



California Public
Utilities Commission

Monthly Activity Report

CONSUMER PROTECTION AND
ENFORCEMENT DIVISION

August 2026

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TRANSPORTATION LICENSING AND ANALYSIS BRANCH (TLAB)

TLAB's Licensing Section analyzes applications from carriers, issues permits and certificates to carriers that meet state requirements, writes proposed decisions to approve or deny carriers' CPCN applications, manages changes to carrier operations, communicates with carriers, and tracks carrier compliance with permit requirements. TLAB's Analysis Section functions as the Commission's subject matter expert on policy matters, providing technical and advisory support to commissioners, administrative law judges, and all levels of agency management on transportation matters.

Processing Carrier Applications

TLAB's Transportation Licensing Section processes and manages applications for more than 9,900 carriers throughout California. Items processed in August 2026 include applications, vehicle and driver updates, vehicle safety inspection results, and other requests. This work is accomplished through the CPUC Transportation Carrier Portal (TCPortal), an online system that allows carriers to submit applications and other requests electronically and make payments online. The TCPortal tracks certain licensing activities as shown in the following tables and figures.

Figure 1. Total Permits & Certificates

Total Permits and Certificates. Figure 1 shows the total number of operating authorities (active and suspended) by month. Each carrier may have more than one operating authority.

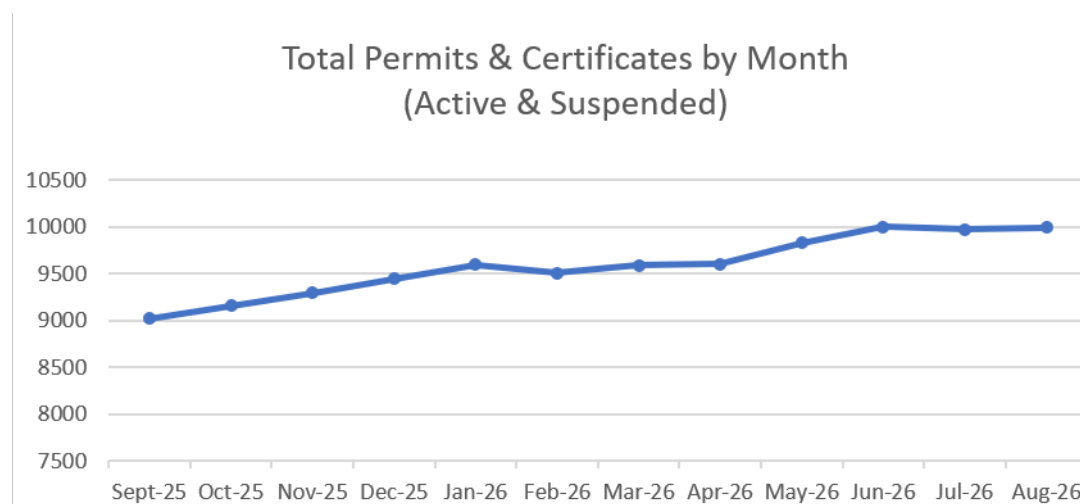


Table 1. Permits and Certificates by Category

Permits and Certificates by Category. The Commission grants permits and certificates for five categories of transportation carriers. Table 1 shows total numbers for those categories in the current month.

Carrier Type	Current Total
Transportation Charter Party	9,876
Passenger Stage Corporation	82
Vessel Common Carrier	15
Transportation Network Company	15
Autonomous Vehicle	5

Figure 2. Monthly Completions of Permit Categories

Monthly Completions of Permit Categories. In addition to new applications for operating authorities, TLAB processes refile applications, transfer applications, and renewal applications. Figure 2 shows the application numbers of each category completed by month.

