

Federal Communications Commission Washington, D.C. 20554  <p style="text-align: center;"><b>FCC 396-C</b></p>	OMB 3060-1033 September 2003	FOR FCC USE ONLY
<b>Multi-Channel Video Program Distributor EEO Program Annual Report</b>  Read INSTRUCTIONS Before Filling Out Form		FOR COMMISSION USE ONLY FILE NO. - 20080929ADE

**SECTION I IDENTIFYING INFORMATION**

A. Name of Operator:  
 TIME WARNER CABLE

MSO Name:  
 TIME WARNER CABLE

B. Employment Unit's Mailing Address  
 7910 CRESCENT EXECUTIVE DRIVE

City CHARLOTTE	State NC	Zip Code 28217-
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Emp. Unit ID # 1625

**Application Purpose**  
 New Program Report  
 Amendment to Program Report

Supplemental Investigation Sheet (SIS) Attached

C. County and State in which unit's employment office is located  
 CHEMUNG, NY

D. Category of Respondent (check applicable box)

Fewer than six (6) full-time employees during the selected payroll period: Complete Sections I, II and V  
 Six (6) or more full-time employees during the selected payroll period: Complete ALL sections of the Form 396-C and the Supplemental Investigation Sheet, if attached

E. Pay Period Covered by this Report (inclusive dates) 07/01/2008 - 07/14/2008

F. Attachments: (See "Exhibit" buttons, below.)

**SECTION II COMMUNITY INFORMATION**

System Communities Comprising Local Employment Unit			
Ident No.	Name of Community	Location (State)	Type
Review the list of communities served on the previous year's submission and attach as Exhibit A any additions [Exhibit 1] or deletions, using the format noted above. NOTE: APPLICABLE ONLY TO CABLE OPERATORS AND NOT TO OTHER MVPD UNITS.			

**SECTION III EEO POLICY AND PROGRAM REQUIREMENTS**

Check YES or NO to each of the following questions. If answer to any question below is NO, attach as Exhibit B an explanation. [Exhibit 2]

1. Have you complied with the outreach provisions of the FCC's MPVD Equal Employment Opportunity Rule, 47 C.F.R. Section 76.75(b), during the twelve month period prior to filing this form?	<input checked="" type="radio"/> Yes <input type="radio"/> No
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	Opportunity Rule, 47 C.F.R. Section 76.75(b), during the twelve month period prior to filing this form?	<input checked="" type="radio"/> Yes <input type="radio"/> No
2.	Do you disseminate widely your EEO Program to job applicants, employees, and those with whom you regularly do business?	<input checked="" type="radio"/> Yes <input type="radio"/> No
3.	Do you contact organizations, media, educational institutions, and other potential sources of applicants for referrals whenever job vacancies are available in your organization?	<input checked="" type="radio"/> Yes <input type="radio"/> No
4.	Do you undertake to offer promotions to positions of greater responsibility in a nondiscriminatory manner?	<input checked="" type="radio"/> Yes <input type="radio"/> No
5.	To the extent possible, do you seek out entrepreneurs in a nondiscriminatory manner and encourage them to conduct business with all parts of your organization?	<input checked="" type="radio"/> Yes <input type="radio"/> No
6.	Do you analyze the results of your efforts to recruit, hire, promote, and use services in a nondiscriminatory manner and use these results to evaluate and improve your EEO program?	<input checked="" type="radio"/> Yes <input type="radio"/> No
7.	Do you define the responsibility of each level of management to ensure a positive application and vigorous enforcement of your policy of equal employment opportunity and maintain a procedure to review and control managerial and supervisory performance?	<input checked="" type="radio"/> Yes <input type="radio"/> No
8.	Do you conduct a continuing program to exclude every form of prejudice or discrimination based upon race, color, religion, national origin, age, or sex from your personnel policies and practices and working conditions?	<input checked="" type="radio"/> Yes <input type="radio"/> No
9.	Do you conduct a continuing review of job structure and employment practices and maintain positive recruitment training, job design, and other measures needed to ensure genuine equality of opportunity to participate fully in all organizational units, occupations, and levels of responsibility?	<input checked="" type="radio"/> Yes <input type="radio"/> No

**SECTION IV ADDITIONAL INFORMATION**

You may provide as Exhibit C any additional information that you believe might be useful in evaluating your efforts to comply with the Commission's EEO provisions. There is no requirement to provide additional data or information. [Exhibit 3]

**SECTION V CERTIFICATION**

This report must be certified as follows:

- A. By the individual owning the reporting system if individually owned;
- B. By a partner, if a partnership; or
- C. By an officer, if a corporation or association.

I certify that to the best of my knowledge, information and belief, all statements contained in this report are true and correct.

Signed <i>9-11-2008</i>	Title <i>DIVISION PRESIDENT</i>
Date <i>[Signature]</i>	Name of Respondent KISHA WILKERSON
Telephone No. (include area code) 7047313100	

WILLFUL FALSE STATEMENTS ON THIS FORM ARE PUNISHABLE BY FINE AND/OR IMPRISONMENT (U.S. CODE, TITLE 18, SECTION 1001), AND/OR REVOCATION OF ANY STATION LICENSE OR CONSTRUCTION PERMIT (U.S. CODE, TITLE 47, SECTION 312(a)(1)), AND/OR FORFEITURE (U.S. CODE, TITLE 47, SECTION 503).

