

MISSION STATEMENT

The Mt. Hood Cable Regulatory Commission advocates for and protects the public interest in the regulation and development of cable communications systems in Multnomah County and the Cities of Fairview, Gresham, Portland, Troutdale and Wood Village; monitors and helps resolve cable subscribers' concerns in these jurisdictions; and participates in the planning and implementation of community use of communications technologies which make use of the public right of way.

GOALS AND OBJECTIVES

Approved: June 15, 2009

Effective: July 1, 2009 – June 30, 2010

The Commission acknowledges that the policy and regulatory work of the Commission is undertaken in a very dynamic communications technology environment. Consequently, the Commission retains flexibility to modify or revise these Goals and Objectives as may be required from time to time.

Goal I: *Effectively administer cable television franchise agreements to serve our member jurisdictions.*

Objectives

1. Analyze and process the Verizon request to transfer ownership of its franchise agreements to Frontier Communications.
2. Identify and address franchise compliance issues in response to and, when possible, prior to cable company actions.
3. Provide consumer protection for citizens and subscribers in cable television matters by helping to resolve complaints, enforcing customer service standards and addressing other consumer-related franchise compliance issues.
4. Conduct financial review (2006-2008) of Comcast franchise and PEG fee payments.
5. Conduct a review of Verizon's allocation of gross revenues and franchise fees among the four cities in order to establish an accurate baseline method.
6. Pursue regulatory and legal processes to ensure fair compensation and correct accounting for franchise fee payments under franchises regarding use of right-of-way by cable company to deliver converged and bundled services (cable TV, internet and telephone).

Goal II: *Conduct a community needs ascertainment for the purpose of assisting the MHCRC and its jurisdictions to understand current and future, local community technology needs and interests.*

Objectives

1. To complete a thorough and realistic ascertainment of the community's current and future communications technology needs and interests.
2. To engage in an ascertainment that reflects the broad and diverse voices of our communities.
3. To build greater awareness of existing cable-related public benefits and communications

technology opportunities.

4. To document and evaluate the impact of past cable-related public benefits (grants, I-Net, community access, consumer protection, franchise fees).
5. To evaluate Comcast's performance under its current franchise and identify consumer protection issues and trends.
6. To successfully negotiate a cable services franchise agreement with Comcast that addresses cable-related community technology needs and interests and consumer protection issues and trends.

Goal III: *Ensure access to and use of current and new services available through the cable system technology by citizens, local governments and community institutions.*

Objectives

1. Consider special grant requests, on a limited basis, for the FY09-10 Community Access Capital Grant program to support the development of public, educational and governmental uses of cable system technology in accordance with grant purpose and criteria.
2. Monitor projects that have received grant funding to ensure compliance with the project goals and objectives and accountability for grant funds.
3. Manage and oversee Community Institutional Network (I-Net) planning and fund in order to leverage this public resource as a low cost, high quality tool for public organizations to communicate, inform and deliver services to their constituencies.
4. Conduct an evaluation of grants and I-Net benefits and impacts, as part of the ascertainment of community technology needs and interests.
5. Manage access provider contracts with Portland Community Media and MetroEast Community Media.
6. Allocate capital funds for Portland Community Media and MetroEast Community Media.
7. Explore creative public and community opportunities arising through local adoption of digital technology for both content development and distribution.
8. Collaborate with organizations, at the federal, state and local levels, to advocate for the community's access to cable system technology.

Goal IV: *Communicate, educate and respond in a timely and accurate manner to our jurisdictions, cable subscribers and the general public regarding communications technology policy and regulatory issues.*

Objectives

1. Communicate with jurisdictions' elected officials and key staff in order to educate them about communications technology policy and regulatory issues and what's at stake for our communities.
2. Conduct outreach to our communities so that their views are represented in the community technology needs ascertainment and they are empowered to participate in the Comcast franchise renewal process.

3. Support our member jurisdictions in implementing FCC rules and federal laws related to cable and telecommunications.
4. Support and provide resources for the development of Commissioners' education and expertise.

Goal V: *Advocate for continued local authority regarding cable franchises and use of the public rights of way by communication providers.*

Objectives

1. Continue cross-jurisdictional collaborations for information-sharing and coordinated strategies on issues of common concern.
2. Participate in statewide committees or groups who address local government authority, management and control of public rights of way and in preparation for the 2011 Oregon State Legislative session.
3. Participate in national policy discussions in order to advocate for and preserve existing and new public interest benefits

Goal VI: *Operate the Cable Regulatory Office and the Commission efficiently and effectively.*

Objectives

1. Fulfill Intergovernmental Agreement and Rules of Procedure administrative responsibilities.
2. Plan and conduct Commission meetings in a way that respects the volunteer nature of Commission positions and is in accordance with Oregon Open Meeting laws.
3. Continue annual strategic planning and evaluation.
4. Present an annual budget request to the Jurisdictions that supports the Commission's mission and respects the Jurisdictions' budget considerations.