



# Mt. Hood Cable Regulatory Commission

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

## MEETING AGENDA

May 18, 2026

6:30 p.m.

In-Person: MetroEast, 829 NE 8th Street, Gresham, OR 97030

- Or -

Virtually: Join Zoom Meeting

<https://us06web.zoom.us/j/81968025359?pwd=LbG69m3BPQhs7hdpbTeTyIDUU8PqaY.1>

Meeting ID: 819 6802 5359

Passcode: 872808

One tap mobile

+16694449171,,81968025359# US

+16699006833,,81968025359# US (San Jose)

- Roll Call
- Agenda Review
- Disclosures
- Public Comment (non-agenda items)
- Community Media Center Updates
  - MetroEast
  - Open Signal
- Franchisee Activity Report
  - Comcast

### \*CONSENT AGENDA – NO DISCUSSION

All items listed below may be enacted by one motion and approved as consent agenda items. Any item may be removed from the consent agenda and considered separately if a member of the Commission so requests.

C1. March 16, 2026 Meeting Minutes

### REGULAR AGENDA

- |      |  |   |
|------|--|---|
| *R1. | 2026 Community Technology Grants   | 20 min  |
|      | <ul style="list-style-type: none"> <li>• African Youth and Community Organization (AYCO)</li> <li>• Hollywood Senior Center dba Community for Positive Aging</li> <li>• ELSO Inc.</li> </ul> | <p>\$51,393</p> <p>\$15,430</p> <p>\$50,000</p> |



MHCRC 1810 SW 5<sup>th</sup> Ave. Suite 710 Portland, Oregon 97201  
503.823.5385 info@mhcr.org www.mhcr.org

- Hacienda CDC \$31,965
- KairosPDX \$38,373
- Outside the Frame \$44,315
- Portland Community College \$104,144
- Portland State University \$106,381
  - **Total Amount: \$442,001**

Staff Activity

- Dissolution Team Update
- Consumer Protection Report
  
- Committee Reports
  - Finance Committee
  - Equity Committee
  - Policy Committee
  - Open Signal Board Appointee
  - MetroEast Board Appointee
  
- New Business; Commissioner Open Comment
  
- Meeting Schedule:
  - MHCRC Regular Meeting – Monday, June 15, 6:30pm, Open Signal/Hybrid
  
- Public Comment
  
- 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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## **CONSENT AGENDA – NO DISCUSSION**

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## MT. HOOD CABLE REGULATORY COMMISSION

Hybrid – Zoom and Open Signal

March 16, 2026 REGULAR Meeting Minutes – **DRAFT**

### SUMMARY MINUTES

#### Call to Order 6:30 PM

#### Roll Call:

*Present:* Chair DeGraw; Vice Chair Harden; Commissioner Dennerline; Commissioner Goodlow; Commissioner Thomas; Commissioner Underdahl; Commissioner Wagner

*Absent (excused):* Commissioner Butt

*Staff:* Andrew Speer, Franchise Utility Program Manager; Rana DeBey, MHCRC Community Grants Manager; Laura Dyer, MHCRC Compliance Analyst; Douglas Imaralu, MHCRC Financial Analyst; Kevin Block, Policy Coordinator; Kathleen Lefebvre, MHCRC Administrative Specialist

- Agenda Review: Chair DeGraw reviews the agenda for the evening.
- Disclosures: Vice Chair Harden shares his appreciation for MetroEast for helping his employer, Gresham Senior Center, store a 75" monitor during a remodeling project.
- Public Comment (non-agenda items): No public comment on non-agenda items.
- Community Media Center Updates
  - MetroEast – John Lugton, co-Executive Director of Production, shares that MetroEast (ME) is in process of updating their HVAC system and remodeling their bathrooms. He also shares an update that MetroEast is working with the Rosewood Initiative to update their AV System. John highlights that this is a busy time of year for ME, supporting the area government budget meetings and election forum broadcasting. Additionally, the 4<sup>th</sup> episode of Food Foray is currently being edited. John shares that ME has been working closely with the East County Jurisdictions on strategies for funding community media as the nearing MHCRC dissolution will change the funding for ME. John notes that ME is supporting a youth program training on how to broadcast YouTube and TikTok videos, working with the Rockwood Branch of the Multnomah County Library. John notes that ME will be hosting a Welcome to Computers class partnering with Free Geek and El Programa Hispanico Católico at MetroEast using the Comcast Lift Zone.
  - Open Signal – Courtney Rae, Director of Growth, is excited to share that new broadcasting hours at Open Signal have been increasing, which is an indicator that community involvement is growing and an increasing commitment to community media. Courtney Rae shares that Open Signal has launched a new membership structure that will have a sliding scale for registering for classes. Open Signal leadership has been discussing what programming looks like in the future for fiscal resilience.





