



Mt. Hood Cable Regulatory Commission

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

MEETING NOTIFICATION

April 25, 2022

6:00 p.m.

In response to the COVID-19 virus, the meeting will be conducted via participation by phone or computer. Participants can access the meeting as follows:

Join Zoom Meeting

<https://us02web.zoom.us/j/87576900298?pwd=bmJTU2E1cUQzUTNjSmtlSTkxTTViQT09>

Meeting ID: 875 7690 0298

Passcode: 383192

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AGENDA

- Roll Call
 - Welcome Leslie Goodlow and Julia DeGraw – Commissioner Introductions
- Agenda Review
- Disclosures
- Public Comment (non-agenda items)

REGULAR AGENDA

- | | | |
|-----|-------------------------------------|---------|
| R1. | FY2022-23 Goals & Objectives | 45 mins |
| | ○ Staff Overview | |
| | ○ Discussion | |
| | ○ Direction to Staff | |
| R2. | MHCRC Financial Education Materials | 20 mins |
| | ○ Discussion and direction to staff | |

- Adjourn

*Denotes possible action item



Please notify the MHCRC no less than five (5) business days prior to our event for ADA accommodations at 503-823-5385, by the City of Portland's TTY at 503-823-6868, or by the Oregon Relay Service at 1-800-735-2900.





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COVER SHEET – AGENDA ITEM #R1

For Commission Meeting: April 25, 2022

“FY2022-23 Goals & Objectives”

Discussion

Commissioners will discuss the DRAFT FY2022-23 Goals & Objectives included in the packet and provide edits/direction to staff. Commissioners will vote on the finalized Goals & Objectives at the May Commission meeting. The DRAFT Goals & Objectives, which accompany the FY22-23 Budget to the Jurisdictions, reflect the Commission’s overall purpose and identifies objectives specific to anticipated workload items for the next fiscal year.

Staff is also proposing that the Commission consider developing a more detailed Work Plan (attached) for internal use, that identifies activities to achieve the Goals & Objectives, including unique activities in support of Commission priorities (see draft “work plan goals”) for the year and sets performance metrics. If the work plan tool is something the Commission would like to try using, staff asks that the Commission consider providing direction to staff on 1) work plan goals, 2) activities and 3) performance metrics at Monday’s meeting as time allows. If we run out of time, staff proposes using annual retreat time (to be scheduled) to continue to flush out specific activities and performance metrics.

Attachments: DRAFT FY2022-23 Goals & Objectives; DRAFT FY22-23 Work Plan; Approved FY21-22 Goals & Objectives

Prepared By: Rebecca Gibbons
April 20, 2022





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MISSION

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GOALS AND OBJECTIVES

Effective: July 1, 2022 – June 30, 2023

The Commission acknowledges that its policy and regulatory work is undertaken in a 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 services franchise agreements to serve member jurisdictions and their residents.*

Objectives

1. Identify and address franchise compliance issues in response to and, when possible, prior to cable company actions.
2. Provide consumer protection for citizens and subscribers in cable service matters by helping to resolve complaints, enforcing customer service standards and addressing other consumer-related franchise compliance issues.
3. Conduct an audit of franchise and PEG/I-Net fees payments for the past three years.
4. Negotiate cable services franchise agreements with Comcast and Zply that addresses cable-related community technology needs and interests and consumer protection issues and trends.

Goal II: *Focus the community grants program on key impacts for addressing needs and equity issues identified through the MHCRC's Your Voice, Our Communications Technology initiative to guide the financial investment of capital funds in the community.*

Objectives

1. Conduct the annual Community Technology Grants round to continue development of public, educational, and governmental uses of cable system technology.
2. Produce and present the TechSmart Initiative Making Meaning Report.
3. Explore grant-making opportunities that utilize community access and PEG Capital funds to support the development of public, educational, and





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governmental uses of cable system technology consistent with the grant purpose and criteria.

4. Monitor projects that have received grant funding to ensure compliance with project goals and objectives and accountability for grant funds.

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. Manage and ensure compliance with the terms of grant agreements with Open Signal and MetroEast Community Media.
2. Monitor and ensure accountability for capital funds paid to Open Signal and MetroEast Community Media.
3. Collaborate with organizations, at the federal, state, and local levels to advocate for the community's access to cable system technology.
4. Partner with the City of Portland and Multnomah County and other community groups in developing and implementing strategic actions and initiatives in support of the Digital Equity Action Plan.