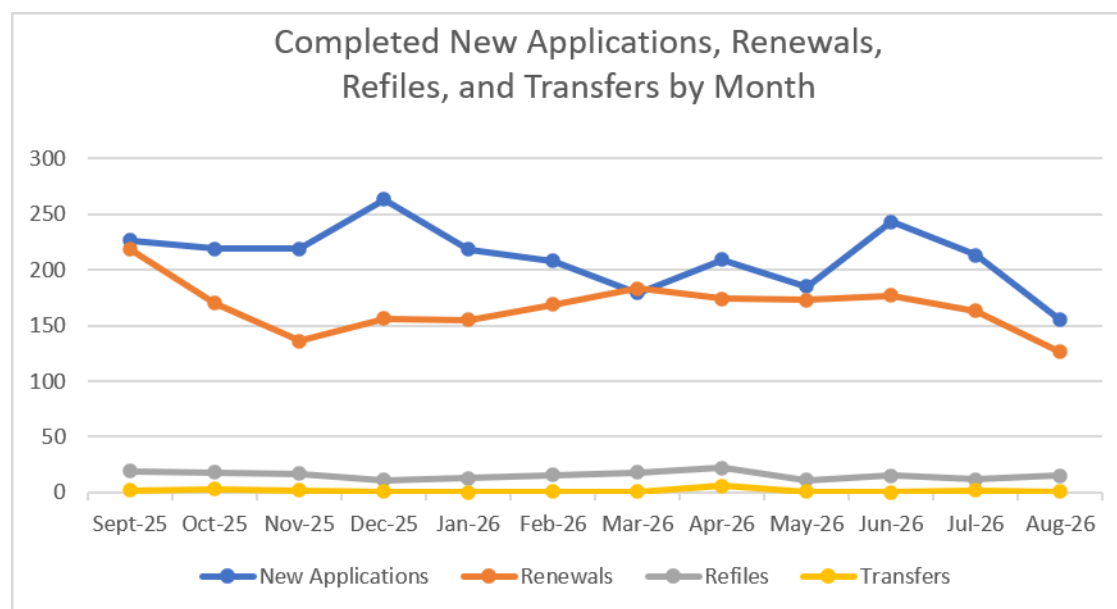


Figure 3. Suspensions and Revocations by Month

Suspensions and Revocations. Carriers can be suspended or revoked for various reasons such as failing to maintain active insurance or to file annual or quarterly PUCTRA statements. Carriers may also voluntarily suspend operations. Figure 3 shows both types of suspensions and revocations by month.

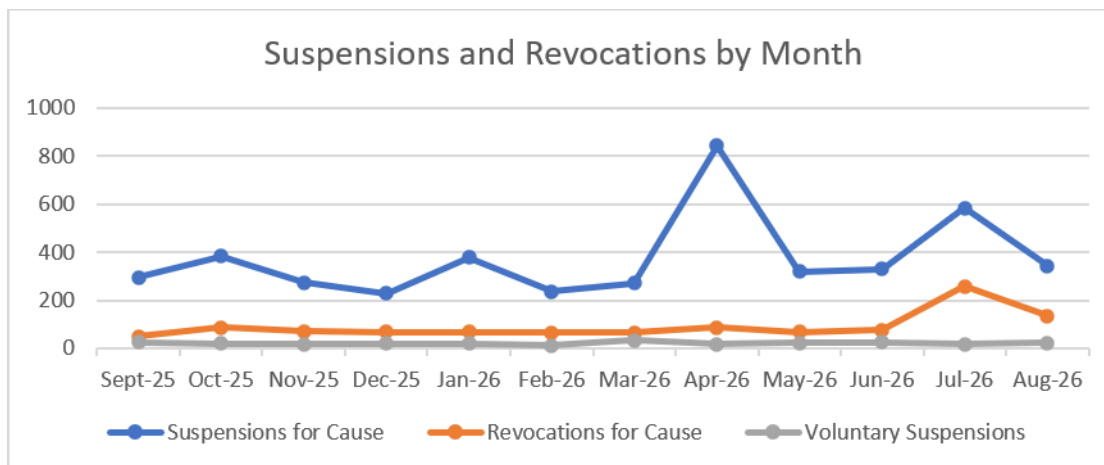
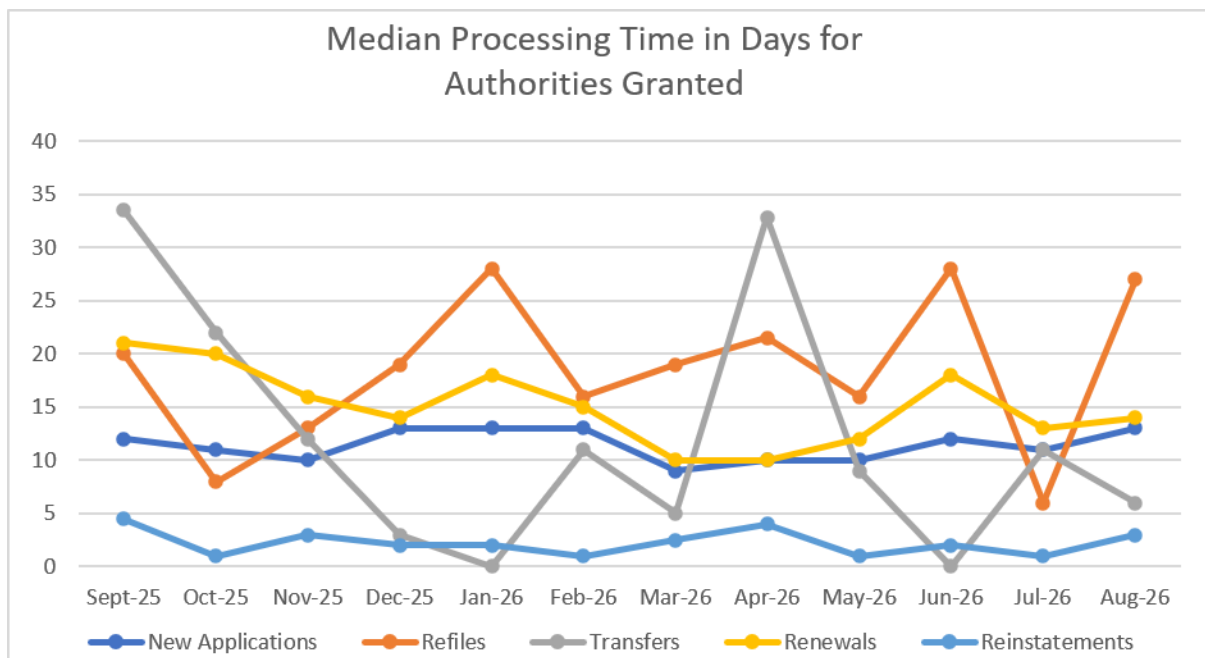


