1600	1596
November	2024	See Hear Love	25/11/2024	See Hear Love 2024NOV25	2004	99.66	1633	1609
December	2024	100 Huntley Street	09/12/2024	100 Huntley Street 2024DEC09	1997	99.85	1759	1747
December	2024	See Hear Love	30/12/2024	See Hear Love 2024DEC30	2606	99.52	2056	1956
January	2025	100 Huntley Street	16/01/2025	100 Huntley Street 2025JAN16	2010	99.7	1766	1725
January	2025	100 Huntley Street	21/01/2025	100 Huntley Street 2025JAN21	2240	99.92	1959	1957
February	2025	100 Huntley Street	07/02/2025	100 Huntley Street 2025FEB07	2070	99.84	1761	1735
February	2025	100 Huntley Street	13/02/2025	100 Huntley Street 2025FEB13	2387	99.66	1996	1957
March	2025	100 Huntley Street	17/03/2025	100 Huntley Street 2025MARCH17	2027	99.7	1786	1762
March	2025	Legacy Makers	21/03/2025	Legacy Makers 2025MARCH21	1370	99.49	1163	1143
April	2025	100 Huntley Street	04/04/2025	100 Huntley Street 2025APR04	2046	99.71	1952	1755
April	2025	100 Huntley Street	10/04/2025	100 Huntley Street 2025APR10	2119	99.87	1806	1799
May	2025	100 Huntley Street	05/05/2025	100 Huntley Street 2025MAY05	1764	99.77	1541	1508
May	2025	100 Huntley Street	27/05/2025	100 Huntley Street 2025MAY27	2137	99.66	1833	1820
June	2025	100 Huntley Street	10/06/2025	100 Huntley Street 2025JUNE10	2185	99.78	1877	1858
June	2025	This Is Your Story	17/06/2025	This Is Your Story 2025JUNE17	1837	99.63	1628	1598
July	2025	100 Huntley Street	14/07/2025	100 Huntley Street 2025JULY14	2040	99.83	1714	1690
July	2025	100 Huntley Street	15/07/2025	100 Huntley Street 2025JULY15	2125	99.46	1907	1838
August	2025	100 Huntley Street	06/08/2025	100 Huntley Street 2025AUG06	2148	99.8	1879	1878
August	2025	100 Huntley Street	08/08/2025	100 Huntley Street 2025AUG08	1859	99.84	1576	1570

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 2024-2025, 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, CKES-DT, CKCS-DT and CITS-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