

Canadian Radio-television and Telecommunications Commission

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ANNUAL REPORT ON RESULTS

IMPLEMENTATION OF SECTION 41 OF THE
OFFICIAL LANGUAGES ACT
2009-2010

May 2010

Canadian Radio-television and Telecommunications Commission

General Information

Federal institution	Canadian Radio-television and Telecommunications Commission (CRTC)
Address	Les Terrasses de la Chaudière Central Building 1 Promenade du Portage Gatineau, Quebec J8X 4B1
Web site	www.crtc.gc.ca
Minister responsible	The Honourable James Moore
Senior officials responsible for implementation of Part VII of the OLA	Konrad von Finckenstein , Chairman Robert Morin , Secretary General Renée Fairweather , Director General, Strategic Communications and Official Languages Champion
Mandate of the federal institution	<p>The Canadian Radio-television and Telecommunications Commission (the Commission) was established by Parliament in 1968. It is an independent public authority constituted under the <u>Canadian Radio-television and Telecommunications Commission Act</u> (R.S.C. 1985, c. C-22, as amended), and it reports to Parliament through the Minister of Canadian Heritage.</p> <p>The Commission is vested with the authority to regulate and supervise the Canadian broadcasting and telecommunications systems. The Commission derives its regulatory authority over broadcasting from the <u>Broadcasting Act</u> (S.C. 1991, c. 11, as amended). Its telecommunications regulatory powers stem from the <u>Telecommunications Act</u> (S.C. 1993, c. 38, as amended) and the <u>Bell Canada Act</u> (S.C. 1987, c. 19, as amended).</p>

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Summary of the institution's contribution to the achievement of target results

During 2009-2010, the Commission achieved, within the limits of its mandate, a number of results stemming from the following activities: awareness, consultation, communications, coordination and liaison, and accountability. As an administrative tribunal, the Commission neither manages programs or services nor funds activities; however, several of its activities do contribute to the implementation of section 41 of the *Official Languages Act* (OLA).

In accordance with the requirements underlined in its designation under section 41 of the OLA, the Commission has prepared a detailed status report on its activities in 2009-2010. These are grouped into the following categories of action as established by Canadian Heritage:

- *Awareness*

The Official languages champion plays an important leadership role in the promotion and use of official languages and within the Commission. She chairs the internal Official Languages (OL) committee and reminds members regularly during senior management meetings of the organisation's responsibilities with regard to all parts of OLA that affect the Commission. Also, the champion co-chairs the interactive annual event aiming at raising awareness about linguistic duality within the Commission. Additionally, a series of presentations concerning lens 41 (integration of section 41 objectives through impact analysis) delivered across the Commission, including to Commissioners and sectoral coordinators, emphasize the importance of analyzing the impact of the Commission's decisional processes on official language minority communities (OLMCs). Analysts have access to tools such as the document '*Obligations of the CRTC with respect to section 41 of the Official Languages Act, Part VII, Enhancement of English and French*', posted on the intranet, to conduct impact analysis taking into account the needs and interests of OLMC into account. Hence, the integration of lens 41 throughout the Commission is systematic. Moreover, the inclusion of a provision related to section 41 of the OLA in senior management performance contracts will help senior management better understand their responsibilities with regard to the implementation of section 41 objectives.

- *Consultations*

During the meeting of the discussion group in Winnipeg on September 24 and 25, 2009, the OLMCs had an opportunity to inform the Commission of their needs and priorities. They also filled out a survey showing their level of satisfaction with the group.

- *Communications*

The OLMCs are aware that there is an OLMC page on the Commission's Web site, where they can access annual reports, action plans, minutes of meetings and the calendar of pertinent proceedings. The calendar was also distributed at the meeting of the CRTC-OLMC discussion group to provide OLMC representatives with information and facilitate their participation in the proceedings relevant to them. Visits to OLMC and broadcasters in linguistic minority communities allowed the Chairman and commissioners to better understand the realities of communities. Additionally, the Commission published an article in Bulletin 41-42, a publication that is distributed both to Commission employees and to organizations representing OLMCs.

- *Coordination and liaison*

In 2009-2010, the Commission participated in the meetings of national coordinators, best practices workshops and the 40th anniversary of the *Official Languages Act*, as well as in regional meetings with OLMCs. The Commission also worked closely

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with the Office of the Commissioner of Official Languages in preparation for the release of the 2007 audit follow-up report.