Figure 4. Median Processing Times

Median Processing Times. The total time to process an application, from initial receipt to issuance or denial of a permit or certificate, depends on internal processing time and on the time for external entities to provide necessary information. Upon receipt of applications, CPUC staff review them for completeness and issue deficiency notices to carriers for any outstanding items.

Examples of these items include evidence of insurance coverage filed by the carrier's insurance provider; evidence of compliance with drug and alcohol testing requirements; and inspection by the California Highway Patrol for modified limousines and vehicles with a seating capacity of 11 or more. Figure 4 shows the median processing time for the major categories of permits and certificates processed by TLAB.



Docket Activity

Current Policy and Program Proceedings. The Transportation Analysis Section supports three current proceedings. R.12-12-011 develops regulations relating to transportation network companies and autonomous vehicles; its successor proceeding, R.25-08-013 addresses policies, processes and rules regarding autonomous vehicle passenger transportation service. R.19-02-012 implementing Senate Bill 1376, incentivizing transportation network companies to provide on-demand service for persons with disabilities, including wheelchair users who need a wheelchair accessible vehicle was closed on January 15, 2026. R.21-11-014 implements the California Clean Miles Standard and Incentive Program, enacted through Senate Bill 1014, requiring the California Air Resources Board and the Commission to jointly work to lower greenhouse gas emissions from transportation network companies.

- **R.12-12-011 / TNC Rulemaking / Mason & Chiv / Baker**
 - Docket activity can be found [here](#)
- **R.21-11-014 / Clean Miles Standard / McGary / Harada**
 - Docket activity can be found [here](#)
- **R.25-08-013 / Autonomous Vehicle Passenger Transportation Service / Mason / Baker**
 - Docket activity can be found [here](#)

Carrier Application Proceedings. The Transportation Licensing Section assists the Commission in the regulation of Passenger Stage Corporations and Vessel Common Carriers. Passenger Stage Corporations (PSCs) are carriers that transport passengers between points on an individual fare basis. Examples are fixed-route bus services and “share-the-ride” airport shuttle services. Vessel Common Carriers (VCCs) are carriers that transport persons or property between points in the state. Examples are commute ferry services in the San Francisco Bay and services between California mainland points and Catalina Island. PSCs and VCCs are common carriers and must file requests with the Commission through a formal process. Both carrier types require a “certificate of public convenience and necessity” (CPCN) from the Commission for the authority to operate in California.

- **[A.26-01-020](#) / Application of MAIN EXPRESS, LLC for Passenger Stage Corporation authority to transport passengers on scheduled basis between Santa Ana and San Ysidro and to establish a Zone of Rate Freedom / 08/28/2026 Order issued**

Joint Agency Collaboration/Outreach/Training

Joint Agency Collaboration. Information sharing and collaboration with other transportation agencies is a critical part of TLAB’s work.