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Open Signal will potentially be moving to a fee-for-service model for Council service, which would mean moving away from an operating grant. Courtney shares that their organization is looking at professional growth of their employees and building in cross-training their team to become generalists in the hopes to provide skills for career development. Courtney shares that Open Signal just finished a successful pilot year with youth media programming, highlighting their work was screened at the studio and included a documentary about the Lloyd Center, a talk show, a music video, among other works. Courtney shares that Open Signal is involved with a national network of media educators the Alliance for Community Media Educators Circle, emphasizing that as the community media landscape evolves so does Open Signal. Courtney shares that capital projects are underway and will be finished before the end of this fiscal year, including wires and the podcast table, among other capital spending updates.

- **Franchisee Activity Report:**  
Comcast – Tim Goodman shares the following updates, Comcast is in process of finalizing partnerships with local area agencies including NAYA, Metro Boys & Girls Club, and Portland Community College. Tim shares that Comcast is continuing deployment on Lift Zones that were funded through the I-Net End Fund program. Tim highlights Lift Zone locations include Rosewood Initiative, Albina Vision Trust, Dress for Success, and NAYA. Tim also shares appreciation for Andrew Speer, MHCRC staff and Franchise Utility Program Manager, for the coordination involved in amending the Franchise Agreements which is necessary due to MHCRC’s dissolution.

## **\*CONSENT AGENDA – NO DISCUSSION**

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- C1. January 26, 2026 Regular Meeting Minutes

**MOTION:** Vice Chair Harden moved to approve the consent agenda. Commissioner Underdahl seconded.

**VOTE: 7-0 passed**

## **REGULAR AGENDA**

- \*R1.** 2026 Community Technology Grants

Chair DeGraw introduces R1 and invites Rana DeBey, MHCRC Grants Manager, to present. DeBey highlights that all Commissioners will be asked to vote on these grants, regardless of participating in the January preliminary funding decision vote. DeBey notes that the 8 applications before the Commission tonight are part of the 17 applications that the Commission selected during the January meeting to invite to apply for funding. DeBey notes that Staff is recommending that the Commission approve the Community Technology grant agreements included in the packet materials, with a total amount for all 8 applicants as \$473,253.00. DeBey notes that the remaining applications will be presented for approval at the May Regular Meeting.





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DeBey outlined the following grant applicants and their requested amount:

A. 1 World Chorus	\$88,612
B. All Ages Music Portland dba Friends of Noise	\$47,895
C. Curious Comedy Theater	\$69,400
D. Lion Speaks	\$80,000
E. Loco por la Aventura	\$62,000
F. Oregon Rohingya Myanmar Muslim Society	\$32,500
G. Roots & Beats Project (Polliwog Props)	\$58,846
H. Thru & Thru	\$34,000

DeBey notes that the total being voted on tonight is \$473,253.00 in grant applications.

**Discussion:** Vice Chair Harden inquires on the landscape for the remaining applications coming up in May, and DeBey notes that all remaining grant applicants are eager to apply for this opportunity in anticipation of the May Regular Meeting.

**MOTION:** : Commissioner Thomas moved to approve the following 2026 Community Technology Grant Cycle agreements: 1 World Chorus for \$88,612, All Ages Music Portland dba Friends of Noise for \$47,895; Curious Comedy Theater for \$69,400; Lion Speaks for \$80,000; Loco por la Aventura for \$62,000; Oregon Rohingya Myanmar Muslim Society for \$32,500; Roots & Beats Project (Polliwog Props) for \$58,846; and Thru & Thru for \$34,000, for a total of \$473,253.00. Vice Chair Harden seconded.

