MT. HOOD CABLE REGULATORY COMMISSION

FYs 24-25 & 25-26

ANNUAL REPORT

MHCRC

Introduction from the Chair

Dear Community Partners and Colleagues,

As we conclude the year, I wish to reflect on the longstanding contributions of the Mt. Hood Cable Regulatory Commission (MHCRC) and provide an update on our transition. For more than 30 years, the Commission has advanced digital equity by expanding broadband access in libraries and supporting original programming through our region's community media centers. This work has strengthened civic participation and community engagement across our jurisdictions.

Since its inception, the MHCRC has negotiated public benefit outcomes with cable operators that have impacted schools, public libraries and non-profit organizations whose services and constituencies crisscross the cities and County. As part of that public benefit, the MHCRC has approved 265 Community Technology grants totaling over $24 million to community groups and nonprofits since 1999.

This year, the Commission took a significant step regarding its future. In October 2025, following extensive deliberation at a September mini-retreat and Policy Committee meeting, the Commission recommended a resolution to dissolve the MHCRC, which was approved in January. The Resolution formally requested that all participating jurisdictions take action to support dissolution of the Commission by June 2026. This decision reflects ongoing declines in cable franchise and PEG fee revenues, which have impacted the sustainability of the Commission's existing structure.

Throughout this process, we remain committed to transparency and ensuring clear, timely communication with our community. With support from MHCRC staff and the Commission, we have been providing guidance and information to partners as this work progresses. In light of the Commission's upcoming dissolution, this annual report will encompass both fiscal years 2024–25 and 2025–26, as there will be no avenue for producing a standalone report for FY 2025–26.

A major highlight of 2026 has been the final cycle of the Community Technology Grant Program. The strong applicant pool demonstrates continued innovation and leadership in our region. All awarded grants will be fully administered through the entirety of their approved timelines, including those extending into 2027, 2028 and beyond.

We collaborated with our jurisdictions and partner organizations to help ensure that local community media centers are well positioned for the future. In particular, MetroEast Community Media established promising new partnerships with Comcast and Unitus Community Credit Union to support ongoing community service and program delivery. At the same time, Open Signal continued diversifying its revenue model through expanded Production Services work, non-profit partnerships and the introduction of sliding-scale fees for media education programs. Open Signal also launched a new participation structure that separates classes from membership requirements, lowering barriers to participation while creating a more sustainable source of earned revenue to support ongoing community media programming and civic broadcasting services.

In May 2026, we hosted a Ceremony of Appreciation to honor the decades of Commission achievements and recognize the many individuals and organizations that have contributed to this work. Our policy and advocacy work has impacted cable legislation at the federal and state levels, and with FCC rulemaking.

Thank you for your partnership and support. As we move through this final chapter, the Commission is committed to a responsible and well-coordinated dissolution process that honors our mission and ensures continuity for the community programs we have long championed.

Sincerely,

Julia DeGraw

Chair, Mt. Hood Cable Regulatory Commission

MHCRC

Serving Multnomah County and the Cities of Fairview, Gresham, Portland, Troutdale & Wood Village

Who We Are

We are eight volunteers who represent our communities' cable communications technology needs. We are appointed by the six MHCRC Member Jurisdictions: Multnomah County and the Cities of Fairview, Gresham, Portland, Troutdale and Wood Village. Commissioners | Julia DeGraw, Chair; Scott Harden, Vice Chair; Asad Butt, Jeff Dennerline; Leslie Goodlow; Norm Thomas; Soren Underdahl; Cherri Wagner.

For more information about your Commissioners, bios are found on the MHCRC Website: www.mhcrc.org/about-the-mhcrc/.

Staff |Eric Engstrom, Director; Seema Gadh Kumar, Chief of Community Technology, Andrew Speer, Franchise Utility Manager; Laura Dyer, Compliance Analyst; Rana DeBey, MHCRC Community Grants Manager; Kathleen Lefebvre, Administrative Specialist; Douglas Imaralu, Finance Manager; Kevin Block, Policy Coordinator.

What We Do

- **Cable Franchise Negotiation & Compliance:** We conduct franchise negotiations, renewals and transfers of ownership, and enforce cable company compliance with franchise agreements.
- **Consumer Protections:** We monitor cable provider customer service data, and step in to support consumers with complaint resolution.
- **Policy & Advocacy:** We participate in communications policy and legislative advocacy efforts to protect local control of the public right-of-way.
- **Community Media:** We provide ongoing support to community media organizations serving Portland and East Multnomah County.
- **Community Technology Grants:** We administer a competitive grants program which allocates approximately $1 million annually to libraries, schools, local governments and non-profit community organizations.
- **Digital Equity & Inclusion:** We promote digital equity and inclusion in our grants, through promoting equitable training and access to video technologies.

