Office for Community Technology

Vision & Strategic Goals
2011 - 2012

V I S I O N

OCT is a dynamic leader providing vision, oversight and planning expertise for our community's technology and broadband infrastructure initiatives.

OCT champions the public interest in communications technology and associated government policies.

OCT catalyzes investment of resources to ensure the benefits of communications technology are available to all as part of an equitable, sustainable and economically healthy community.

OCT ensures the City of Portland and its citizens are fairly compensated for private use of the public rights-of-way through franchising and equitable administration of the City's Utility License Law.

S T R A T E G I C G O A L S

Leadership - OCT provides vision, expertise and cutting-edge planning for our community's technology and broadband infrastructure initiatives.

- Lead development and implementation of Portland's Broadband Strategic Plan: *Connecting to our Future*.
- Convene community discussions, partnerships and collaborations.
- Serve as expert resource for communications technology and policy.
- Communicate and demonstrate public benefits to stakeholders and the community.
- Provide and maintain transparent, accurate and timely information for easy access by the public.
- Provide ongoing staff support to the multi-jurisdictional Mt. Hood Cable Regulatory Commission.

Community Investment - OCT catalyzes investment of resources to ensure benefits of communications technology are available to all as part of an equitable, sustainable and economically healthy community.

- Maintain, identify and develop resources to involve the community in addressing digital equity issues.
- Re-tool grant and I-Net programs to be responsive to the findings of the Your Voice Our Communications Technology cable franchise renewal ascertainment initiative.
- Engage disenfranchised communities in design and implementation of projects and initiatives.
- Develop and refine evaluation measures to objectively gauge and communicate impact.

Regulatory Oversight - OCT negotiates, oversees and enforces regulatory compliance with franchises and utility licenses and provides cable subscriber consumer protection.

- Renew Comcast franchise in a way that retains public benefits and protects consumers.
- Oversee agreements with cable, telecommunications and utility providers to ensure fair compensation for private use of the public rights-of-way.
- Administer and enforce the utility license program for utilities and communications providers operating within Portland.
- Ensure ongoing best practices in OCT office systems including accounting and documentation to track and identify regulatory issues.
- Engage community stakeholders in regulatory decisions that affect them.
- Continuously develop and maintain knowledge and expertise regarding the industries that OCT regulates.

Advocacy – OCT advocates for and defends the public interest and local government's role in rapidly changing broadband, telecommunications and utility markets, including critical local authority to require fair compensation on behalf of taxpayers for private commercial use of the public rights-of-way.

- Identify and strengthen strategic relationships with community, stakeholders and industry for coalition-building on key issues.
- Participate strategically in legal, broadband and telecommunications coalitions to preserve local authority and defend the public interest.
- Advocate at the local, state and federal level to prevent unwarranted preemption of local regulatory and revenue authority.

Organization - OCT continuously strives to strengthen and improve a strong, dynamic organization that provides a high level of leadership and service to constituents, stakeholders, employees and the community at large.

- Promote and strengthen an organizational culture that values employees and citizens, promotes innovation and respects diversity.
- Set and meet the highest possible standards within budgeted resources for constituent service and impartial regulatory oversight and compliance.
- Transparently demonstrate and regularly communicate the role and duties of OCT, the impact and value of OCT programs and partnerships by objective measures, and the community needs addressed.
- Ensure that a wide range of perspectives from citizens, industry, colleagues, constituents, taxpayers and the public continuously inform OCT decision-making and policy-setting.