



Canadian Radio-television and  
Telecommunications Commission

Conseil de la radiodiffusion et des  
télécommunications canadiennes

Canadian Radio-television and  
Telecommunications Commission  
2024–25

Departmental Plan

The Honourable Pascale St-Onge, P.C., M.P.

Minister of Canadian Heritage

A handwritten signature in black ink, appearing to read 'Pascale St-Onge', with a long horizontal flourish extending to the right.

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# Canadian Radio-television and Telecommunications Commission

## 2024–25 Departmental plan at a glance

A departmental plan describes a department’s priorities, plans and associated costs for the upcoming three fiscal years.

- [Vision, mission, raison d’etre and operating context](#)

[\[Read the full departmental plan\]](#)

[\[Print this page\]](#)

### Key priorities

In 2024-25, the CRTC will continue to connect Canadians through technology and culture.

The CRTC’s three areas of focus are:

- Promoting competition to deliver safe, reliable and high-quality Internet and cellphone services to Canadians at affordable prices;
- Modernizing Canada’s broadcasting framework to promote and support Canadian and Indigenous content; and
- Improving the CRTC to better serve Canadians.

### Refocusing Government Spending

In Budget 2023, the government committed to reducing spending by \$14.1 billion over the next five years, starting in 2023–24, and by \$4.1 billion annually after that.

While not officially part of this spending reduction exercise, the CRTC will respect the spirit of this exercise by doing the following:

- Closely monitoring all spending, including travel and consulting services.

As an independent, quasi-judicial tribunal that operates at arm’s length from the federal government, the majority of the CRTC’s activities are funded by the industry it regulates through regulatory fees.

The figures in this departmental plan reflect these reductions.

### Highlights

A Departmental Results Framework consists of an organization’s core responsibilities, the results it plans to achieve, and the performance indicators that measure progress toward these results. The core

responsibilities and departmental results from the CRTC's Departmental Results Framework are as follows.

## Plans for Regulate and Supervise the Communications System

*Departmental results:*

- Canadian content is created
- Canadians are connected to world-class communications services
- Canadians are protected within the communications system

*Planned spending:* \$80,828,146 (Net planned spending: \$14,240,874)

*Planned human resources:* 475

### **Promoting competition to deliver safe, reliable and high-quality Internet and cellphone services to Canadians at affordable prices**

The CRTC will continue its public proceedings to improve Internet services competition to facilitate more affordable, high-quality Internet access for all Canadians and to update the Broadband Fund Policy. At the same time, the CRTC will monitor the effectiveness of measures taken to promote competition and help deliver affordable cellphone plans to Canadians. The CRTC will also continue its work to enhance the reliability and safety of telecommunications networks with its ongoing proceeding on requirements for reporting major service outages and by addressing scam communications.

### **Modernizing Canada's broadcasting framework to promote and support Canadian and Indigenous content**

The CRTC will continue its multi-year plan to implement the amended *Broadcasting Act* and modernize the framework for promoting and supporting Canadian and Indigenous content. As part of its new mandate under the *Online News Act*, the CRTC will set up a framework to ensure fair bargaining between news organizations and online platforms that make news content available in Canada. The CRTC will also continue its three-phase proceeding to co-develop a new Indigenous Broadcasting Policy with Indigenous broadcasters, content creators and audiences.

### **Improving the CRTC to better serve Canadians**

The CRTC will strengthen and expand its engagement activities with Canadians, Indigenous Peoples, official language minority communities (OLMCs), equity-deserving groups and interested parties to ensure broad and inclusive participation in its proceedings.

More information about [Regulate and Supervise the Communications System](#) can be found in the full departmental plan.

# Canadian Radio-television and Telecommunications Commission 2024–25 Departmental plan

## On this page

- [From the Minister](#)
- [From the Chairperson and Chief Executive Officer](#)
- [Plans to deliver on core responsibilities and internal services](#)
  - [Regulate and Supervise the Communications System](#)
  - [Internal services](#)
- [Planned spending and human resources](#)
  - [Spending](#)
  - [Funding](#)
  - [Future-oriented condensed statement of operations](#)
  - [Human resources](#)
- [Corporate information](#)
- [Supplementary information tables](#)
- [Federal tax expenditures](#)
- [Definitions](#)

## From the Minister

The organizations in the Canadian Heritage portfolio work in a variety of sectors to help the government build a better society. In the coming year, they will draw on their expertise and creativity to advance key priorities in inclusion, diversity, equity and accessibility, reconciliation with Indigenous peoples and practices to reach our sustainable development goals.

Over the next year, the Canadian Radio-television and Telecommunications Commission (CRTC) will continue to prioritize regulations and the supervision of the Canada’s communications system in the public interest. It will continue to focus on ensuring all Canadians have access to reliable, affordable, and high-quality internet and cellphone services.

Specifically, this year the CRTC will support the modernization of the *Broadcasting Act* and ensure the broadcasting systems in place continue to promote the creation and sharing of Canadian and Indigenous stories and music.

Through the Broadband Fund, the CRTC will help close the digital divide by allowing remote and rural communities to gain access to health care, education, government services and public safety.

With the adoption of the *Online News Act*, the CRTC will take the necessary steps to establish the regulation framework as mandated by the Act.

As Minister of Canadian Heritage, I am pleased to present the 2024–25 Departmental Plan prepared by the Canadian Radio-television and Telecommunications Commission. It outlines how this organization plans to fulfil its mandate and help move Canadian society forward.



The Honourable Pascale St-Onge, Minister of Canadian Heritage, P.C., M.P.

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## From the Chairperson and Chief Executive Officer

On behalf of the CRTC, I am pleased to present the 2024-25 Departmental Plan.

The CRTC is an independent, quasi-judicial tribunal that regulates and supervises broadcasting and telecommunications in the public interest. These sectors connect us to each other, to our communities, and to the world around us. They are the backbone of our economy, our culture and our society.

The CRTC is keeping a sharp focus on delivering results for Canadians while looking ahead to the future. To achieve our goals in the coming year, this means promoting competition to deliver reliable and high-quality Internet and cellphone services to Canadians at affordable prices, modernizing Canada's broadcasting framework to promote Canadian and Indigenous content and improving the CRTC to better serve Canadians.