Goal IV: *Communicate, educate, and respond in a timely, accurate, and clear 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 and support them about cable franchising regulatory and funding issues and what's at stake for our communities.
2. Support our member jurisdictions in implementing FCC rules and federal laws related to cable and telecommunications.
3. 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. Engage Jurisdictions in strategic planning to review the Commission's role, authority, and structure responsive to the findings of the Community Technology Needs Ascertainment and the changing policy and technology landscape.
2. Continue cross-jurisdictional collaborations for information-sharing and coordinated strategies on issues of common concern.
3. Participate in statewide committees or groups that address local government authority, management and control of public rights of way, such as the Oregon





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Broadband Advisory Committee and League of Oregon Cities public policy committee.

4. Monitor and participate in FCC proceedings on behalf of our jurisdictions' and citizens' interests.
5. Advocate for local authority and public interest benefits at the federal legislative level.

Goal VI: *Lead Commission operations efficiently and effectively.*

Objectives

1. Fulfill Intergovernmental Agreement and Rules of Procedure administrative responsibilities.
2. Engage with the City of Portland on the placement and structure of the MHCRC staff services within the City of Portland to ensure transparency and continued provision of a high level of service to MHCRC's stakeholders and communities.
3. 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.
4. Conduct annual strategic planning and goal-setting process.
5. Conduct annual MHCRC evaluation of staff services.
6. Conduct annual MHCRC Fund Audit and transmit it to the Oregon Secretary of State's Office.
7. Present an annual budget request to the Jurisdictions that supports the Commission's mission and respects the Jurisdictions' budget considerations.



MHCRC FY22-23 WORKPLAN (DRAFT 4.20.22)

Workplan Goals:

Goal I: Engage Jurisdictions in strategic planning to review the Commission’s role, authority, and structure responsive to the findings of the Community Technology Needs Ascertainment and the changing policy and technology landscape.

Goal II: Explore innovative opportunities to use grant funds to support community needs and interests that utilize the cable system.

Goal III: Create greater awareness of the Mt. Hood Cable Regulatory Commission’s mission and work to best serve the MHCRC community.

Goal IV: Strengthen the Commission's commitment to diversity, equity, and inclusion.

Time Period	Activity	Staff	Grant Committee	Finance Committee	Policy Committee	Full Commission	Individual Commissioners	Jurisdictions	Performance Metric
Q1 July-September									
	Strategic Planning	x			x				
	Renewal - reach agreements	x							
	Renewal - vet agreements	x					x		
	Renewal - coordiate public hearing	x							
	Renewal - host public hearing					x			
	Renewal - vote					x			
	Renewal - approve						x	x	
	Grant - outreach	x							
	Grant - explore funding opportunities	x	x						
	TechSmart Making Meaning Report development	x							
	Liaison duties*						x		
Q2 October-December									

	Strategic Planning	x			x		x	x	
	Year-end financial report (unaudited)								
	Fund Audit preparation	x							
	Fund Audit review			x					
	Fund Audit approval					x			
	Grant -launch	x							
	Grant - design funding opportunity	x	x						
	Grant - outreach video	x	x						
	TechSmart Making Meaning Report communications plan	x	x						
	Annual retreat coordination	x							
	CMC renewal - SOW development	x							
	Establish legislative priorities	x			x				
	Liaison duties						x		

Q3 January-March

	Strategic Planning	x			x	x	x	x	
	Budget preparation	x							
	Mid-year financial report	x		x					
	Annual retreat*	x				x			
	Implement process improvements recommended by Moss Adams audit	x		x					
	Grant - preliminary funding decisions					x			
	Grant - project plans and contracts	x							
	Grant - vet funding opportunity	x	x			x			
	TechSmart Making Meaning Report presentations	x				x	x		
	TechSmart participant Celebration Event	x	x				x		
	Prepare Annual Report	x							
	CMC renewal - SOW vetting	x	x						
	Liaison duties						x		

Q4 April-June									
	Strategic Planning - IGA updates?	x			x	x	x	x	
	Grant - open funding opportunity	x							
	Approve annual budget	x		x		x	x	x	
	Approve grant contracts					x			
	Year-end accounting	x							
	Appoint chairs and members to Board committees					x			
	Approve CMC renewal					x		x	
	Commissioner appointments	x					x		
	New Commissioner orientation	x					x		
	Liaison duties						x		

Liaison duties: Opens Signal Liaison; MetroEast Liaison; Renewal Liaisons; Jurisdiction Liaisons

Annual Retreat: mid-year workplan check-in; set FY23-24 goals and objectives and workplan; conduct staff evaluation; strategic planning; grant funding opportunities