- *Commission activities in connection with implementation of section 41 of the OLA*

Since the Commission does not have sponsorship, grant or contribution programs, this section is entitled "Commission activities in connection with implementation of section 41 of the OLA." A number of the Commission's activities carried out under the *Broadcasting Act* and the *Telecommunications Act*, such as the issuance, renewal and amendment of licences, the development of policies and regulations, and the supervision of all aspects of the Canadian broadcasting and telecommunications systems, contribute to the achievement of objectives set out in section 41 of the OLA. During 2009-2010, the Commission's ongoing activities made it possible, among others, to grant a licence for the first French-language community radio station in the Ottawa region, Radio de la communauté francophone d'Ottawa (RCFO) ([2009-481](#)), to review the policies for campus and community radio ([2009-418](#)) affecting several stations operating within OLMCs, to ensure that private broadcaster including Astral Media Radio inc. contribute annually to Canadian content development (CCD), and to broadcast French-language coverage of the 2010 Winter Olympic Games across Canada, thus providing Francophone minority communities with access to coverage of the Vancouver Games in their language ([letter to the President of CPAC, dated February 10, 2010](#)).

- *Accountability*

The Commission dedicates constant effort to better monitor its proceedings and better evaluate progress made in terms of integrating the objectives of section 41 of the OLA. Accountability structure is better defined and implementation of lens 41 is improved within divisions through the integration of section 41 objectives as part of managers' performance frameworks. In accordance with its duties as a federal institution pursuant to section 41 of the OLA, the Commission prepares a detailed annual status report and submits it annually to the Department of Canadian Heritage.

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Detailed Report on Results

A. AWARENESS (Internal activities)

Training, information, orientation, awareness, communication and other activities carried out **in-house** in order to educate the Chairman, Commissioners, employees and senior managers of the federal institution about linguistic duality and the priorities of OLMCs; senior manager performance contracts and recognition programs; consideration of the viewpoints of OLMCs in research, studies and investigations carried out in-house.

Expected results: Creation of lasting changes in federal institution organizational culture; employees and management are aware of and understand their responsibilities regarding section 41 of the <i>Official Languages Act</i> and OLMCs.		
Activities carried out to achieve targeted result	Outputs	Progress made in achieving expected result
Organization of presentations on lens 41(integration of section 41 objectives through impact analysis) Distribution of presentations	- Between September and November 2009, the sectoral coordinators delivered presentations on implementation of section 41 of the <i>Official Languages Act</i> to employees and senior managers in the broadcasting, distribution and policy development and research branches. Electronic presentations in both official languages were distributed to members of these groups.	- Enhanced integration of the objectives of section 41 of the OLA within the Commission's organizational culture. - High degree of awareness within the organization; 80 individuals, including senior managers and employees, who attended these presentations have a better understanding of the importance of analyzing the impact of potential repercussions of Commission processes on OLMCs. High degree of awareness on the Chairman's part of official languages and the importance of considering OLMCs in decisional processes. In meetings with senior management, the Chairman and OL champion reiterate the Commission's obligations with respect to OL and OLMCs.
Writing and publication of a document on lens 41	- Document titled <i>Obligations of the CRTC with respect to section 41 of the Official Languages Act, Part VII, Enhancement of English and French</i> , posted on the Commission's intranet so that all employees can access it and learn about implementing lens 41. The documents presented at Commission meetings contain a provision (section 3) on OL on the page titled <i>Document at a Glance</i> . Commissioners are better prepared to take OLMC related matters under consideration.	- Greater awareness on the part of the Chairman and Commissioners of issues affecting OLMCs, giving them a better understanding of the impact of their decisions on the communities.

