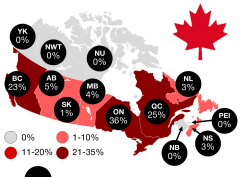
Survey

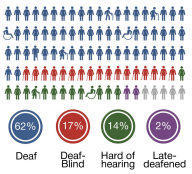
Closed captioning on online streaming

Broadcasting Notice of Consultation CRTC 2024-137

CC

241 Respondents





74% use ASL

21% use LSQ

63% use English

23% use French

18-24	25-34	35-44	45-54	55-65	65+
1%	9%	26%	23%	23%	17%

63% live in metropolitan

26% live in a town

6% live in a village

Females	Non-binary	Males
♀ 60%	1	♂ 38%

Deaf-Blind

39 **Deaf-Blind** Respondents

Modes of communication used

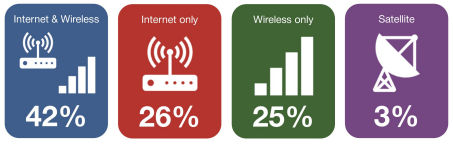
Sign Language	28
Tactile ASL or LSQ	16
Protactile	12
Two hand manual	9
Braille	9
Voice	9

21 Deaf-Blind respondents would like to have **access to a transcript** of online captions to review at their own pace

28 Deaf-Blind respondents indicated that they would like to have access to a transcript of online captions in **larger text**

10 Deaf-Blind respondents reported that they find it difficult to access online captions via a **refreshable Braille display** or a **screen reader**

Services and Devices



31% use Smartphone as **primary device** for online streaming

30% use Smart TV as **primary device** for online streaming

30% use Tablet/iPad as **secondary device** for online streaming

25% use Smartphone as **secondary device** for online streaming

Generic Streaming Platforms

3 MOST USED

83%

63%

50%

66% Respondents had **issues with synchronization**

Verbatim	Caption
The dog loves to chase the cat.	The dog loves to

58% Respondents experienced **missing captions**

The cat went to _____ and did not _____ and _____ in there.

41% Respondents said captions were **too fast or slow**

THE BOY IS RUNNING AWAY FROM THE CAR

Canadian Streaming Platforms

Content-based

3 MOST USED

53%

46%

26%

Service Provider

3 MOST USED

29%

21%

19%

60% Respondents experienced **missing captions**

Prime Minister Justin Trudeau went to _____ and _____.

60% Respondents had **issues with synchronization**

Verbatim	Caption
Anne Shirley has long red hair.	Anne Shirley has

40% Respondents said captions were **too fast or slow**

DETECTIVE WILLIAM MURDOCH IS HERE

Sports Streaming Platforms

3 MOST USED

37%

25%

23%

46% Respondents had **issues with synchronization**

Verbatim	Caption
Sidney Crosby shoots and scores!	Sidney Crosby

44% Respondents experienced **missing captions**

Connor McDavid passes puck to _____ _____, shoots and _____.

34% Respondents said captions were **too fast or slow**

NATHAN MACKINNON IS ON BREAKAWAY

Captioning Accessibility

68% Respondents require the **option to customize** captions

Respondents require these adjustment options

80% Font size

67% Font colour

63% Background colour

47% Font type

25% Respondents have **casted** or **mirrored** to maintain captioning requirements

Individual 1	Individual 2	Individual 3	Individual 4
"The caption is always delayed… at least 5-15 seconds delay."	"I need captions with yellow text with black background."	"Always blocked the score… prefer separate spot on the screen."	"No one has told me where I could file a complaint."

Individual 5	Individual 6	Individual 7	Individual 8
"… not aware we had the option to make a complaint about captions."	"Avoid captions blocking the faces and scores…"	"…have a webpage about how we file complaint with ASL videos."	"When mirroring, the captions, it disappear or will not show…"

Complaint Process

80% Respondents did not know **how** to file complaints about captioning issues

80% Respondents did not know **where** to file complaints

72% Respondents find navigating the complaint system **difficult**

75% Respondents said that the complaint system is **inaccessible**

89% Respondents **seldom** have filed a captioning complaint

63% Respondents find the complaint process **ineffective**

33% Respondents prefer to submit complaints via **Video Relay Services**

72% Respondents chose to submit complaints via **email**

66% Respondents advocate for **direct video sign language communication** for filing captioning complaints

Designed by:
Jessica Sergeant