Other considerations: Compliance / Consumer Protection / Policy & Legislation Issues

Jurisdictions authority: Section 4: https://www.mhcr.org/wp-content/uploads/2014/11/ops_renewalExhibitA-IGA.pdf

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GOALS AND OBJECTIVES

Effective: July 1, 2021 – June 30, 2022

In addition to the responsibilities outlined in the Intergovernmental Agreement, the Commission commits to additional goals and objectives to further the mission and better serve the community and jurisdictions it serves. The Commission acknowledges that its policy and regulatory work is undertaken in a 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: Engage Jurisdictions in strategic planning to review the Commission's role, authority, and structure responsive to the findings of the Community Technology Needs Ascertainment and the changing policy and technology landscape.

Objectives

- Complete MHCRC strategic planning to set direction and goals for the next 3 – 5 years. (staff and Commissioners)

Goal II: Create greater awareness of the Mt. Hood Cable Regulatory Commission's mission and work to best serve the MHCRC community.

Objectives

- Increase promotion of MHCRC meetings. (staff)
- Stream all meetings and post them on website. (staff)
- Share monthly newsletter to MHCRC jurisdictions. (Commissioners)
- Meet quarterly with jurisdictions to educate and support them about cable franchising regulatory and funding issues. (Commissioners)
- Establish a marketing/communications plan including promotion of the TechSmart program (staff and Commissioners)
- Legislative outreach and advocacy at the state and federal level (staff and Commissioners)
- Align and participate with partners on crafting and promoting legislation (staff and Commissioners)

Goal III: Enhance customer protections program to ensure more people know about the MHCRC's role and contact the MHCRC for assistance.

Objectives

- Create a more searchable website. (staff)
- Create a complaint portal through website. (staff)
- Increase communication and outreach about MHCRC customer protection program to community members. (staff)
- Develop and strengthen relationships with State and Federal officials. (staff)

Goal IV: In addition to the years of increased dedication to equity via the TechSmart and Community Grants Program the MHCRC will continue to strengthen its commitment to equity.

Objectives

- Create a more accessible website. (staff)
- Increase public outreach and advocacy. (staff)
- Increase new and diverse applicants for Community Technology grants. (staff)
- Facilitate partnerships and highlight opportunities for cable companies to work with jurisdictions or directly with community organizations. (staff)
- Implement recommendations from the Community Technology grant impact report. (staff)
- Create a recruitment process and procedures to ensure equity and diversity on the board and staff. (staff and commission)
- Create equity MHCRC statement and define priority populations (staff and Commission)

Goal V: Maintain financial oversight and strategize for long term financial sustainability.

Objective

- Complete Comcast and begin Zipli franchise negotiations with equity and financial sustainability at the focus. (staff)
- Implement changes recommended by Moss Adams Fund budget review. (staff)



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COVER SHEET – AGENDA ITEM #R2

For Commission Meeting: April 25, 2022

“MHCRC Finance Education Material”

Discussion

Staff will discuss the current revenue streams that are utilized to fund MHCRC annual fund and operating budgets while opening the meeting up for discussion on any areas of ambiguity that still exists.