We are committed to moving quickly and transparently, given the impact our decisions have on consumers, businesses and the Canadian economy. We will continue to consult broadly and make our decisions based on robust public records.

We look forward to continuing to work with stakeholders and partners over the coming year.



Vicky Eatrides, Chairperson and Chief Executive Officer

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## Plans to deliver on core responsibilities and internal services

Core responsibilities and internal services:

- Regulate and Supervise the Communications System
- Internal services

Regulate and Supervise the Communications System

### **In this section**

- Description
- Quality of life impacts
- Results and targets
- Plans to achieve results
- Key risks
- Snapshot of planned resources in 2024-25
- Related government priorities
- Program inventory

#### *Description*

The Canadian Radio-television and Telecommunications Commission (CRTC) is an administrative tribunal that is responsible for regulating and supervising Canada's communications system in the public interest.

Established to develop, implement and enforce regulatory policies on the Canadian communications system, the CRTC performs a wide range of functions, including rule making and policy development. It has the quasi-judicial powers of a superior court with respect to the production and examination of

evidence and the enforcement of its decisions. As an administrative tribunal it operates at arm’s length from the federal government.

The CRTC develops regulatory policies for Canada’s communication system; approves mergers, acquisitions and changes of ownership of broadcasting distribution undertakings; approves tariffs and agreements for certain telecommunication services; issues, renews and amends licences for broadcasting distribution and programming undertakings; and resolves disputes regarding certain commercial arrangements. The CRTC intervenes specifically in situations where market forces alone cannot achieve the policy objectives set out within its legislative mandate.

*Quality of life impacts*

The CRTC’s core responsibility contributes to three domains of the Quality of Life Framework for Canada: “Prosperity,” “Society” and “Good governance.” More specifically, the CRTC contributes to “Access to high-speed Internet,” “Sense of Pride/belonging to Canada,” “Personal safety” and “Indigenous self-determination” through the activities it does to regulate and supervise Canada’s communications system.

*Results and targets*

The following tables show, for each departmental result related to Regulate and Supervise the Communications System, the indicators, the results from the three most recently reported fiscal years, the targets and target dates approved in 2024–25.

Table 1: Indicators, results and targets for departmental result Canadian content is created

Indicator	[2020–2021] result	[2021–2022] result	[2022–2023] result	Target	Date to achieve
Total investment in Canadian television programming production	\$4.1 B	\$4.1 B	4.67B <sup>1</sup>	Between \$4.0 and \$4.5B	March 2025

<sup>1</sup> This increase is related to the industry catching up on production that was halted by the pandemic shutdown.



Table 2: Indicators, results and targets for departmental result Canadians are connected to world-class communications services

Indicator	[2020–2021] result	[2021–2022] result	[2022–2023] result	Target	Date to achieve
% of households that have access to fixed broadband Internet access services <sup>2</sup>	89.5%	91.2%	91.9% <sup>3</sup>	100%	December 2031
% of households that have access to the latest generally deployed mobile wireless technology <sup>4</sup>	99.54%	99.4%	99.4% <sup>5</sup>	100%	December 2026
% of total fixed broadband subscriptions that are high capacity network connections <sup>6</sup> compared to the OECD average	6.7 percentage point lead	4.8 percentage point lead	7.63 percentage point lead <sup>7</sup>	At least a 7.9 percentage point lead <sup>8</sup>	December 2024

<sup>2</sup> This indicator measures Internet access service speeds of at least 50 megabits per second (Mbps) download and 10 Mbps upload (50/10) with the option of an unlimited data plan.

<sup>3</sup> Data reflects the 2022 calendar year.

<sup>4</sup> The latest generally deployed mobile wireless technology is currently long-term evolution (LTE).

<sup>5</sup> Data reflects the 2022 calendar year. In keeping with the 2023 Telecom Policy Direction, the CRTC is developing a standardized and robust approach for reporting mobile wireless coverage.

<sup>6</sup> High-capacity network connections refer to broadband connections that are capable of providing minimum access speeds of 50/10, which are generally delivered via networks based on cable and fibre technologies.

<sup>7</sup> As of 31 December 2022.

<sup>8</sup> As of June 2016, 60.1% of Canada's fixed broadband subscriptions were delivered via high-capacity networks, 7.9 percentage points higher than the OECD average. The CRTC's target for this indicator is to maintain or improve Canada's 7.9 percentage point lead in comparison with the OECD average.

Table 3: Indicators, results and targets for departmental result Canadians are protected within the communications system

Indicator	[2020–2021] result	[2021–2022] result	[2022–2023] result	Target	Date to achieve
% of organizations that remain compliant within three years after compliance / enforcement action is taken on unsolicited commercial communications <sup>9</sup>			100%	At least 80%	March 2025
% of broadcasting undertakings participating in public alerting system	96.7%	96.4%	96.99%	100% <sup>10</sup>	March 2025
% of Canadian subscribers with access to public alerting through wireless service providers	99.97%	99.98%	99.99%	100% <sup>11</sup>	March 2025
% of facilities-based telecommunications service providers that are compliant with obligations associated with ensuring all 911 communications made by Canadians are delivered to Public Safety Answering Points <sup>12</sup>				100%	March 2025

<sup>9</sup> This indicator was modified in the 2022-23 Departmental Plan.

<sup>10</sup> This target was updated from “at least 90%” to “100%” in the 2022-23 Departmental Plan.

<sup>11</sup> This target was updated from “at least 90%” to “100%” in the 2022-23 Departmental Plan.

<sup>12</sup> This indicator was first introduced in the 2023-24 Departmental Plan.

Table 4: Indicators, results and targets for departmental result Proceedings related to the regulation of the communications system are efficient and fair

Indicator	[2020–2021] result	[2021–2022] result	[2022–2023] result	Target	Date to achieve
% of decisions on telecom and broadcasting applications (Part 1) issued within four months of the close of record	71%	59%	73%	At least 75%	March 2025
Number of decisions overturned on judicial appeal related to procedural fairness	0	0	0	0	March 2025

The financial, human resources and performance information for the CRTC’s program inventory is available on [GC InfoBase](#).

