

November 27, 2025

Secretary General  
Canadian Radio-Television and Telecommunications Commission  
1 Promenade du Portage  
Gatineau, QC J8X 4B1

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, 2024 to November 30, 2025.

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, 2024 to November 30, 2025.
2. Our average accuracy rate rose to 99.35% from December 2024 to November 2025, an improvement over last year.
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 collaborated with our Live Close Captioning provider to transition from Respeak to Foresight ASR for live captioning, resulting in better scores after the change.
6. TVO continues to provide show run-down sheets and scripts to the captioners 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**  
Manager, Digital Media Services  
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	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25
<b>The Agenda</b>	16/Dec/24	20/Jan/25	18/Feb/25	17/Mar/25	14/Apr/25	5/May/25	16/Jun/25	N/A	N/A	N/A	N/A	N/A
Episode Identification Number	15917	5007023	5007044	5007063	5007083	5007098	5007128					
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>					
Total NER Words	1499	1986	1813	1694	1775	1788	1733					
Total NER Deductions	12.75	13.75	13.5	12.75	11.25	23.25	10.5					
NER Score	99.15	99.31	99.26	99.25	99.37	98.70	99.39					
Time of segment	0:10:00	0:10:00	0:10:00	0:10:00	0:10:00	0:10:00	0:10:00					
Total Verbatim Words	1477	1951	1790	1564	1729	1740	1707					
Audio WPM	147.7	195.1	179	156	173	174	171					
Edition Rate	9.78%	9.0%	9.1%	6.6%	6.8%	7.7%	8.4%					
Total Captioned Words	1337	1780	1631	1464	1614	1613	1565					
<b>The Agenda</b>	17/Dec/24	21/Jan/25	19/Feb/25	18/Mar/25	15/Apr/25	6/May/25	17/Jun/25	N/A	N/A	N/A	N/A	N/A
Episode Identification Number	15918	5007024	5007045	5007064	5007084	5007099	5007129					
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>					
Total NER Words	1611	1614	1867	1927	1713	1710	1905					
Total NER Deductions	12.25	12.5	13	12.75	10.75	7	14.75					
NER Score	99.24	99.23	99.30	99.34	99.37	99.59	99.23					
Time of segment	0:10:00	0:10:00	0:10:00	0:10:00	0:10:00	0:10:00	0:10:00					
Total Verbatim Words	1565	1614	1777	1887	1671	1673	1889					
Audio WPM	156.5	161.4	177.7	189	167.1	167.3	188.9					
Edition Rate	9.8%	9.8%	7.4%	8.3%	7.1%	7.3%	9.8%					
Total Captioned Words	1417	1458	1648	1735	1561	1554	1709					
<b>The Rundown</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	20/Oct/25	3/Nov/25
Episode Identification Number											5011668	5011674
Video Link											<a href="#">Link</a>	<a href="#">Link</a>
Total NER Words											2056	1601
Total NER Deductions											4.75	5.5
NER Score											99.77	99.66
Time of segment											0:10:00	0:10:00
Total Verbatim Words											1826	1453
Audio WPM											183	145
Edition Rate											2.8%	3.5%
Total Captioned Words											1783	1411
<b>OnPoli</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	30/Oct/25	6/Nov/25
Episode Identification Number											5012272	5012273
Video Link											<a href="#">Link</a>	<a href="#">Link</a>
Total NER Words											2167	1968
Total NER Deductions											11.5	6
NER Score											99.47	99.70
Time of segment											0:10:00	0:10:00
Total Verbatim Words											1918	1759
Audio WPM											192	176
Edition Rate											6.9%	3.5%
Total Captioned Words											1801	1704

NER Average December 2024- November 2025	<b>99.35</b>
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## Video Links

Program	Video Link
015917 - Agenda December 16th 2024	<a href="https://youtu.be/q5-ZQ-6XQQM">https://youtu.be/q5-ZQ-6XQQM</a>
015918 - Agenda December 17th 2024	<a href="https://youtu.be/CeZFjw77YrA">https://youtu.be/CeZFjw77YrA</a>
5007023 - Agenda Jan 20th 2025	<a href="https://youtu.be/zRCxOAXifNc">https://youtu.be/zRCxOAXifNc</a>
5007024 - Agenda Jan 21st 2025	<a href="https://youtu.be/1KxugB3kW8A">https://youtu.be/1KxugB3kW8A</a>
5007044 - Agenda Feb 18th 2025	<a href="https://youtu.be/c9dZrXwUhDc">https://youtu.be/c9dZrXwUhDc</a>
5007045 - Agenda Feb 19th 2025	<a href="https://youtu.be/VwjBLdlzGg">https://youtu.be/VwjBLdlzGg</a>
5007063 - Agenda Mar 17th 2025	<a href="https://youtu.be/E3HKHMBo2u0">https://youtu.be/E3HKHMBo2u0</a>
5007064 - Agenda Mar 18th 2025	<a href="https://youtu.be/81kbFFpAIOY">https://youtu.be/81kbFFpAIOY</a>
5007082 - Agenda April 14th 2025	<a href="https://youtu.be/P9RFveHWyAl">https://youtu.be/P9RFveHWyAl</a>
5007083 - Agenda April 15th 2025	<a href="https://youtu.be/GDvV65_y3aY">https://youtu.be/GDvV65_y3aY</a>
5007098 - Agenda May 5th 2025	<a href="https://youtu.be/OWtR1uqPBow">https://youtu.be/OWtR1uqPBow</a>
5007099 - Agenda May 6th 2025	<a href="https://youtu.be/ZZIdl1OI5E0">https://youtu.be/ZZIdl1OI5E0</a>
5007128 - Agenda Jun 16th 2025	<a href="https://youtu.be/rR-4k9I--vM">https://youtu.be/rR-4k9I--vM</a>
5007129 - Agenda Jun 17th 2025	<a href="https://youtu.be/hPWpvBvLOMo">https://youtu.be/hPWpvBvLOMo</a>
N/A July - 2025 No Live CC	N/A
N/A August 2025 - 2025 No Live CC	N/A
N/A September - 2025 No Live CC	N/A
5011668 - The Rundown Oct 20th 2025	<a href="https://youtu.be/35zerewgslw">https://youtu.be/35zerewgslw</a>
5012272 - OnPoli Oct 30th 2025	<a href="https://youtu.be/UObfaVw9gyg">https://youtu.be/UObfaVw9gyg</a>
5011674 - The Rundown Nov 3rd 2025	<a href="https://youtu.be/8KuFvHZMUvc">https://youtu.be/8KuFvHZMUvc</a>
5012273 - Onpoli Nov 6th 2025	<a href="https://youtu.be/Roz-0BUGQPU">https://youtu.be/Roz-0BUGQPU</a>