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<p>Planning of Official Languages Committee activities</p> <p>Publication and distribution of a biannual schedule showing OL activities that have been organized and their dates for the next two years</p>	<p>- There are 19 members representing all Commission sectors, including the Official Languages Champion. Five annual meetings and agendas: meetings on December 3, 2009, January 18, 2010, February 1 and 22, 2010, and March 11, 2010; various meetings to prepare for <i>Devinez qui? Devinez quoi?</i> [guess who, guess what]</p> <p>- Schedules distributed to all Commission employees.</p>	<p>- High degree of participation and involvement by the Champion and sectoral coordinators. OL champion plays a leadership role by ensuring that all members participate and are fully aware of the importance of recognizing and promoting linguistic duality within the Commission.</p> <p>- Approximately 400 employees are aware of organized OL activities and their dates for the next two years.</p> <p>- High degree of participation and awareness of the importance of linguistic duality. All employees and sectoral coordinators, as well as senior management and the Champion, participate fully in this activity and are thus more aware of the importance of linguistic duality.</p>
<p>Organization of an annual interactive event to promote linguistic duality</p>	<p>- The event, <i>Devinez qui, devinez quoi?</i> [guess who, guess what] was held March 26, 2009.</p>	<p>- Ongoing involvement by the Champion, sectoral coordinators and senior management.</p>
<p>Information sharing and discussions with sectoral coordinators</p>	<p>- E-mails sent to sectoral coordinators.</p>	<p>- The sectoral coordinators receive regular e-mails updating them on meetings, developments and monitoring of progress on the implementation of section 41.</p>
<p>Inclusion of a provision related to section 41 of the OLA in senior management performance contracts.</p>	<p>- Provision setting out senior management commitments (<i>Provide leadership in the implementation and communication of the CRTC's Official Languages Policy</i>), performance measures (<i>Participate in information sessions about the new policy and share information with employees; implement and monitor CRTC procedures regarding section 41 of the OLA</i>), and expected results (<i>Managers and employees are aware of their responsibilities and accountabilities under the CRTC OL Policy; both official languages are used in Staff meetings and day-to-day operations; positive measures to implement section 41 are taken and documented</i>).</p>	<p>- Greater understanding on the part of senior managers of their obligations under section 41 of the OLA. Senior managers required to meet their obligations under section 41 of the OLA are responsible for section 41 implementation within their respective divisions.</p>

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Implementation of recognition programs	- Agathe Loiselle program: annual award.	- Recognition of one or more employees who foster and promote the use of official languages in the work place, thus also promoting the importance of linguistic duality.
Consideration of the perspective of OLMCs in research, studies and surveys conducted in-house	- The minutes of the meeting of the CRTC-OLMC discussion group held in Winnipeg September 24 and 25, 2009, presents the priorities of OLMCs and their needs and concerns.	- Commission analysts have access to the minutes on the OLMC Web page, and use them as needed to better understand the issues of concern to the communities and to analyze their impact (lens 41).
Approval of OL policy	- Policy approved in November 2009 by senior management.	- Very high degree of awareness within the Commission, including the Chairman and Commissioners.

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Detailed Report on Results

B. CONSULTATIONS (Sharing of ideas and information with OLMCs)

Activities (e.g. committees, discussions and meetings) through which the federal institution consults the OLMCs and interacts with them to identify their needs and priorities or to understand potential impacts on their development; activities (e.g. round tables and working groups) to explore possibilities for cooperation within the existing mandate of the federal institution or as part of developing a new program or new policy; participation in consultations with OLMCs coordinated by other government bodies; consultation of OLMCs by regional offices to determine their concerns and needs.

Expected results: Creation of lasting relationships between the federal institution and OLMCs; the federal institution and OLMCs understand each other's needs and mandates.		
Activities carried out to achieve targeted result	Outputs	Progress made in achieving expected result
Organization of meetings with OLMCs as part of the CRTC – OLMC discussion group created in 2007	<ul style="list-style-type: none"> - In 2009, one meeting was held in Winnipeg September 24 and 25. 	<ul style="list-style-type: none"> - High participation rate (21 members). All organizations representing the OLMCs, the national coordinator and the sectoral coordinators representing the Commission's various divisions, including telecommunications, participated fully in this meeting.
E-mails to and discussions with the OLMCs	<ul style="list-style-type: none"> - Minutes, agenda, participant list, calendar of pertinent public proceedings, distributed to OLMC representatives. All documents are bilingual. - About 50 e-mails exchanged with members of the discussion group representing the OLMCs. 	<ul style="list-style-type: none"> - Lasting CRTC-OLMCs relationship established because of this group created in 2007. The meetings resulted in very effective communication between the Commission and the OLMCs. The dialogue, which has been ongoing from the first meeting to the most recent one has greatly enhanced understanding of each other's needs and mandates.
Preparation and distribution of a survey	<ul style="list-style-type: none"> - Survey distributed to discussion group members at the end of the meeting. 	<ul style="list-style-type: none"> - Survey participation rate: 50%. Discussion group members expressed a high degree of satisfaction with this forum, which gives them an opportunity to express their needs and concerns and learn about the Commission's mandate and the importance of intervening in proceedings that affect them, while providing them with the necessary tools and facilitating cooperation with other members. Some expressed the need to provide OLMCs with more tools and resources to facilitate their participation in Commission proceedings.