*Plans to achieve results*

In support of all four key results, the CRTC will continue to publish the Communications Market Reports (CMR), compiled from the data it collects from the industry and other sources. The CRTC will also continue to regularly participate in international fora and events, and collaborate with its international regulatory counterparts to exchange best practices on issues of common interest. The CRTC will also partner with other government departments whose mandates intersect with its own. Initiatives include the Canadian Digital Regulators’ Forum, which is comprised of the Competition Bureau, the Office of the Privacy Commissioner of Canada and the CRTC. The Forum aims to better serve Canadians in the digital era.

**Departmental Result 1: “Canadian content is created”**

In 2024-25, the CRTC will continue the process to modernize Canada’s broadcasting framework to promote and support Canadian and Indigenous content.

The CRTC will work to ensure that Canadians have access to compelling content from multiple sources on a variety of platforms. The CRTC will continue to work toward its goal of supporting a modern, diverse and robust broadcasting sector, including in online content.

### **Implement the amended *Broadcasting Act***

In 2024-25, the CRTC will continue its multi-year plan to implement the amended *Broadcasting Act*. A modernized *Broadcasting Act* will help ensure that Canadian and Indigenous audio and audiovisual content is widely available throughout the Canadian broadcasting system. As part of its plan, the CRTC will hold consultations on a wide range of issues, including on the definitions of Canadian and Indigenous content, and accessibility for persons with disabilities. In 2024-25, the CRTC will also issue its first decision on who should contribute to the creation and promotion of Canadian content and Indigenous content, how much should be contributed, and how the contributions should be allocated.

### **Implement the *Online News Act***

Canadians can get their news online through digital platforms. Recognizing this changing environment and the critical role of news and journalism for a healthy democracy, the Government of Canada introduced the *Online News Act*. The Act creates a bargaining framework to ensure that platforms compensate news businesses when their content is made available on their services. In 2024-25, the CRTC will oversee the implementation and administration of the Act, in accordance with its mandate.

### **Co-develop the Indigenous Broadcasting Policy**

The CRTC is committed to upholding the Government of Canada's commitment to advance reconciliation with Indigenous Peoples. In 2024-25, the CRTC will continue its three-phase proceeding to co-develop a new Indigenous Broadcasting Policy with Indigenous broadcasters, content creators and audiences. The renewed framework will be anchored in self-determinacy and will support the creation, presentation and discoverability of Indigenous content throughout the broadcasting system.

### **Departmental Result 2: "Canadians are connected to world-class communications services"**

In 2024-25, the CRTC will continue to promote competition to deliver reliable and high-quality Internet and cellphone services to Canadians at affordable prices while supporting investment in high-quality networks.

### **Promote choice, affordability, and high-quality cellphone and wireless services**

The CRTC will continue to promote competition in the cellphone services market to help deliver more affordable cellphone plans to Canadians, while supporting investment in high-quality networks.

In 2023-24, the CRTC established rules that allow regional cellphone competitors to compete across Canada as mobile virtual network operators (MVNOs) using the networks of large cellphone companies. With this access, regional providers can offer Canadians more choice in parts of Canada they do not already serve. However, providers who use this access must also build out their own networks in those areas within seven years. In 2024-25, the CRTC will continue to monitor the impact of these changes to determine whether further regulatory intervention is needed, including helping regional cellphone competitors and large cellphone companies reach agreements. The CRTC will also determine whether emerging retail markets such as Internet of Things or machine-to-machine (M2M) services should be included in the CRTC's MVNO framework to reduce barriers to competition and increase overall wireless competition.

In 2024-25, the CRTC will also monitor the impact of recent changes to roaming services to ensure that these changes continue to encourage investment in infrastructure and help reduce dropped calls and interrupted data use. The CRTC will also undertake a study of international roaming fees to ensure the fees that Canadians pay are fair.

#### **Enhance competition to deliver high-quality Internet services**

In 2024-25, the CRTC will continue its major public proceeding to improve Internet services competition. The proceeding, which features a public hearing to be held in February 2024, will include an examination of whether large telephone and cable companies should provide competitors with access to their fibre-to-the-home networks, thus enabling faster Internet speeds to their customers. This proceeding will also examine the rates that competitors pay when selling services over large telephone and cable networks. As the CRTC's review advances, Canadians can expect continued action to increase choice and affordability, while supporting investment in high-quality networks.

#### **Improve reliability and affordability to connect all Canadians**

No matter where they live, Canadians need reliable, affordable, and high-quality Internet and cellphone services for every part of their daily lives. Through the Broadband Fund, the CRTC contributes to a broad effort by federal, provincial and territorial governments to support projects that improve access to these services in rural, remote and Indigenous communities across Canada.

In 2023-24, the CRTC received over 100 applications seeking \$1.9 billion in funding through its third call for applications to the Broadband Fund. In 2024-25, the CRTC will move quickly to make decisions on these projects. Through an ongoing policy review of the Broadband Fund, the CRTC will also consider

how to make the application process faster and easier, whether to create a new application stream for Indigenous communities and whether to include projects that will increase the reliability of rural and remote networks.

The CRTC will also take action to make telecommunications services in the Far North more affordable, reliable and competitive, and to better support reconciliation with Indigenous Peoples. The CRTC will continue its work to enhance the resilience and reliability of telecommunications networks across the country. This includes continuing to examine requirements for reporting major service outages and future consultations on consumer communication and compensation requirements.

### **Pursue Measuring Broadband Canada**

The [Measuring Broadband Canada project](#) (MBC) measures actual connection speeds in Canadian homes to ensure consumers are getting the Internet speeds they purchased. In 2024-25, the CRTC, in collaboration with Innovation, Science and Economic Development Canada (ISED), will pursue the third phase of the MBC with a focus on the performance of fixed wireless Internet services with download speeds of at least 50 megabits per second (Mbps) provided to Canadian homes.<sup>13</sup>

### **Review Video Relay Service to enhance accessibility**

The CRTC remains dedicated to ensuring that all persons in Canada have barrier-free access to telecommunications services. In 2024-25, the CRTC will complete its review of the regulations for video relay service (VRS) in Canada to ensure the service continues to evolve to meet the needs of Canadians whose first language is sign language.