- Bi-monthly TLAB Staff and CARB Staff coordination meeting on the Clean Miles Standard
- Bi-monthly Staff Work Group meeting between TLAB and Department of Motor Vehicles Autonomous Vehicles Branch

Outreach and Education. TLAB provides outreach and education to potential and current carriers through presentations on application fundamentals at venues such as SFO and LAX, and attendance at functions sponsored by transportation-related organizations such as the Greater California Livery Association and the California Bus Association.

Training. TLAB managers and staff regularly attend all trainings required by the Commission, as well as trainings for developing work skills and industry-specific trainings. For example:

- New Employee Training
- Supervisory Development Training
- Cybersecurity Training
- Harassment Prevention and Diversity and Bias Awareness Training
- Leadership Training

TRANSPORTATION ENFORCEMENT BRANCH (TEB)

The Transportation Enforcement Branch (TEB) regulates for-hire Charter-Party Carriers of Passengers (TCP) (e.g., limousines, airport shuttles, autonomous vehicles while in passenger service, chartered and scheduled bus operators, Transportation Network Companies (TNC) and vessels in California to safeguard the public by ensuring compliance with Commission General Orders (GO), Public Utilities (PU) Codes, and other applicable laws and regulations. TEB conducts our core safety assurance through compliance inspections, investigations, and enforcement activities. TEB also promotes safety by conducting outreach activities for passenger carriers, training for law enforcement on applicable General Order regulations, and reviews all public complaints that it receives.

Consistent with the Commission’s Strategic Directives¹ and Enforcement Policy,² TEB developed and utilizes a Safety Management System that is implemented through the following pillars: Transportation Safety Assurance, Transportation Risk Management, and Transportation Safety Promotion.

Transportation Safety Management System

TEB reports the following progress for August 2026 for the following program elements.

Transportation Safety Assurance – TEB’s program is designed to check that the Commission’s regulated transportation carriers comply with the Public Utilities Code, Commission decisions, and General Orders to ensure the safety of the public. TEB performs regular Safety Assurance functions through investigations, field operations, and related enforcement activities.

TEB Field Activities:

- Oracle Park Joint Operation with SFMTA and CHP - August 7, 2026
- Monterey Regional Airport – August 11, 2026
- Oakland International Airport – August 13, 2026
- Dodger Stadium Joint Operation with LAPD – August 21, 2026

¹ [CPUCs Strategic Directives \(ca.gov\)](https://www.cpuc.ca.gov/strategic-directives)

² [CPUC Adopts Enforcement Policy to Promote Maximum Compliance, Transparency, and Public Safety](#)

Transportation Safety Complaint Referrals:

- For the month of August 2026, TEB received a total of 33 complaints from CAB and other sources:

Table 2. Transportation Safety Complaint Referrals

Complaints Referred By:	Received
Consumer Affairs Branch (CAB)	11
Los Angeles World Airport Police Department (LAWA)	15
San Francisco Ground Transportation Unit (SFO GTU)	4
Transportation Licensing and Analysis Branch (TLAB)	3

TEB Operational Analysis – Continually identifying, assessing, and reducing operational risks through mitigation measures faced or posed by the entities the CPUC regulates. Continued monitoring of information, including but not limited to data obtained from field enforcement operations for emerging trends and any associated risks above the risk tolerance level.

Transportation Safety Promotion – Supporting efforts to assure that the public and regulated transportation entities can make informed choices and know how to respond to unsafe situations. For TEB, this includes Training and Education, Outreach Efforts with Industry and Law Enforcement, and Commission Engagement.

- Safety for Luxury Transportation Operators, by Norton Medical, Virtual Workshop - August 3, 2026
- El Segundo Police Department, El Segundo - August 19, 2026

Table 3. TEB Enforcement Activities

2026 Enforcement Activity	Jan 2026	Feb 2026	Mar 2026	April 2026	May 2026	June 2026	July 2026	Aug 2026	Sept 2026	Oct 2026	Nov 2026	Dec 2026	Total
Beginning Investigations Balance	118	98	108	90	77	85	111	123					N/A
(+) New Investigations	5	43	23	28	37	50	48	26					260