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<p>Meetings with OLMC</p> <ul style="list-style-type: none"> - Radio Fredericton inc. (CJPN-FM) - Radio MirAcadie inc. - Radio Beauséjour inc. - Association des francophones du Nunavut - L'Office des télécommunications éducatives de langue française de l'Ontario (TFO) - Coopérative radio Halifax Métro – CKRH-FM <p>Meeting with the English Language Arts Network (ELAN)</p>	<p>- Starting January 2009, the Chairman and commissioners made visits to OLMC and broadcasters in linguistic minority communities;</p> <p>- Meeting in summer 2009 between ELAN representatives in Montreal and the Commissioner representing the Quebec region, Suzanne Lamarre.</p>	<p>- Improvement of mutual dialog and creation of lasting relationships with OLMC allowing the Chairman and commissioners to better understand communities' realities.</p> <p>- This meeting gave Montreal's Anglophone community an opportunity to express its concerns about current issues, resulting in the community's effective participation in the proceedings that affect it, specifically, the review of community television policy framework (2009-661) and the review of campus and community radio (2009-418).</p>
<p>Attendance at the provincial inter-departmental meeting in Alberta</p>	<p>- Meeting with OLMCs on October 16, 2009.</p> <p>- Template summarizing the Commission's activities and results.</p>	<p>- OLMCs have a better understanding of the Commission's operations. The meeting provided the OLMCs with relevant information on the review of community and campus radio policy in particular, and on radio applications generally.</p>

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C. COMMUNICATIONS (Provision of information to OLMCs)

External communications activities to inform OLMCs about the activities, programs and policies of the federal institution and to promote the bilingual character of Canada; inclusion of OLMCs in all information and distribution lists; use of the federal institution's Web site to communicate with OLMCs.

Expected results:

OLMC culture reflects a broad understanding of the federal institution's mandate; OLMCs receive up-to-date and relevant information about the federal institution's activities.

Activities carried out to achieve targeted result	Outputs	Progress made in achieving expected result
Writing of an article published in Bulletin 41-42	<ul style="list-style-type: none"> - One article published in October 2009, Volume 15, Number 2, titled <i>OLMCs express their views to the CRTC: The future looks bright in new media</i> http://www.pch.gc.ca/pgm/lo-ol/bulletin/vol15_no2/index-eng.cfm. - Copies of Bulletin 41-42 distributed electronically to sectoral coordinators, the national coordinator, the OL Champion, managers, Commissioners, members of the Commission's OL Committee and all members of the CRTC-OLMC discussion group. 	<ul style="list-style-type: none"> - Greater understanding among OLMCs of the Commission's mandates and these limits through regular exchanges of e-mails and discussion group meetings.
Exchanges to inform OLMCs of relevant proceedings and publications; regular discussions	<ul style="list-style-type: none"> - E-mail sent regularly to OLMC members (about 40 e-mails). - E-mail and telephone responses to inquiries from OLMCs. - E-mail informing the OLMCs of the publication by the Fédération des communautés francophones et acadienne du Canada (FCFA) of <i>La mise en œuvre de la Loi sur les langues officielles : une nouvelle approche - une nouvelle vision</i> [implementation of the OLA: a new approach and new vision], at http://www.fcfa.ca/. 	<ul style="list-style-type: none"> - Greater mutual understanding, and effective and regular communication keep OLMCs informed of activities and proceedings that affect them.

