



# Canadian Radio-television and Telecommunications Commission

2000-2001  
Estimates

Part III – Report on Plans and Priorities

Canada

## The Estimates Documents

Each year, the government prepares Estimates in support of its request to Parliament for authority to spend public monies. This request is formalized through the tabling of appropriation bills in Parliament. The Estimates, which are tabled in the House of Commons by the President of the Treasury Board, consist of three parts:

**Part I – The Government Expenditure Plan** provides an overview of federal spending and summarizes both the relationship of the key elements of the Main Estimates to the Expenditure Plan (as set out in the Budget).

**Part II – The Main Estimates** directly support the *Appropriation Act*. The Main Estimates identify the spending authorities (votes) and amounts to be included in subsequent appropriation bills. Parliament will be asked to approve these votes to enable the government to proceed with its spending plans. Parts I and II of the Estimates are tabled concurrently on or before 1 March.

**Part III – Departmental Expenditure Plans** which is divided into two components:

- (1) **Reports on Plans and Priorities (RPPs)** are individual expenditure plans for each department and agency (excluding Crown corporations). These reports provide increased levels of detail on a business line basis and contain information on objectives, initiatives and planned results, including links to related resource requirements over a three-year period. The RPPs also provide details on human resource requirements, major capital projects, grants and contributions, and net program costs. They are tabled in Parliament by the President of the Treasury Board on behalf of the ministers who preside over the departments and agencies identified in Schedules I, I.1 and II of the *Financial Administration Act*. These documents are to be tabled on or before 31 March and referred to committees, which then report back to the House of Commons pursuant to Standing Order 81(4).
- (2) **Departmental Performance Reports (DPRs)** are individual department and agency accounts of accomplishments achieved against planned performance expectations as set out in respective RPPs. These Performance Reports, which cover the most recently completed fiscal year, are tabled in Parliament in the fall by the President of the Treasury Board on behalf of the ministers who preside over the departments and agencies identified in Schedules I, I.1 and II of the *Financial Administration Act*.

The Estimates, along with the Minister of Finance's Budget, reflect the government's annual budget planning and resource allocation priorities. In combination with the subsequent reporting of financial results in the Public Accounts and of accomplishments achieved in Departmental Performance Reports, this material helps Parliament hold the government to account for the allocation and management of public funds.

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# Canadian Radio-television and Telecommunications Commission

## 2000–2001 Estimates

A Report on Plans and Priorities

Approved

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Sheila Copps  
Minister of Canadian Heritage



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## Section I: Messages

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### Minister's Message

The overarching objective of the Canadian Radio-television and Telecommunications Commission is to supervise and regulate Canada's broadcasting and telecommunications systems.

Canada is comprised of people from all origins and cultures of the world, and they represent our wealth. Our values — respect for the individual and individual choices, for diversity and diversity in our experiences — need fertile ground to ensure that our diversity is a source of strength for Canadian unity and identity.

The Department, agencies and Crown corporations that make up the Canadian Heritage portfolio have the task of creating a favourable environment to encourage and promote the participation of each and every Canadian in the full national life of Canada.

The Canadian Heritage Portfolio, including the Canadian Radio-television and Telecommunications Commission, is proud of its role and its work with its many partners in contributing to Canada's prosperity.

Sheila Copps  
Minister of Canadian Heritage





## **The Chairperson's Message**

From 2000 to 2003, the Canadian Radio-television and Telecommunications Commission will continue to face the challenge of balancing cultural and social objectives with economic objectives in an increasingly competitive and converging world.

Technology is altering every aspect of our lives with knowledge and creativity now the driving force of the new economy. New competitors and technological innovations are transforming communication markets while technology-driven services are blurring the traditional boundaries between different sectors of the communications industry. Canadians are increasingly able to choose from a variety of suppliers of services and programming.

We are facing the challenges of ensuring that our cultural objectives are still respected in a borderless, digital environment while at the same time ensuring that our responses are adapted to the times. Furthermore, we acknowledge that the transition towards a more fully competitive market brings additional challenges in the face of the rapid progress of an information-age economy and increasingly complex communications environment.

This constantly evolving environment is creating pressures on our organization. As a result, we will transform our approaches and processes to respond to these new needs. We will, among other things, make our processes more effective, assess the impact our regulatory policies, and improve our capacity to monitor the environment and the evolution of competition. We will use diverse approaches, skills, ideas, new knowledge and insight to meet this challenge.

As this world of change is characterized by greater interdependence, our collaboration with citizens and communications industries is increasingly important. We will continue to seek the input of Canadians in our processes. This valuable contribution will assist the CRTC in ensuring that every Canadian will enjoy the benefits that flow from a dynamic communications industry.

Françoise Bertrand

Chairperson

## Management Representation

I submit, for tabling in Parliament, the 2000–2001 Report on Plans and Priorities (RPP) for the Canadian Radio-television and Telecommunications Commission.