MONTHLY ACTIVITY REPORT – CPED

(-) Closed Investigations	25	33	41	41	29	24	36	40					269
Ending Investigations Balance	98	108	90	77	85	111	123	109					N/A
Investigations Open Longer than 6 Months	1	2	5	2	1	4	4	4					N/A
% Of investigations Open Longer than 6 Months	1%	2%	6%	3%	1%	4%	3%	4%					N/A
Cease and Desist Notices	5	12	8	7	8	15	18	12					85
Airport Authority Warning Letters (G.O. 3.02)	0	3	1	1	4	3	3	2					17
Warning Letters	8	8	8	3	6	0	9	8					50
Citations	4	10	13	6	10	11	13	12					79
Vehicle Impounds	0	8	3	1	1	14	5	3					35

Table 4. TEB Fines Assessed from Investigations

Date	Citations/Fines
Jan - Jun 2026	\$251,200.00
July 2026	\$48,000
August 2026	\$83,500.00
Cumulative 2026	\$382,700.00

Table 5. Citation Appeal Proceedings

Docket No./ ALJ / Enforcement Analyst / Supervisor	Entity	Status
K.24-05-024 K.24-05-027 ALJ Kelly CPED: Alex Nera / Lana Tran- Courney [CONSOLIDATION ALERT: Per ALJ Kelly's 7/15/2024 E-Mail Ruling, K.24-05-024 and K.24-05-027 were consolidated.]	Tutor Time Learning Center, LLC (TCP 41692)	Citation T. 24-04-004 for \$15,000 served on April 29, 2024. Appeal filed on May 30, 2024. ALJ Gerald F. Kelly assigned on June 4, 2024. Hearing was held on November 5 and 6, 2024. Email ruling received April 17, 2025. CPED filed opening briefs on May 19, 2025, and Reply Briefs on June 13, 2025. On June 23, 2025, Tutor Time requested permission to submit a Sur-Reply Brief. This request has been granted. Brief filed by Tutor Time on August 1, 2025. Citation T.22-11-003 for \$16,000 served on November 22, 2022. Appeal filed on May 30, 2024. ALJ Gerald F. Kelly assigned on July 2, 2024. Tutor Time Learning Center, LLC's motion to dismiss, was denied on November 4, 2024. Hearings were held on November 5 and 6, 2024. Email ruling received April 17, 2025. CPED filed opening briefs on May 19, 2025, and Reply Briefs on June 13, 2025. On June 23, 2025, Tutor Time requested permission to submit a Sur-Reply Brief. This request has been granted. Brief filed by Tutor Time on August 1, 2025. On January 12, 2026, Draft Resolution ALJ-489 was issued by the ALJ which denies Tutor Time Learning Center, LLC's appeals and affirmed two CPED citations. The draft resolution instructs Tutor Time must pay \$31,000 in fines, immediately stop all passenger transportation operations, and apply for a valid charter-party carrier permit with required insurance, safety certification, and qualified driver documentation. Failure to comply may result in referral to the Riverside County District Attorney and potential permanent disqualification from future CPUC proceedings. The Commission granted CPED's motions for confidential treatment of sensitive personal and vehicle information, which will remain confidential indefinitely. The resolution is pending Commission approval. On April 22, 2026, ALJ Kelly reopened the record, requiring action

		from the parties. As of June 2, 2026, an Email Ruling Requiring Actions of the Parties was issued. CPED filed its Opening Brief on this issue on June 24, 2026. On July 8, 2026, Tutor Time filed a reply brief. No updates for August.
K.25-07-007 ALJ: Margery Melvin CPED: Kim Quach-Castro Hang / Eric Hooks	Silvio Sales Botelho (TCP 40613-B)	Citation T.2025-06-005 was served June 24, 2025. Compliance Filing filed July 31, 2025. Hearing scheduled for October 2, 2025, at 11:00 AM. The carrier provided documents on October 13, 2025. CPED has no additional documents to submit. Awaiting the ALJ's ruling on the Appeal. No updates for August.
K.25-12.003 ALJ: Patrick Petersen CPED: Ronald Truss/ Lana Tran-Courney	EKMK, Inc. TCP 40635-B	Appeal filed on December 2, 2025. On December 16, 2025, ALJ Patrick Petersen was assigned to the appeal. Settlement agreement mailed out USPS Certified Tracking # 95890710527014700121-01. On January 29, 2026, legal filed a Joint Motion of EKMK Incorporation and the Consumer Protection and Enforcement Division for Commission Adoption of Settlement Agreement. Awaiting ALJ's acceptance of the Settlement Agreement. No updates for August.
K.26-02-006 ALJ: P. Peterson CPED: Bezawit Dilgassa/ Lana Tran-Courney	ISS Action, Inc., Chula Vista, TCP 39348 Z	Citation T.26-01-018 served January 21, 2026. Appeal Filed February 12, 2026. Compliance Filing filed on February 26, 2026. On February 27, 2026, the ALJ instructed CPED to amend appeal. On March 19, 2026, CPED filed an amended Motion, and it was granted on March 24, 2026. On August 13, 2026, the assigned ALJ ordered the parties to prepare and file a joint status conference statement by September 11, 2026, and set a remote status conference for September 17, 2026, at 1:30 p.m.