### **Departmental Result 3: “Canadians are protected within the communications system”**

The safety and wellbeing of Canadians is central to the CRTC’s key priority of delivering competitive, reliable and high-quality telecommunications services at affordable prices.

Canadians must be able to trust their Internet, cellphone and telephone services. In 2024-25, the CRTC will continue its work to protect Canadians from scam communications, like online spam and nuisance phone calls.

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<sup>13</sup> Fixed wireless is a technology mainly used to serve Canadians in rural and remote areas where wireline Internet service is not readily available.

## **Protect consumers**

In 2024-25, the CRTC will examine and monitor the implementation of technical solutions to maintain trusted telecommunications networks for Canadians.

As part of its work, the CRTC will continue to advance rules to authorize Canadian carriers to block botnets and other cyber-related threats at the network level, including spam and ransomware attacks.

The CRTC will also continue its work with Canadian carriers to prevent nuisance calls and text messages by examining ways to disrupt these types of invasive communications to Canadians. Working together will enable the CRTC and Canadian carriers to play an important role in reducing nuisance activities in the marketplace.

## **Improve 9-1-1 telecommunication services**

The CRTC is advancing next-generation 9-1-1 (NG9-1-1). NG9-1-1 will provide access to new and innovative emergency services and tools that will enhance the safety of all Canadians. In 2024-25, the CRTC will continue to monitor the transition to NG9-1-1 and address implementation issues that may arise. The CRTC will also continue to improve access to emergency services to ensure that, whether from a hotel, office or school, 9-1-1 can be dialed directly and crucial information such as caller location and number can be used to more quickly help Canadians.

## **Departmental Result 4: “Proceedings related to the regulation of the communications system are efficient and fair”**

In 2024-25, the CRTC will continue to improve to better serve Canadians.

At the heart of the CRTC’s role as Canada’s communications regulator are public proceedings that are efficient, fair, open and transparent. The CRTC consults on broadcasting and telecommunications matters to gather views and evidence that form the public record. Those public records form the basis of the CRTC’s deliberations and decisions. In 2024-25, the CRTC will develop new and improved ways to engage with Canadians to ensure broad and inclusive participation in its proceedings. This will include exploring new and improved ways to fund public interest participation.

### **Establish the Indigenous Relations Team**

The CRTC established an Indigenous Relations Team (IRT)<sup>14</sup> in late 2023. To advance reconciliation, in 2024-25, the IRT will begin to offer a single point of contact focused on building and maintaining meaningful relationships with First Nations, Métis and Inuit communities and interested parties based on mutual respect and trust. The IRT will work with these communities to identify CRTC regulatory processes that may be of interest to Indigenous communities and to facilitate their participation.

In 2024-25, the IRT will officially launch with a dedicated website and points of contact. The team will focus on building a network of Indigenous communities, organizations, individuals and industry partners and on establishing Indigenous discussion groups to support this work.

### **Enhance consultations with OLMCs**

The CRTC will take measures to enhance the vitality of OLMCs, and support and assist their development. The CRTC will also enhance its engagement with OLMCs and make sure that they are consulted in decisions that may affect them.

### **Engage with equity-deserving groups**

Recognizing the challenges faced by certain Canadians and communities, in 2024-25, the CRTC will continue to engage with equity-deserving groups to maintain the fairness of its proceedings. This engagement will ensure that the evidence and views of equity-deserving groups are part of the public record of proceedings that may affect them. The CRTC will consider diversity, equity and inclusion when developing its regulatory policies.

#### *Key risks*

The broadcasting and telecommunications environments are characterized by intense change. The CRTC has been given an expanded mandate and is being called on to rework its rules and regulations, and to create new ones, all within a short period of time. This requires significant consultation to obtain a broad range of views and a solid public record on which to base its decisions, while moving quickly to provide certainty to all interested parties.

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<sup>14</sup> The IRT is Indigenous led with predominantly Indigenous staff.



## Snapshot of planned resources in 2024–25

- Planned spending: \$80,828,146 (Net planned spending: \$14,240,874)
- Planned full-time resources: 475

### *Related government priorities*

Gender-based analysis plus

The CRTC will continue efforts to improve its understanding of the needs of all Canadians by ensuring that its staff have access to the evergreen CRTC GBA Plus Tool. This tool is designed to help ensure inclusion and diversity is first and foremost in the thinking of its staff.

United Nations 2030 Agenda for Sustainable Development and the UN Sustainable Development Goals

The CRTC is working with Employment and Social Development Canada and Statistics Canada to contribute to the development and measurement of two indicators related to the national availability of both fixed broadband Internet and the latest generally deployed mobile wireless technology. These indicators contribute to the measurement of Sustainable Development Goal 9 of the Canadian Indicator Framework, “Industry, innovation and infrastructure: build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.”

In 2024-25, the CRTC will also contribute to advancing UN Sustainable Development Goal 10: *Reduce inequality*<sup>15</sup> through key regulatory policies and initiatives, including the following:

- co-development of the new Indigenous Broadcasting Policy;
- establishment of the Indigenous Relations Team;
- implementation of the amended *Broadcasting Act*: the CRTC will actively engage with Indigenous Peoples during the implementation process and will consider diversity, equity and inclusion when developing its regulatory policies;
- review of the Broadband Fund;
- review of telecommunications services in the Far North;
- review of the Video Relay Service to enhance accessibility; and

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<sup>15</sup> Specifically [target 10.2](#): By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status, and [target 10.3](#): Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard.

- development of rules for described video and audio description that allow viewers to equitably access programming, regardless of the platform.

More information on the CRTC's contributions to Canada's Federal Implementation Plan on the 2030 Agenda and the Federal Sustainable Development Strategy can be found in our [Departmental Sustainable Development Strategy](#).