To the best of my knowledge the information:

- Accurately portrays the mandate, priorities, strategies and planned results of the organization.
- Is consistent with the disclosure principles set out in the *Guidelines for Preparing a Report on Plans and Priorities*.
- Is comprehensive and accurate.
- Is based on sound underlying information and management systems.

I am satisfied as to the quality assurance processes and procedures used for the RPP's production.

The Planning and Reporting Accountability Structure (PRAS) on which this document is based has been approved by Treasury Board Ministers and is the basis for accountability for the results achieved with the resources and authorities provided.

\_\_\_\_\_  
Françoise Bertrand  
Chairperson

Date: \_\_\_\_\_

## Section II: CRTC Overview

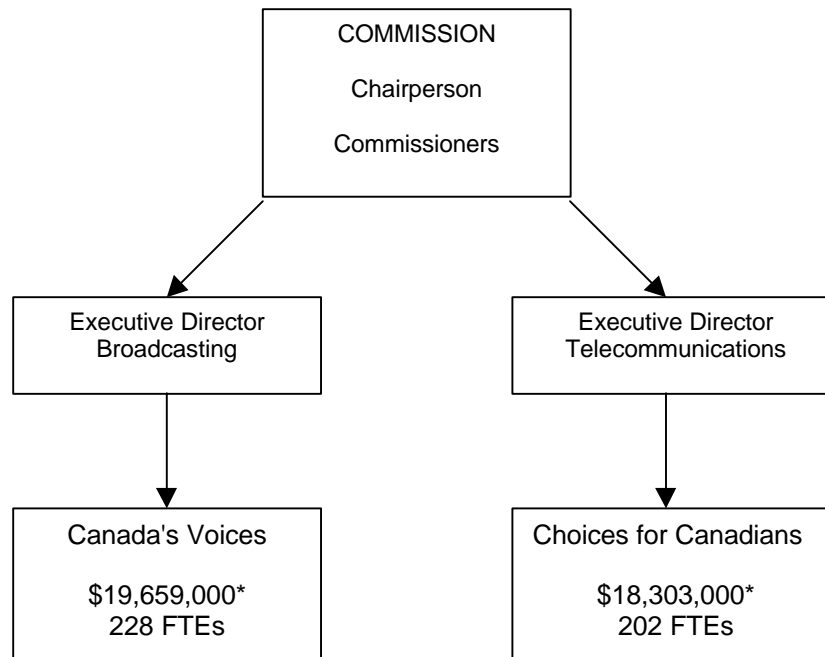
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### Mandate, Roles and Responsibilities

The Canadian Radio-television and Telecommunications Commission (CRTC) was established by Parliament in 1968. It is an independent public authority constituted under the *Canadian Radio-television and Telecommunications Commission Act* (R.S.C. 1985, c. C-22, as amended) and reports to Parliament through the Minister of Canadian Heritage.

The CRTC is vested with the authority to regulate and supervise all aspects of the Canadian broadcasting system and to regulate telecommunications service providers and common carriers that fall under federal jurisdiction. The CRTC derives its regulatory authority over broadcasting from the *Broadcasting Act* (S.C. 1991, c. 11, as amended). Its telecommunications regulatory powers are derived from the *Telecommunications Act* (S.C. 1993, c. 38, as amended) and various “special” acts of Parliament related to specific telecommunications companies.

### Diagram 2.1. Accountabilities Chart



\*Represents Budget Estimates and adjustments for 2000–2001.

## **Objectives**

The objectives of the CRTC are:

- to regulate and supervise all aspects of the Canadian broadcasting system to implement the broadcasting policy set out in the *Broadcasting Act*; and
- to regulate telecommunications in Canada to implement the policy set out in the *Telecommunications Act*.

## **External Factors**

### Cultural and Social Issues

In an increasingly competitive world, technological changes and globalization are challenging our cultural sovereignty. We are facing the challenges of ensuring that our cultural objectives are still respected in a borderless, digital environment while at the same time ensuring that our responses are adapted to the times. For example, we must ensure that Canadians have access to quality Canadian programming and at the same time, a wider choice of programs.

Competition that has developed in Canadian communications markets over the past several years has considerably increased the choices of both communications services and service providers available to Canadians. However, the transition towards a more fully competitive market brings additional challenges in the face of the rapid progress of information-age economy and increasingly complex communications environment

While the CRTC actively promotes fair competition, it is essential to note that market forces alone will not necessarily achieve all the public interest objectives of the Broadcasting and the Telecommunications Acts. While social imperatives and consumer safeguards already occupy a fundamental place in our legislation and regulatory policies, social issues, such as accessibility of communications services throughout the country, will be increasingly important as competition develops further.

### Globalization and Competition

Globalization has resulted in greater consolidation and concentration of ownership of communications companies. Industries are also extending their geographical reach through global alliances. There has been a multitude of restructuring issues around Canadian broadcasting. There has also been since the advent of the revised radio policy, an acceleration of mergers, consolidations and concentration of ownership. There have been dramatic changes in the structure, size and ownership of telecommunications companies. These types of changes are expected to increase in number and complexity over the next few years. Finally, corporate convergence takes place as mergers,

amalgamations and diversifications occur and media organizations come to operate across previously distinct boundaries.

