

## 2024 Current Fiscal Year Report: FCC Consumer Advisory Committee

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### 1. Department or Agency

Federal Communications  
Commission

### 2. Fiscal Year

2024

### 3. Committee or Subcommittee

FCC Consumer Advisory  
Committee

### 3b. GSA Committee

No.

10672

### 4. Is this New Fiscal Year?

### 5. Current Charter

### 6. Expected Renewal Date

### 7. Expected Term Date

No 10/13/2022 10/13/2024

### 8a. Was Terminated During Fiscal Year?

No

### 8b. Specific Termination Authority

n/a

### 8c. Actual Term Date

### 9. Agency Recommendation for Next Fiscal Year

Continue

### 10a. Legislation Req to Terminate?

Not Applicable

### 10b. Legislation Pending?

Not Applicable

### 11. Establishment Authority

Agency Authority

### 12. Specific Establishment Authority

Approval from FCC  
Chairman

### 13. Effective Date

07/20/2020

### 14. Committee Type

Continuing

### 14c. Presidential?

No

### 15. Description of Committee

National Policy Issue Advisory  
Board

### 16a. Total Number of Reports

No Reports for  
this Fiscal Year

### 17a. Open

0

### 17b. Closed

0

### 17c. Partially Closed

0

### Other Activities

0

### 17d. Total

0

### Meetings and Dates

No Meetings

	Current FY	Next FY
<b>18a(1). Personnel Pmts to Non-Federal Members</b>	\$0.00	\$0.00
<b>18a(2). Personnel Pmts to Federal Members</b>	\$0.00	\$0.00
<b>18a(3). Personnel Pmts to Federal Staff</b>	\$0.00	\$0.00
<b>18a(4). Personnel Pmts to Non-Member Consultants</b>	\$0.00	\$0.00
<b>18b(1). Travel and Per Diem to Non-Federal Members</b>	\$0.00	\$0.00
<b>18b(2). Travel and Per Diem to Federal Members</b>	\$0.00	\$0.00
<b>18b(3). Travel and Per Diem to Federal Staff</b>	\$0.00	\$0.00
<b>18b(4). Travel and Per Diem to Non-member Consultants</b>	\$0.00	\$0.00
<b>18c. Other(rents,user charges, graphics, printing, mail, etc.)</b>	\$0.00	\$0.00
<b>18d. Total</b>	\$0.00	\$0.00
<b>19. Federal Staff Support Years (FTE)</b>	0.00	0.00

**20a. How does the Committee accomplish its purpose?**

The Consumer Advisory Committee (CAC) was established to provide specific recommendations to the FCC on issues specified by the Commission including matters of interest to consumers with in the Commission's jurisdiction. Issues include, but are not limited to, billing (cramming/slamming), robocalls, consumer disclosures, lifeline/linkup programs, outreach to underserved populations, access to and participation in the Commission's proceedings, products and services, and the impact of new and emerging technologies on consumers including underserved populations.

The Committee will evaluate the many demands that are placed on telecommunications, broadcast/cable, and other regulated services, and the impact of these services on the Commission's varied constituencies. Because many segments of the telecommunications and broadcast industries, consumer advocates, disability advocates, and regulators are represented in the Committee membership, CAC presents an ideal forum to address these issues.

**20b. How does the Committee balance its membership?**

The Consumer Advisory Committee is comprised of representatives of both the private and public sectors, including non-profit consumer and disability advocacy organizations, regulators, and underserved populations, or, are Special Government Employees (SGEs) with expertise serving in their individual capacities. Members were selected to represent a broad and balanced viewpoint so that the many voices of the Commission's many constituencies can be heard.

**20c. How frequent and relevant are the Committee Meetings?**

The Committee did not meet in FY2023. It is anticipated that the committee will meet approximately 3 times in FY2024.

**20d. Why can't the advice or information this committee provides be obtained elsewhere?**

The Federal Communications Commission does not always have the expertise and the resources to obtain and evaluate information from all sectors of the telecommunications and media arenas. As a Federal advisory committee, CAC presents an ideal forum to bring together in one setting the many different voices of these sectors. Also,

because CAC has a broad and balanced membership, it frequently leads to a broad discussion of issues and needs rather than a discussion dominated by specific interests. Consequently, the FCC will benefit from CAC's recommendations that express a consensus position reflecting a diverse Committee membership.

**20e. Why is it necessary to close and/or partially closed committee meetings?**

All meetings of the full Committee are open to the public and are broadcast whenever possible with captioning on the internet.