**Exhibits**

2.	Do you disseminate widely your EEO Program to job applicants, employees, and those with whom you regularly do business?	<input checked="" type="radio"/> Yes <input type="radio"/> No
3.	Do you contact organizations, media, educational institutions, and other potential sources of applicants for referrals whenever job vacancies are available in your organization?	<input checked="" type="radio"/> Yes <input type="radio"/> No
4.	Do you undertake to offer promotions to positions of greater responsibility in a nondiscriminatory manner?	<input checked="" type="radio"/> Yes <input type="radio"/> No
5.	To the extent possible, do you seek out entrepreneurs in a nondiscriminatory manner and encourage them to conduct business with all parts of your organization?	<input checked="" type="radio"/> Yes <input type="radio"/> No
6.	Do you analyze the results of your efforts to recruit, hire, promote, and use services in a nondiscriminatory manner and use these results to evaluate and improve your EEO program?	<input checked="" type="radio"/> Yes <input type="radio"/> No
7.	Do you define the responsibility of each level of management to ensure a positive application and vigorous enforcement of your policy of equal employment opportunity and maintain a procedure to review and control managerial and supervisory performance?	<input checked="" type="radio"/> Yes <input type="radio"/> No
8.	Do you conduct a continuing program to exclude every form of prejudice or discrimination based upon race, color, religion, national origin, age, or sex from your personnel policies and practices and working conditions?	<input checked="" type="radio"/> Yes <input type="radio"/> No
9.	Do you conduct a continuing review of job structure and employment practices and maintain positive recruitment training, job design, and other measures needed to ensure genuine equality of opportunity to participate fully in all organizational units, occupations, and levels of responsibility?	<input checked="" type="radio"/> Yes <input type="radio"/> No

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**FORM FCC 396-C - SUPPLEMENTAL INVESTIGATION SHEET**

**Part I Employee Job Descriptions**

Give brief job descriptions for employees in the job categories specified below. The number specified in the box indicates the number of different job descriptions that are to be submitted for each category. Job descriptions should include the position title and a brief description of

the major duties and responsibilities of the individual(s) in the position.

- |                              |   |              |
|------------------------------|---|--------------|
| 1. Officials and Managers    | □ | [Exhibit 4]  |
| 2. Professionals             | □ | [Exhibit 5]  |
| 3. Technicians               | □ | [Exhibit 6]  |
| 4. Sales Workers             | □ | [Exhibit 7]  |
| 5. Office and Clerical       | □ | [Exhibit 8]  |
| 6. Craft Workers (skilled)   | □ | [Exhibit 9]  |
| 7. Operatives (semi-skilled) | 3 | [Exhibit 10] |
| 8. Laborers (unskilled)      | □ | [Exhibit 11] |
| 9. Service Workers           | □ | [Exhibit 12] |

**Part II Inquiries Concerning EEO Program and Practices**

Submit responses to the inquiries indicated by a "check" Responses should be brief, but must provide sufficient information to describe the employment unit's activity and efforts in the area of inquiry.

- |   |              |
|---|--------------|
| 1. <input checked="" type="checkbox"/> Describe the employment unit's efforts to comply with the outreach provisions of 47 C.F.R. Section 76.75(b).   | [Exhibit 13] |
| 2. <input checked="" type="checkbox"/> Describe the employment unit's efforts to disseminate widely its equal employment opportunity program to job applicants, employees, and those with whom it regularly does business.  | [Exhibit 14] |
| 3. <input type="checkbox"/> Name the minority organizations, organizations for women, media, educational institutions, and other recruitment sources used to attract minority and female applicants whenever job vacancies become available.                        | [Exhibit 15] |
| 4. <input checked="" type="checkbox"/> Explain the employment unit's efforts to promote in a nondiscriminatory manner to positions of greater responsibility.   | [Exhibit 16] |
| 5. <input type="checkbox"/> Describe the employment unit's efforts to encourage entrepreneurs to conduct business in a nondiscriminatory manner with all parts of its operation and provide an analysis of the results of those efforts.                            | [Exhibit 17] |
| 6. <input type="checkbox"/> Report the findings of the employment unit's analysis of its efforts to recruit, hire and promote in a nondiscriminatory manner and explain any difficulties encountered in implementing its EEO program.                               | [Exhibit 18] |
| 7. <input type="checkbox"/> Describe the responsibility of each level of the employment unit's management with respect to application and enforcement of its EEO policy and explain the procedure for review and control of managerial and supervisory performance. | [Exhibit 19] |
| 8. <input type="checkbox"/> Describe the manner in which the employment unit conducts its continuing review of job structure and employment practices.  | [Exhibit 20] |
| 9. <input type="checkbox"/> Other Inquiries:  | [Exhibit 21] |

**Part III EEO Public File Report**

Attach a copy of the EEO public file report from the previous year. Cable entities are required to place annually such information as is required by 47 C.F.R. Section 76.1702 in their public files. [Exhibit 22]

<b>EMP UNIT ID:</b> 1625	<b>MSO NAME:</b> TIME WARNER CABLE
	<b>OPR NAME:</b> TIME WARNER CABLE

Approved by OMB  
3060-1033

**Exhibits**

**Attachment 1**

**Attachment 3**

**Exhibit 10**

**Description:** PART I - EMPLOYEE JOB DESCRIPTIONS

IN REPORTING UNIT #1625, LESS THAN 3 POSITIONS EXIST IN THE OPERATIVES JOB GROUP; ONE JOB DESCRIPTION FROM THE CRAFTS JOB GROUP WAS SUBSTITUTED.

