



Dec 6, 2016

Mr. John Traversy
Secretary General
Canadian Radio-Television & Telecommunications Commission
Central Building
Les Terrasses de la Chaudiere
1 Promenade du Portage
Gatineau, QC J8X 4B1

Dear Mr. Traversy:

Report on Quality Standards for closed captioning for the following
Conventional television undertakings for the period September 1, 2014 to
August 31, 2016.

- CKSA-DT undertaking #403508002
- CITL-DT undertaking #403456129
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Procedures

- We continue to calculate speed and accuracy for 2 programs from each station on a monthly basis. Results are communicated to the Captioning service.
- Master Control Operators continue to monitor captioning as it goes to air and note any problems on the Fault Reports
- Viewer comments are logged for follow up action.
- Corrections are made to local programs that have a second run scheduled.

Sincerely,

A handwritten signature in black ink, appearing to read "R.A. Cameron", written over a horizontal line.

R.A. CAMERON
Program Manager