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Creation of a single service point within the Commission for small broadcasters, including OLMCs: these contacts respond to inquiries from small broadcasters (including those in OLMCs) pertaining to broadcasting (radio, TV and distribution).	<p>- Presence of at least one single service point member at meetings to which OLMCs are invited, to inform them of the service's existence.</p> <p>- Toll-free telephone line (1-866-781-1911) advertised on business cards and via a link on the Commission's OLMC Web page.</p>	- 180 calls from OLMCs were handled by bilingual staff of the single service point between April 1, 2009, and March 31, 2010, thus helping to enhance OLMCs' understanding of the Commission's mandate.
Preparation, distribution and publication of a calendar of proceedings pertinent to OLMCs in order to facilitate their participation in the Commission's public proceedings.	- Calendar of public proceedings pertinent to OLMCs distributed to OLMC representatives at meetings of the CRTC-OLMC discussion group, and posted on the OL page of the Commission's Web site.	- 100% of OLMC representatives who are members of the discussion group are better informed and receive relevant information on the Commission's public proceedings that affect them.
Update of the OLMC page of the Commission's Web site	<p>- Web page dedicated to OLMCs, containing: the 2008-2011 three-year action plan, annual reports on results, the calendar of pertinent proceedings and minutes of meetings of the CRTC-OLMC discussion group. http://www.crtc.gc.ca/eng/5000/lo_ol/ol-lo.htm</p> <p>- Addition of a link concerning the telecommunications sector, leading to the Web page dedicated to OLMCs: http://www.crtc.gc.ca/eng/telecom.htm</p>	<p>- Improved access by OLMCs to pertinent and up-to-date information, on the Web page dedicated to OL and to OLMCs. Between April and August 2009, traffic on the English-language home page doubled, with over 200 hits, while traffic on the French-language page seems to be improving. For the current year, there were approximately 450 visits to the English-language page. http://www.crtc.gc.ca/eng/5000/lo_ol/ol-lo.htm, 350 visits to the page dedicated to OL and OLMCs (http://www.crtc.gc.ca/eng/5000/lo_ol/ol-lo.htm); and 170 visits to the English version of the Three-Year Action Plan for implementation of section 41, at http://www.crtc.gc.ca/eng/BACKGRND/language/plan2008.htm. Increased interest in this page is the result of greater awareness and communication with members of the CRTC-OLMC discussion group.</p>

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Preparation for implementation of a single service point for small service providers (including OLMCs) in the telecommunications sector	<ul style="list-style-type: none"> - Informally, two contacts within the Commission replied throughout the year to inquiries from small telecoms. - The group chose an official name for the service -Télécoms Info (in French) and Info Telecoms (in English)- and acquired a toll free telephone number and e-mail address (infotelecom@crtc.gc.ca) to make the service point official. - The telecommunications sector single service point will be officially launched in 2010-2011. 	- 60 calls answered, on average, each month by two bilingual contacts, thus helping to foster the full recognition and use of French and English, as set out in section 41 of the OLA, and helping to inform many small telecoms within OLMCs.
Release of the Communications Monitoring Report 2009 posted on the Commission's Web site and containing data on the industry and on broadcasting and telecommunications markets.	- Report posted on the Commission's Web site, where it can be easily accessed by members of the CRTC-OLMC discussion group.	- 100% of discussion group members are aware of the report and thus more familiar with the Commission's mandate and activities.
Release of the financial results of conventional television stations posted on the Commission's Web site. The report provides information on the sector's profitability, revenues and expenditures for the period September 1, 2008, to August 31, 2009.	- Report released March 18, 2010, and link e-mailed to CRTC-OLMC discussion group members on March 19, 2010.	- 100% of discussion group members are aware of the report and thus more familiar with the broadcasters and the industry.
Release of the financial results for Canadian broadcasting distributors posted on the Commission's Web site.	- Report released March 18, 2010, and link e-mailed to CRTC-OLMC discussion group members on March 19, 2010.	
Release of the Departmental Performance Report 2008-2009	<ul style="list-style-type: none"> - Report posted on the Commission's intranet site and on the Treasury Board Secretariat site at http://www.tbs-sct.gc.ca/dpr-rmr/2008-2009/inst/rtc/rctcb-eng.asp. - E-mail sent to discussion group members on November 25, 2009, informing them of the report's release. 	- 100% of discussion group members are aware of the report and thus more familiar with the Commission's activities and resulting outcomes, including official languages.
Media placements by the Commission in minority language media	- 591 notices published in OLMC newspapers between April 1, 2009, and March 31, 2010, announcing CRTC proceedings affecting OLMCs.	- Regular communication and discussion with the public, including OLMCs, by using media placements to announce public proceedings.

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D. COORDINATION AND LIAISON

(Does not include funding – Internal coordination and liaison with other government institutions)

Coordination activities (research, studies, meetings, etc.) carried out by the federal institution itself along with other federal institutions or other orders of government; participation in activities organized by other federal institutions, other orders of government, etc.; participation of official languages champions, national and regional coordinators, and others in various government forums.