Background/History

The Mt. Hood Cable Regulatory Commission was established in 1992 through an intergovernmental agreement among Multnomah County and the cities of Fairview, Gresham, Portland, Troutdale and Wood Village to collectively regulate cable communications systems and protect the public interest. Acting on behalf of its member jurisdictions, the MHCRC has been responsible for negotiating and administering cable franchise agreements, ensuring fair compensation for the use of the public right-of-way, providing consumer protection and advancing community access to communications technology.

A central component of the MHCRC's work has been the administration of Community Grants, funded through Public, Educational and Government (PEG) fees paid by cable providers in exchange for use of the public right-of-way. These funds are reinvested locally to support community media, digital equity and technology access initiatives. Since 1999, the MHCRC has awarded 265 Community Grants totaling $24,645,398 in PEG funding.

These investments have enabled community organizations, schools, libraries and local governments to leverage technology to improve access to information, expand educational opportunities and strengthen civic participation.

Within this broader grantmaking portfolio, the Community Technology Grants program has served as a primary funding mechanism for projects that utilize technology for public benefit. For more than two decades, the program has supported nonprofits, educational institutions and public agencies in deploying equipment, developing digital content and expanding access to media and communications tools—particularly for underserved communities.

The MHCRC also led the TechSmart Initiative for Student Success from 2014 to 2022, investing $15,884,647 in PEG funding across nine projects in six school districts. This initiative focused on improving student outcomes through strategic investments in technology infrastructure, digital learning tools and capacity building within schools, helping to prepare students for success in an increasingly digital world.

In addition to its grantmaking work, the MHCRC has played a key role in cable customer advocacy and policy development. The Commission has worked in coalition with local governments and regulators to advance consumer protections at the federal level,

including support for “all-in” pricing rules that improve transparency for cable subscribers. It has also consistently advocated for the elimination of anti-competitive billing practices and for the preservation of local control over the public right-of-way—ensuring that jurisdictions retain the ability to manage public assets and reinvest associated revenues into essential community services.

Finally, the MHCRC has prioritized building and sustaining capacity at Community Media Centers (CMCs), recognizing their critical role in providing access to media production tools, training and platforms for community storytelling. Through these combined efforts, the MHCRC has advanced a regional model of communications governance that centers equity, access and local benefit.

Cable Franchise Negotiation and Compliance

MHCRC franchise negotiation, management and compliance services provide Member Jurisdictions with economies of scale in:

- Franchise negotiations, renewals and transfers of ownership.
- Routine auditing of franchise fees to ensure Member Jurisdictions are accurately compensated under the terms of the agreement and statutes.
- Monitoring of cable provider performance metrics including customer service standards, subscriber reporting and fiscal reporting.
- Customer complaint resolutions.
- Enforcement of compliance with the franchise agreement, and the legal and policy frameworks set by federal law.

Cable Franchise Negotiations:

During the reporting period, the MHCRC implemented a new 10-year franchise agreement with Comcast Corporation on behalf of Member Jurisdictions. At the end of calendar year 2025, Ziply Fiber ended cable service within the service area of the MHCRC and now only provides wire-telephone and internet services in the cities of Fairview, Gresham, Troutdale and Wood Village and in the unincorporated areas of Multnomah County.

Consumer Protections - Customer Complaint Line:

During the reporting period, the MHCRC received and resolved complaints via phone and email for approximately 100 subscribers.

Customers had three options if they wanted to file a complaint. They could call 311 or 503-823-5385, where a representative from the City of Portland's 311 team documented the complaint on behalf of the MHCRC and connected customers with cable company representatives to resolve the issue. Customers could also send an email detailing their complaint to info@mhcrc.org. Finally, they could complete an online complaint form.

Customer concerns were relayed directly to the cable provider, with ongoing oversight and support from the MHCRC throughout the resolution process. The 311 platform also allowed for

detailed tracking and reporting of complaints, including data on zip code, type of complaint and time to resolution. This information supported the MHCRC's legislative and policy advocacy efforts.

Upon dissolution of the MHCRC, each member jurisdiction will determine how it manages cable-related complaints and customer advocacy. Responsibilities previously coordinated through the Commission may be absorbed into existing local systems or restructured to meet jurisdiction-specific needs. This transition represents a shift from a regional, centralized model of cable regulation and consumer protection to one in which individual jurisdictions establish their own processes for addressing resident concerns, engaging with providers and maintaining oversight.

Policy and Legislation Advocacy

The MHCRC monitors and advocates on behalf of its member jurisdictions on legislation and policies that affect local authority and the provision of telecommunications services. This work includes tracking policy and legislative developments at the local, state and federal levels; engaging with state and federal elected officials to represent member interests; and submitting comments and reply comments to key policymaking bodies such as the Federal Communications Commission (FCC) and the National Telecommunications and Information Administration (NTIA).