**Attachment 10**

Description
CPE Technician
Security Investigator
Technician II, Level I

**Exhibit 13**

**Description:** DESCRIBE THE EMPLOYMENT UNITS EFFORTS TO COMPLY WITH THE OUTREACH PROVISIONS

SUPPLEMENTAL RECRUITMENT INITIATIVE #14, PROVISION OF TRAINING TO MANAGEMENT LEVEL PERSONNEL AS TO METHODS OF ENSURING EQUAL EMPLOYMENT OPPORTUNITY AND PREVENTING DISCRIMINATION. TIME WARNER CABLE, CENTRAL NEW YORK DIVISION PROVIDES RESPECT IN THE WORKPLACE TRAINING TO ALL DIVISION EMPLOYEES, FACILITATED BY THE DIVISIONS HUMAN RESOURCES MANAGER AND HUMAN RESOURCES GENERALIST. THIS TRAINING EXAMINES THE IMPACT OF A RESPECTFUL WORK ENVIRONMENT ON TEAMWORK, INITIATIVE, INTEGRITY, AND DIVERSITY. THROUGH A SERIES OF VIDEO VIGNETTES AND INTERACTIVE GROUP DISCUSSIONS, PARTICIPANTS LEARN TO IDENTIFY, DEMONSTRATE, AND MAINTAIN A POSITIVE, PRODUCTIVE, AND INCLUSIVE WORK ENVIRONMENT, FREE FROM HARASSMENT AND DISCRIMINATION. AS A RESULT OF THIS COURSE, EMPLOYEES ARE ABLE TO DEFINE DISCRIMINATION AND HARASSMENT, RECOGNIZE THE DIFFERENT TYPES OF DISCRIMINATION AND HARASSMENT, STATE THEIR RESPONSIBILITY FOR PREVENTING DISCRIMINATION AND HARASSMENT AND KNOW THE PROCESS FOR REPORTING COMPLAINTS. FOR FCC UNIT #1625, 29 EMPLOYEES INCLUDING ONE CUSTOMER SERVICE MANAGER AND TWO TECHNICAL SUPERVISORS COMPLETED THE TRAINING ON VARIOUS DATES AT ANY ONE OF THE TWELVE TRAININGS THAT WERE HELD DURING THE 2007-2008 REPORTING PERIOD. SUPPLEMENTAL RECRUITMENT INITIATIVE #8, ESTABLISHMENT OF TRAINING PROGRAMS DESIGNED TO ENABLE UNIT PERSONNEL TO ACQUIRE SKILLS TO QUALIFY THEM FOR HIGHER-LEVEL POSITIONS.

TIME WARNER CABLES FOUNDATIONS OF LEADERSHIP PROGRAM PROVIDES AN EIGHT-MONTH COURSE CONDUCTED UNDER THE DIRECTION OF THE DIVISIONS SR. DIRECTOR OF TRAINING IN PARTNERSHIP WITH SYRACUSE UNIVERSITY. THIS PROGRAM IS DESIGNED TO DEVELOP COMPREHENSIVE LEADERSHIP COMPETENCIES BY FOCUSING ON THE FOUR ROLES THAT LEADERS PLAY: STRATEGIST, FACILITATOR, CHANGE AGENT, AND NAVIGATOR. USING A PROBLEM-SOLVING APPROACH HIGHLY RELEVANT TO OUR WORKPLACE, THE PROGRAM PREPARES PARTICIPANTS FOR BECOMING EFFECTIVE LEADERS IN OUR ORGANIZATION. FROM FCC UNIT 1625, ONE TECHNICAL SUPERVISOR ATTENDED THE 2007-2008 COURSE AS PART OF A DIVISION-WIDE GROUP OF TWENTY-FOUR INCLUDING SEVEN FEMALES AND FOUR MINORITY PARTICIPANTS. THIS PROGRAM RUNS ANNUALLY FROM OCTOBER THROUGH MARCH AND WE EXPECT TO ENROLL ALL SUPERVISORS AND MANAGERS INTO THE CLASS IN ORDER TO PROVIDE THEM WITH THE LEADERSHIP TRAINING NECESSARY TO ADVANCE IN THEIR CAREERS.

**Attachment 13**

**Exhibit 14**

**Description:** DESCRIBE THE EMPLOYMENT UNITS EFFORTS TO DISSEMINATE WIDELY ITS EQUAL EMPLOY

APPLICANTS AND EMPLOYEES ARE INFORMED OF TIME WARNER CABLES EEO PROGRAM IN A NUMBER OF DIFFERENT WAYS. ONE IS TO INFORM ALL APPLICANTS THAT TIME WARNER CABLE IS AN EQUAL OPPORTUNITY EMPLOYER (EOE), AND LABELING OUR ADVERTISEMENTS WITH THE ABBREVIATIONS OF M/F/D/V INDICATES TO MINORITIES, FEMALES, INDIVIDUALS WITH DISABILITIES AND VETERANS THAT THEY ARE WELCOME TO APPLY. OUR EMPLOYMENT APPLICATION ALSO REITERATES OUR EOE PHILOSOPHY BY STATING THAT WE ARE AN EOE AND AFFIRMATIVE ACTION

**EMPLOYER.**

IN ADDITION, THE CENTRAL NEW YORK DIVISION, FCC UNIT #1625 RUNS ADS IN PUBLICATIONS SUCH AS THE STAR GAZETTE WHICH IS DISTRIBUTED TO A WIDE DEMOGRAPHIC GROUP IN THE ELMIRA AREA. FURTHER, THE CENTRAL NEW YORK DIVISION REGULARLY PARTICIPATES IN CAREER FAIRS AND MEETS WITH ORGANIZATIONS THAT TARGET MINORITIES AND WOMEN. IN ADDITION, THE DIVISION MAKES AN ONGOING EFFORT TO BUILD COMMUNITY RELATIONSHIPS AND ENSURE THAT WE MAINTAIN AN EXPANSIVE LIST OF OUTREACH SOURCES THAT TARGET MINORITIES AND WOMEN. A SEMI-ANNUAL AUDIT IS CONDUCTED TO ENSURE THAT OUR OUTREACH CONTACTS ARE UP-TO-DATE, AND ANNUAL LETTERS REAFFIRMING OUR COMMITMENT TO EQUAL OPPORTUNITY ARE SENT TO RECRUITMENT SOURCES AND AGENCIES. NOTIFICATION OF POSTED POSITIONS IS SENT DIRECTLY TO THE DIVISIONS OUTREACH SOURCES TO PROMOTE APPLICANT RESPONSE FROM UNDERUTILIZED GROUPS.