Expected results: Cooperation with multiple partners to enhance OLMC development and vitality and to share best practices.		
Activities carried out to achieve targeted result	Outputs	Progress made in achieving expected result
Participation in meetings of national coordinators responsible for implementation of section 41 of the OLA	<ul style="list-style-type: none"> - Three meetings of national coordinators (June and October 2009 and February 2010). - One meeting on December 3, 2009, of the best practices workshop attended by the national coordinator, and including a presentation on the CRTC-OLMC discussion group; bilingual electronic presentation distributed to participants; attended by three Commission employees and the national coordinator. 	<ul style="list-style-type: none"> - Greater networking, cooperation and sharing of best practices among partners to enhance the development and vitality of OLMCs.
Participation in the 40th anniversary of the <i>Official Languages Act</i>	<ul style="list-style-type: none"> - Attended by the Commission (two employees) on September 4 and 5, 2009. 	<ul style="list-style-type: none"> - Improved level of discussion, cooperation and communication with partners.

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Cooperation with partners (Canadian Heritage, Office of the Commissioner of Official Languages)	<ul style="list-style-type: none"> - One meeting in September 2009 between Canadian Heritage managers (including the Montreal regional office) and Commission managers (including the national coordinator and sectoral coordinator Peter Foster). - Multiple meetings with the auditor from the Office of the Commissioner of Official Languages (OCOL) to follow up on implementation of recommendations in the 2007 audit report; list of Commission's policies with potential impact on OLMC; Report posted October 13, 2009, on OCOL's site http://www.ocol-clo.gc.ca/html/audit_verification_102009_e.php; FCFA statement. 	<ul style="list-style-type: none"> - The Fédération des communautés francophones et acadienne (FCFA) du Canada recognized the significant efforts made by the Commission to respond to the needs of OLMCs more effectively.
Attendance at the provincial interdepartmental meeting in Alberta	<ul style="list-style-type: none"> - Meeting with OLMCs on October 16, 2009. - Template summarizing the Commission's activities and results. 	<ul style="list-style-type: none"> - Stronger links with established partners and creation of new partnerships with OLMC members. - Information sharing and discussion of best practices implemented by the CRTC, thus fostering greater knowledge within OLMCs and on the part of the national and sectoral coordinators involved in creating the template.

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E. FUNDING AND PROGRAM DELIVERY

Implementation of the federal institution's programs and delivery of its services; funding of OLMC projects by the federal institution alone or in collaboration with other federal institutions; integration of OLMC needs into delivery of the federal institution's programs and services.

Expected results: OLMCs are part of the federal institution's regular clientele and have adequate access to its programs and services; OLMC needs (e.g. in relation to geographic dispersion and development opportunities) are taken into account.		
Activities carried out to achieve targeted result	Outputs	Progress made in achieving expected result
Not applicable. See Section F		

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F. CRTC ACTIVITIES RELATED TO THE IMPLEMENTATION OF SECTION 41 OF THE OLA

Note: As an administrative tribunal, the CRTC neither manages programs or services, nor funds activities. However, the CRTC, in carrying out its mandate, assigns, renews or amends broadcasting licences, develops policy guidelines, and regulates and oversees all aspects of the Canadian broadcasting system. These activities are carried out under the *Broadcasting Act*. A number of these activities contribute to achievement of the objectives set out in section 41 of the OLA. The list that follows is not exhaustive.

Expected results:		
<ul style="list-style-type: none"> - Participation of OLMCs in proceedings that have an impact on them; - Promoting access to official language minority broadcasting services; - Encouraging broadcasting licensees' efforts with a view to increasing production and broadcasting of regionally produced programs; - Fostering full recognition and use of English and French in Canadian society. 		
Activities carried out to achieve targeted result	Outputs	Progress made in achieving expected result
<p>Identification of policies that have an impact on OLMCs and fostering the use of French and English, and when the policies are reviewed, ensuring that they take section 41 into account</p> <p>Publication of a notice of consultation to inform Canadians, including OLMCs, of public proceedings and thus maximize their participation in those public proceedings that have an impact on the communities with respect to:</p> <ul style="list-style-type: none"> - The issuance, renewal and amending of broadcasting licences; - The development of new policies or the review of existing policies and other decisions; and - Other decisions 	<ul style="list-style-type: none"> - List sent to OLMCs identifying policies that impact OLMCs. - Review of community television policy framework 2009-661. - Review of campus and community radio 2009-418. - Notice of consultation: Call for comments on a proposed regulatory framework for video-on-demand undertakings 2008-101 and Broadcasting Regulatory Policy 2010-190. - Policy proceeding on a group-based approach to the licensing of television services and on certain issues relating to conventional television 2009-411, Regulatory Policy 2010-167, Broadcasting Order 2010-168 and Report on the implications and advisability of implementing a compensation regime for the value of local television signals. - Notice of Consultation 2009-113. 	<ul style="list-style-type: none"> - Higher number of proceedings that consider impact on OLMCs. - High level of effective participation by OLMCs in public hearings concerning them, with the result that the Commission takes their realities and needs into account in all of its proceedings. - Of the total interventions received, a high number (35%) of quality interventions are filed by OLMCs. The Commission notes that the cooperation of the OLMC-CRTC discussion group has a positive impact on the quality of the interventions filed. The needs and challenges of the OLMCs are better expressed, resulting in a better understanding on the part of the Commissioners, senior management and employees of the difficulties facing OLMCs.