**VOTE: 7-0 passed**

## R2. PEG vs Franchise Fee Analysis – Info Only

Chair DeGraw introduces R2 and notes that Mark Campbell is the author of the memo which is in the packet materials. Chair DeGraw invites Reed Wagner, from NEX Strategies, to begin the presentation and highlights that Reed is available for any questions from Commissioners relating to the development of this memo. Reed shares his appreciation for Douglas Imaralu, MHCRC Staff and financial analyst, on his expertise and availability while creating this report.

Reed Wagner invites Mark Campbell to present the details of the memo, which is in the packet materials. Mark Campbell notes that the details in the memo are an analysis and determination of how the two primary sources of MHCRC's revenue – Franchise Fees and Public, Educational, and Governmental (PEG) Fees – contribute to the fund balance. Mark Campbell's findings are noted in the memo, and on the slides presented this evening.

**Discussion:** Vice Chair Harden and Commissioner Thomas offer details on the Tech Smart spending era. Douglas Imaralu highlights that we still have obligations that are outstanding from the balance that is presented this evening as we are looking at analysis and results as of June 30, 2025. Chair DeGraw appreciates Mark Campbell and Reed Wagner for their work as MHCRC values transparency.





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## Staff Activity

- Dissolution Planning Update – Andrew Speer notes that Staff are working together on administrative tasks relating to the dissolution of the Commission and will continue to report to the Commission during Staff Activity any updates. Speer emphasizes that Oregon Secretary of State (SoS) recommended that there should be only one official copy of a record, and therefore the City of Portland will be the holder of the official copies of MHCRC’s records as defined in [OAR 166-005-0010\(7\)](#). Oregon SoS recommended the other jurisdictions do not keep duplicative copies of MHCRC records. Kevin Block notes that the MHCRC website will remain active for around a year after dissolution.
- Post-MHCRC IGA status – Andrew Speer notes that a draft version of the post-MHCRC IGA is being reviewed by jurisdictions and there is engagement on questions and edits. Speer notes that the post-MHCRC IGA will be distributed to Commissioners once fully signed and executed.
- Ceremony of Appreciation – Rana DeBey notes that MHCRC’s Ceremony of Appreciation will be held at MetroEast on May 18<sup>th</sup> just prior to the Regular Meeting. There will be an opportunity during the agenda for Commissioners to speak during the agenda. Chair DeGraw uplifts that Commissioners will be invited to speak during the agenda about how MHCRC has impacted their work and / or life. There will also be an opportunity to honor Carol Studenmund and her important impact.
- Consumer Protection Report – Laura Dyer shares the Consumer Protection report; details are included in the packet materials. Dyer details how the data are reported, working with 311 and our partners at Comcast.

## Committee Reports

- Finance Committee – none.
- Equity Committee – none.
- Policy Committee – none.
- Open Signal Board Appointee – Chair DeGraw reported on the recent Board meeting.
- MetroEast Board Appointee – Commissioner Dennerline reported on the recent Board meeting.

**New Business/Open Comment** – Chair DeGraw sends congratulations to Commissioner Butt on the arrival of their new baby.

## Meeting Schedule

- April – recess
- MHCRC Regular Meeting – Monday, May 18, 6:30pm, MetroEast/Hybrid
- MHCRC Regular Meeting – Monday, June 15, 6:30pm, Open Signal/Hybrid

**Public Comment** – No public comment on agenda items.

**\*Denotes a voting item**

**Adjourned: 7:47 pm**

Respectfully submitted,  
Kathleen Lefebvre



## **REGULAR AGENDA**



# Mt. Hood Cable Regulatory Commission

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## **COVER SHEET – AGENDA ITEMS #R1**

For Commission Meeting: May 18, 2026

“Community Technology Grant Agreements: 2026 Cycle”

### **Recommendation:**

Staff recommends that the Commission approve the following eight Community Technology grant agreements:

A. African Youth & Community Organization (AYCO)	\$51,393
B. Hollywood Senior Center dba Community for Positive Aging	\$15,430
C. ELSO, Inc	\$50,000
D. Hacienda Community Development Corporation (CDC)	\$31,965
E. KairosPDX	\$38,373
F. Outside the Frame	\$44,315
G. Portland Community College	\$104,144
H. Portland State University	\$106,381

### **Background:**

At its January meeting, the Commission selected 17 Pre-Applications to invite to apply for funding. Following the Commission’s decision, MHCRC staff began to engage all applicants in a process to complete full grant applications and contracts. In follow-up to specific Commissioner comments at the January meeting, staff has collaborated with applicants to make suggested revisions to the pre-applications including clearly defining measurable outcomes and evaluation measures, expanding on programmatic details surrounding beneficiaries, and the development of a detailed project budget that would more clearly identify the matching resources necessary to successfully implement the project.

