

Mt. Hood Cable Regulatory Commission
MetroEast Community Media
January 28, 2019 Meeting Minutes - **Approved**

Summary Minutes

THESE MINUTES ARE UNOFFICIAL UNTIL APPROVED BY THE COMMISSION AT A SUBSEQUENT MEETING.
PLEASE REFER TO SUBSEQUENT MINUTES FOR APPROVAL OR CHANGES

Call to Order: 6:3 pm

- Roll Call
Commissioners present: Leif Hansen (Chair), Carol Studenmund, Scott Harden, Sue Dicile, Norm Thomas (via conference call), Rich Goheen
Commissioners absent: Mike Bennett

Staff Present: Julie Omelchuck, Program Manager; Tyler Dice, Assistant Program Specialist, Scott Ellertson, Program Coordinator
- Hansen welcomed Jeff Dennerline, the new Fairview Commissioner appointee.
- Hansen thanked Rich Goheen, Fairview Commissioner from 1997 – January 2019, for his significant contributions to the MHCRC and the community. Commissioners expressed their pleasure in working with Goheen. Hansen presented Goheen with a plaque recognizing his years of service.
- Agenda Review: None
- Disclosures: None
- Public Comment (non-agenda items):
Richard Donin, who lives in SW Portland, conveyed two complaints about Comcast: That the company does not provide internet speeds for which he is paying an additional monthly amount. Comcast had tested his internet hardware and found no issues. Secondly, that Comcast does not notify customer when a contracted price is expiring. Dicile clarified the Commission does not have authority over Comcast's internet service but does assist subscribers with complaints related to this service. However, the fact that Comcast does not notify customers of expiring contracts is an issue the Commission would be interested in. Staff would follow up with Donin.
- **Consent Agenda – No Discussion**
 - C1. December 17, 2018 Meeting Minutes

Motion: Dicile moved to approve the consent agenda. Harden seconded.

Vote: 6-0 passed

- **REGULAR AGENDA**

R1. Annual Commission Retreat Goals & Objectives

Motion: Dicile moved to approve the retreat goals and objectives contained in the meeting packet. Harden seconded.

Vote: 6-0 passed

- Staff Activity Reports and Updates
 - FCC/Federal/State Public Policy

Ellertson provided an update about the FCC proceeding regarding the ability of cable companies to offset franchise fees for the value of in-kind contributions. The MHCRC joined other local jurisdictions to file comments and reply comments but there is no indication as to when the FCC may act to adopt the order.

In response to a question from Dicile, Omelchuck stated the Oregon Broadband Office has been established within the state Department of Economic Development. The Office is in the development stages and three Oregon legislative bills have been initiated to secure funding and define functions of the Office.

- CenturyLink Outage

Ellertson noted the national CenturyLink outage interrupted service for some of Portland's Prism customers between December 27th – December 29th. The interruptions were intermittent over that period with some experiencing an outage in excess of eight hours. The MHCRC received notification from some of the complainants that CenturyLink did provide a pro-rated refund for the period of outage experienced by the customer. CenturyLink responded to the outage within 24 hours as required by the franchise agreement. Therefore, staff was not pursuing a violation under the cable franchise agreement.

- Annual Complaint Report

Ellertson noted the small uptick in the number of customer complaints from the prior year. Dicile explained most of the complaints revolved around increased fees and billing, especially regarding the end of promotional packages and the broadcast and sports fees.

- TechSmart Initiative

Omelchuck is working with Gresham Barlow, Reynolds, and Portland Public school districts to commence the second round of TechSmart grant funding to bring forward to the Commission in this fiscal year.

- FY19-20 Budget Process/Information

Omelchuck said the MHCRC projected FY19-20 funding from the jurisdictions will, most likely, be a status quo amount for the upcoming fiscal year. The discussion regarding franchise and PEG/I-Net fee revenue trends at the upcoming Commission retreat will help inform Commissioners in further developing the FY19-20 budget. The MHCRC Finance Committee anticipates meeting in early April.

- OCT Bureau Transition/Staff Extended Vacation

Omelchuck said she had no new information about the OCT bureau director hiring.

Omelchuck said she will be out of the office on vacation February 11 - March 11. Rebecca Gibbons will be the contact for Commissioners during Omelchuck's absence.

- Alliance for Community Media Conference – Portland, July 10-12

Omelchuck noted that the conference is in Portland and MHCRC may wish to participate. Registration is available for single day and full conference attendance. Staff will contact Commissioners once registration opens.

- Other: none

- Committee Reports

- Finance Committee

Thomas thanked Goheen for his valuable assistance on the committee and Dicile noted the value of Goheen's business experience and acumen when reviewing finance and contract documents.

- TechSmart Grant Committee: None.

- Community Ascertainment Committee: None

- Open Signal Board Appointee: None

- MetroEast Board Appointee: None

- New business; Commissioner Open Comment

Hansen appointed Norm Thomas as the Chair of the Finance Committee. Dicile stated that Commissioners often serve on the Finance Committee early in their term appointment to quickly learn about the organization's budget.

- Upcoming Commission Meeting Schedule:

February – Recess

March 16 – Annual Planning Retreat

April 22 – MetroEast

May 20 – Open Signal

June 17 – MetroEast

July/August – Recess

- Franchisee Activity Report

- Frontier

Jessica Epley, Frontier Government and External Affairs Manager, noted two State legislative bills regarding the state broadband office and related funding for broadband in rural areas. She said the 1 gig service to MetroEast required as part of the Frontier Franchise Agreement extension had been delayed. In response to a question from Hansen, Omelchuck said staff expected to receive a written response from Frontier soon documenting issues and service activation. Epley noted that work continues for implementation of cablecasting the access channels in HD on the Frontier platform.

- Comcast

Sheri Acker, Comcast Government Affairs Specialist, thanked Mr. Donin for noting his complaint and she will escalate Mr. Donin's request that subscribers be informed in advance of the end of their promotional package pricing.

- CenturyLink

Samantha Ridderbusch, CenturyLink, Government Affairs Director, confirmed that Century Link customers experienced a multi-state, multi-service outage. Prism customers in the Portland area had the potential of eight hours of outage between December 27-29. The Company has identified the cause of the outage and made changes to ensure it would not happen again. CenturyLink awarded \$5,000 to New Avenues for Youth to aid in addressing youth homelessness. Total 2018 community investments equated to \$460,000 in Oregon with CenturyLink staff volunteering just under 500 hours for the year.

- PEG Provider Activity Report

- MetroEast Community Media

Marty will present at the Western States Regional Alliance for Community Media conference on the topic of the future of community access media centers. Rockwood DIY is sunseting and MetroEast is planning alternate programs for the summer. The DIY was a success and MetroEast is working to secure additional grant funds to continue these types of services. Other activities included: Meeting with the Miller Foundation to discuss a collaboration with Open Signal; continuing to secure grant and other funding; and hosting the Gresham Chamber Leadership Academy with a full day of media training.

- Open Signal

Justen Harn, Open Signal Executive Director, thanked Commissioner Dicile for volunteering her facilitation expertise for the Open Signal strategic planning. Justen shared highlights from the 2018 annual report that will be mailed to Commissioners. The Open Signal Board has five new members with extensive background and experience that will help further the mission. Justen demonstrated a VR experience that will allow viewers to experience the change to the local area.

Adjourn 7:58 pm

Respectfully submitted:

Julie S. Omelchuck, Program Manager