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	<p>Licence renewals for private conventional television stations, April 2009 Decision 2009-279.</p> <p>- Notice of Consultation 2009-2 concerning radio service needs of OLMCs in the Ottawa-Gatineau region, and the Commission's evaluation of these needs when considering applications. Decision 2009-481.</p> <p>- Notice of hearing 2009-2-2, Consideration of the application by Pelmorex Communications Inc. for the mandatory distribution on digital basic, pursuant to section 9(1)(h) of the <i>Broadcasting Act</i>, of the national specialty programming undertakings known as The Weather Network and MétéoMédia – Broadcasting Order 2009-240.</p> <p>- Broadcasting Order 2009-542 for a mandatory distribution order under section 9(1)(h) of the <i>Broadcasting Act</i> that requires Class 1 and Class 2 cable broadcasting distribution undertakings (BDUs), direct-to-home (DTH) distributors and multipoint distribution system (MDS) distributors to distribute the programming of La Magnétothèque on their basic service (analog or digital).</p> <p>- Broadcasting Regulatory Policy CRTC 2009-406 (paragraph 22) concerning the Local Programming Improvement Fund (LPIF); Revised list of eligible stations; Policy decisions resulting from the April 27, 2009, public hearing.</p> <p>- Telecom Regulatory Policy CRTC 2009-379. Framework for forbearance from regulation of retail local exchange services in the serving territories of the small incumbent local exchange</p>	<p>- Change in the Commission's organizational culture: during proceedings, there is greater consideration of the concerns, needs and priorities of OLMCs.</p> <p>- Increased access to broadcasting services in both official languages for Canadians, including OLMCs, resulting from changes made by the Commission to take the interests of the communities into account.</p> <p>OLMCs' perspectives taken into account in relevant proceedings. In its LPIF allocation formula, the Commission takes into account Francophone and Anglophone markets and the impact on OLMCs.</p> <p>- Improved levels of recognition and use of English and French in Canadian society: the Commission orders telecommunications services providers to offer their subscribers information in both languages.</p>
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<p>Publishing Telecom notices and Telecom decisions promoting access to telecommunications services in both official languages and fostering full recognition and use of English and French in Canadian society</p> <p>Reviewing access to basic telecommunications services and assisting the Commission in determining its role, if any, regarding access to high-speed Internet services within the context of the basic service</p> <p>Implementation of Telecom Decisions 2007-50 and 2008-1 approving the use of deferral account funds for the expansion of broadband services to certain rural and remote communities</p> <p>Enhancing and providing ongoing support to the National Do Not Call List launched in September 2008</p>	<p>carriers.</p> <p>- Telecom Notice of Consultation 2009-575. Identification, scope and prioritization of issues regarding obligation to serve, basic service objective, and local service subsidy regime.</p> <p>-Telecom Notice of Consultation 2010-43, Telecom Decisions 2007-50 and 2008-1</p> <p>- Telecom Decisions 2007-50 and 2008-1</p> <p>The National Do Not Call List; live operators in both official languages</p>	<p>- Broadband expansion was approved for many communities: 159 in Telus territory in Quebec, Alberta and British Columbia; 16 in MTS territory in Alberta, 112 in Bell/Bell Aliant territory in Ontario and Quebec. With this expansion, institutions and citizens, OLMCs included, can access information, services and opportunities that would otherwise be inaccessible.</p> <p>- Availability in both official languages and communications between staff and consumers or telemarketers are conducted in their language of choice</p>
<p>Implementation of positive measures to ensure that OLMCs have access to 2010 Olympic Games coverage in their respective languages</p>	<p>- Letter dated February 11, 2010, from the Commission to the President of Cable Public Affairs Channel Inc. (CPAC) http://www.crtc.gc.ca/eng/archive/2010/lb100211.htm; Letter of thanks from the Commissioner of Official Languages.</p> <p>- E-mails exchanged with the FCFA prior to this decision.</p>	<p>- Authorization given to broadcast French-language coverage of the Vancouver Winter Olympic Games (initially broadcast in Quebec by V) across Canada. The goal: ensure that as many Canadians as possible can have access to the coverage of the 2010 Winter Olympic and Paralympic Games in their official language mother tongue, given that one week before the Games, some Francophones in British Columbia could not access any French-language coverage.</p> <p>- OLMCs were able to access coverage of an event of national importance in their mother tongue fostering full recognition and use of French and English in Canadian society.</p>
<p>Integration of objectives of section 41 of the OLA through the implementation of lens 41 – impact analysis</p>	<p>- Document at a Glance (section 3), notice of consultation and decisions.</p>	<p>- The impact of the Commission’s decisional processes is analyzed for each issue considered by the Commission that affects OLMCs. Questions relevant to OLMCs are asked in the notices of consultation.</p> <p>- 10 proceedings (listed above) and five decisions made during the year as well as 10 other processes between July and December 2009 are identified as having an impact on</p>

