



Conseil de la radiodiffusion et des  
télécommunications canadiennes

Gatineau (Québec)  
K1A 0N2

Canadian Radio-television and  
Telecommunications Commission

Gatineau, Quebec  
K1A 0N2

2 July 2025

**BY EMAIL**

Monica Auer, M.A., L.L.M.  
Executive Director  
Forum for Research and Policy in Communications  
2658 Flannery Drive  
Ottawa, Ontario K1V 8M2  
execdir@frpc.net

**Subject: Streamlining participation in CRTC proceedings**

Dear Monica Auer,

Thank you for your letter dated March 13, 2025, submitted on behalf of 11 signatories regarding your proposal to streamline participation in CRTC proceedings.

The CRTC is reviewing many of its business processes and is working towards updating the legacy IT applications that support them. Enhancing public participation is a key driver underpinning this work.

As you are aware, the [public proceeding page](#) was modified on June 3rd to improve accessibility, functionality, and useability. As part of this update, the CRTC implemented several enhancements, including:

- **The ability to download zip files** of intervention and reply documents by intervener, streamlining access to these materials.
- **Enhanced functionality** on public proceeding pages to support better navigation and engagement with consultation documents.

These enhancements will streamline access to CRTC materials, reducing the need for frequent manual checks and allowing participants to focus on the substance of proceedings. The CRTC will continue to assess the feasibility of additional measures to further enhance the user experience such as facilitating access to all interventions and replies in a single batch.

In response to your request for an email notification system, we acknowledge the challenges parties face in staying informed about procedural updates, deadlines, and additions to the public record. We recognize that an automated notification system would reduce the need for frequent manual checks and allow stakeholders to focus more on the substantive aspects of these consultations. We will review the feasibility of implementing such a system and explore technical solutions that align with our operational and resource capabilities. In the meantime, the CRTC currently communicates changes to procedures and deadlines in its proceedings through amendments to Notices of Consultation and Hearings or Commission letters. These updates are published on the [Today's Releases](#) and [Letters Issued by the CRTC pages](#). To receive timely notifications, interested parties can also [join our mailing list](#) or subscribe to the RSS feed for Today's Decisions, Notices, and Orders.

We appreciate your continued engagement in the Commission's proceedings, including your most recent appearance at our Market Dynamics and Sustainability Hearing on June 20<sup>th</sup>, 2025. If you require any assistance with submitting comments or participating in a public proceeding, our Hearings & Public Proceedings team is available at [hearing@crtc.gc.ca](mailto:hearing@crtc.gc.ca).

Sincerely,

Phil Charron  
Corporate Secretary and Director General  
Commission Operations

CC: Scott Shortliffe, Vice-President, Broadcasting, CRTC, [scott.shortliffe@crtc.gc.ca](mailto:scott.shortliffe@crtc.gc.ca)  
Louis Béland, Directeur Générale, ARC du Canada, [L.beland@radiorfa.com](mailto:L.beland@radiorfa.com)  
Angelica Carrero, ARCQ, [direction@arcq.qc.ca](mailto:direction@arcq.qc.ca)  
Cathy Edwards, Executive Director, CACTUS, [cathy@timescape.ca](mailto:cathy@timescape.ca)  
Alex Freedman, Executive Director, CRFC-FCRC, [alex@crfc-fcrc.ca](mailto:alex@crfc-fcrc.ca)  
Amélie Hinse, Directrice Générale, Fédérations des télévisions communautaires autonome du Québec, [ahinse@fedetvc.qc.ca](mailto:ahinse@fedetvc.qc.ca)  
Barry Rooke, Executive Director, NCRA/ANREC, [barry@ncra.ca](mailto:barry@ncra.ca)  
Matt Hatfield, Executive Director, OpenMedia, [matt@openmedia.org](mailto:matt@openmedia.org)  
Kealy Wilkinson, Executive Director, PBC21, [Canada.pbc21@gmail.com](mailto:Canada.pbc21@gmail.com)  
Kirwan Cox, Executive Director, QEPC, [QEPCouncil@gmail.com](mailto:QEPCouncil@gmail.com)  
Nathalie Blais, Conseillère syndicale, SCFP, [nblais@scfp.ca](mailto:nblais@scfp.ca)