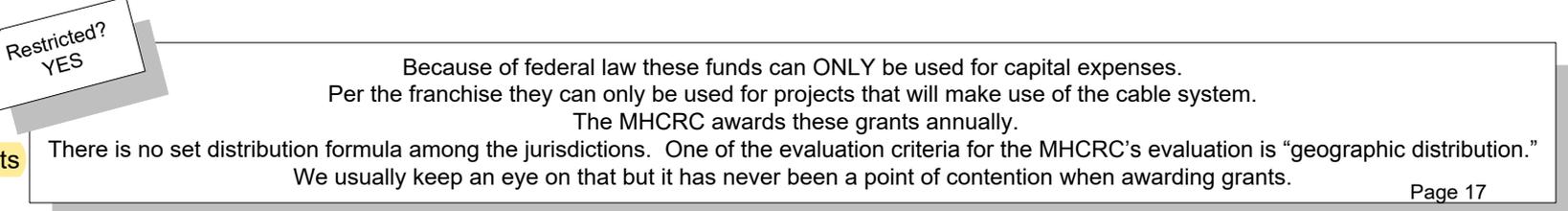
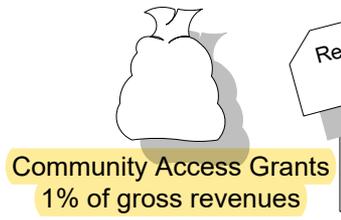
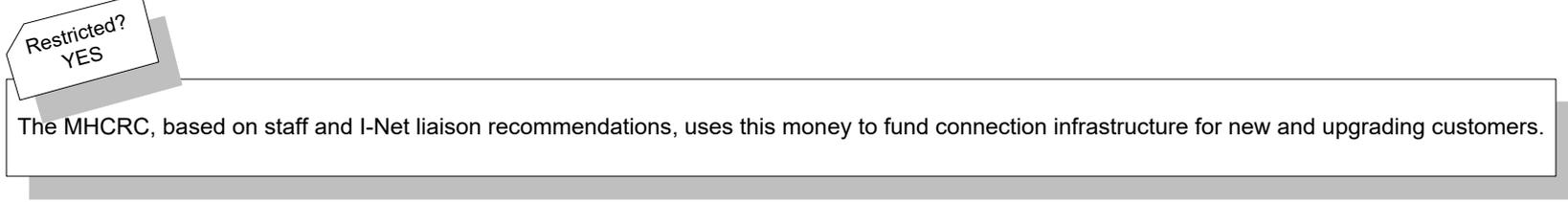
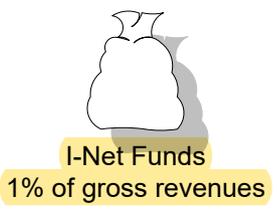
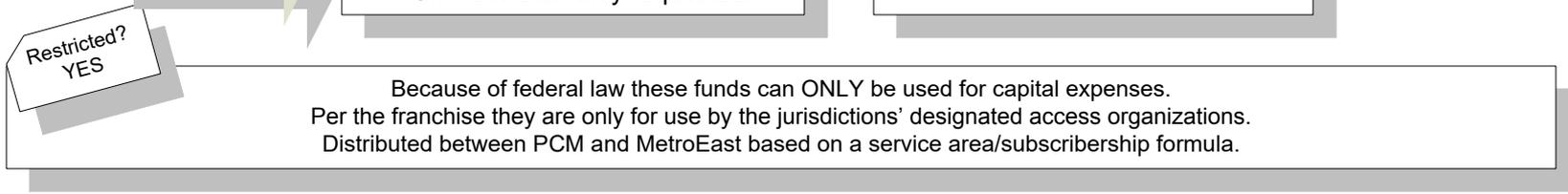
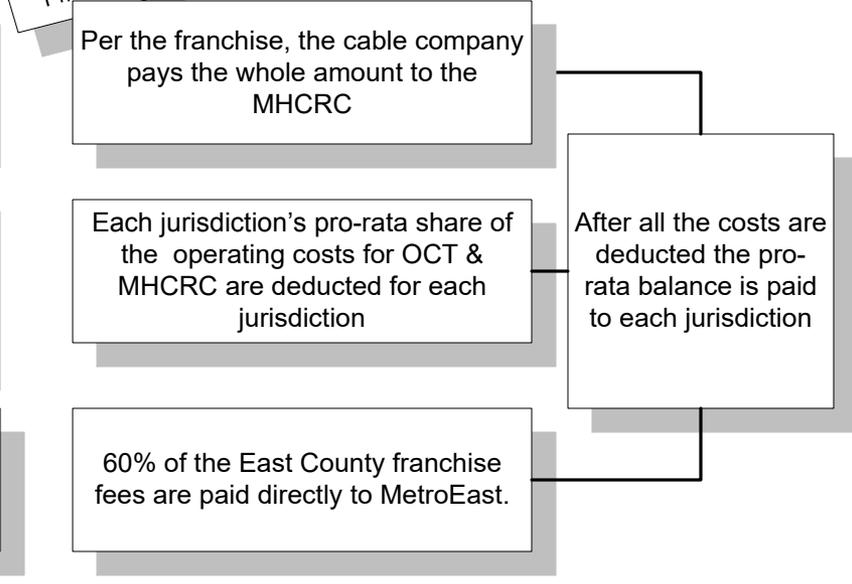
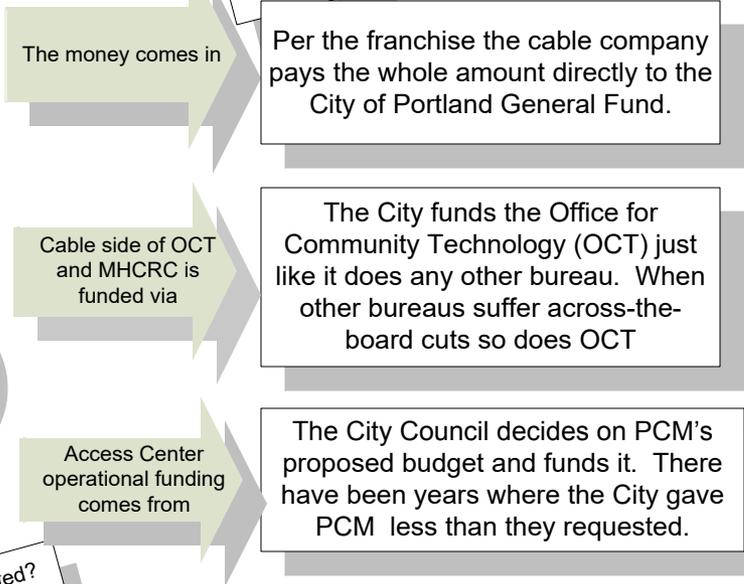
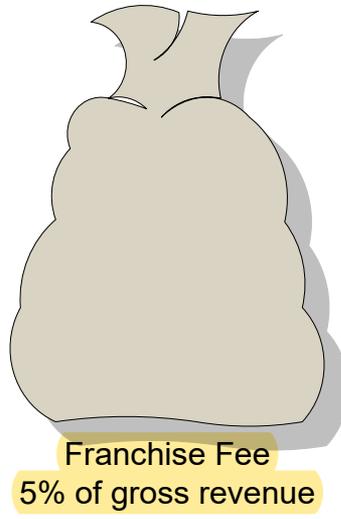
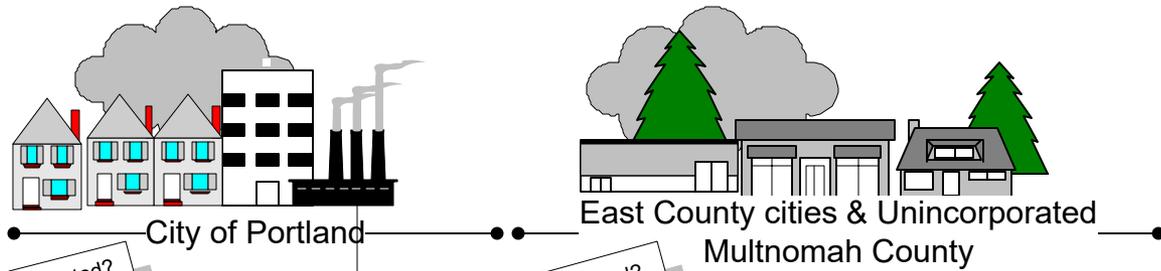
Staff is also proposing to create updated education material to increase transparency and summarize complex associated budget formulation processes to be easily digestible by future Commissioners and stakeholders and is seeking input and ideas from Commissioners.