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		<p>OLMCs, and take the perspectives of these into account: systematic integration reflected in section 3 of the Document at Glance.</p> <p>- Briefing materials and memos written by staff for the Commission include possible impacts on OLMCs, where relevant, which contributes to increasing Commissioners' awareness of the needs of OLMCs and the issues that affect them.</p>
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Canadian Radio-television and Telecommunications Commission

Detailed Report on Results

G. ACCOUNTABILITY

Activities through which the federal institution integrates its work on the implementation of section 41 of the OLA into departmental planning and accountability mechanisms (e.g. report on plans and priorities, departmental performance report, departmental business plan and status report on implementation of section 41 of the OLA); internal audits and evaluations of programs and services; regular review of programs and services as well as policies by senior managers of the federal institution to ensure implementation of section 41 of the OLA.

Expected results: Full integration of the OLMC perspective and section 41 of the OLA into the federal institution's policies and activities; the reporting structure, internal evaluations and policy reviews determine how to better integrate OLMCs' perspective		
Activities carried out to achieve targeted result	Outputs	Progress made in achieving expected result
Annual submission of the report on results detailing how the CRTC fulfils its responsibilities under section 41 of the OLA	- Report on results submitted in a timely manner; takes into account OLMC perspectives, as expressed at discussion group meetings.	- Trigger of lasting change in attitude and organizational culture and high degree of compliance by the CRTC with the requirements.
Development of lens 41 (impact analysis)	- Section 3 of the <i>Document at a Glance</i> . The documents submitted to the FTM contain a provision on OL. For better implementation of lens 41, analysts will have tools that allow them to better determine which proceedings have impact on OLMC and reflect this analysis in the documents submitted to commissioners for their consideration	- All files submitted to the Commission for decisional purposes must consider issues related to OLMCs in the analysis, to ensure that the Chairman and Commissioners better understand the impact of their decisions on the communities. High degree of integration of section 41 objectives within the Commission.
Integration of section 41 objectives as part of managers' performance frameworks.	- Provision added in April 2009. Managers, better informed about the objectives of section 41, will have the tools required to facilitate impact analysis of proceedings on communities	- Accountability structure better defined. - Ability to better implement lens 41. - High degree of integration of section 41 objectives within the Commission.
Integration of activities related to section 41 of the OLA into the Report on Plans and Priorities (RPP) and the achievements into the Departmental Performance Report (DPR) and into the CRTC three-year plan	- Sections related to OL in Commission reports: RPP, DPR, Commission's Three-Year Plan.	
Approval of the internal policy on official languages and on section 41	- Internal policy approved by senior management.	

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Ongoing monitoring of proceedings to assess progress on the integration of lens 41.	- Measuring instruments (surveys), monitoring indicators (reflected in this report) and a tracking system/record of agendas including items with OL considerations.	- Ability to better monitor and assess the systematic integration of lens 41 and report on progress made.
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