**MHCRC staff has reached agreement with eight applicants on final grant agreements recommended for approval for a total amount of \$442,001 in grant funds.**

The Commission’s total giving for FY25-26 is \$977,943.

*As part of the normal grantmaking process, Comcast is given the opportunity to review all final grant applications and contracts prior to staff moving the contracts forward for Commission consideration.*



## Grant Agreements for Approval - Summaries:

### **A. African Youth & Community Organization (AYCO)**

#### Recommendation:

“Approve the Community Technology Grant Agreement with AYCO for a total of \$51,393.”

#### Background:

**Final Grant Request: \$51,393** (Pre-Application Grant Request: \$101,200)

**Final Total Project Budget: \$465,081** (Pre-Application Total Project Budget: \$287,100)

Public Benefit Area: Improving Community Involvement

The “Voices of Empowerment & Belonging: AYCO Video Podcast Studio & Community Stage” project seeks to support creation of a professional video podcast studio and fully equipped broadcast-ready community stage at AYCO’s newly renovated Dream Center in SE Portland. A minimum of 70 youth from AYCO’s immigrant communities will receive media and production training utilizing grant-funded equipment and ultimately increasing their skills in media production and storytelling. Alongside mentors from AYCO staff and MetroEast Community Media, youth will produce at least 24 original video podcasts for cable distribution. In addition, youth will learn skills surrounding live event production through hands-on experiences recording cultural performances, youth showcases, and educational panels hosted on AYCO’s community stage. These produced videos (at minimum: 6) will expand local visibility and highlight the creativity and entrepreneurship within immigrant and refugee communities.

Attachment: Draft Community Technology Grant Agreement with AYCO.

AYCO has received one previous grant (2025) from the MHCRC. All grant outcomes are on track to be met satisfactorily.

### **B. Hollywood Senior Center dba Community for Positive Aging**

#### Recommendation:

“Approve the Community Technology Grant Agreement with Hollywood Senior Center dba Community for Positive Aging for a total of \$15,430.”

Background:

**Final Grant Request: \$15,430** (Pre-Application Grant Request: \$11,430)

**Total Project Budget: \$48,000** (Pre-Application Total Project Budget: \$36,000)

Public Benefit Area: Improving Community Involvement

The “Preservation Pictures- Media Kits for Building Intergenerational Connections” project seeks to create an intergenerational storytelling project that pairs older adults with youth to co-create short films reflecting their experiences, histories, and perspectives. Through a partnership with Gal Pal Productions, an estimated 10 older adults will be paired with upwards of 15 youth participants recruited through CfPA’s programming and partner schools. Participants will receive hands-on instruction in video production and media skills, using newly purchased gear, through weekly workshops over a ten-week period. Participants will then produce 6 to 8 short films to be distributed on the cable channels via MetroEast Community Media and Open Signal, ultimately seeking to amplify older adults’ voices and youth perspectives to the broader community.

Attachment: Draft Community Technology Grant Agreement with Hollywood Senior Center dba Community for Positive Aging.

Hollywood Senior Center dba Community for Positive Aging has received one previous grant (2022) from the MHCRC. All grant outcomes were met satisfactorily.

**C. ELSO, Inc.**

Recommendation:

“Approve the Community Technology Grant Agreement with ELSO, Inc. for a total of \$50,000.”

Background:

**Final Grant Request: \$50,000** (Pre-Application Grant Request: \$50,000)

**Final Total Project Budget: \$105,000** (Pre-Application Total Project Budget: \$50,000)

Public Benefit Area: Reducing Disparities

The “ELSO Inc: Celebrating Ten Years of Joy and Beyond” project will offer training to three “Tappin Roots” interns and three staff members in video production and editing skills. Training will take place over Summer and Fall 2026 through roughly 10 hours/week of hands-on sessions led by staff at Open Signal. Participants will ultimately come together to produce a

documentary centered around ELSO's upcoming *Ten Years of Joy Jubilee* celebration, highlighting the voices of young people celebrating ELSO's first decade of successful operations, and including alumni reflections, family testimonials, and community partner voices. A second video focused on ELSO's youth- and family-informed strategic direction for the next three years will also be produced. Both videos will be shared through Open Signal for cable distribution and screened at public events.

