

## **MISSION**

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; provides consumer protection and complaint resolution assistance to cable subscribers; and participates in the planning and implementation of community uses of communications technologies.

## **GOALS AND OBJECTIVES**

**Effective: July 1, 2020 – June 30, 2021**

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 our 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 three-year franchise and PEG/I-Net fees review of payments from Comcast, Century Link and Frontier.
4. Develop franchise terms and community benefits responsive to findings of the Community Technology Needs Ascertainment for inclusion in a renewal franchise with Comcas, which expires December 2021.
5. Ensure cable TV subscribers' and City of Portland interests are addressed with CenturyLink related to expiration of its cable services franchise agreement in December 2021.

**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. Continue TechSmart Initiative grant partnerships with school districts in Multnomah County to implement and share effective instructional practices and strategies, which

- use technology to foster improvement in student academic outcomes and reduce the achievement gap.
3. Conduct the annual TechSmart Initiative evaluation for school year 2019-20.
  4. Organize and facilitate the annual TechSmart “shared learning” work session among school districts.
  5. Utilize the grants management system, financial models and evaluation tools to provide efficiencies overall in managing fund allocation, accountability and evaluation of impact.
  6. Monitor grant projects to ensure accountability for grant funds and project activities.

**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. Facilitate Community Institutional Network (I-Net) partnership for public organizations to communicate, inform and deliver services to their constituencies.
2. Work with public agencies, schools, and libraries to develop I-Net obligations in the Comcast renewal franchise responsive to findings in the Community Needs Ascertainment.
3. Monitor and ensure accountability for capital funds paid to Open Signal and MetroEast Community Media.
4. Collaborate with organizations, at the federal, state and local levels, to advocate for the community’s access to cable system technology.
5. Participate in the Digital Inclusion Network and other efforts focused on digital inclusion to aide in capacity-building and partnerships to address findings of the Community Needs Ascertainment.

**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 communications systems.
3. Support and provide resources for the development of Commissioners’ education and expertise.
4. 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 V:** *Advocate for continued local authority regarding cable franchises and use of the public right-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 that address local government authority, management and control of public rights of way, such as the Oregon Broadband Advisory Council and League of Oregon Cities committee.
3. Participate in FCC proceedings on behalf of our jurisdictions' and citizens' interests.
4. 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. Continue to 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.
8. Conduct a review of the MHCRC Fund balance within the City of Portland financial system to ensure accurate records and Fund balance.