#### *Program inventory*

"Regulate and supervise the communications system" is supported by the following programs:

- Support for Canadian content creation
- Connection to the communications system
- Protection within the communications system

Supporting information on planned expenditures, human resources, and results related to the CRTC's program inventory is available on [GC Infobase](#).

#### Internal services

##### **In this section**

- [Description](#)
- [Plans to achieve results](#)
- [Snapshot of planned resources in 2024-25](#)
- [Related government priorities](#)

#### *Description*

Internal services are the services that are provided within a department so that it can meet its corporate obligations and deliver its programs. There are 10 categories of internal services:

- management and oversight services
- communications services
- legal services
- human resources management services
- financial management services
- information management services
- information technology services
- real property management services
- materiel management services
- acquisition management services

*Plans to achieve results*

### **Accessibility**

In 2024-25, the CRTC will implement the remaining commitments made in its 2023-25 Accessibility Plan. Many of these initiatives aim to make CRTC services and consultations accessible to more Canadians. The Plan also includes initiatives to make the workplace more inclusive and barrier-free. Led by a new Accessibility team, the CRTC will continue to adapt the workplace to meet the evolving needs of all its employees. Among other priorities, the CRTC will review its accommodation process to make it more visible, clear, user-friendly and timely, as well as to incorporate the use of the Accessibility Passport and adopt a more holistic, coordinated case management approach. In support of its Accessibility Plan, the CRTC will also continue to increase the accessibility of existing IT systems and ensure that new systems are accessible by design.

### **Diversity and inclusion, and a healthy working environment**

As the CRTC grows to meet its new mandates, it will take action to maintain a diverse and healthy workplace free of racism and discrimination.

The CRTC will continue to plan the launch of its Employment Systems Review with the intent of having it inform its forward-looking Employment Equity, Diversity and Inclusion Plan. This review will examine the impact of strategies that support recent *Public Service Employment Act* changes and identify any additional biases and barriers in the CRTC's hiring and internal people management processes.

With the three-year anniversary of the coming into force of the *Work Place Harassment and Violence Prevention Regulations*, the CRTC will re-assess the psychological hazards in the workplace, review the CRTC Policy on Workplace Harassment and Violence Prevention and retrain all employees to ensure a safe and respectful environment for all.

### **Digital by design**

The CRTC will continue to implement a digital organization by design. It will ensure that employees have the digital tools they need to work anywhere, any time and that business processes and tools are designed and reengineered to ensure accessibility, leverage technology and user design, and address privacy and security risks.

The CRTC will enable the integration of technology and business processes by continuing to rethink and reengineer how it should be doing business in a digital age. This work will include assessing any changes required to applications, data collection tools and processes to support the implementation of the amended *Broadcasting Act* and the *Online News Act*.

### **Hybrid work model**

The CRTC will continue to work to enable a hybrid workforce where employees can work together regardless of where they are physically located day to day. To ensure better access to information and data, the CRTC will implement digitally enabled business processes and business intelligence tools, and continue digitizing and cataloguing the CRTC's existing paper records.

*Snapshot of planned resources in 2024-25*

- Planned spending: \$24,006,358 (Net planned spending: \$3,774,274)
- Planned full-time resources: 175

*Related government priorities*

Planning for contracts awarded to Indigenous businesses

The CRTC is committed to economic reconciliation with Indigenous Peoples and will contribute to improved socio-economic outcomes by increasing opportunities for First Nations, Inuit and Métis businesses through the federal procurement process.

The CRTC's procurement framework has recently been updated. Employees must now verify if their requested goods or services are available through Indigenous businesses, using supply arrangements and standing offers, set-asides and the Indigenous Business Directory.

The CRTC will also continue to monitor and use new and evolving procurement tools that pertain to Indigenous businesses, including standing offers, supply arrangements, standard clauses, and templates created by Public Services and Procurement Canada (PSPC) and Shared Services Canada (SSC).

The CRTC's IT sector has been actively communicating with Indigenous suppliers to request that they carry certain goods and services it may require.

In 2023-24, the CRTC began consulting with Indigenous Link, an Indigenous-led firm, to bring CRTC public consultations to the attention of Indigenous Peoples and communities across Canada. This ongoing initiative will be revisited in collaboration with Indigenous Link to identify and act on lessons learned.

In 2024-25, the CRTC will continue planning for the hiring of an Indigenous-led event planning firm to assist with the public consultation for the co-development of a new Indigenous Broadcasting Policy. Activities may include Indigenous-led community gatherings, industry information sessions and a potential Indigenous Broadcasting Conference. The work of the firm will ensure that the views of Indigenous Peoples and of the broadcasting industry, with a focus on the Indigenous broadcasting industry, are included in this process.

Throughout the co-development of the new Indigenous Broadcasting Policy, the CRTC is also working with Indigenous translators to ensure materials are available in Indigenous languages.

5% reporting field	2022-23 actual result	2023-24 forecasted result	2024-25 planned result
<b>Total percentage of contracts with Indigenous businesses</b>	2.1%	2.9%	5%

## Planned spending and human resources

This section provides an overview of the CRTC’s planned spending and human resources for the next three fiscal years and compares planned spending for 2024–25 with actual spending from previous years.

### In this section

- [Spending](#)
- [Funding](#)
- [Future-oriented condensed statement of operations](#)
- [Human resources](#)

## Spending

*Table 5: Actual spending summary for core responsibilities and internal services (\$ dollars)*

The following table shows information on spending for each of the CRTC’s core responsibilities and for its internal services for the previous three fiscal years. Amounts for the current fiscal year are forecasted based on spending to date.

Core responsibilities and internal services	[2021–2022] actual expenditures	[2022–2023] actual expenditures	[2023–2024] forecast spending
Regulate and Supervise the Communication System	55,639,810	58,713,881	73,435,624
<b>Subtotal</b>	<b>55,639,810</b>	<b>58,713,881</b>	<b>73,435,624</b>
Internal services	17,707,196	18,348,248	23,127,855
<b>Total</b>	<b>73,347,006</b>	<b>77,062,129</b>	<b>96,563,479</b>

Core responsibilities and internal services	[2021–2022] actual expenditures	[2022–2023] actual expenditures	[2023–2024] forecast spending
Revenues netted against spending	59,367,925	62,036,560	77,129,802
<b>Net spending</b>	<b>13,979,081</b>	<b>15,025,569</b>	<b>19,433,677</b>

For fiscal years 2021–22 to 2022–23, spending represents the actual expenditures as reported in the Public Accounts of Canada.

