

November 30th, 2021

Secretary General
Canadian Radio-television and
Telecommunications Commission
Ottawa, Canada
K1A 0N2

Re: Broadcasting Regulatory Policy CRTC2012-362 & CRTC2019-308
Quality Standards for English-language 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, 2020 to November 30, 2021.

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, 2020 to November 30, 2021.
2. On our last report we had an average accuracy rate of 99.5% following the NER guidelines. You will see that in this report we have increased the average to 99.6% from December 2020 to November 2021.
3. TVO has one full time staff member fully trained and certified by Keeble Media Inc on NER reporting. A second staff member is currently three-quarters of the way through the NER training.
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 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.
6. 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 have been able to increase the level of accuracy.

A USB key containing the video files used for the NER testing is being mailed to the commission.



Please don't hesitate to contact me if you have any questions or concerns.

Sincerely,

Glen Craven

Glen Craven

Director, Media Operations

Tel: 416-484-2600 ext. 2299

Email: gcraven@tvo.org

	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21
The Agenda with Steve Paikin	2/Dec/20	11/Jan/21	10/Feb/21	17/Mar/21	15/Apr/21	11/May/21	25/Jun/21	2/Jul/21	16/Aug/21	23/Sep/21	14/Oct/21	2/Nov/21
Episode Identification Number	15081	15099	133325	15147	15167	15185	15218	15223	173068	15237	15251	15264
Video Link	Link	Link	Link	Link	Link	Link	Link	Link	Link	Link	Link	Link
Total NER Words	1934	1688	1605	1901	1834	2149	1713	1788	1821	1828	1667	1640
Total NER Deductions	4.75	5	2.75	5.25	3	2.75	5	1	2.75	1.5	1.25	4
NER Score	99.76	99.70	99.83	99.72	99.84	99.97	99.71	99.94	99.85	99.92	99.93	99.76
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	0:10:00	0:10:00	0:10:00
Total Verbatim Words	1807	1547	1526	1718	1682	1963	1619	1620	1686	1620	1485	1501
Audio WPM	181	155	153	172	168	196	162	162	169	162	149	150
Edition Rate	8.10%	6.6%	8.4%	6.1%	7.0%	4.1%	5.7%	4.7%	4.9%	2.8%	3.4%	4.1%
Total Captioned Words	1674	1456	1402	1622	1577	1887	1531	1552	1608	1578	1438	1445
That TVO Kids Show	2/Dec/20	27/Jan/21	10/Feb/21	17/Mar/21	15/Apr/21	4/May/21	25/Jun/21	26/Jul/21	16/Aug/21	23/Sep/21	14/Oct/21	2/Nov/21
Episode Identification Number	129596	133317	133325	133346	133361	135125	129282	133363	129281	134865	134876	134887
Video Link	Link	Link	Link	Link	Link	Link	Link	Link	Link	Link	Link	Link
Total NER Words	2186	1891	1889	1686	1821	1809	1505	1831	1764	1836	1918	1608
Total NER Deductions	9.5	14.75	10.5	12.25	18.5	10.75	12.25	8.5	13.25	15.5	15.5	14
NER Score	99.57	99.22	99.44	99.27	99.98	99.41	99.19	99.54	99.25	99.16	99.19	99.13
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	0:10:00	0:10:00	0:10:00
Total Verbatim Words	1894	1817	1710	1535	1831	1685	1545	1619	1592	1768	1776	1468
Audio WPM	189	182	171	154	183	169	155	162	162	177	178	147
Edition Rate	14.4%	21.1%	10.4%	13.0%	21.2%	8.9%	22.7%	12.4%	14.2%	16.0%	16.0%	14.4%
Total Captioned Words	1622	1441	1536	1335	1443	1537	1198	1426	1369	1486	1491	1261

NER Average Dec 2020 - Nov 2021		99.6
---------------------------------	--	------

015081 - Agenda Dec 2nd 2020	https://youtu.be/WmEKyGL8fbl	129596 - TTKS Dec 2nd 2020	https://youtu.be/KaGGnoBF3Pg
015099 - Agenda Jan 11th 2021	https://youtu.be/NG4jSkI5IJ4	133317 - TTKS Jan 27th 2021	https://youtu.be/BmRvuLkKTqM
015122 - Agenda Feb 10th 2021	https://youtu.be/vALQrxt1UzA	133325 - TTKS Feb 10th 2021	https://youtu.be/d7AhAudnEHl
015147 - Agenda Mar 17th 2021	https://youtu.be/q_nD7SeDWOA	133346 - TTKS Mar 17th 2021	https://youtu.be/RykyASscYIU
015167 - Agenda Apr 15th 2021	https://youtu.be/_NMKxiia-sg	133361 - TTKS Apr 15th 2021	https://youtu.be/Pp002bYTbng
015185 - Agenda May 11th 2021	https://youtu.be/T9ghXqa6_-g	135125 - Power Hour May 4th 2021	https://youtu.be/z77eRso1soQ
015218 - Agenda June 25th 2021	https://youtu.be/-FSZrxLlkNl	129282 - TTKS June 25th 2021	https://youtu.be/8JN9SLACcAQ
015223 - Agenda July 2nd 2021	https://youtu.be/l-NulBhFzfU	133363 - TTKS July 26th 2021	https://youtu.be/77nCOShdBuU
173068 - Agenda Aug 16th 2021	https://youtu.be/7nPFNXf3PEo	129281 - TTKS Aug 16th 2021	https://youtu.be/wxNsaFiozRA
015237 - Agenda Sept 23rd 2021	https://youtu.be/SYWV9nWgok	134865 - TTKS Sept 23rd 2021	https://youtu.be/qk70AERMFyg
015251 - Agenda Oct 14th 2021	https://youtu.be/Wh9TJ3syVH0	134876 - TTKS Oct 14th 2021	https://youtu.be/u_s_fVURPGA
015264 - Agenda Nov 2nd 2021	https://youtu.be/9dejwSsewqY	134887 - TTKS Nov 2nd 2021	https://youtu.be/3-HnHtDJI38