These changes impose new demands on the Commission, as they raise significant issues in the areas of concentration, vertical integration, international alliances, cross-ownership and competitive balance in certain markets. They could also result in new cultural, social and consumer concerns, specifically related to the diversity of voices, fair access to distribution systems, availability of local content and increased choices to consumers.

### Convergence and Access

Convergence is the single most important communications policy issue of the last decade. The new technology used by cable and telecommunications companies and the capability of satellite and wireless technologies to deliver broadcasting and telecommunications services are shaping the communications environment of the future. The digitization of messages has not only influenced the transmission of messages but also the types of products and services that are offered. These new hybrid services combine voice, data, text or image and influence the range of services offered by telecommunications and broadcasting industries.

This new platform for interaction provides greater access to information than was previously possible and as a result Canadians are redefining their business, social and institutional environments.

With the advent of competition, there have been new entrants in both broadcasting and distribution industries. Access becomes a key issue as competition develops further. Areas that need to be addressed concern infrastructure access relating to rights of way and access to inside wiring in buildings, which has implications under both the Broadcasting and Telecommunications Acts. Increasing numbers of applications are being brought forward to the Commission, involving new players as well as a number of dominant incumbent companies.

### Transition to a Digital World

The development of digital delivery systems for broadcasting services will increase capacity so that consumers may be offered a wider choice of both Canadian and foreign services. However, the expansion of capacity that would permit the addition of new Canadian services has not occurred as quickly as consumer demand for choice is increasing. With the current technology, there is limited analogue capacity left to distribute new pay or specialty television services until digital distribution is fully implemented. In Public Notice CRTC 2000-6, dated January 13, 2000, the CRTC defined the new licensing framework for digital pay and specialty TV services. This new framework aims to bridge the changeover from the traditional analogue system to the more open-entry, competitive digital distribution. It will result in more choices for Canadian consumers, both in terms of content and the way programming services are organized and packaged.

## Responsiveness to Canadians

The timeliness of CRTC decisions directly affects business decisions and the public. In this transitional period leading towards a more fully competitive market, the CRTC must also ensure that public interest objectives are maintained in accordance with the Broadcasting and the Telecommunications Acts and that the public's and the regulated industries' concerns receive attention and timely responses. Since its 1997 Vision, the CRTC has made important inroads to encourage greater participation. The Commission will continue to encourage greater participation in its public processes.

In a highly competitive communications environment, the CRTC's ability to respond quickly and effectively to applications and requests is a key component of a strong and healthy Canadian communications sector. Applications increase in complexity, as a result of the rapidly evolving communications sector.

We will transform our approaches and processes to respond to these new needs. We will, among other things, improve our timeliness, identify and review processes to be re-engineered and eliminate unnecessary reporting requirements. We will make our processes more effective, assess the impact our regulatory policies, and improve our capacity to monitor the environment and the evolution of competition. The CRTC will promote greater use of dispute resolution and related processes in order to alleviate competitive issues. Finally, the Commission will encourage greater internal convergence in order to gain efficiencies and effectiveness.

**Table 2.1. CRTC Planned Spending and Full-time Equivalents**

(\$ thousands)	Forecast Spending 1999–2000	<b>Planned Spending 2000–2001</b>	Planned Spending 2001–2002	Planned Spending 2002–2003
Budgetary Main Estimates (Gross)	35,263	<b>34,577</b>	34,577	34,577
Less: Respendable revenue	29,321	<b>30,086</b>	30,086	30,086
<b>Total Main Estimates</b>	5,942	<b>4,491</b>	4,491	4,491
Adjustments	1,135 <sup>1</sup>	<b>3,385<sup>2</sup></b>	4,080	2,975
<b>Net Planned Spending</b>	7,077*	<b>7,876</b>	8,571	7,466
Less: Non-respendable Revenue	84,200	<b>89,200</b>	94,700	100,300
Plus: Cost of Services Received Without Charge	16,174	<b>16,095</b>	16,095	16,095
<b>Net Cost of Program</b>	(60,949)	<b>(65,229)</b>	(70,034)	(76,739)
<b>Full -time Equivalents</b>	406	430	430	430

\*Reflects the best forecast of total planned spending to the end of the fiscal year.

Notes: Adjustments to Planned Spending

<sup>1</sup> The majority of this amount (\$965K) represents an adjustment to the CRTC salary budgets as a result of recently ratified collective agreements. The balance of this amount (\$170K) is attributed to 1999–2000 funding received from Treasury Board for costs related to the implementation of the government’s Financial Information Strategy (FIS).

<sup>2</sup> Treasury Board has approved, subject to Parliamentary approval of 2000–2001 Supplementary Estimates, a temporary increase in CRTC resources for the three-year period covering FY 2000–2001 to 2002–2003. This increase, which amounts to \$3.385M in FY 2000–2001, \$4.080M in FY 2001–2002 and \$2.975 M in 2002–2003, will not be recovered from either the broadcasting or telecommunications fee payers.





