

November 25, 2024

**Filed via GCKey**

Canadian Radio-Television and Telecommunications Commission  
c/o Nanao Kachi  
15 Eddy St, 2nd floor  
Gatineau, Quebec  
J8X 4B3

Dear Mr. Kachi,

**Re: Broadcasting Regulatory Policy CRTC 2019-308**

**Annual closed captioning reports 2023-2024 – AMI-tv (CRTC 2023-245)**

This letter is to provide the Commission with a report describing the efforts made by Accessible Media Inc. (AMI) to report on Live Closed Caption accuracy for the 2023-2024 broadcast year for AMI-tv's live programming.

Accessibility is of utmost priority for AMI. Our vision is to establish and support a voice for Canadians with disabilities, representing their interests, concerns and values through accessible media, reflection, and portrayal. The quality of described video and caption accuracy is our top priority.

The 2023-2024 broadcast year was the fourth for NER reporting. We continue to air NOW with Dave Brown live 5 days a week with Live CC. We engage 3<sup>rd</sup> party certified evaluator Joanne Pak (Independent) to complete NER reporting throughout the year. The dates for evaluated programs are randomly selected to ensure captioning is of utmost quality throughout the month.

We are pleased to report that AMI-tv is compliant with a 98%+ in every report of 2023-2024. We are proud of our average score of 99.16%. The 24 reports for 2023-2024 broadcast year are attached. The videos can be viewed on YouTube through the links below.

**AMI-tv NER LIVE CC COMPLIANCE 2023-2024**  
**Broadcasting Regulatory Policy CRTC 2023-245**

AMI-tv License CRTC 2018-319

Compliance is 98%

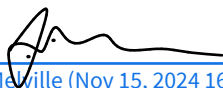
**Live Show: NOW with Dave Brown**

**Program Category 02a Analysis and Interpretation (Talk Show)**

DATE	NER %	Certified Evaluator	Video Link
Sept 12, 2023	99.21	Joanne Pak	<a href="https://youtu.be/HX_WmgTuNqA">https://youtu.be/HX_WmgTuNqA</a>
Sept 21, 2023	98.70	Joanne Pak	<a href="https://youtu.be/9WdLraanLvo">https://youtu.be/9WdLraanLvo</a>
Oct 3, 2023	98.87	Joanne Pak	<a href="https://youtu.be/ZHw_O2_00_Q">https://youtu.be/ZHw_O2_00_Q</a>
Oct 31, 2023	99.36	Joanne Pak	<a href="https://youtu.be/j81kzOyENvs">https://youtu.be/j81kzOyENvs</a>
Nov 8, 2023	99.51	Joanne Pak	<a href="https://youtu.be/ZwfR_OSX3O4">https://youtu.be/ZwfR_OSX3O4</a>
Nov 24, 2023	98.76	Joanne Pak	<a href="https://youtu.be/QZAr2Cenyi8">https://youtu.be/QZAr2Cenyi8</a>
Dec 6, 2023	99.34	Joanne Pak	<a href="https://youtu.be/T2WK0XdgL_o">https://youtu.be/T2WK0XdgL_o</a>
Dec 22, 2023	99.38	Joanne Pak	<a href="https://youtu.be/QwbLjclWpJ8">https://youtu.be/QwbLjclWpJ8</a>
Jan 23, 2024	99.44	Joanne Pak	<a href="https://youtu.be/qlD5FkOHLlk">https://youtu.be/qlD5FkOHLlk</a>
Jan 31, 2024	98.72	Joanne Pak	<a href="https://youtu.be/6URTURXyCKw">https://youtu.be/6URTURXyCKw</a>
Feb 7, 2024	99.02	Joanne Pak	<a href="https://youtu.be/6sa14UWUj-M">https://youtu.be/6sa14UWUj-M</a>
Feb 20, 2024	99.01	Joanne Pak	<a href="https://youtu.be/xh6U3mELppU">https://youtu.be/xh6U3mELppU</a>
Mar 13, 2024	99.18	Joanne Pak	<a href="https://youtu.be/YiaztZH5o-g">https://youtu.be/YiaztZH5o-g</a>
Mar 27, 2024	99.58	Joanne Pak	<a href="https://youtu.be/8xu7oE4D4ko">https://youtu.be/8xu7oE4D4ko</a>
Apr 4, 2024	99.31	Joanne Pak	<a href="https://youtu.be/xbL1NJWgpqY">https://youtu.be/xbL1NJWgpqY</a>
Apr 22, 2024	99.36	Joanne Pak	<a href="https://youtu.be/1v0VDY0Jqak">https://youtu.be/1v0VDY0Jqak</a>
May 1, 2024	98.92	Joanne Pak	<a href="https://youtu.be/y54_bC7mzFE">https://youtu.be/y54_bC7mzFE</a>
May 23, 2024	98.92	Joanne Pak	<a href="https://youtu.be/9sS2Izd0TIk">https://youtu.be/9sS2Izd0TIk</a>
Jun 13, 2024	99.22	Joanne Pak	<a href="https://youtu.be/Av0ADPcMyGs">https://youtu.be/Av0ADPcMyGs</a>
Jun 28, 2024	99.11	Joanne Pak	<a href="https://youtu.be/6pvPqmgv3ck">https://youtu.be/6pvPqmgv3ck</a>
Jul 8, 2024	99.27	Joanne Pak	<a href="https://youtu.be/nfYg35W59os">https://youtu.be/nfYg35W59os</a>
Jul 18, 2024	99.17	Joanne Pak	<a href="https://youtu.be/ZxyMhZJeSk">https://youtu.be/ZxyMhZJeSk</a>
Aug 6, 2024	98.90	Joanne Pak	<a href="https://youtu.be/ZV-5yVyFxlw">https://youtu.be/ZV-5yVyFxlw</a>
Aug 13, 2024	99.53	Joanne Pak	<a href="https://youtu.be/3Uan10rY_s">https://youtu.be/3Uan10rY_s</a>

If you have any questions regarding AMI NER reporting, feel free to reach out to Lise-Anne Gagné, Director of Programming for AMI: [lise-anne.gagne@ami.ca](mailto:lise-anne.gagne@ami.ca).

Sincerely,



[John Melville \(Nov 15, 2024 16:01 EST\)](#)

John Melville

Vice President Content Development and Operations, AMI-tv/AMI-audio

Cc: Line Gendreau, Vice President of Finance, AMI  
Lise-Anne Gagné, Director Programming, AMI  
Cara Nye, Director Production, AMI-tv  
Em Williams, Accessible Media Supervisor, AMI-tv

Jennifer Porteous, CRTC