IN AN EFFORT TO PROMOTE INTERNAL CAREER ADVANCEMENT, EMPLOYEES HAVE ACCESS TO TWCS EMPLOYEES FIRST WEBSITE WHERE ALL POSITIONS ARE POSTED AND EMPLOYEES CAN APPLY DIRECTLY ONLINE OR REFER A FRIEND. IN ADDITION, EMPLOYEES ARE NOTIFIED OF OPEN POSITIONS BY DIVISION WIDE EMAILS AND PAPER POSTINGS ON BULLETIN BOARDS. ALSO, REQUIRED FEDERAL AND STATE EMPLOYMENT POSTERS AND A COPY OF TWCS EEO/AFFIRMATIVE ACTION POLICY STATEMENT ARE DISPLAYED IN AREAS OF HIGH EMPLOYEE TRAFFIC.

DURING NEW HIRE ORIENTATION EMPLOYEES ARE PROVIDED WITH A COPY OF THE COMPANYS EEO/AA POLICY STATEMENT AND THE POLICY PROHIBITING UNLAWFUL HARASSMENT. MANAGERIAL AND SUPERVISORY EMPLOYEES ARE TRAINED IN THE AREAS OF EQUAL EMPLOYMENT OPPORTUNITY WITH A SPECIFIC EMPHASIS PLACED ON THE CABLE COMMUNICATIONS POLICY ACT OF 1984 AND SUBSEQUENT BEST EFFORTS REQUIREMENTS. IN ADDITION, THE CENTRAL NEW YORK DIVISION HAS SPECIFIC HIRING GUIDELINES THAT ARE COVERED WITH THE SUPERVISORY AND MANAGEMENT GROUPS TO ENSURE THAT THEY CONSISTENTLY ADHERE TO THE DIVISIONS HIRING POLICIES.

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**Attachment 14****Exhibit 16**

**Description:** EXPLAIN THE EMPLOYMENT UNITS EFFORTS TO PROMOTE IN A NONDISCRIMINATORY MANNE

TIME WARNER CABLE, CENTRAL NEW YORK DIVISION, FCC UNIT # 1625 IS AN EQUAL OPPORTUNITY EMPLOYER AND PROVIDES MINORITIES AND WOMEN WITH MANY OPPORTUNITIES FOR PLACEMENT, PROMOTION, AND TRANSFER IN A NON-DISCRIMINATORY MANNER TO POSITIONS OF GREATER RESPONSIBILITY. ALL EMPLOYEES ARE TREATED WITHOUT DISCRIMINATION REGARDING THEIR RACE, COLOR, RELIGION, SEX, SEXUAL ORIENTATION, PREGNANCY, AGE, PHYSICAL OR MENTAL DISABILITIES, NATIONAL ORIGIN, MARITAL STATUS, ANCESTRY, OR ANY OTHER CLASSIFICATIONS PROTECTED BY LAW AND ARE GIVEN OPPORTUNITIES FOR PROMOTION AND JOB ENRICHMENT THROUGH OUR JOB POSTING SYSTEM, EDUCATION ASSISTANCE PROGRAM, AND INTERNAL TRAINING.

WE POST JOB OPPORTUNITIES ON DESIGNATED EMPLOYEE BULLETIN BOARDS AND BY EMAIL SO THAT INTERNAL CANDIDATES ARE AWARE OF PROMOTIONAL OPPORTUNITIES. THIS ALLOWS ALL EMPLOYEES THE OPPORTUNITY TO BID ON POSITIONS FOR WHICH THEY ARE QUALIFIED. THERE IS ALSO A COMPANY-WIDE ELECTRONIC JOB POSTING SYSTEM THAT ADVERTISES OPEN POSITIONS TO EMPLOYEES IN OTHER DIVISIONS. ALL PROMOTION DECISIONS ARE BASED ON THE INDIVIDUALS QUALIFICATIONS AS THEY RELATE TO THE REQUIREMENTS OF THE POSITION. APPLICANT FLOW RECORDS ARE MAINTAINED AND INCLUDE DOCUMENTATION OF QUALIFICATIONS AND REASON(S) FOR NON-SELECTION, IF APPLICABLE.

TRAINING OPPORTUNITIES ARE OPEN TO EMPLOYEES WITHOUT DISCRIMINATION. EDUCATIONAL ASSISTANCE IS AVAILABLE AND EMPLOYEES ARE ENCOURAGED TO USE THIS AVENUE TO MOVE UPWARD. THE EDUCATIONAL ASSISTANCE PROGRAM HAS TWO PARTS: JOB RELATED COURSES AND BUSINESS ADVANCEMENT COURSES. CURRENTLY, THE COMPANY WILL PAY 100% FOR JOB RELATED COURSES AND 50% FOR BUSINESS ADVANCEMENT COURSES. THE COMPANY ALSO PROVIDES EXTERNAL AND INTERNAL TRAINING FOR CERTAIN POSITIONS WITHIN THE COMPANY TO TEACH NEW EMPLOYEES THE SKILLS NECESSARY TO PERFORM THEIR JOBS AND TO FURTHER DEVELOP THE SKILLS OF CURRENT EMPLOYEES. HUMAN RESOURCES MONITORS THE TRAINING AND EDUCATIONAL ASSISTANCE PROGRAMS TO ENSURE THAT ALL EMPLOYEES ARE TREATED EQUALLY IN REGARDS TO PROMOTIONS, TRAINING, AND EDUCATIONAL ASSISTANCE.