Table 6. Citation Appeal Metrics (Year-to-Date)

Metric	
Citations Issued	83
Appeals Filed	2
Appeals Sustained (CPED prevailed)	1
Citation Appeal Rate	2%
Appeal Sustained Rate	50%

Table 7. TEB AV, Field and Airport Operations – Total Vehicles Observed³

Month	Transportation Charter-Party (TCP)	Transportation Network Companies (TNC)	Passenger Stage Corporations (PSC)	Autonomous Vehicle Passenger Service (AV)
January 2026	40	0	0	0
February 2026	204	294	2	11
March 2026	29	0	0	0
April 2026	181	107	0	0
May 2026	99	1	0	24
June 2026	299	60	0	0
July 2026	182	71	0	0
August 2026	85	164	0	0

³ Effective January 2024, TEB will submit data based on the calendar year.

Table 8. Joint Operations with Law Enforcement Agencies

Agency	Operation
Oracle Park Joint Operation with San Francisco Municipal Transit Authority (SFMTA) and California Highway Patrol (CHP)	Oracle Park TCP/TNC/PSC Passenger Carrier Joint Operation
Dodger Stadium Joint Operation with Los Angeles Police Department (LAPD)	Dodger Stadium TCP/TNC/PSC Passenger Carrier Joint Operation

UTILITIES ENFORCEMENT BRANCH (UEB)

UEB protects California utility consumers from fraud and abuse by developing enforcement mechanisms and ensuring service providers comply with consumer protection laws and regulations. UEB investigates alleged violations by utilities, including communications (both wireline and wireless), energy (both electric and gas), and water companies. When sufficient evidence of violation is uncovered, UEB brings cases before the Commission to seek appropriate penalties and remedies for consumers.

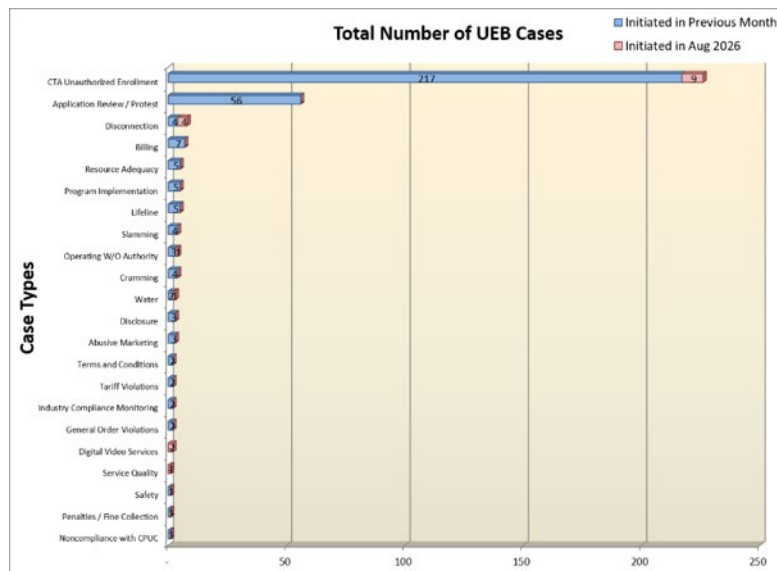
Monthly Highlights

- **American Broadband and Telecommunications Company (AMBT) (A.26-03-003):** On August 12, 2026, CPED filed its opposition to AMBT's Motion for Preliminary Injunction. CPED argues that AMBT has not established the four conditions required for preliminary injunctive relief and therefore, the Commission should deny the Motion. On August 13, 2026, AMBT requested, and was granted an opportunity to respond to CPED's opposition. On August 24, 2026, AMBT filed its reply to CPED's opposition, arguing that it met the legal standard for preliminary injunctive relief, and its Motion for Preliminary Injunction should be granted. On August 28, 2027, CPED filed its protest against AMBT's application for appeal. CPED argues that AMBT's application contained false and misleading statements and raises concerns under Rule 1.1.
- **United Energy Trading LLC (UET) CTA Citation Appeal (K.26-05-011):** On August 18, 2026, ALJ Petersen issued a ruling setting citation appeal status conference and status conference statement deadline. The ruling ordered CPED and UET to meet and confer to prepare a joint status conference statement on or before September 17, 2026. A status conference is scheduled for September 24, 2026.