The increase in forecast spending in 2023–24 over 2022–23 is due to preparations for implementing amendments to the *Broadcasting Act*, the continuation of preliminary work for implementing the *Online News Act*, and telecommunications-related activities.

Table 6: Budgetary planning summary for core responsibilities and internal services (dollars)

The following table shows information on spending for each of the CRTC's core responsibilities and for its internal services for the upcoming three fiscal years.

Core responsibilities and internal services	[2024-25] budgetary spending (as indicated in Main Estimates)	[2024-25] planned spending	[2025-26] planned spending	[2026-27] planned spending
Regulate and Supervise the Communication System	80,828,146	80,828,146	79,458,350	78,789,937
Subtotal	<b>80,828,146</b>	<b>80,828,146</b>	<b>79,458,350</b>	<b>78,789,937</b>
Internal services	24,006,358	24,006,358	23,883,840	23,850,498

<b>Core responsibilities and internal services</b>	<b>[2024-25] budgetary spending (as indicated in Main Estimates)</b>	<b>[2024-25] planned spending</b>	<b>[2025-26] planned spending</b>	<b>[2026-27] planned spending</b>
<b>Total</b>	<b>104,834,504</b>	<b>104,834,504</b>	<b>103,342,190</b>	<b>102,640,435</b>
<b>Revenues netted against spending</b>	86,819,356	86,819,356	88,337,255	87,630,013
<b>Net spending</b>	<b>18,015,148</b>	<b>18,015,148</b>	<b>15,004,935</b>	<b>15,010,422</b>

Planned spending for fiscal years 2024–25 to 2026–27 corresponds to the Main Estimates.

The decrease in planned spending in 2025–26, compared to 2024–25, is attributable to the reprofiled funding to continue the preliminary work to implement the *Online News Act*. The funding sunsets in 2024–25.

At this time, there are no incremental amounts approved above the Main Estimates levels. Supplementary funding for items such as legislated amendments, salary adjustments for ratified collective agreements and carry-forward adjustments are currently unknown and, therefore, not reflected.

Table 7: 2024–25 budgetary gross and net planned spending summary (dollars)

The following table reconciles gross planned spending with net planned spending for 2024–25.

Core responsibilities and internal services	[2024-25] gross planned spending (dollars)	[2024-25] planned revenues netted against spending (dollars)	[2024-25] planned net spending (dollars)
Regulate and Supervise the Communication System	80,828,146	66,587,272	14,240,874
<b>Subtotal</b>	<b>80,828,146</b>	<b>66,587,272</b>	<b>14,240,874</b>
Internal services	24,006,358	20,232,084	3,774,274
<b>Total</b>	<b>104,834,504</b>	<b>86,819,356</b>	<b>18,015,148</b>

The CRTC’s revenues come from fees recovered pursuant to fee regulations established under the authority of the *Broadcasting Act* and the *Telecommunications Act*. These fees and the associated regulations are as follows:

- Broadcasting fees ([Broadcasting Fees Regulations \(pending approval\)](#));
- Annual telecommunications fees ([Telecommunications Fees Regulations, 2010](#)); and
- Unsolicited telecommunications fees for compliance and enforcement activities related to the National Do Not Call List ([Unsolicited Telecommunications Fees Regulations](#)).

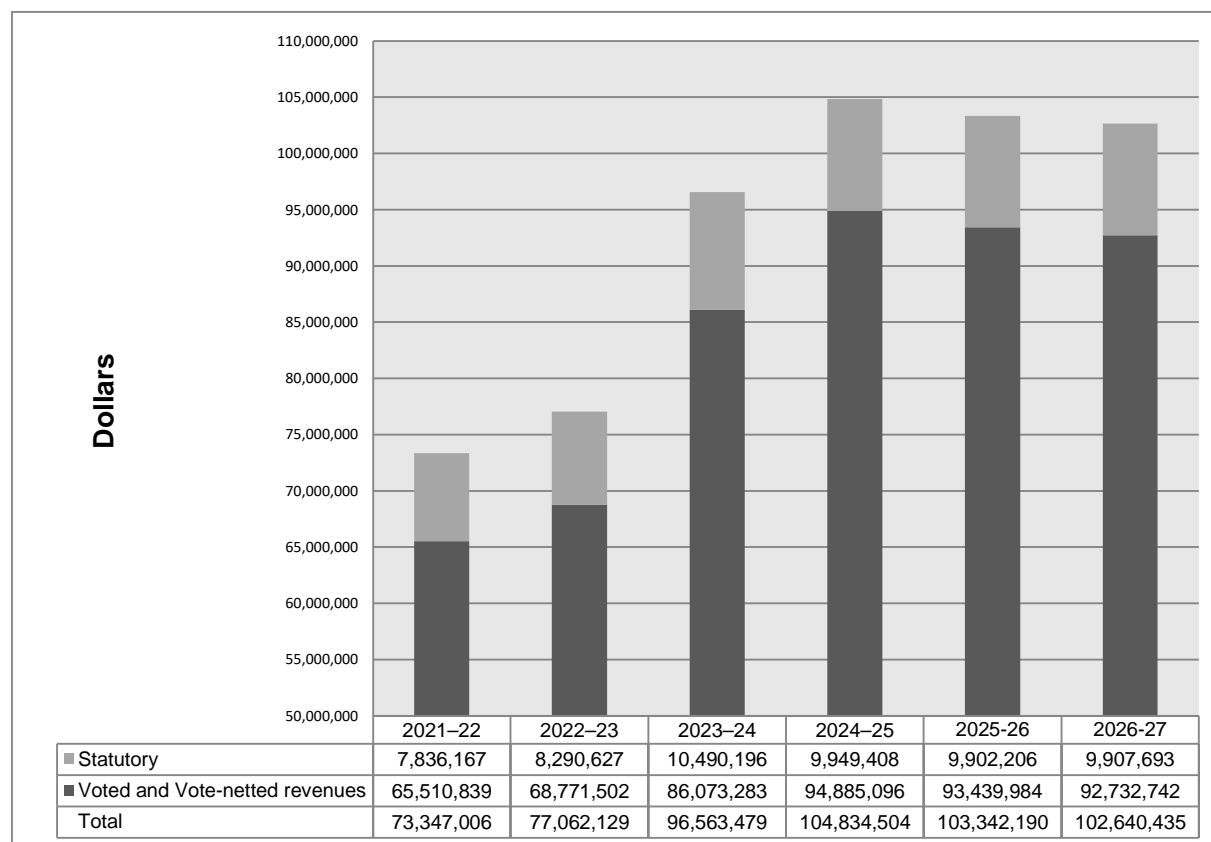
The CRTC is then authorized to apply these revenues toward costs incurred for corresponding regulatory activities.