MANAGEMENT IS CONTINUOUSLY TRAINED AND REFRESHED ON PROVIDING CONSTRUCTIVE FEEDBACK TO EMPLOYEES AND CONDUCTING PERFORMANCE APPRAISALS. THE MANAGEMENT TEAM ALSO REVIEWS FEDERAL AND STATE EMPLOYMENT LAWS EACH YEAR AND AS NEW LAWS ARE PASSED.

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**Attachment 16**

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**Attachment 22**

<b>Description</b>
<u>2008 Supplemental Recruitment Efforts</u>
<u>Recruitment Sources</u>
<u>Vacancy Report</u>
<u>EEO Source Evaluation</u>

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**2008 FCC Annual Employment Report, Form 396-C  
Supplemental Investigation Sheet  
Time Warner Cable  
Central New York Division, Employee Unit ID # 1625**

**Part I - Employee Job Descriptions**

*In reporting unit #1625, less than 3 positions exist in the Operatives job group; one job description from the Crafts job group was substituted.*

✓ **CPE Technician (Operatives)**

Maintains, repairs, and/or adjusts customer premise equipment and associated electronic equipment within the cable television system. Processes and troubleshoots customer premise equipment to isolate problems prior to sending them for repair. Cleans and tests customer premise equipment. Issues and receives customer premise equipment to and from technicians, vendors and the front counter. Performs physical counts for inventory control. Uses a PC, billing system interface, controller interface and inventory software to process customer premise equipment. Cleans and organizes shop area. Prepares materials for UPS shipment to various customers across the Syracuse Division. Cleans and packages equipment. Knowledge of electronics and troubleshooting. Good hand/wrist dexterity to use manual tools such as screw drivers and pliers. Must be safety conscious, use good judgment and have excellent organizational and communication skills. Knowledge of computers and basic keyboarding skills. Ability to work flexible hours. Ability to apply basic math concepts to everyday situations. Valid NYS driver's license and safe driving record. Familiarity with UPS shipping and tracking software. Knowledge of bar coding software (SETS) and ICOMS billing system. High school diploma or equivalent is required. Six months to one year previous technical related experience helpful. Forklift, dolly and pallet jack experience helpful.

✓ **Security Investigator (Operatives)**

Performs field audits and investigates illegal cable connections. Audits system for unauthorized customer hook-up by performing ground observation, pole climbing and reviewing computer data. Attempts to convert illegal hook-ups into paying subscribers. Disconnects illegal cable connections and removes drops from locations where illegal hook-up has been detected more than once. Notifies and works with Director of Signal Security to build court cases against multiple offenders. Prepares, submits and maintains various reports and logs and reviews reports of current cable subscribers. Climbs ladders to access equipment. Requires ability to carry and deploy company issued fiberglass extension ladders. Must be able to obtain ladder certification during first month of new employee training. Must possess a valid NYS driver's license and safe driving record. Must maintain a professional appearance and wear company uniform and ID at all times. Requires ability to communicate effectively, tactfully and courteously with all clients and employees. Must be able to continuously learn and retain knowledge of new services being offered by the company. Must possess good manual dexterity. Ability to use small

hand tools. Requires ability to efficiently assess a job to determine how it should be completed. Ability to determine how to most efficiently and effectively complete work at customer's home. Must possess basic math skills and reading comprehension. Ability to maintain and enhance working knowledge of consumer electronics. Must be available for overtime as required by business operations. Attention to detail is required. High school diploma or equivalent is required. Associate's degree in Criminal Justice preferred.

✓ **Technician II, Level I (Crafts)**

In addition to performing all the duties and responsibilities of a Technician I, Levels 1-3, has met a high level of established performance standards and completed additional training to install, test and repair cable television services from tap to node and handle on call duties. Must meet all requirements of a Technician I, Levels 1-3 as outlined in the job progression criteria. Connects, disconnects, adds outlets, and installs customer premise equipment (CPE). Downgrades and disconnects cable and related services in subscriber homes by disconnecting coaxial cable from the directional tap for both underground and aerial cable systems. Disconnects splitters and installs service traps. Educates customers concerning the use of Time Warner Cable services. Understands the concept and process of how cable television service is delivered in order to troubleshoot and repair any problems during installation. Troubleshoots and repairs all cable related services and equipment. Markets all cable related services to customers in order to maximize sales of company products/services. Keeps good customer service in mind. Understands and adheres to Time Warner Cable and Industry Safety standards while performing the job. Communicates with Dispatch via two-way radio and telephone to give and receive information when working in the field. Reads daily work orders that provide information on subscriber addresses and the services that need to be performed. Routes orders to efficiently perform duties as well as to satisfy the customer. Must be flexible with the original route to meet the demands of the customer. Collects required CPE, deposits, installation fees and other required monies. Ensures that company vehicle is properly stocked. Is responsible for all CPE inventory assigned. Will be held accountable to complete daily work as established by the department. Performs vehicle safety inspection on a weekly basis, and submits reports to supervisor. Available for on call duties as required by department schedule. Requires ability to carry and deploy company issued fiberglass extension ladders. Must be able to obtain ladder certification during first month of new employee training. Must possess a valid NYS driver's license and safe driving record. Must be proficient in using Workforce Management system. Must maintain a professional appearance and wear company uniform and I.D. at all times. Requires ability to communicate effectively, tactfully and courteously with all customers and employees. Must be able to continuously learn and retain knowledge of new services being offered by the company. Must possess good manual dexterity. Ability to use small hand tools. Requires ability to efficiently assess a job to determine how it should be completed. Ability to determine how to most efficiently and effectively complete work at customer's home. Must possess basic math skills and reading comprehension. Must understand technology as related to all products offered by Time Warner Cable, Central New York Division. Must be available for overtime as required by business

operations. Attention to detail is required. Ability to read street maps. Basic computer skills. High school diploma or equivalent is required. Associate's degree in electronics or related field desired. Successful completion of cable industry, computer, and technical related coursework. Minimum 6 months as a Time Warner Cable Technician I and must meet all the requirements of a Technician I, Levels 1-3 as outlined in the job progression criteria; or equivalent education and experience. Experience in mechanical/ construction/automotive or electronic field is helpful. Customer service experience in a fast paced, customer oriented environment helpful.