Attachments: Flow Chart of Cable Franchise-Related Funds, Interest Chart

Prepared By: Michael Wong
April 20, 2022



Flow of Cable Franchise-Related Funds to MHCRC, Programs, and Jurisdictions



Interest Fund Balance history**FY 2005-06 through FY 2020-21***A=Actual*

Fiscal Year	Interest Earned	Net Admin. Program	Change	Cumulative Balance	A
			Beg. Balance	\$196,968	A
FY2005-06	\$100,333	(\$99,294)	\$1,039	\$198,007	A
FY2006-07	\$171,764	(\$92,312)	\$79,452	\$277,458	A
FY2007-08	\$181,699	(\$92,771)	\$88,928	\$366,386	A
FY2008-09	\$126,158	(\$109,703)	\$16,455	\$382,841	A
FY2009-10	\$71,976	(\$98,233)	(\$26,257)	\$356,584	A
FY2010-11	\$32,395	(\$109,045)	(\$76,650)	\$279,934	A
FY2011-12	\$34,324	(\$129,708)	(\$95,384)	\$184,550	A
FY2012-13	\$30,329	(\$66,281)	(\$35,952)	\$148,598	A
FY2013-14	\$43,567	\$0	\$43,567	\$192,165	A
FY2014-15	\$57,577	\$0	\$57,577	\$249,742	A
FY2015-16	\$91,898	(\$4,949)	\$86,949	\$336,691	A
FY2016-17	\$136,434	\$0	\$136,434	\$473,125	A
FY2017-18	\$184,274	\$0	\$184,274	\$657,399	A
FY2018-19	\$291,297	\$0	\$291,297	\$948,696	A
FY2019-20	\$265,053	\$0	\$265,053	\$1,213,749	A
FY2020-21	\$95,194	(\$6,603)	\$88,591	\$1,302,340	A