## Section III: Plans, Results and Resources

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### Overall Plans, 2000–2003

- Solidly based on the objectives of both the Broadcasting and Telecommunications Acts, the CRTC Vision that was developed in 1997 is still valid and provides the continuity and the foundation for the next three years. We however have to be alert to how the thrusts of the Vision can be affected by greater competition and convergence, in a constantly changing communications environment.
- The CRTC promotes Canada's voices and choices for all Canadians. We promote our cultural identity in a converging communications environment. We encourage the transition towards a more fully competitive market in an increasingly complex environment.
- To adapt to the more complex communications environment, the CRTC needs to become a **continuous learning organization**, and this requires a transformation of the Commission's people, culture and leadership. Emphasis will be put on generating new ideas, enhancing the exchange of ideas and information internally and outside the institution, and on modifying our practices, processes and behaviour to reflect new knowledge and insight.

VISION  
World-class, quality communications,  
with a distinct Canadian presence, in  
the public interest.

MISSION  
To ensure that Canadian  
communications contribute fairly and  
equitably to Canada's economic, social  
and cultural prosperity through  
supervision, regulation and public  
dialogue.

We will among other things:

- enhance decision-making based on research and monitoring;
  - strengthen the organization's capacity, through training, staff empowerment, internal convergence, and human resources management;
  - improve management practices;
  - streamline our processes; and
  - decrease the regulatory burden.
- Finally, the CRTC is committed to demonstrating its accountability to the public and fee payers for the sound management of expenditures.

## Canada's Voices

**Table 3.1. Planned Spending and Full-time Equivalents**

(\$ thousands)	Forecast Spending 1999–2000	<b>Planned Spending 2000–2001</b>	Planned Spending 2001–2002	Planned Spending 2002–2003
Budgetary Main Estimates	18,263	<b>17,966</b>	17,966	17,966
Less: Respendable Revenue	15,240	<b>15,667</b>	15,667	15,667
<b>Total Main Estimates</b>	3,023	<b>2,299</b>	2,299	2,299
Adjustments	568	<b>1,693</b>	2,040	1,488
<b>Net Planned Spending</b>	3,591*	<b>3,992</b>	4,339	3,787

<b>Full-time Equivalents</b>	216	228	228	228
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\* Reflects the best forecast of total planned spending to the end of the fiscal year.

The CRTC continues to face the challenge of ensuring that attractive Canadian services are available within a Canadian broadcasting system so as to implement the objectives set out in the *Broadcasting Act*, while providing Canadians with access to an increasing volume of foreign information and entertainment. Key results must be considered in the context of the CRTC's need to balance legitimate demands for increased choice with cultural and economic objectives.

### Objective

The objective of Canada's Voices is to ensure that diverse Canadian content and an appropriate mix of foreign programs are made available to consumers.

**CANADA'S VOICES**

Presence and diversity of  
Canadian voices at home and  
abroad.

The Commission uses the following strategies:

- creates and implements policies on content display and expenditures that recognize economic and cultural objectives;

**VALUES**

- A balanced reflection of social values
- Linguistic duality and cultural diversity

- develops mechanisms to encourage the creation and promotion of Canadian content in traditional and new media;
- ensures access to distribution of Canadian and foreign services;
- supports the distinctive role of public broadcasting;
- fosters industry self-regulation, where appropriate, to respond to social issues; and
- uses a comprehensive international approach.

This business line provides specific expertise in the evaluation and development of regulatory policies and associated regulations. Specifically, the CRTC:

- evaluates, analyses and processes all applications;
- monitors the Canadian broadcasting system;
- ensures compliance with statutes, regulations and conditions of licence; and
- identifies policy issues for consideration.

**Table 3.2. Key Results Commitments, Planned Results, Related Activities and Resources**

Key Results Commitments	Planned Results	Related Activities	
A place for Canadian voices in national and, thus, global communications	Content that reflects the linguistic duality, cultural diversity and social values of Canada Canadian content in communications services Programming that reflects national, regional and community voices Programming that features Canadian creative talent Meaningful investment in Canadian audio and video content	<b>Implementation of new broadcasting policies and regulations</b> <b>Licensing initiatives</b> <b>Ownership/control transfers</b> <b>Canadian content and development</b> <b>Transition to a digital environment</b> <b>Access issues</b> <b>Social issues and consumer safeguards</b> <b>A research capacity to assess impact of decisions</b> <b>Dispute resolution mechanisms</b> <b>Reduce regulatory burden</b> <b>Management practices</b>	
<table border="1"> <tr> <td> <b>Resources</b>             \$19,659,000            228 FTEs         </td> </tr> </table>	<b>Resources</b>  \$19,659,000 228 FTEs		
<b>Resources</b>  \$19,659,000 228 FTEs			

For the planning period 2000–2003, the CRTC will undertake the following related activities:

***Implementation of the new broadcasting policies and regulations, monitoring and adjusting where appropriate*** — Changes include commercial radio, television policy, campus and community radio policy and ethnic policy.