Key Activities

UEB is working on a total of 348 cases. Investigations center primarily on Core Transport Agent (CTA) Unauthorized Enrollment and Application Review/Protest. UEB's cases come from a variety of sources, with Inter-Division referrals and UEB's own scanning activities playing key roles.

Figure 5. UEB Total Number of Cases by Type as of August 31, 2026



Citations/Fines/Reparation/Appeals

In August 2026, UEB issued seven (7) CTA citations totaling \$7,000. One citation was issued to State Wise Energy California, LLC in the amount of \$1,000 and one citation was issued to Big Tree Energy CA, LLC in the amount of \$1,000. The other five citations were issued to Wave Energy, LLC totaling \$5,000. All citations were issued for failure to provide valid proof of enrollment authorization.

Cumulative 2026 fines, reparations and penalties imposed from UEB’s cases are shown below.

Table 8. UEB Fines, Reparations, and Penalties

Date	Citations/Fines/Reparation
January to July 2026	\$436,764
August 2026	\$7,000
Cumulative 2026	\$443,764

- **Resource Adequacy (RA) Citation Program:** UEB issues citations and levies fines to enforce Load Serving Entities’ (LSE) compliance with system, local, and flexible resource adequacy requirements pursuant to Resolution E-4195, as modified by Decisions 10-06-038, 11-06-022, 14-06-050, 19-06-026, 20-06-031, 21-06-029, 22-06-050, 23-04-010, 23-06-029 and 24-06-004.
- **Disconnection Citation Program:** UEB issues citations to enforce compliance with the disconnections-related consumer protection rules in D.20-06-003. This citation program is applicable to Southern California Edison Company (SCE), Pacific Gas and Electric Company (PG&E), San Diego Gas & Electric Company (SDG&E), and Southern California Gas Company (SoCalGas), collectively referred to as California’s large investor-owned utilities (IOUs). There were no citation activities for the month of August 2026.
- **Core Transport Agent (CTA):** UEB reviews CTA-related complaints received by the Commission to enforce compliance with the standards for verification of change in provider requirements in D. 18-02-002, and to identify acts constituting grounds for suspension or revocation of registration pursuant to Pub. Util. Code Section 983.5.

In August 2026, UEB reviewed 262 CTA-related complaints that Consumer Affairs Branch (CAB) received during the prior month (July 2026) and identified 61 needing investigations for potential unauthorized enrollment. Staff issued 9 data requests for proof of enrollment authorization. UEB received proof of enrollment authorization for 22 customers. Therefore, CTA investigations from July are still ongoing.

UEB issued seven (7) CTA citations totaling \$7,000 for failure to provide valid proof of enrollment authorization related to the following:

- On August 14, 2026, UEB issued Citation No. UEB-0669 against State Wise Energy California, LLC for \$1,000.
- On August 14, 2026, UEB issued Citation No. UEB-003-0670 against Wave Energy, LLC for \$1,000.

- On August 20, 2026, UEB issued Citation No. UEB-003-0671 to 0674 against Wave Energy, LLC for \$4,000.
- On August 26, 2026, UEB issued Citation No. UEB-003-0675 against Big Tree Energy CA LLC for \$1,000.

On August 20, 2026, UEB issued a Warning Letter to Just Energy Solutions Inc. (Just Energy) notifying the CTA that it is required to provide valid proof of enrollment authorization per D.18-02-002 and Resolution UEB-003 for all customers, no matter when the customer was enrolled. Just Energy did not retain an active customer's proof of authorization from their enrollment back on November 5, 2002. In addition, UEB recommended Just Energy revise its record retention policy to retain proof of enrollment authorization for customers as long as they remain with the company, including customers who remained on a month-to-month basis after their initial term ended.