## Funding

Figure #1: Departmental spending 2021–22 to 2026–27

The following graph presents planned spending (voted and statutory expenditures) over time.



Total spending pertains to expenditures incurred by the CRTC in relation to all funding authorities approved during the fiscal year. Funding authorities include all parliamentary appropriations and revenue sources: Main Estimates, Supplementary Estimates, Treasury Board Vote transfers (including the operating budget carry-forward) and spendable revenues from fees.

For fiscal years 2021–22 and 2022–23, expenditures are as reported in the Public Accounts of Canada. The CRTC forecasted spending in 2023–24, in comparison to 2022–23, shows an increase primarily due to preparations to implement amendments to the *Broadcasting Act*, the continuation of preliminary work to implement the *Online News Act*, and telecommunications-related activities.

For the period from 2024–25 to 2026–27, planned spending reflects approved funding by the Treasury Board to support the CRTC’s programs. The decrease in planned spending in 2025–26, compared to 2024–25, is attributable to the reprofiled funding to continue the preliminary work to implement the *Online News Act*. The funding sunsets in 2024–25.

*Estimates by vote*

Information on the CRTC’s organizational appropriations is available in the [2024–25 Main Estimates](#).

### Future-oriented condensed statement of operations

The future-oriented condensed statement of operations provides an overview of the CRTC’s operations for 2023–24 to 2024–25.

The forecast and planned amounts in this statement of operations were prepared on an accrual basis. The forecast and planned amounts presented in other sections of the Departmental Plan were prepared on an expenditure basis. Amounts may therefore differ.

A more detailed future-oriented statement of operations and associated notes, including a reconciliation of the net cost of operations with the requested authorities, are available on the [CRTC’s website](#).

Table #8: Future-oriented condensed statement of operations for the year ending March 31, 2025 (dollars)

Financial information	[2023–24] forecast results	[2024–25] planned results	Difference ([2024–25] planned results minus [2023–24] forecast results)
Total expenses	105,269,708	114,860,066	9,590,358
Total revenues	77,129,802	86,819,356	9,689,554
Net cost of operations before government funding and transfers	28,139,906	28,040,710	(99,196)

The difference in expenses of \$9.6 million (9.1%) in 2024–25, as compared to 2023–24, is the result of an increase in the CRTC’s activities attributable to telecommunications and broadcasting activities, particularly the implementation of the amendments to the *Broadcasting Act* and the *Online News Act*.

### Human resources

Table #9: Actual human resources for core responsibilities and internal services

The following table shows a summary of human resources, in full-time equivalents (FTEs), for the CRTC’s core responsibilities and for its internal services for the previous three fiscal years. Human resources for the current fiscal year are forecasted based on year to date.

Core responsibilities and internal services	[2021–22] actual FTEs	[2022–23] actual FTEs	[2023–24] forecasted FTEs
Regulate and Supervise the Communication System	392	389	461

Core responsibilities and internal services	[2021–22] actual FTEs	[2022–23] actual FTEs	[2023–24] forecasted FTEs
<b>Subtotal</b>	<b>392</b>	<b>389</b>	<b>461</b>
Internal services	146	142	170
<b>Total</b>	<b>538</b>	<b>531</b>	<b>631</b>

The substantial forecasted increase in full-time equivalents in 2023–24 over 2022–23 is attributable to staffing required to prepare for the implementation of amendments to the *Broadcasting Act*, to continue the preliminary work to implement the *Online News Act* and to cope with the increase in telecommunications-related activities.

Table #10: Human resources planning summary for core responsibilities and internal services

The following table shows information on human resources, in full-time equivalents (FTEs), for each of the CRTC's core responsibilities and for its internal services planned for 2024–25 and future years.

Core responsibilities and internal services	[2024–25] planned fulltime equivalents	[2025–26] planned fulltime equivalents	[2026–27] planned fulltime equivalents
Regulate and Supervise the Communication System	475	484	484
<b>Subtotal</b>	<b>475</b>	<b>484</b>	<b>484</b>
Internal services	175	178	178
<b>Total</b>	<b>650</b>	<b>662</b>	<b>662</b>

The planned increase in full-time equivalents in 2024–25 to 2026–27 is due to the coming into force of amendments to the *Broadcasting Act*.

## Corporate information

### Organizational profile

Appropriate minister(s): The Honourable Pascale St-Onge, Minister of Canadian Heritage, P.C., M.P.