***Licensing initiatives*** — The CRTC will address new licensing initiatives, renew licences and monitor existing licensees as follows: major television multistation groups (CTV, TVA, Global in 2001), smaller groups (CHUM, Craig in 2002), as well as new digital specialty services.

***Ownership/control transfers*** — The CRTC will examine an increasing number of mergers and consolidations in the broadcasting industry (WIC/Shaw/Global for example).

***Canadian content and development*** — In the next three years, the Commission will monitor the radio and television systems to ensure the availability of quality Canadian television programming, particularly in important areas, such as drama and children’s programming

***Transition to a digital environment*** — In addressing the transition to a digital environment, the CRTC will: 1) examine our existing approach for digital radio and make any required adjustments; 2) implement the policy framework for digital specialty services; and 3) consider a process to develop a policy for over-the-air television.

***Access issues*** — The CRTC will examine an increasing number of applications concerning infrastructure access relating to rights of way and access to inside wiring in buildings. The issue of access has implications under both the Broadcasting and Telecommunications Acts.

***Social issues and consumer safeguards*** — We will monitor our policies relating to linguistic duality and cultural diversity, regional voices, violence, the disabled, privacy, affordability and accessibility to communication services, as well as to new close captioning requirements for new licensees.

***Enhance research capacity to assess impact of decisions*** — The CRTC will enhance its decision-making process by improving its research capacity. We will assess the impact of our policies and decisions by developing and refining performance information to measure progress.

***Dispute resolution mechanisms*** — The CRTC will make greater use of dispute resolution to settle disputes quickly and will improve its expertise in this area.

***Reduce regulatory burden*** — We will continue to search for ways to reduce our regulatory burden and examine areas to forgo.

***Management practices*** — The CRTC will develop and communicate service standards and monitor the quality of our performance to promote efficient, timely and better service to Canadians.

## Choices for Canadians

**Table 3.3. Planned Spending and Full-time Equivalents**

(\$ thousands)	Forecast Spending 1999–2000	<b>Planned Spending 2000–2001</b>	Planned Spending 2001–2002	Planned Spending 2002–2003
Budgetary Main Estimates	17,000	<b>16,611</b>	16,611	16,611
Less: Respendable revenue	14,081	<b>14,419</b>	14,419	14,419
<b>Total Main Estimates</b>	2,919	<b>2,192</b>	2,192	2,192
Adjustments	567	<b>1,692</b>	2,040	1,487
<b>Net Planned Spending</b>	3,486*	<b>3,884</b>	4,232	3,679

<b>Full Time Equivalents</b>	190	202	202	202
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\* Reflects the best forecast of total planned spending to the end of the fiscal year.

The CRTC works to implement the policy objectives of the *Telecommunications Act* and the *Broadcasting Act*. In the area of telecommunications, the Commission works to foster competition in all regulated markets while ensuring that high-quality services are reasonably priced and accessible.

### CHOICES FOR CANADIANS

A wide array of choices for Canadians through strong, competitive communications industries

### Objective

The objective of Choices for Canadians is to ensure that a broad range of communications services, and affordable communications services, will be provided to Canadians through competitive industries.

### VALUES

- Innovation in communications services
- Reasonable pricing and accessibility of services
- Diverse and high-quality services
- Fairness in competition

The Commission uses the following strategies:

- relies more on market forces to permit fair and sustainable competition;
- monitors competition and regulates when market forces are not achieving public interest objectives;
- supports evolving convergence; and
- monitors the evolution of industry structure.

This business line provides specific expertise in the evaluation and development of regulatory policies and associated regulations. Specifically, the CRTC:

- evaluates, analyses and processes all applications received;
- provides advice on all matters related to telecommunications carrier issues and broadcasting distribution;
- ensures compliance with decisions, statutes, regulations and conditions of licence; and
- identifies policy issues for consideration.

**Table 3.4. Key Results Commitments, Planned Results, Related Activities and Resources**

Key Results Commitments	Planned Results	Related Activities	
<p>A broad range of communications services through competitive communications industries</p>	<p>Competitive Canadian communications industries</p> <p>Availability of a broad range of Canadian communications services</p> <p>Reliable, high quality communications services that are responsive to consumer needs and social values</p> <p>Core communications services that are reasonably priced</p> <p>A communications infrastructure that is innovative and supports evolving communications services</p>	<p><b>Competition issues</b></p> <ul style="list-style-type: none"> <li>- Develop appropriate contribution collection mechanisms</li> <li>- Review price caps</li> <li>- Interconnection and other related issues (numbering, etc.)</li> </ul> <p><b>Regulatory frameworks</b></p> <ul style="list-style-type: none"> <li>- Extend a regulatory model to Independents and adopt a regulatory approach for SaskTel</li> </ul> <p><b>Access issues</b></p> <p><b>Streamline processes and improve service levels</b></p> <p><b>Reduce regulatory burden</b></p> <p><b>Dispute resolution mechanisms</b></p>	
<table border="1"> <tr> <td> <p><b>Resources</b></p> <p>\$18,303,000</p> <p>202 FTEs</p> </td> </tr> </table>	<p><b>Resources</b></p> <p>\$18,303,000</p> <p>202 FTEs</p>		
<p><b>Resources</b></p> <p>\$18,303,000</p> <p>202 FTEs</p>			

For the planning period 2000–2003, the CRTC will undertake the following related activities.