Attachment: Draft Community Technology Grant Agreement with ELSO, Inc.

ELSO, Inc. has received one previous grant from the MHCRC (2022). All grant outcomes were met satisfactorily.

#### **D. Hacienda Community Development Corporation (CDC)**

Recommendation:

"Approve the Community Technology Grant Agreement with Hacienda CDC for a total of \$31,965."

Background:

**Final Grant Request: \$31,965** (Pre-Application Grant Request: \$36,367.92)

**Final Total Project Budget: \$64,365** (Pre-Application Total Project Budget: \$77,367.92)

Public Benefit Area: Reducing Disparities

The "Hacienda's Arrobas Audio Production Training Program" project serves 150 low-income girls, BIPOC, and immigrant youth (ages 12 – 17) living in or around affordable housing communities in NE Portland. Hacienda CDC seeks to expand this popular program to include video production and editing courses at the request of their community members. Participating youth will be trained on how to use the newly purchased grant-funded technology throughout two-hour sessions held over a 12 week period. Youth participants will work together to produce a minimum of two-hours of video podcast content and/or music video content, highlighting themes chosen by the youth. Produced video content will be shared with Open Signal for cable distribution, amplifying the voices, experiences, and creativity of BIPOC and immigrant youth.

Attachment: Draft Community Technology Grant Agreement with Hacienda CDC.

**E. KairosPDX**

Recommendation:

“Approve the Community Technology Grant Agreement with KairosPDX for a total of \$38,373.”

Background:

**Final Grant Request: \$38,373** (Pre-Application Grant Request: \$48,052.12)

**Final Total Project Budget: \$86,926** (Pre-Application Total Project Budget: \$97,114.66)

Public Benefit Area: Reducing Disparities

The “KairosPDX Student Podcast Project” project seeks to provide a video production and video podcasting class for BIPOC students at the KairosPDX Learning Academy (preK – 5<sup>th</sup> grade). Following training of key staff, three 10-week sessions of class will be offered over the course of the 2026-2027 school year to interested students. Upwards of 90 students will learn video production and video podcasting skills through direct, hands-on experience, in addition to building confidence and understanding. Participants will have the opportunity to develop their own storytelling skills, in keeping with the tradition of storytelling that is deeply rooted in the Black community. By having a platform for creative and artistic expression, students will find their voice on both sides of the camera. School administrators will choose, at minimum, the top five produced videos in each category to submit for cable broadcast via Open Signal, and to screen at a school event at the close of each session.

Attachment: Draft Community Technology Grant Agreement with KairosPDX.

**F. Outside the Frame**

Recommendation:

“Approve the Community Technology Grant Agreement with Outside the Frame for a total of \$44,315.”

Background:

**Final Grant Request: \$44,315** (Pre-Application Grant Request: \$44,336.72)

**Final Total Project Budget: \$161,409** (Pre-Application Total Project Budget: \$157,400.31)

Public Benefit Area: Reducing Disparities

The “Outside the Frame FY2026” project seeks to continue their work with unhoused and marginalized youth, ages 16 to 30, in the Portland Metro area by providing technical, creative, and workplace skills training that supports employment in film and media. This project will serve up to 100 participants through 40+ bi-weekly workshop sessions, 2+ film intensives, and one production assistant training. Grant funds will be used to purchase professional grade equipment including standardized kits, mobile gear and studio upgrades. Through the intensives and workshops, youth participants will create upwards of 16 original video projects. Formats are chosen by youth and include documentaries, PSAs, narratives, music videos and bilingual or culturally specific films. Videos will be shared with Open Signal for cable distribution.

Attachment: Draft Community Technology Grant Agreement with Outside the Frame.

Outside the Frame has received five previous grants from the MHCRC (2017, 2019, 2020, 2023, 2024). All grant outcomes were met satisfactorily.

## **G. Portland Community College**

### Recommendation:

“Approve the Community Technology Grant Agreement with Portland Community College for a total of \$104,144.”

