

**Chairman's Statement on Process Reform Presentation**  
**January 30, 2014 Open Meeting**

The information and communications technology sector is both fast-moving and constantly evolving. Our challenge at the FCC is to be as nimble as the innovators and businesses we oversee. That's why improving the efficiency and effectiveness of the agency, especially the timeliness of our decision-making, is one of my highest priorities.

On my second day on the job, I asked Diane Cornell to prepare a comprehensive set of recommendations on what the FCC could do to make this agency as agile, efficient and transparent as possible. Her task was to cast a wide net in soliciting suggestions for process reform, seeking input from FCC staff and Commissioners, as well as external stakeholders who do business with the FCC.

Diane has certainly met her goal. The number and quality of the suggestions from our internal staff and from external commenters has helped ensure that this report is thorough and wide-ranging.

The recommendations in the report will help provide a roadmap for an ongoing process of innovative reforms here at the FCC. They include recommendations that will:

- Focus the accountability of the decision-making process at the FCC, relying on rigorous internal deadlines and 21<sup>st</sup> century tracking capability to enable us to better monitor and report on the status of open items;
- Help speed and streamline the licensing process, and shorten the timeline for the processing of applications for review and other Commission-level decisions;
- Modernize the consumer complaint process and create a searchable database;
- Reduce the backlog of matters pending at the FCC, and take steps to ensure that backlogs don't build up in the future; and
- Eliminate or streamline regulations that are outdated, and update our data collection capability so it is less burdensome and more focused both for our stakeholders and for FCC staff.

Some of these recommendations will require additional resources, particularly those involving upgrades to our aging IT infrastructure and tracking databases. But the benefits we would gain from these additional investments would be paid back many times over in increases in the efficiency of the FCC workforce. Some of the recommendations have their origin in suggestions made by my fellow Commissioners. I appreciate their ideas and look forward to working with them on these important issues.

Similarly, many in Congress have expressed a strong interest in process reform at the FCC as well, and I likewise look forward to working on a bipartisan basis with Members of Congress on this initiative.

Finally, thank you to Diane and the working group team who helped pull together such a significant set of recommendations in such a short timeframe. Obviously, our work to modernize the agency is far from over, but your work on this report is an important first step. Together, we will build on this foundation to improve the Commission in a manner that the times demand and the American people deserve.