***Competition issues*** — The CRTC will continue to promote effective and sustainable competition. Priority will be devoted to continuing to refine our existing regulatory frameworks or developing new ones when and where appropriate for a smoother transition to a competitive environment. The CRTC will review and/or refine where necessary the subsidy mechanisms as may be required during the transition to a more fully competitive marketplace. The CRTC intends also to have a price cap review, review and rationalize interconnection arrangements and address related issues such as numbering.

***Regulatory frameworks*** — We will extend a regulatory model to independent telephone companies. Also, as of June 30, 2000, the CRTC will have regulatory authority over SaskTel. We will adopt a regulatory approach with SaskTel that implements a regulatory framework allowing for a smooth transition to federal jurisdiction.

***Access issues*** — Access to infrastructure issues will be a high priority for the CRTC over the next few years, because if not addressed, consumer choice could be severely limited. Areas that need to be addressed in this regard are the policy frameworks and disputes related to access to rights of way, access to inbuilding wiring and access to support structures.

***Streamline processes and improve service levels*** — The CRTC will improve the timeliness of decisions, identify and review processes to be re-engineered and eliminate unnecessary reporting requirements. The CRTC will also examine the continuance of internal convergence in order to gain efficiencies and effectiveness.

***Reduce regulatory burden*** — As the level of competition increases in markets the CRTC will review the appropriateness of further reducing the regulatory burden of the telecommunications carriers. To assist in this matter, the CRTC will enhance its ability to monitor competition so as to determine the appropriateness of forbearance in certain market segments.

***Dispute resolution mechanisms*** — The CRTC will promote greater use of dispute resolution and related processes in order to alleviate competitive issues in a more timely manner. The CRTC will continue to use methods whereby it facilitates a negotiated solution between parties.





## Section IV: Regulatory Initiatives

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### Regulatory Initiatives

#### Context

The regulatory issues facing the CRTC continue to increase in complexity. The significance of communications industries to business and society is highlighted daily in the media. Competition has developed rapidly in Canadian communications markets and has considerably increased the choice of both communications services and service providers available to Canadians. Competition has also increased the complexity of regulatory issues for industry, the CRTC, the Government of Canada and other participants in the regulatory arena.

The chart below identifies the potential regulatory changes that may be initiated by the CRTC.

**Table 4.1. Chart on Regulatory and Legislative Initiatives, 2000–2001**

<i>Potential Changes to Regulations and Legislation</i>	<i>Expected Results</i>
<b>Television Broadcasting Regulations, 1987</b>	<ul style="list-style-type: none"> <li>• Implement the Commission's new TV policy to support a healthy and viable industry in a rapidly evolving communications environment.</li> <li>• Implement the Commission's revised ethnic policy to simplify regulations and allow greater flexibility to broadcasters to respond to demographic changes.</li> </ul>
<b>Radio Regulations, 1986</b>	<ul style="list-style-type: none"> <li>• Implement revised campus policy that simplifies regulations and reaffirms role of campus stations in the broadcasting system.</li> <li>• Implement revised community policy that simplifies regulations and ensures the local relevance of programming.</li> </ul>
<b>Specialty Service Regulations, 1990</b>	<ul style="list-style-type: none"> <li>• Implement Licensing Framework for Digital Specialty and Pay Television Services that expands the range of Canadian services available to Canadians through digital distribution.</li> </ul>
<b>Broadcast Distribution Regulations</b>	<ul style="list-style-type: none"> <li>• See above.</li> </ul>
<b>Broadcasting Information Regulations, 1993</b>	<ul style="list-style-type: none"> <li>• Implement changes in response to the Standing Joint Committee for Scrutiny of Regulations.</li> </ul>
<b>Rules of procedure</b>	<ul style="list-style-type: none"> <li>• Adapt Broadcasting Rules of Procedure and Telecommunications Rules of Procedure to the realities of a converging environment.</li> </ul>



## Section V: Financial Information

**Table 5.1. Source of Respendable and Non-Respendable Revenue**

### Respendable Revenue

(\$ thousands)	Forecast Revenue 1999–2000	<b>Planned Revenue 2000–2001</b>	Planned Revenue 2001–2002	Planned Revenue 2002–2003
Broadcasting Licence Fees	16,299	<b>16,720</b>	16,720	16,720
Telecommunications Fees	13,022	<b>13,366</b>	13,366	13,366
<b>Total Respendable Revenue</b>	29,321	<b>30,086</b>	30,086	30,086

### Non-respendable Revenue

(\$ thousands)	Forecast Revenue 1999–2000	<b>Planned Revenue 2000–2001</b>	Planned Revenue 2001–2002	Planned Revenue 2002–2003
Broadcasting Licence Fees	80,118	<b>85,100</b>	90,600	96,200
Telecommunications Fees	4,082	<b>4,100</b>	4,100	4,100
<b>Total Non-respendable Revenue</b>	84,200	<b>89,200</b>	94,700	100,300
<b>Total Respendable and Non-respendable Revenue</b>	113,521	119,286	124,786	130,386

Note: Because of rounding, columns may not add to totals shown.