MHCRC staff also participate in local government coalitions to challenge policies that may limit local authority to manage the public right-of-way and serve on boards and committees to ensure community needs are reflected in policy development. For example, staff member Kevin Block serves on the League of Oregon Cities Technology and Telecommunications Policy Committee and participates in the National Association of

Telecommunications Officers and Advisors' (NATOA) Policy and Legislation Committee, while staff member Andrew Speer contributes to the FCC's Intergovernmental Advisory Committee (IAC).

Advocacy opportunities during fiscal year 2024–25 were somewhat limited due to the transition in presidential administrations and Oregon's short 2025 legislative session. Nevertheless, staff kept the MHCRC informed on a range of emerging legislative and regulatory issues. At the federal level, H.R. 2289 proposes significant changes, including eliminating cable franchise renewal requirements, allowing franchisees to modify agreement terms, and imposing additional shot clocks on municipal permitting processes.

At the regulatory level, FCC Docket 25-253 and Docket 25-276 seek to preempt local control over the deployment of wired and wireless internet infrastructure, respectively. In addition to these specific developments, MHCRC staff monitored appointments to key federal agencies and advisory bodies, tracked election outcomes and followed state legislative activity. This ongoing monitoring provides essential context and positioning to strengthen and inform the MHCRC's broader advocacy efforts.

Community Technology Grants Program

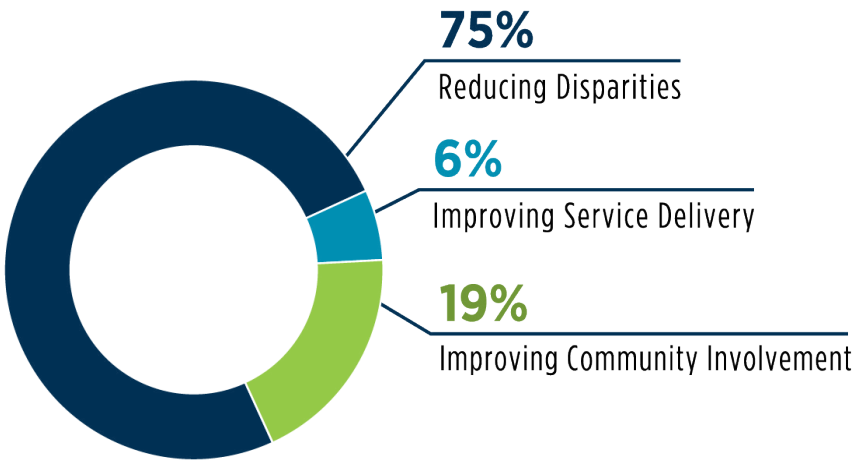
FY2024-2025 Snapshot:

31 Applicants

16 Grants Awarded

$994,416 Total grant dollars invested

Public Benefits Areas Addressed



Community Technology Grants Program

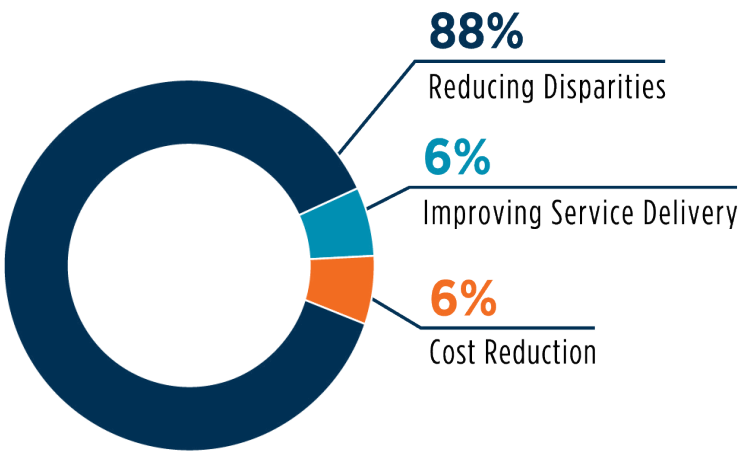
FY2025-2026 Snapshot:

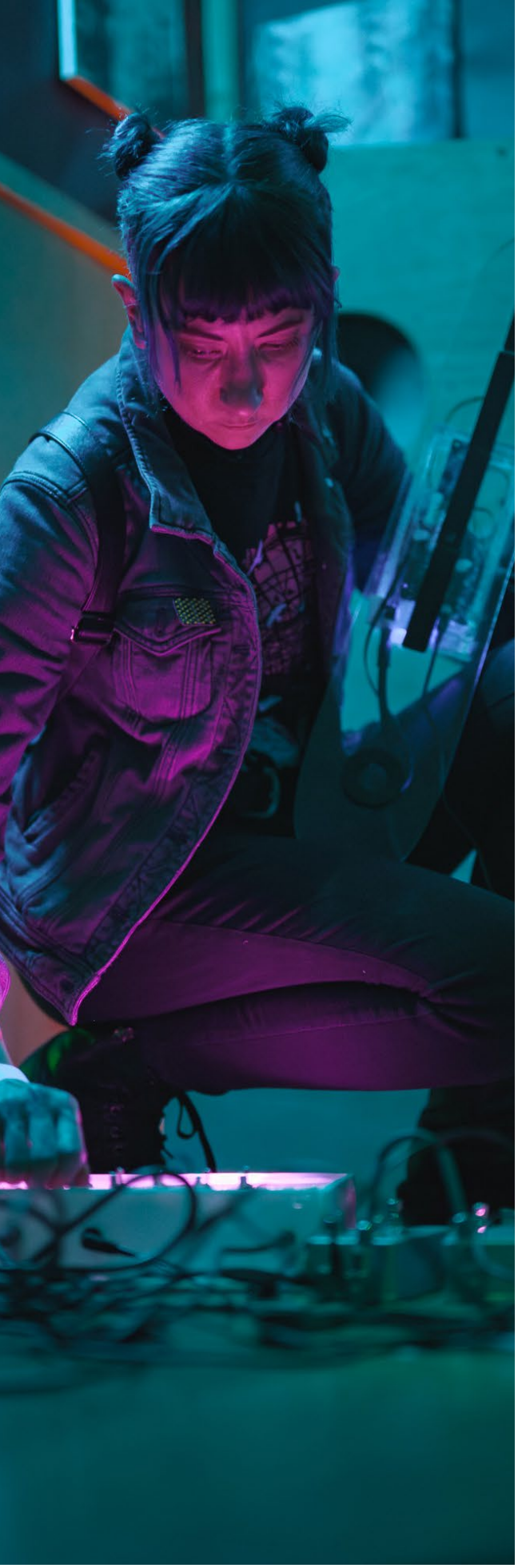
Applicants

Grants Awarded

Total grant dollars invested

Public Benefits Areas Addressed





CETI Community Technology Grant ($75,630) – Outcomes Summary

Overview:

CETI puts the power of emergent technology innovation directly into the hands of communities that need it most through collaborative learning, creativity and invention, leading to a more joyful, prosperous, sustainable and innovative commons. This grant supported continued programming to help local creators develop fluency in emerging media tools. CETI served students, educators, creators and professionals in training institutes, workshops and hands-on direct support focused on augmented storytelling modalities including AI video creation, XR interactive and immersive creation tools.

Key Achievements:

Workshops & Community Engagement:

Goal: Host five workshops and trainings during Summer Enchanted Technology Festival

Outcome:

- **Held over 20 workshops and trainings**
- **Served 250 participants (40% women, BIPOC, low income)**

Workforce Development

Goal: Train a minimum of 40 students, creators and professionals from communities previously marginalized or underrepresented in tech and emerging media within the educational system

Outcome:

- **Provided training for 50 students at Lents Elementary and the Iraqi School.**
- **100% of the students were BIPOC, low-income, immigrant students.**

Media & Public Distribution

Goal: Produce two or more video collections of content by training participants and a behind-the-scenes documentation video

Outcome:

- **Five videos produced and shared for cable distribution**

Community media center partner: Open Signal

Public Benefit Alignment:

- Advanced digital literacy training
- Diversity in media voices
- Student education (K-12)
- Workforce training/development

Conclusion & Impact:

CETI exceeded their key goals for the grant project to build fluency, skills and expertise within a diverse community of creators while producing augmented XR storytelling tours of Portland. Participants gained professional hands-on training in these emerging modalities and cutting-edge media tools while strengthening the community media sector overall through building strategic partnerships and community-centered collaboration. In addition, wielding these tools impactfully allowed increased production of hyper-local media content and supporting increases in the diverse voices represented in media.

Wonderfolk Community Technology Grant ($35,852) – Outcomes Summary

Overview:

Wonderfolk's mission is to develop diverse young leaders through access to unique leadership opportunities that amplify their agency, impact their community and shape their future by providing accelerated leadership development through travel and local civic engagement experiences. This funded project engaged underserved BIPOC youth, ages 15 to 18, in civics-based education and impactful change-making though dynamic community partnerships, culminating in the creation of a "visual yearbook" for cable broadcast.

Key Achievements:

Youth Engagement & Media Training:

Goal: Provide 13 hours of video technical skills training across five workshops

Outcome:

Students participated in 22+ hours of technical skills training across five workshops, plus an additional 20 hours of training on video editing, for a total of 42 hours of experiential learning.

