



NCRA-ANREC
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Robert A. Morin
Secretary General
Canadian Radio-television and Telecommunications Commission
Ottawa, Ontario K1A 0N2

**Re: Broadcasting Notice of Consultation CRTC 2010-146-2
Addition of Document to Item 1 (CKLN)**

November 8, 2010

Dear Secretary General,

1. The National Campus and Community Radio Association/ l'Association nationale des radios étudiantes et communautaires (NCRA/ ANREC) would like to provide additional comments in this proceeding regarding the new documents added to the public file since the previous deadline for interventions, the new issue raised with respect to subsection 9(2) of the Regulations, and the complaints against CKLN received by the Commission since the hearing was adjourned.
2. The NCRA/ANREC has been in contact with CKLN on several occasions since the adjourned hearing. In June, we worked with CKLN to assist them with re-designing their paper logs to ensure compliance with section 8 of the Radio Regulations. In August, the NCRA/ANREC Board of Directors held its annual board planning meeting in Toronto, where we used CKLN meeting facilities and met with CKLN volunteers in person. Most recently we have been communicating with CKLN's Board of Directors to obtain updates on their progress since the last monthly report was filed with the Commission in September, and to review the latest listener complaints and CKLN's responses.
3. Based on our review of the four monthly reports submitted by CKLN to the Commission since the adjourned hearing, as well as updates obtained from CKLN since the last monthly report was submitted in September, we believe that the new Board of Directors of CKLN has made significant progress toward rectifying the issues raised by the Commission in the original Notice of Consultation. Our understanding is that since May 2010, CKLN has:

- a) improved its audio and paper logs in terms of quality, content and reliability and re-trained its programmers and volunteers in the proper procedures necessary to comply with s. 8 of the Regulations;
 - b) elected officers and a staff representative to its board of directors;
 - c) increased the involvement of Ryerson students including electing 3 new student board representatives and adding 4 hours of new arts and local news programs produced by students;
 - d) organized experienced volunteers and board members to train and mentor new volunteers, bringing its volunteer base to more than 170 people and filling all but a few late night and early morning programming timeslots,
 - e) struck a committee to review CKLN's internal programming policies, volunteer contracts, and methods of ensuring volunteer programmers' compliance with CRTC and station requirements;
 - f) eliminated the entire debt accumulated by the previous Board of Directors;
 - g) hired a coordinator for their annual funding drive, Fundfest, which will be held this year in late November for the first time in 2 years;
 - h) made plans to hire a station manager and programming coordinator, and to purchase a new studio mixing board to eliminate recent on-air technical difficulties, all pending a successful fundraising campaign;
 - i) completed significant revisions to the station's bylaws in order to comply with CRTC board composition requirements, and scheduled a special general meeting (as required by the bylaws) to be held at the end of December for the purpose of presenting and approving the amended bylaws;
 - j) held a successful annual general meeting attended by approximately 40 members who approved audited financial statements and adjourned until January 2011 to allow election of directors pursuant to the new bylaws, and to ensure that new community directors are drawn from amongst the latest Fundfest donors as contemplated by the bylaws; and
 - k) completed an arduous and lengthy process of preparing audited statements for the past 3 years and filed all outstanding annual reports with the Commission, thereby alleviating the Commission's concerns regarding non-compliance with subsection 9(2) of the Regulations.
4. We also understand that CKLN has improved its relationship with the Ryerson Students Union and the Palin Foundation so that there is willingness on all sides to amend CKLN's written agreements with these entities in order to address the Commission's concerns regarding subsections 10(1) and 11(4)(a) of the Regulations.
 5. Our understanding is that CKLN would appreciate input from the Commission regarding the terms of these agreements to ensure that they will adequately address the Commission's concerns. Pursuant to that, the NCRA/ANREC submitted a letter to the Commission dated June 21, 2010 requesting Commission input on appropriate contractual terms governing leases, access

to premises, and student levies so that all NCRA/ANREC members can ensure compliance with ss. 10(1) and 11(4). We have not yet received a response to our request, and as such, we have been unable to advise CKLN on how best to amend their agreements with the Ryerson Students Union and the Palin Foundation.

6. We have also reviewed the 15 complaints received by the Commission since the adjourned hearing, as well as CKLN's responses. In our opinion, CKLN has responded appropriately by: reviewing its audio logs and the complaints in the context of the programs to which they pertain, carefully considering the issues raised by complainants, acknowledging where breaches of CKLN's programming policies and CRTC programming requirements may have occurred, taking disciplinary action with volunteer programmers where required, and addressing technical problems faced by aging studio equipment.
7. Based on CKLN's responses and our knowledge of their existing policies, we are satisfied that they understand the applicable broadcasting policies and Regulations, and are working hard to ensure compliance. As with all volunteer-run not-for-profit radio stations, their programming is not perfect, but they appear to be making significant gains in terms of training volunteers and enforcing appropriate policies, while also providing an important and valuable service for the local community.
8. We stated in our previous intervention that the volunteers who have been re-building CKLN are amenable to education and support, and dedicated to ensuring full compliance. All indications suggest that this continues to be true. These volunteers have made significant progress over a short period of time, and have demonstrated remarkable commitment to the station despite being faced with a difficult situation. They had already accomplished a great deal in the months leading up to the adjourned hearing, and their continued success in re-building the station since May 2010 supports our belief that a mandatory order should not be issued and the Commission should not suspend or revoke CKLN's licence.
9. We would be pleased to discuss our assistance to CKLN and our impressions of their progress with the Commission in person at the upcoming hearing. We appreciate your consideration of our comments.

Sincerely,



Freya Zaltz
NCRA/ANREC
Director of Regulatory Affairs

cc: CKLN

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