**Table 5.2. Net Cost of the CRTC for 2000–2001**

(\$ thousands)

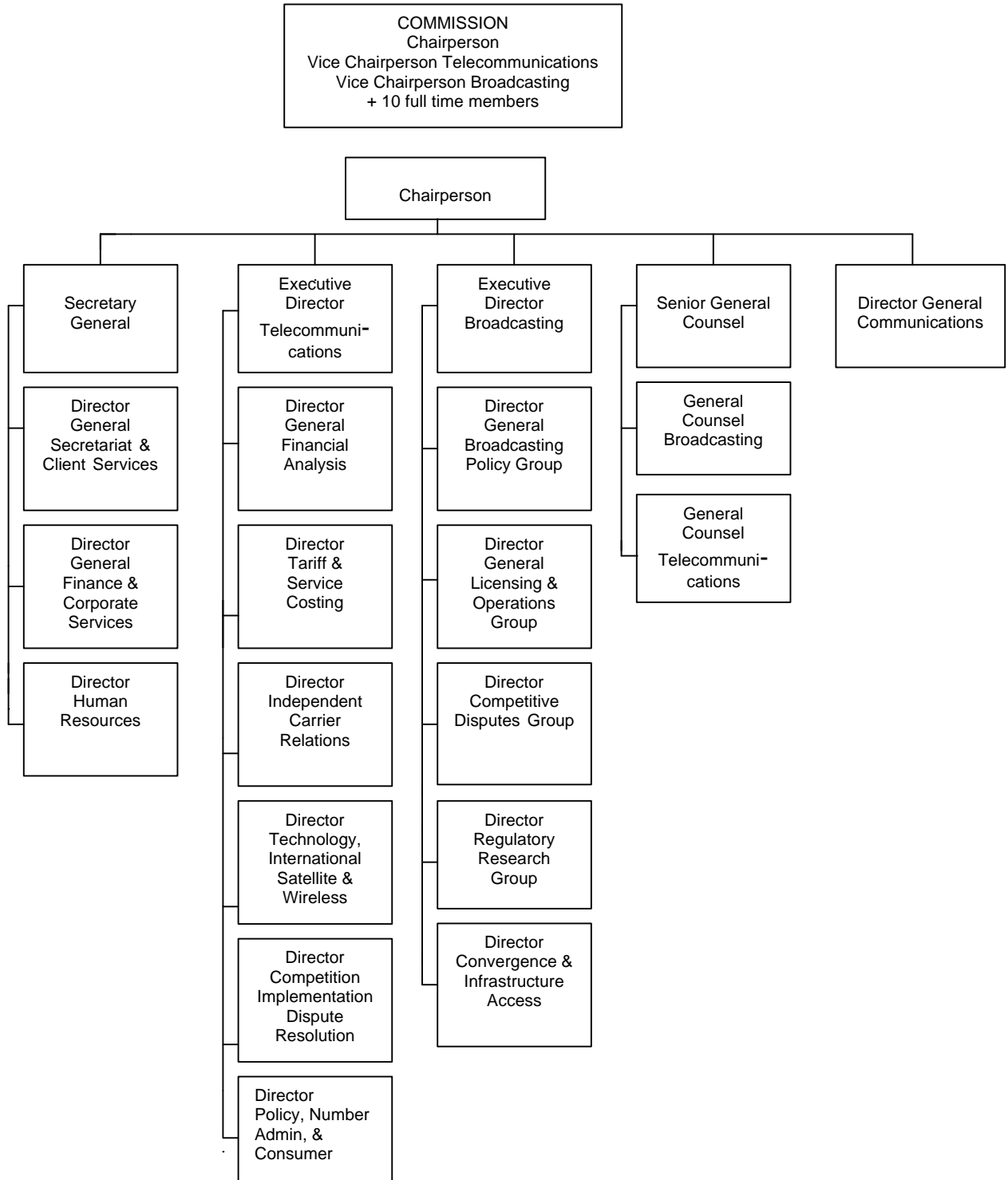
<b>Planned Spending</b>	<b><u>37,962</u></b>
<i>Plus: Services received without Charge</i>	
Accommodation provided by Public Works and Government Services Canada (PWGSC)	2,346
Contributions covering employers' share of insurance premiums and expenditures paid by Treasury Board Secretariat	1,382
Workman's compensation coverage provided by Human Resources Canada	67
Severance and maternity leave payments (TBS)	300
Regulation of broadcasting spectrum (Industry Canada)	12,000
<b>Total Cost of the CRTC</b>	<b><u>54,057</u></b>
Less: Respendable Revenue	30,086
Less: Non-respendable Revenue	89,200
<b>2000–2001 Net Cost of Program</b>	<b><u>(65,229)</u></b>

Note: Because of rounding, columns may not add to totals shown.