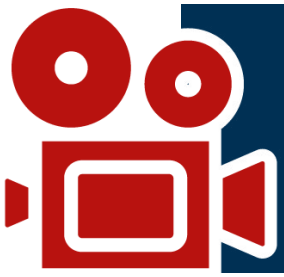
Goal: 80% of participating youth will increase their technical knowledge of media production techniques and practices

Outcome:

- **71% agreed "After my participation in workshops with MetroEast Media, I have an increased knowledge of how to use photo and video software."**
- **71% agreed "After my participation in workshops with MetroEast Media, I have an increased knowledge of how to use photo and video equipment."**
- **62% agreed "Participating in this program has given me expanded aspirations for my future career."**
- **71% agreed "I felt supported by Wonderfolk and MetroEast Media while learning how to use photo and video technology."**

Media & Public Distribution:

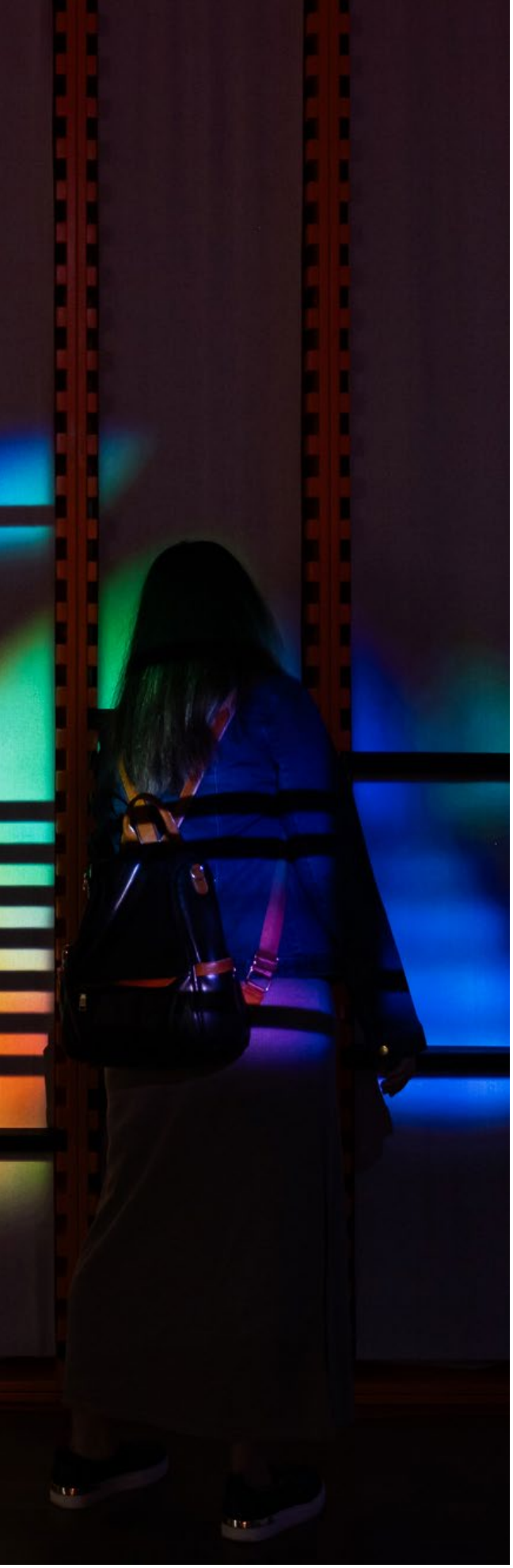
Goal: Three videos produced and distributed for cable broadcast



Outcome:

Three videos produced; two visual yearbooks and a programmatic overview.

Community media center partner: MetroEast Community Media



Public Benefit Alignment:

- Entry-level digital literacy training
- Diversity in media voices
- Student education (K-12)
- Workforce training/development

Conclusion & Impact:

The grant-funded project was successful in engaging youth and providing industry-grade video production equipment to support skills acquisition and workforce development opportunities. The “Visual Yearbook” project continued beyond the term of this grant. It is an integral part of Wonderfolk’s ongoing workshops with MetroEast Community Media, a long-standing partner, and is planned to occur annually with new cohorts of students. Moving forward, Wonderfolk will build on this foundation by deepening the curriculum, incorporating feedback from students and partners and exploring additional opportunities for community engagement.

Partnership with Comcast*

In East Multnomah County, spanning Portland, Gresham, Fairview, Wood Village and Troutdale, more than 30,000 households qualify for government assistance programs. Of these households, over 3,000 lack a functional computer or device, creating significant barriers to education, employment and access to essential services. To address this digital divide, Comcast and the Mt. Hood Cable Regulatory Commission (MHCRC) launched the Digital Equity Initiative in 2024, partnering with Free Geek to expand digital access throughout the region. The I-Net End Fund was originally created following the franchise negotiation with Comcast in 2012. At that time, a previous fee collection structure meant that Comcast retained a balance in PEG/I-Net funds. A side letter was agreed upon in 2011/2012 to use this balance for line extensions with oversight by MHCRC staff, but there was not a strong demand for these extensions. In September 2023, the MHCRC entered into a revised I-Net End Fund Administration Agreement with Comcast to direct that the remaining balance of $4,040,308 be used to fund digital adoption and skills training programs.