## **Part II Inquiries Concerning EEO Program and Practices**

- ✓ 1. ***Describe the employment unit's efforts to comply with the outreach provisions of 47 C.F.R. Section 76.75 (b) or (f).***

***Supplemental Recruitment Initiative #14, Provision of training to management level personnel as to methods of ensuring equal employment opportunity and preventing discrimination.***

Time Warner Cable, Central New York Division provides *Respect in the Workplace* training to all Division employees, facilitated by the Division's Human Resources Manager and Human Resources Generalist. This training examines the impact of a respectful work environment on teamwork, initiative, integrity, and diversity. Through a series of video vignettes and interactive group discussions, participants learn to identify, demonstrate, and maintain a positive, productive, and inclusive work environment, free from harassment and discrimination. As a result of this course, employees are able to define discrimination and harassment, recognize the different types of discrimination and harassment, state their responsibility for preventing discrimination and harassment and know the process for reporting complaints. For FCC Unit #1625, 29 employees including one Customer Service Manager and two Technical Supervisors completed the training on various dates at any one of the twelve trainings that were held during the 2007-2008 reporting period.

***Supplemental Recruitment Initiative #8, Establishment of training programs designed to enable unit personnel to acquire skills to qualify them for higher-level positions.***

Time Warner Cable's *Foundations of Leadership* program provides an eight-month course conducted under the direction of the Division's Sr. Director of training in partnership with Syracuse University. This program is designed to develop comprehensive leadership competencies by focusing on the four roles that leaders play: Strategist, Facilitator, Change Agent, and Navigator. Using a problem-solving approach highly relevant to our workplace, the program prepares participants for becoming effective leaders in our organization. From FCC Unit 1625, one Technical Supervisor attended the 2007-2008

course as part of a Division-wide group of twenty-four including seven females and four minority participants. This program runs annually from October through March and we expect to enroll all supervisors and managers into the class in order to provide them with the leadership training necessary to advance in their careers.

✓ 2. ***Describe the employment unit's efforts to disseminate widely its equal employment opportunity program to job applicants, employees, and those with whom it regularly does business.***

Applicants and employees are informed of Time Warner Cable's EEO program in a number of different ways. One is to inform all applicants that Time Warner Cable is an Equal Opportunity Employer (EOE), and labeling our advertisements with the abbreviations of M/F/D/V indicates to minorities, females, individuals with disabilities and veterans that they are welcome to apply. Our employment application also reiterates our EOE philosophy by stating that we are an EOE and affirmative action employer.

In addition, the Central New York Division, FCC Unit #1625 runs ads in publications such as *The Star Gazette* which is distributed to a wide demographic group in the Elmira area. Further, the Central New York Division regularly participates in career fairs and meets with organizations that target minorities and women. In addition, the Division makes an ongoing effort to build community relationships and ensure that we maintain an expansive list of outreach sources that target minorities and women. A semi-annual audit is conducted to ensure that our outreach contacts are up-to-date, and annual letters reaffirming our commitment to equal opportunity are sent to recruitment sources and agencies. Notification of posted positions is sent directly to the Division's outreach sources to promote applicant response from underutilized groups.

In an effort to promote internal career advancement, employees have access to TWC's *Employees First* website where all positions are posted and employees can apply directly online or refer a friend. In addition, employees are notified of open positions by division wide emails and paper postings on bulletin boards. Also, required Federal and State Employment Posters and a copy of TWC's EEO/Affirmative Action Policy Statement are displayed in areas of high employee traffic.

During new hire orientation employees are provided with a copy of the company's EEO/AA Policy Statement and the Policy Prohibiting Unlawful Harassment. Managerial and supervisory employees are trained in the areas of equal employment opportunity with a specific emphasis placed on the Cable Communications Policy Act of 1984 and subsequent "best efforts" requirements. In addition, the Central New York Division has specific hiring

guidelines that are covered with the supervisory and management groups to ensure that they consistently adhere to the Division's hiring policies.

✓ 4. ***Explain the employment unit's efforts to promote in a nondiscriminatory manner to positions of greater responsibility.***

Time Warner Cable, Central New York Division, FCC Unit # 1625 is an equal opportunity employer and provides minorities and women with many opportunities for placement, promotion, and transfer in a non-discriminatory manner to positions of greater responsibility. All employees are treated without discrimination regarding their race, color, religion, sex, sexual orientation, pregnancy, age, physical or mental disabilities, national origin, marital status, ancestry, or any other classifications protected by law and are given opportunities for promotion and job enrichment through our job posting system, education assistance program, and internal training.

We post job opportunities on designated employee bulletin boards and by email so that internal candidates are aware of promotional opportunities. This allows all employees the opportunity to bid on positions for which they are qualified. There is also a company-wide electronic job posting system that advertises open positions to employees in other divisions. All promotion decisions are based on the individual's qualifications as they relate to the requirements of the position. Applicant flow records are maintained and include documentation of qualifications and reason(s) for non-selection, if applicable.