## Section VI: Other Information

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### Organization Chart



## Contacts for Further Information

<b>CRTC MEMBERS</b>		<b>OUR OFFICES</b>	
Chairperson	<i>Françoise Bertrand</i>	(819) 997-3430	<b>CENTRAL OFFICE</b> Les Terrasses de la Chaudière Central Building 1 Promenade du Portage Hull, Québec J8X 4B1
Vice-Chairperson, Broadcasting	<i>Andrée P. Wylie</i>	(819) 997-8766	<b>MAILING ADDRESS</b> CRTC Ottawa, Ontario K1A 0N2
Vice-Chairman, Telecommunications (Atlantic)	<i>David Colville</i>	(819) 997-8766 (902) 426-7997	<b>IN QUEBEC</b> 405 de Maisonneuve Montreal, Quebec H2L 4J5 Tel: (514) 283-6607 Fax: (514) 283-3689 TDD:(514) 283-8316
Commissioner,	<i>Andrew Cardozo</i>	(819) 997-4330	<b>IN NOVA SCOTIA</b> Bank of Commerce Building 1809 Barrington Street Suite 1007 Halifax, Nova Scotia B3J 3K8 Tel: (902) 426-7997 Fax: (902) 426-2721 TDD: (902) 426-6997
Commissioner,	<i>David McKendry</i>	(819) 997-4813	<b>IN ONTARIO</b> 55 St. Clair Avenue East Suite 624 Toronto, Ontario Tel: (416) 952-9096
Commissioner,	<i>Joan Pennefather</i>	(819) 953-7882	<b>IN SASKATCHEWAN</b> Cornwall Professional Bldg 2125 11 <sup>th</sup> Avenue Suite 103 Regina, Saskatchewan Tel: (306) 780-3422
Commissioner,	<i>Jean-Marc Demers</i>	(819) 997-4206	<b>IN ALBERTA</b> Scotia Place Tower 2 (Esso) 10060 Jasper Avenue North West Edmonton, Alberta
Commissioner,	<i>Stuart Langford</i>	(819) 953-2935	<b>IN BRITISH COLUMBIA</b> 580 Hornby Street Suite 530 Vancouver, B.C. V6C 3B6 Tel: (604) 666-2111 Fax: (604) 666-8322 TDD: (604)666-0778
Commissioner, (Manitoba/Saskatchewan)	<i>Barbara Cram</i>	(819) 997-4485 (204) 983-6306	<b>Fax Numbers</b>
Commissioner, (Québec)	<i>Andrée Noël</i>	(819) 997-3831 (514) 496-2370	<b>General</b>
Commissioner, (Alberta/NWT)	<i>Ronald D. Williams</i>	(819) 953-0435 (780) 455-6390	Communications
Commissioner, (Ontario)	<i>Martha Wilson</i>	(819) 997-2431	Finance and Corporate Services
Commissioner, (B.C./Yukon)	<i>Cindy Grauer</i>	(819) 997-9411 (604) 666-2914	General Counsel
			Human Resources Information
<b>Client Services – toll-free</b>		<b>1-877-249-2782</b>	
Client Services		(819) 997-0313	<b>(819) 994-0218</b>
Public Examination Room		(819) 997-2429/ 994-0863	(819) 997-4245
Access to Information & Privacy		(819) 994-5366	(819) 953-5107
Library		(819) 997-4484	(819) 953-0589
TDD		(819) 994-0423	(819) 997-2219

Internet address: <http://www.crtc.gc.ca>

E-mail : [info@crtc.gc.ca](mailto:info@crtc.gc.ca)

## Legislation and Regulations

### Legislation and Associated Regulations Administered by the CRTC

#### **Statutes**

<i>Canadian Radio-television and Telecommunications Commission Act</i>	R.S.C. 1985, c. C-22, as amended
<i>Broadcasting Act</i>	S.C. 1991, c. 11, as amended
<i>Telecommunications Act</i>	S.C. 1993, c. 38, as amended
<i>Bell Canada Act</i>	S.C. 1987, c. 19, as amended
<i>Telesat Canada Reorganization and Divestiture Act</i>	S.C. 1991, c. 52, as amended
<i>An Act to Amend the Telecommunications Act and the Teleglobe Canada Reorganization and Divestiture Act</i>	S.C.1998, c.8

#### **Regulations and Rules of Procedure**

CRTC Rules of Procedure  
Broadcasting Information Regulations, 1993  
Broadcasting Licence Fee Regulations, 1997  
Broadcasting Distribution Regulations  
Pay Television Regulations, 1990  
Radio Regulations, 1986  
Specialty Service Regulations, 1990  
Television Broadcasting Regulations, 1987  
CRTC Telecommunications Rules of Procedure  
Telecommunications Fee Regulations, 1995  
Canada Telecommunications Common Carrier Ownership and Control Regulations