The partnership leverages Free Geek's established relationships with community-based organizations (CBOs) to reach residents who might not otherwise learn about available digital equity resources. These CBO connections prove especially valuable when combined with Comcast's Lift Zone Initiative, which creates digital hubs in safe, accessible community spaces. Many Lift Zones operate within the same CBOs where Free Geek conducts outreach, offering free Wi-Fi, device access, and digital skills training. This coordinated approach ensures underserved community members can access technology, develop digital skills and connect with supportive resources in familiar, trusted environments. Comcast and MHCRC partnered with PRE to evaluate the Digital Equity Initiative.

The initiative is now entering its second year. Along with Lift Zone specific digital skills classes, Free Geek has been spearheading digital skills classes for community members in a number of locations in East Multnomah County. Free Geek Digital Navigators taught a series of three foundational digital skills classes to community members around East Multnomah County: Computer Basics, Internet Basics and Keyboard Basics. Following the completion of the digital skills foundation classes, community members received a device such as a Dell Chromebook. A total of nine Community Based Organizations (CBOs) partnered with Free Geek to host digital skills classes:

- The Rosewood Initiative
- Guerreras Latinas
- Rockwood Library
- City of Fairview/ City of Wood Village
- Oregon Spinal Cord Injury Connection
- Multnomah County Library
- Home Forward
- ARIO
- MetroEast

The program continues through December 2026.

Peer Learning Event

On Oct. 30, 2025, the Mt. Hood Cable Regulatory Commission (MHCRC) hosted its final Peer Learning Event, bringing together over 40 community technology grantees for a day of reflection, connection and collaboration. Rather than an ending, the 2025 event marked a transformation—celebrating the abundance of relationships, skills and creative capacity that grantees have cultivated, and affirming their resilience as they envision a self-sustaining, grantee-led peer learning network.

The morning began with introductions and a shared timeline of community media experience. Grantees from across Multnomah County and its five partner cities reflected on what they enjoy about media production, from storytelling and collaboration to the joy of amplifying community voices.

A video montage featuring projects funded through the Community Technology Grant Program underscored the wide reach and impact of the MHCRC's support over the years. During opening remarks, Commission Chair Julia DeGraw and Commissioner Jeff Dennerline honored both the program's legacy and the cohesive power grantees carry forward, while responding to questions with transparency during this moment of transition.

As the MHCRC works through the process of dissolving its intergovernmental agreement (IGA), this year's event was symbolic of not only closure, but also continuity. Since 1999 the MHCRC's Community Technology Grant Program has invested millions of dollars in community-driven media and technology projects that expand access, build skills and strengthen civic engagement. As the Commission transitions, the spirit of the program endures through relationships and shared knowledge cultivated among grantees. The 2025 Peer Learning event reaffirmed that community media in the region will continue in the form of a regional community of practice—powered by collaboration, creativity and a community collective leadership.

Community Media Centers

Spotlight on MetroEast

The FY 24-25 MetroEast Community Needs Assessment, which took place from May 2024 to June 2025, was to obtain feedback that would directly impact MetroEast's future services and technologies for its members, community media producers, partner organizations and the wider community. The assessment employed a dual approach: a widespread survey and multiple, small-group community listening sessions. All surveys asked the same two primary questions: "What subject would you like to learn?" and "What gear or technology are you interested in using?" Distribution focused on in-person outreach at community events and MetroEast facilities to encourage participation from communities of interest (BIPOC, low-income) and ensure participant demographics reflected East County's diversity.

There were 193 total respondents across four groups surveyed. MetroEast conducted listening sessions with seven different groups, including producers, nonprofits, school students and government representatives. Findings included interest in small studio production spaces, live streaming and social media instruction and that 64% of non-profit and other organizations surveyed were interested in production services to create instructional or promotional films for their services.

The assessment results solidified MetroEast's commitment to providing accessible, beginner-friendly and portable equipment. As media technology evolves, they intend to evolve with it to continue strengthening their mission of using media to invigorate civic engagement, inspire diverse voices and strengthen community life.

Spotlight on OpenSignal

"Beyond the Noise: Media That's Moving Portland" Community Conversation

In November 2025, Open Signal hosted Beyond the Noise: Media That's Moving Portland, a public gathering that brought together journalists, filmmakers, educators and community organizers to discuss the future of public-interest media in the region. The event drew more than 30 participants and created a forum for dialogue about how grassroots storytelling, independent journalism and community media can strengthen civic participation in Portland. By convening voices from across the city's media ecosystem, Open Signal demonstrated how community media can serve as a civic meeting ground where residents explore the role storytelling plays in shaping public life.