Table 10. UEB CTA-Related Complaints

Month Reviewed	CTA-Related Complaints		Data Requests Issued	Proof of Authorization Obtained	Citations Issued	Enforcement Actions Issued
	Total Reviewed	Unauthorized Enrollment				
August	262	61	9	22	7	1

- **Citation Appeals:** UEB received 1 CTA citation appeal on May 19, 2026, from United Energy Trading (K.26-06-011). Two other open citation appeals involve RA and are awaiting ALJ ruling for final decision (K.19-03-024 and K.24-05-026). As of August 2026, there are 3 current active appeals.

Table 11. UEB Citation Appeals

Date	Number of Citations Issued	Number of Citation Appeal(s)
January to August 2026	305	1

Compliance with Ordering Paragraphs

There were no new Ordering Paragraphs added to UEB's COPs Tracker for the month of August 2026. UEB is responsible for three separate Ordering Paragraphs. As of August 2026, one of the Ordering Paragraph is still pending, and two are out of compliance. Assigned UEB Staff will follow up with Fiscal Office to ensure they will pursue compliance.

Ordering Paragraphs related to UEB's work are attributable to the imposition of fines, adoption of settlements, ordering of consumer refunds or reparation and other remedies and corrective actions,

including reporting requirements, resulting from UEB’s investigations of violation of law and wrongdoing against consumers.

The ordering paragraphs assigned to UEB’s COPs Tracker do not include tracking for compliance with payment of citations, penalties, surcharges, or the like, which are assigned to Fiscal Office under the Fiscal Payment Tracker (FPT) system. However, UEB staff tracks such payments separately in our case management system and informs fiscal of any identified issues.

UEB-Related Proceedings

Table 11. UEB-Related Proceedings

Proceeding	Description	ALJ	Commissioner
R.18-07-005	Order Instituting Rulemaking to Consider New Approaches to Disconnections and Reconnections to Improve Energy Access and Contain Costs.	Kelly	Houck
K.19-03-024	Appeal of San Jose Clean Energy to Citation E-4195- 0052 issued on February 27, 2019 by the Consumer Protection and Enforcement Division.	Kelly	N/A
I.22-10-007	Application for Rehearing of D.25-03-011. Order Instituting Investigation into the Operations and Practices of TC Telephone and Order to Show Cause to Determine Whether Respondents Violated the Laws, Rules, and Regulations Governing the California Universal LifeLine Program	Mason	Baker
H.24-02-005	Application for Rehearing of ALJ-481 in H.24-02-005. In the Matter of FETP Unlawful Participation in The CTF and Violation of CTF Program Rules	Kelly	N/A
K.24-05-026	Appeal of San Diego Community Power to citation E-4195-0173 issued on April 30, 2024 by Consumer Protection & Enforcement Division	Afary	N/A
I.25-08-007	Order Instituting Investigation into the Operations, Maintenance, and Practices of Havasu Water Company (WTD-352) for Failure to Comply With the Laws, Rules, and Regulations of this State Governing the Manner in which California Consumers are Provided with Safe and Reliable Water Service and Order to Show Cause Why the Commission Should Not Petition the Superior Court for the Appointment of a Receiver.	LeQuang	Baker

A.25-10-022	Registration of Easton Telecom Services for a Certificate of Public Convenience and Necessity to Provide Non-Facilities Based Digital Voice Fixed Interconnected VoIP Services Pursuant to Public Utilities Code Section 1013.	Goldberg	Houck
K.26-06-011	Appeal of United Energy Trading, LLC d/b/a Collective Energy from Citation No. UEB-003-0645 in the amount of \$1,000.00 issued by the Consumer Protection and Enforcement Division.	Peterson	N/A
A.26-06-003	Application of American Broadband and Telecommunications Company LLC (U-4457-C) for Appeal Request for Expedited Schedule.	Toy	Reynolds

Outreach/Training/Other Activities

SNAP Summary: Staff attended the August 20, 2026, State National Action Plan (SNAP) call. Federal Communications Commission’s (FCC) staff gave a presentation on Improving the Effectiveness of the Robocall Mitigation Database. The FCC is considering a Further Notice of Proposed Rulemaking that aims to strengthen the integrity of the United States voice ecosystem, specifically the Robocall Mitigation Database. These changes are designed to further deter illegal calls by proposing measures to ensure only legitimate, transparent, and accountable providers gain or maintain access to the Robocall Mitigation Database.

More information can be found at FCC WC Docket Nos. 24-213, 17-97; CG Docket No. 17-59. The next SNAP call is set for September 24, 2026.