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, 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 with 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 processes 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 Ziply franchise negotiations with equity and financial sustainability at the focus. (staff)
- Implement changes recommended by Moss Adams Fund budget review. (staff)