Youth Media Program Supporting Student Storytelling

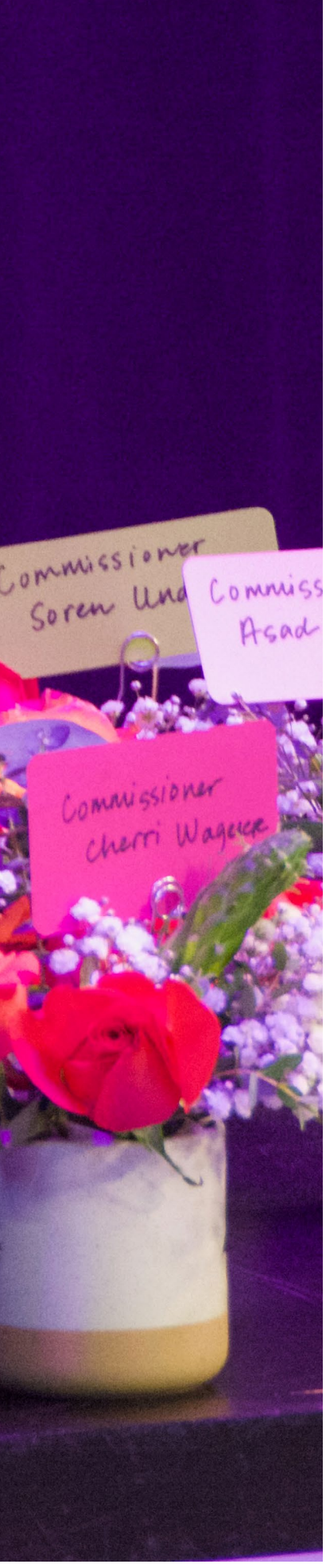
Open Signal's Youth Media Program provides young people with hands-on experience in video production and collaborative storytelling. Over the past year, youth participants took part in workshops focused on field and studio production. Guest speakers introduced students to professional practices in fields such as documentary filmmaking and production coordination, while participants worked together to create their own media projects. These programs give young creators an accessible pathway into media literacy and creative expression while encouraging them to reflect on the issues shaping their communities. Their final projects included a short thriller, music video, narrative pieces and a mini documentary about the historic Lloyd Center.

Production Cohort Program Training New Community Filmmakers

Open Signal's Production Cohort continues to serve as a flagship training program for emerging community filmmakers. Over the past year, two unique cohorts comprised of six to eight participants each spent five months developing original media projects with personalized mentorship from staff facilitators. Projects included documentaries exploring immigration experiences, disability access in public infrastructure and community-driven cycling culture in Portland. By providing equipment, training and facilitation, the cohort program supports residents in developing professional media skills while producing work that reflects Portland's diverse social and cultural experiences.

Open Playground Studio Program Expanding Volunteer Participation

Open Signal's weekly Open Playground studio program provides community members with a hands-on opportunity to learn television production while supporting live studio projects. The program draws from a volunteer pool of more than 190 community members who gain experience operating cameras, directing studio productions and working collaboratively on broadcast projects. Through Open Playground, volunteers build technical skills while contributing to a growing ecosystem of community-produced media.



Ceremony of Appreciation

On May 18, MHCRC staff hosted a Farewell Ceremony of Appreciation to recognize and celebrate the tremendous impact of the Commission since its establishment in 1999. Held at MetroEast Community Media, the event brought together a wide range of community partners and supporters who have contributed to the Commission's work over the past two decades. Attendees included past and present Commissioners and staff, representatives from member jurisdictions, former and current grantees and representatives from the region's designated community media centers. The gathering served as both a celebration of MHCRC's legacy and an opportunity to reflect on the many partnerships and accomplishments that shaped its work over the years.

The ceremony featured remarks from Commission Chair Julia DeGraw, who reflected on the Commission's history, accomplishments and enduring significance in advancing community media, digital equity and local oversight of telecommunications services throughout the region. Her remarks highlighted the Commission's role in supporting access to information, fostering civic engagement and investing in community-driven media and technology initiatives that have benefited residents across member jurisdictions.

The event also included a memorial tribute honoring the life and service of Commissioner Carol Studenmund, recognizing her lasting contributions to the Commission and the broader community. Guests were invited to share reflections and memories throughout the evening, creating space to acknowledge the relationships, collaborations and community impact that defined the Commission's work. Celebratory gifts, including flowers and commemorative MHCRC mugs, were presented as tokens of appreciation, while light refreshments and networking opportunities encouraged attendees to reconnect and celebrate the Commission's shared legacy together.