### Background:

**Final Grant Request: \$104,144** (Pre-Application Grant Request: \$104,144)

**Final Total Project Budget: \$215,290** (Pre-Application Total Project Budget: \$224,701)

Public Benefit Area: Reducing Disparities

The “Upgrading PCC Equipment to Promote the Success of All Learners” project seeks to update video production technology in multimedia department courses, which provides students will skills needed in multimedia and video production careers. Updated gear will provide students with stronger professional skills and knowledge to support certificate/degree completion and workforce readiness. An estimated 275 students will be served through these courses during the grant term. In addition, grant funds will be used to modernize PCCTV’s broadcast infrastructure by acquiring futureproof PTZ cameras, controllers, and related accessories to replace current use of end-of-life equipment. Utilizing the new equipment, students will produce 30 original videos plus 15 original animated videos. A minimum of 26 hours of video content will be shared for cable distribution via PCCTV cable channels and Open Signal.

Attachment: Draft Community Technology Grant Agreement with Portland Community College.

Portland Community College is a designated access provider. PCC has received seven previous grants from the MHCRC (2018, 2020, 2022, 2022, 2024, 2025, 2025). All grant outcomes were met satisfactorily or are on track to meet project goals.

**H. Portland State University**

Recommendation:

“Approve the Community Technology Grant Agreement with Portland State University for a total of \$106,381.”

Background:

**Final Grant Request: \$106,381** (Pre-Application Grant Request: \$106,381)

**Final Total Project Budget: \$213,201** (Pre-Application Total Project Budget: \$213,201)

Public Benefit Area: Reducing Disparities

The “Portland State University Community Archiving & Student Video Production” project seeks to provide access to video production equipment for students in PSU’s Schnitzer School of Art, Art History, & Design. The project will bolster the school’s capacity to prepare students for the workforce by training them on current media production gear, while also preparing students to be community leaders by emphasizing community archiving and outreach initiatives. About 240 students per year will take courses, benefiting from the newly purchased gear. The project also seeks to establish a Memory Lab, which is a physical space for analog to digital transfer of media, and a Media Arts Lab. Once established, the Memory Lab will be available to community members for low-cost and free services. The Media Arts Lab is a space for students to work with cameras, audio, lighting, and green screen equipment, and will also include editing booths. All equipment will be available for check out and used in offered courses, where students will produce at least 10 videos related to community archiving. The student videos will be aired on Open Signal and PSU’s YouTube channel.

Attachment: Draft Community Technology Grant Agreement with Portland State University.

Portland State University has received four previous grants from the MHCRC (2015, 2021, 2022, 2025). All grant outcomes were met satisfactorily or are on track to meet project goals.

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As part of the normal grantmaking process, Comcast is given the opportunity to review all final grant applications and contracts prior to staff moving the contracts forward for Commission consideration.

NOTE: Draft Grant Agreements and Attachments provided in separate PDF due to document size.