Institutional head: Vicky Eatrides, Chairperson and Chief Executive Officer

Ministerial portfolio: Canadian Heritage

Enabling instrument(s):

- [Canadian Radio-television and Telecommunications Commission Act](#)
- [Bell Canada Act](#)
- [Broadcasting Act](#)
- [Telecommunications Act](#)

- [Canada Elections Act](#)
- [An Act to promote the efficiency and adaptability of the Canadian economy by regulating certain activities that discourage reliance on electronic means of carrying out commercial activities, and to amend the Canadian Radio-television and Telecommunications Commission Act, the Competition Act, the Personal Information Protection and Electronic Documents Act, and the Telecommunications Act](#), referred to as “Canada’s Anti-Spam Legislation” or “CASL” in this document.
- [Online News Act](#)

Year of incorporation / commencement: 1968

## Organizational contact information

Mailing address

CRTC Central Office

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1 Promenade du Portage  
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or

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Outside Canada:

819-997-0313

TTY: 819-994-0423

Fax: 819-994-0218

Website: <https://www.crtc.gc.ca>

## Supplementary information tables

The following supplementary information tables are available on the [CRTC’s website](#):

- [Gender-based analysis plus](#)

Information on the CRTC’s departmental sustainable development strategy can be found on the [CRTC’s website](#).

## Federal tax expenditures

The CRTC's Departmental Plan does not include information on tax expenditures.

Tax expenditures are the responsibility of the Minister of Finance. The Department of Finance Canada publishes cost estimates and projections for government wide tax expenditures each year in the [Report on Federal Tax Expenditures](#).

This report provides detailed information on tax expenditures, including objectives, historical background and references to related federal spending programs, as well as evaluations, research papers and gender-based analysis plus.

[Expand/collapse sections]

## Definitions

### **appropriation (crédit)**

Any authority of Parliament to pay money out of the Consolidated Revenue Fund.

### **budgetary expenditures (dépenses budgétaires)**

Operating and capital expenditures; transfer payments to other levels of government, organizations or individuals; and payments to Crown corporations.

### **core responsibility (responsabilité essentielle)**

An enduring function or role performed by a department. The intentions of the department with respect to a core responsibility are reflected in one or more related departmental results that the department seeks to contribute to or influence.

### **Departmental Plan (plan ministériel)**

A document that sets out a department's priorities, programs, expected results and associated resource requirements, covering a three-year period beginning with the year indicated in the title of the report. Departmental Plans are tabled in Parliament each spring.

### **departmental result (résultat ministériel)**

A change that a department seeks to influence. A departmental result is often outside departments' immediate control, but it should be influenced by program-level outcomes.

### **departmental result indicator (indicateur de résultat ministériel)**

A factor or variable that provides a valid and reliable means to measure or describe progress on a departmental result.

### **departmental results framework (cadre ministériel des résultats)**

A framework that consists of the department's core responsibilities, departmental results and departmental result indicators.

## **Departmental Results Report (rapport sur les résultats ministériels)**

A report on a department's actual performance in a fiscal year against its plans, priorities and expected results set out in its Departmental Plan for that year. Departmental Results Reports are usually tabled in Parliament each fall.

## **full-time equivalent (équivalent temps plein)**

A measure of the extent to which an employee represents a full person-year charge against a departmental budget. Full-time equivalents are calculated as a ratio of assigned hours of work to scheduled hours of work. Scheduled hours of work are set out in collective agreements.

## **gender-based analysis plus (GBA Plus) (analyse comparative entre les sexes plus [ACS Plus])**

An analytical tool used to support the development of responsive and inclusive policies, programs and other initiatives. GBA Plus is a process for understanding who is impacted by the issue or opportunity being addressed by the initiative; identifying how the initiative could be tailored to meet diverse needs of the people most impacted; and anticipating and mitigating any barriers to accessing or benefitting from the initiative. GBA Plus is an intersectional analysis that goes beyond biological (sex) and socio-cultural (gender) differences to consider other factors, such as age, disability, education, ethnicity, economic status, geography, language, race, religion, and sexual orientation.

## **government-wide priorities (priorités pangouvernementales)**

For the purpose of the 2024–25 Departmental Plan, government-wide priorities are the high-level themes outlining the government's agenda in the 2021 Speech from the Throne: building a healthier today and tomorrow; growing a more resilient economy; bolder climate action; fighter harder for safer communities; standing up for diversity and inclusion; moving faster on the path to reconciliation and fighting for a secure, just, and equitable world.

## **horizontal initiative (initiative horizontale)**

An initiative in which two or more federal organizations are given funding to pursue a shared outcome, often linked to a government priority.

## **Indigenous business**

As defined on the [Indigenous Services Canada website](#) in accordance with the Government of Canada's commitment that a mandatory minimum target of 5% of the total value of contracts is awarded to Indigenous businesses annually.

## **non-budgetary expenditures (dépenses non budgétaires)**

Net outlays and receipts related to loans, investments and advances, which change the composition of the financial assets of the Government of Canada.

## **performance (rendement)**

What an organization did with its resources to achieve its results, how well those results compare to what the organization intended to achieve, and how well lessons learned have been identified.

**plan (plan)**

The articulation of strategic choices, which provides information on how an organization intends to achieve its priorities and associated results. Generally, a plan will explain the logic behind the strategies chosen and tend to focus on actions that lead up to the expected result.

**planned spending (dépenses prévues)**

For Departmental Plans and Departmental Results Reports, planned spending refers to those amounts presented in the Main Estimates.

A department is expected to be aware of the authorities that it has sought and received. The determination of planned spending is a departmental responsibility, and departments must be able to defend the expenditure and accrual numbers presented in their Departmental Plans and Departmental Results Reports.

**program (programme)**

Individual or groups of services, activities or combinations thereof that are managed together within a department and that focus on a specific set of outputs, outcomes or service levels.

**program inventory (répertoire des programmes)**

An inventory of a department's programs that describes how resources are organized to carry out the department's core responsibilities and achieve its planned results.

**result (résultat)**

An external consequence attributed, in part, to an organization, policy, program or initiative. Results are not within the control of a single organization, policy, program or initiative; instead, they are within the area of the organization's influence.

**statutory expenditures (dépenses législatives)**

Expenditures that Parliament has approved through legislation other than appropriation acts. The legislation sets out the purpose of the expenditures and the terms and conditions under which they may be made.

**target (cible)**

A measurable performance or success level that an organization, program or initiative plans to achieve within a specified time period. Targets can be either quantitative or qualitative.

**voted expenditures (dépenses votées)**

Expenditures that Parliament approves annually through an Appropriation Act. The vote wording becomes the governing conditions under which these expenditures may be made.