In addition to commemorating MHCRC's history, the ceremony also highlighted the lasting impact of the Commission's investments and partnerships through remarks from past and present Commissioners, staff, and grantees. Speakers reflected on the ways MHCRC funding and advocacy supported local media production, digital inclusion efforts, community storytelling and equitable access to technology resources. Together, the stories shared throughout the evening underscored the Commission's enduring influence on the region's community media ecosystem and the many individuals and organizations whose work was strengthened through MHCRC's support.

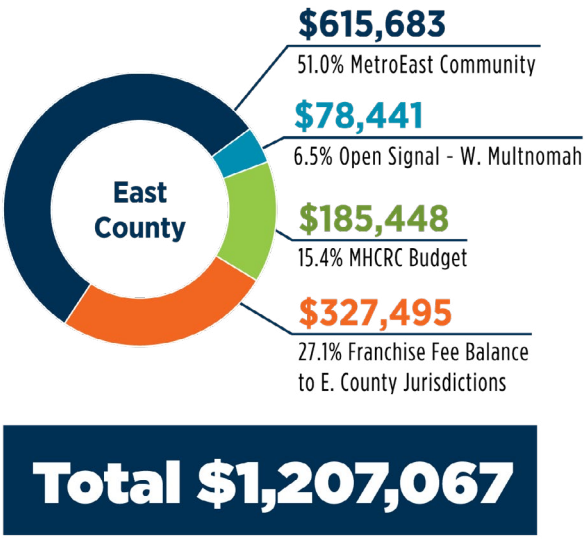
Fiscal Year 24-25

MHCRC Operating Budget

Revenues	Budget	Actual
City of Portland Appropriations	$345,600	$354,600
East County Appropriations	$185,445	$185,455
FY 2022-23 Carryover	$420,734	$485,396
Interest Revenue Allocation	$135,914	$135,914
Total Revenues	**$1,173,730**	**$1,152,315**

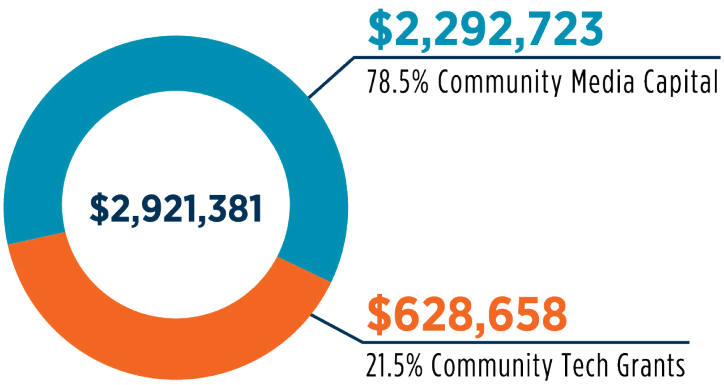
Expenditures	Budget	Actual
Personnel Services	$386,062	$458,311
External Materials & Services	$217,750	$189,728
Internal Materials & Services	$7,500	$2,729
General Fund Overhead	$156,316	$156,316
Contingency	$0	$0
Total Expenditures	**$767,628**	**$807,084**

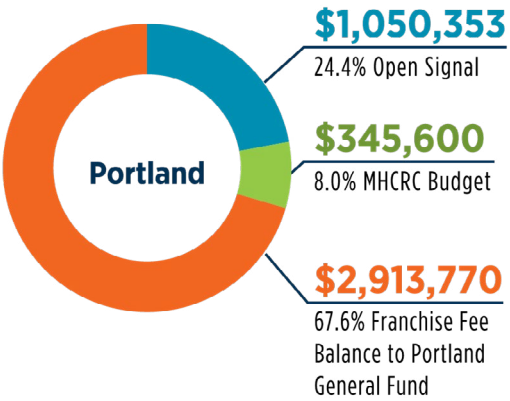
Franchise Fee Disbursement



Total $1,207,067

Funding Support for Community Media & Grants (based on PEG Funds)





Total $4,309,723

Note: FY25-26 figures will be available when the audit occurs in fall 2026.

MHCRC

Serving Multnomah County and the Cities of Fairview, Gresham, Portland, Troutdale & Wood Village

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This report produced by MHCRC staff and the City of Portland.

The City of Portland is committed to providing meaningful access. To request translation, interpretation, modifications, accommodations, or other auxiliary aids or services, contact 311, Relay: 711.

Traducción e Interpretación | Biên Dịch và Thông Dịch | अनुवाद और व्याख्या | 口笔译服务 | Устный и письменный перевод | Turjumaad iyo Fasiraad | Письмовий і усний переклад | Traducere și interpretariat | Chiaku me Awewen Kapas | 翻訳または通訳 | ภาษาแปลภาสา ที่ ภาษาอะที่ บาย | اترجمة اتلحر ير ية أ وال ش فهـ ية | www.portland.gov/bps/accommodation or **311**