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# Report on FCC Process Reform

From the Staff Working Group

Led by Diane Cornell

January 30, 2014

# Objectives of the Report

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- Streamlining Commission processes and data collections
- Expediting the processing of matters handled by the Commission and reducing backlogs
- Improving interactions with consumers and other stakeholders, and enhancing transparency
- Eliminating or streamlining outdated rules and procedures

# Input Into the Report

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- Engagement with internal and external stakeholders
- Review of previous reform initiatives
- Discussions with staff of other agencies
- Review of Congressional perspectives on FCC process reform

# Summary of Staff Report

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- Constitutes the most comprehensive effort to date to propose recommendations for process reform
- Offers a wide range of specific process reform recommendations to enable the FCC to:
  - Work Faster
  - Work Smarter
  - Work More Efficiently
  - Work More Transparently
  - Work More Inclusively

# Recommendations in the Report

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- Enhance the efficiency of the FCC's internal decisionmaking processes by improving tracking accountability, streamlining internal FCC review processes, and reducing backlogs
- Rework essential processes, including licensing activities, internal distribution and release procedures, informal consumer complaints, and compliance with the Paperwork Reduction and Regulatory Flexibility Acts

# Recommendations in the Report

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- Explore innovative mechanisms for developing policy proposals and improve the drafting process for policy documents
- Ensure the necessary tools and resources are in place, such as effective internal communications, efficient human resource management, and training
- Modernize the Commission's IT infrastructure to improve its website functionality, data management, and tracking capability

# Recommendations in the Report

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- Across functional areas handled by the individual Bureaus and Offices, many recommendations aim to:
  - Eliminate or streamline specific outdated rules, procedures and data collections
  - Streamline internal review processes
  - Improve transparency of the status of matters before the Commission

# Next Steps

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- Public Comment on the Report
- Implementation of the recommendations
- Process Reform Working Group will monitor progress
- Working group will continue to receive new recommendations from all parties

## Working Group Members

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- Diane Cornell
- Eric Bash
- Lauren “Pete” Belvin
- Michael Byrne
- Dan Daly
- Maria Gaglio
- Sherille Ismail
- Sue McNeil
- Holly Saurer
- Henning Schulzrinne
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- Troy Tanner
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