Prepared by:  
Rana DeBey  
May 11, 2026

## **INFORMATION ONLY**

# Cable Complaints Summary

3/11/2026  5/11/2026 



Tickets

**2**

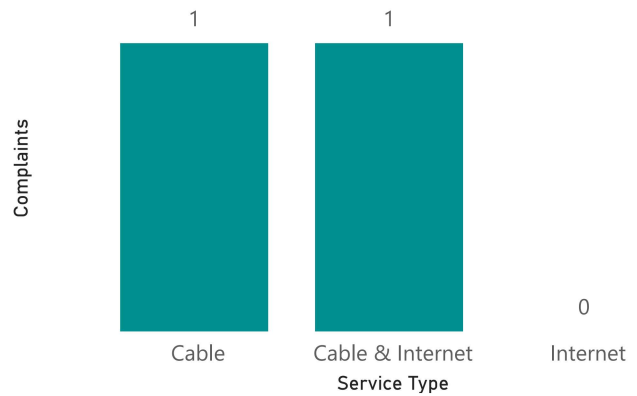
Avg Days to Solve

**16.5**

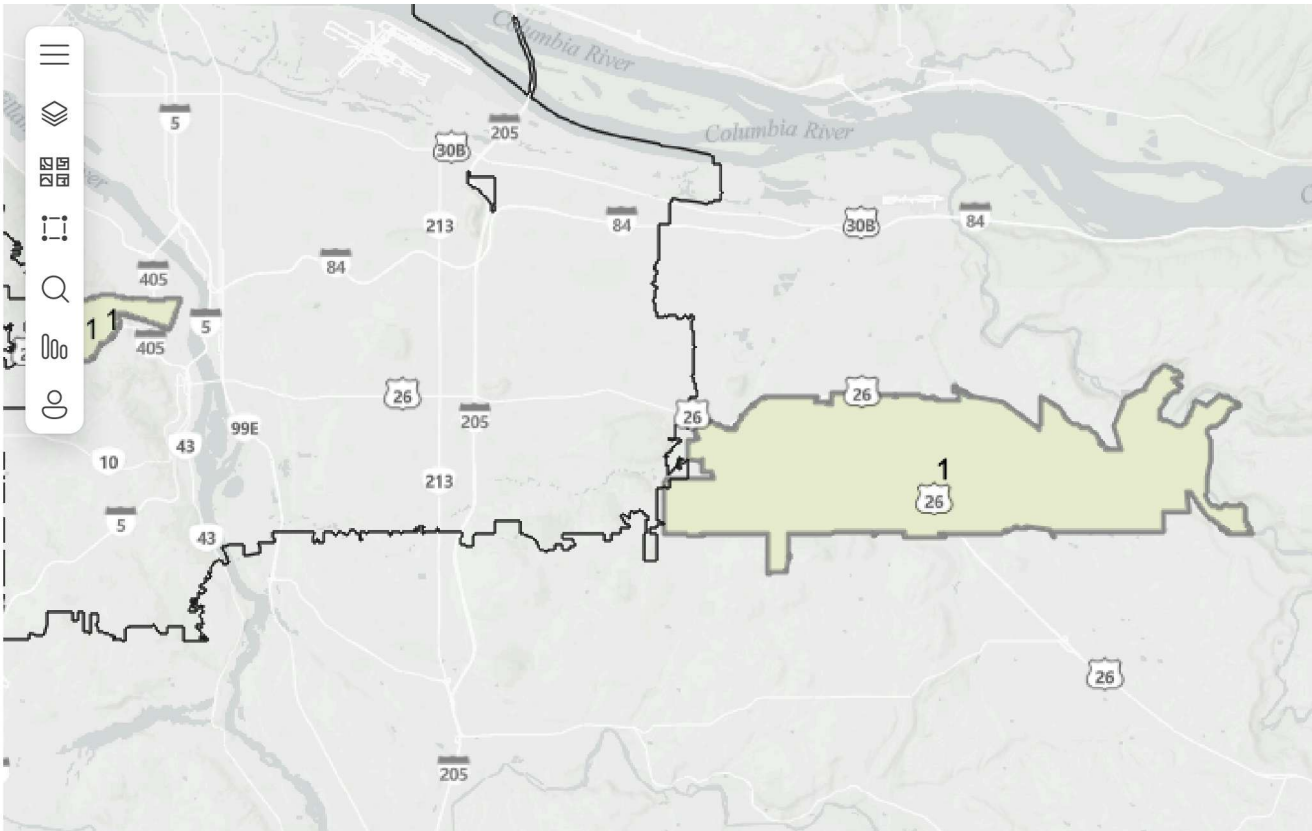
## Complaints by Issue and Service

Issue Type	Count of Tickets
Billing/Cost	0
Installation/Repair	0
Other	1
Phones	1
Service Quality	0
<b>Total</b>	<b>2</b>

## Count of Tickets by Service Type



## Complaint Volume by Zip Code



City of Portland, Oregon | Esri, NASA, NGA, USGS

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## May 18, 2026 Compliance Written Report

*Staff are providing additional written updates due to the short-term longevity of the MHCRC and the forthcoming need for each member JDX to continue franchise compliance.*

- Comcast compliance issues
  - Q4 2025 required report – installations did not occur during the required timeframes (75% versus the required 95%). We inquired with Comcast and learned that a severe windstorm had caused the delays. All other elements were within requirements of franchise.
  - Q1 2026 – incomplete compliance report – due to changes to compliance functions at Comcast – report did not include the below metrics. *Still not received as of 5/11/2026*
    - Installation metrics – particularly problematic due to installation issue described above in Q4 2025.
    - Outage / service interruptions
    - Notice requirements
  - February and March monthly sample bills not received timely by staff
    - New bills now received, but still not current yet (no April bill) and new bills are slightly different than prior – team still evaluating if any compliance concerns with changes
- Comcast has nationalized its franchise compliance reporting and that may be the cause of some delays and changes – including some of these issues.