Training opportunities are open to employees without discrimination. Educational assistance is available and employees are encouraged to use this avenue to move upward. The educational assistance program has two parts: job related courses and business advancement courses. Currently, the company will pay 100% for job related courses and 50% for business advancement courses. The company also provides external and internal training for certain positions within the company to teach new employees the skills necessary to perform their jobs and to further develop the skills of current employees. Human Resources monitors the training and educational assistance programs to ensure that all employees are treated equally in regards to promotions, training, and educational assistance.

Management is continuously trained and refreshed on providing constructive feedback to employees and conducting performance appraisals. The management team also reviews Federal and State employment laws each year and as new laws are passed.

2008 Supplemental Recruitment Efforts, CFR § 76.75 (b) (2)  
Time Warner Cable, Central New York Division  
FCC Unit: 1625 – Elmira

***Supplemental Recruitment Initiative #14, Provision of training to management level personnel as to methods of ensuring equal employment opportunity and preventing discrimination.***

Time Warner Cable, Central New York Division provides Respect in the Workplace training to all Division employees, facilitated by the Division's Human Resources Manager and Human Resources Generalist. This training examines the impact of a respectful work environment on teamwork, initiative, integrity, and diversity. Through a series of video vignettes and interactive group discussions, participants learn to identify, demonstrate, and maintain a positive, productive, and inclusive work environment, free from harassment and discrimination. As a result of this course, employees are able to define discrimination and harassment, recognize the different types of discrimination and harassment, state their responsibility for preventing discrimination and harassment and know the process for reporting complaints. For FCC Unit #1625, twenty-nine employees including a Customer Service Manager and 2 Technical Supervisors completed the training on various dates at any one of the twelve trainings that were held during the 2007-2008 reporting period.

***Supplemental Recruitment Initiative #8, Establishment of training programs designed to enable unit personnel to acquire skills to qualify them for higher-level positions.***

Time Warner Cable's Foundations of Leadership program provides an eight-month course conducted under the direction of the Division's Sr. Director of training in partnership with Syracuse University. This program is designed to develop comprehensive leadership competencies by focusing on the four roles that leaders play: Strategist, Facilitator, Change Agent, and Navigator. Using a problem-solving approach highly relevant to our workplace, the program prepares participants for becoming effective leaders in our organization. From FCC Unit 1625, one Technical Supervisor attended the 2007-2008 course as part of a Division-wide group of twenty-four including seven females and four minority participants. This program runs annually from October through March and we expect to enroll all supervisors and managers into the class in order to provide them with the leadership training necessary to advance in their careers.

# TIME WARNER CABLE

## Recruitment Sources

### Elmira - FCC Unit #1625

Time Warner Cable is proud to have diversity in our recruitment approach. In the Elmira area we actively recruit our applicant base through Internet resources, print advertising, television, radio, educational venues and non-traditional sources. We are committed to providing equal opportunities for employment and advancement to qualified individuals without regard to race, color, sex, national origin, religion, age, sexual orientation, disability or status as a disabled or Vietnam-era veteran. As part of this commitment, Time Warner Cable is in full compliance with the Equal Employment Opportunity (EEO) rules of the Federal Communications Commission (FCC) that require posting of certain recruitment, hiring, and reporting information. The table below details our recruitment sources.

#### **Organizations & Agencies:**

Ms. Sara Kauffman  
Capabilities Inc.  
1149 Sullivan St.  
Elmira, NY 14901  
607-734-2006 x50  
607-734-1514 fax

Rev. Cephus McGee  
All Saints Home Church  
351 E. Fifth Street  
Elmira, NY 14901  
607-734-2376

Ms. Patricia Myers  
Access to Independence and Mobility  
271 E. First St.  
Corning, NY 14830  
607-796-8228

Mr. Greg Nagle  
NYS Dept. of Labor  
20 Denison Pkway W.  
Suite 102  
Corning, NY 14830  
607-766-2708

Ms. Kimberly Davies  
Professional Career Services  
41 E. Market St.  
Corning, NY 14830  
607-282-0105

Mr. Vic Hamilton  
Pro-Action of Steuben & Yates, Inc.  
117 E. Steuben St.  
Bath, NY 14810-1600  
607-776-7074

Ms. Karen Gardiner  
Chemung County Commission on  
Human Relations  
425 Pennsylvania Ave.  
PO Box 588  
Elmira, NY 14902-0588  
607-737-5409

Mr. Robert Bly  
Chemung County Dept. of Veteran Affairs  
425 Pennsylvania Ave.  
PO Box 588  
Elmira, NY 14902-0588  
607-737-5445

Ms. Gwen Hill  
Economic Opportunity Program, Inc.  
650 Baldwin St.  
Elmira, NY 14901  
607-734-6174  
607-733-8126 fax

Ms. Amy Brown  
Glove House Inc.  
220 Franklin St.  
Elmira, NY 14904-1706  
607-734-5238  
607-734-2666 fax

Ms. George Verdier  
NAACP  
PO Box 698  
Elmira, NY 14901  
607-329-8846

Mr. Ronald Gaeta  
NYS Dept of Labor  
Division of Employment Services  
200 Baldwin St.  
Elmira, NY 14901  
607-733-6410

Mr. Charles Kozey  
NYS Dept. of Labor-Veterans Affairs  
318 Madison Ave.  
Elmira, NY 14901  
607-733-7131

**Internet Sources:**

timewarner.com/careers  
monster.com  
careerbuilder.com  
Internal – Time Warner Cable Employees First  
<https://at-twc.twcable.com>

Contact for all above web postings:

Time Warner Cable  
CNY Division  
Human Resources Department  
P.O. Box 4733  
Syracuse, New York 13221  
315-634-6304

**Educational Venues:**

Mr. Larry Truillo  
Broome Community College  
PO Box 1017  
Binghamton, NY 13902  
607-778-5205  
607-778-5204 fax