**21. Remarks**

The Committee was originally chartered in November of 2000 as the Consumer/Disability Telecommunications Advisory Committee (C/DTAC). Upon its re-chartering in November of 2002, the Committee changed its name to the Consumer Advisory Committee (CAC) to better reflect its scope and mission. The Committee was thereafter renewed biannually, most recently in October 2022. The CAC establishes subject-specific subcommittees or working groups as circumstances warrant. Working groups analyze issues specified by the FCC and make recommendations to the full Committee. From time to time, working groups may consult with FCC staff and/or other subject matter experts which helps to better inform recommendations to the full Committee, which upon deliberation, may recommend to the Commission. With respect to cost, the Commission supports plenary committee meetings plus many working group meetings during the fiscal year. In addition to FCC personnel salary and benefits, significant part of the cost relates to facilities/AV/internet broadcast,

meeting transcripts, captioning, and other accessibility-related expenses such as production of meeting materials in Braille, sign language interpreters for people who are deaf, and computer assisted real-time translation for people who are hard of hearing. Other costs also include remote meeting platform services. Although the Committee did not meet in FY2023, time was spent in selecting and identifying appropriate topics for consideration by the committee and its working groups/subcommittees. Additional time was also necessary to review application materials for selection of potential committee members.

### **Designated Federal Officer**

Cara Grayer DFO

### **Narrative Description**

The Consumer Advisory committee is chartered to provide advice to the FCC concerning matters within the jurisdiction of the Commission. Its recommendations are filed as comments in open proceedings before the Commission, are sometimes filed as ex parte communications if necessary, and are sent to all Commissioners. Recommendations are also submitted to relevant subject matter staff.

### **What are the most significant program outcomes associated with this committee?**

Checked if  
Applies

Improvements to health or safety	<input type="checkbox"/>
Trust in government	<input type="checkbox"/>
Major policy changes	<input checked="" type="checkbox"/>
Advance in scientific research	<input type="checkbox"/>
Effective grant making	<input type="checkbox"/>
Improved service delivery	<input checked="" type="checkbox"/>
Increased customer satisfaction	<input checked="" type="checkbox"/>

Implementation of laws or regulatory requirements



Other



### Outcome Comments

none

### What are the cost savings associated with this committee?

Checked if Applies

None



Unable to Determine



Under \$100,000



\$100,000 - \$500,000



\$500,001 - \$1,000,000



\$1,000,001 - \$5,000,000



\$5,000,001 - \$10,000,000



Over \$10,000,000



Cost Savings Other



### Cost Savings Comments

N/A

What is the approximate Number of recommendations produced by this committee for the life of the committee?

23

### Number of Recommendations Comments

No new recommendations were made in FY2023.

What is the approximate Percentage of these recommendations that have been or will be Fully implemented by the agency?

33%

### % of Recommendations Fully Implemented Comments

No additional recommendations were fully implemented in FY2023.

What is the approximate Percentage of these recommendations that have been or will be Partially implemented by the agency?

0%

### **% of Recommendations Partially Implemented Comments**

Some recommendations made by the Committee have been considered, but final action on these matters is still pending before the Commission. Therefore, we cannot predict at this time the impact of many of the Committee's recommendations.

### **Does the agency provide the committee with feedback regarding actions taken to implement recommendations or advice offered?**

Yes ☒ No ☐ Not Applicable ☐

### **Agency Feedback Comments**

At each plenary meeting of the Committee, The Chief of the Consumer and Governmental Affairs Bureau and the Senior Management team brief members of the Committee to the extent possible concerning the status of committee Recommendations. In addition, from time to time, Commissioners and other FCC staff address the committee and are available for questions. We always welcome ideas about how we can add value to these updates..

### **What other actions has the agency taken as a result of the committee's advice or recommendation?**

Checked if Applies

Reorganized Priorities	<input type="checkbox"/>
Reallocated resources	<input type="checkbox"/>
Issued new regulation	<input type="checkbox"/>
Proposed legislation	<input type="checkbox"/>
Approved grants or other payments	<input type="checkbox"/>
Other	<input checked="" type="checkbox"/>

### **Action Comments**

Past recommendations of the committee have been implemented as reported.

### **Is the Committee engaged in the review of applications for grants?**

No

### **Grant Review Comments**

N/A

### **How is access provided to the information for the Committee's documentation?**

Checked if Applies

Contact DFO	<input checked="" type="checkbox"/>
Online Agency Web Site	<input checked="" type="checkbox"/>
Online Committee Web Site	<input checked="" type="checkbox"/>
Online GSA FACA Web Site	<input checked="" type="checkbox"/>
Publications	<input checked="" type="checkbox"/>
Other	<input checked="" type="checkbox"/>

**Access Comments**

The meetings of the Committee are routinely broadcast live on the internet and are archived for future viewing. During this Committee term, The Committee's outreach has been expanded through social media channels including Twitter, Facebook, and Youtube.