Ms. Melissa Marks  
Elmira College  
Office of Counseling & Career Services  
Elmira, NY 14901  
607-735-1830  
607-735-1153 fax

C. W. Turner  
Corning Community College  
1 Academic Dr.  
Corning, NY 14830  
607-962-9011  
607-962-9485 fax

**Internship Program:**

Time Warner Cable, CNY Division  
S.T.A.R.S Internship Program

Mr. Allan Merrell  
Ridley-Lowell Business & Tech Institute  
116 Front Street  
Binghamton, NY 13905  
607-724-2941  
607-724-0799 fax

Ms. April St. John  
Career Development Center-Binghamton University  
PO Box 6000  
Binghamton, NY 13092  
607-777-2553  
607-777-4499

Ms. Vicki Gunderman  
Elmira Business Institute  
303 North Main St.  
Langdon Plaza  
Elmira, NY 14901  
607-733-7177  
607-733-7178 fax

**Media:**

Clear Channel Communications

Ms. Christine Aikman  
Public Service Channel  
TWC Elmira  
3311 South Main St.  
Horseheads, NY 14845  
607-739-3510  
607-796-4296 fax

**Print Advertising:**

Ms. Joni DeLorenzo  
The Leader  
PO Box 1017  
Corning, NY 14830  
607-936-4651 x341  
607-962-0782 fax

**Time Warner Cable Contact Information:**

Time Warner Cable  
CNY Division  
Human Resources Department  
P.O. Box 4733  
Syracuse, New York 13221  
315-634-6304

Vacancy Report - FCC Unit #1625

07/01/07 - 06/30/08

SetID	FCC Unit	FCC# Descr	Descr	Vacancies
DB23A	1625	Elmira	Tech, Installation	5
DB23A	1625	Elmira	Tech, Installation	1

**TWC EEO Source Evaluation      From 7/1/2007 To 6/30/2008**  
**For Full Time, External Positions Only**

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**Binghamton Division - DB23A**

**FCC Unit: 1625**

	<b>Number of Applicants</b>	<b>Number of Interviewees</b>	<b>Number of Offers Accepted</b>
<b>Ad - Through a print, radio, or TV advertisement</b>	3	2	
<b>Former Employee - Former employee of a Time Warner company</b>	1	1	
<b>Internet - Another online recruiting or job posting site</b>	2		
<b>Internet - DirectEmployers</b>	4	3	
<b>Internet - Indeed</b>	1	1	
<b>Referral - Referred by a Time Warner employee</b>	4	3	
<b>Referral - TW Cable Employee Referral</b>	3	3	
<b>Website - TimeWarner Careers</b>	33	30	6
<b>FCC Unit Total:</b>	<b>51</b>	<b>43</b>	<b>6</b>

**From 7/1/2007 To 6/30/2008  
For Full Time, External  
Positions Only**

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**Binghamton Division - DB23A**

**FCC Unit: 1625**

<b>Candidate Id</b>	<b>Requisition Id</b>	<b>Date of Offer</b>	<b>Job Title</b>	<b>Referral Type</b>
6068211	88840BR	11/16/2007	Tech, Installation	Website - TimeWarner Careers
8108498	80636BR	7/13/2007	Tech, Installation	Website - TimeWarner Careers
8959704	84346BR	9/12/2007	Tech, Installation	Website - TimeWarner Careers
9430706	80636BR	7/13/2007	Tech, Installation	Website - TimeWarner Careers
9807583	104355BR	3/10/2008	Tech, Installation	Website - TimeWarner Careers
9816598	92373BR	4/1/2008	Tech, Installation	Website - TimeWarner Careers

**Source Evaluation - Interviewed  
From 7/1/2007 To 6/30/2008  
For Full Time, External**

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**Binghamton Division - DB23A**

**FCC Unit: 1625**

Candidate Id	Requisition Id	Date of Interview	Job Title	Referral Type
5608100	88840BR	11/16/2007	Tech, Installation	Website - TimeWarner Careers
5724389	76774BR	7/13/2007	Tech, Installation	Internet - DirectEmployers
6068211	88840BR	11/16/2007	Tech, Installation	Website - TimeWarner Careers
6293089	95628BR	5/20/2008	Security Investigator	Referral - TW Cable Employee Referral
6293089	98622BR	6/12/2008	Quality Control Inspector	Referral - TW Cable Employee Referral
7205166	91997BR	2/27/2008	Technical Operations Supervisor	Website - TimeWarner Careers
8029162	91997BR	2/27/2008	Technical Operations Supervisor	Website - TimeWarner Careers
8029162	98622BR	6/12/2008	Quality Control Inspector	Website - TimeWarner Careers
8108498	80636BR	7/13/2007	Tech, Installation	Website - TimeWarner Careers
8179310	80636BR	7/13/2007	Tech, Installation	Website - TimeWarner Careers
8185513	76774BR	7/13/2007	Tech, Installation	Website - TimeWarner Careers
8373908	84346BR	9/12/2007	Tech, Installation	Website - TimeWarner Careers
499056	92373BR	4/1/2008	Tech, Installation	Website - TimeWarner Careers
8705722	95628BR	5/20/2008	Security Investigator	Internet - DirectEmployers
8955829	80636BR	7/13/2007	Tech, Installation	Website - TimeWarner Careers
8959704	84346BR	9/12/2007	Tech, Installation	Website - TimeWarner Careers
9105771	91997BR	2/27/2008	Technical Operations Supervisor	Website - TimeWarner Careers
9164747	76774BR	7/13/2007	Tech, Installation	Website - TimeWarner Careers
9208442	76774BR	7/13/2007	Tech, Installation	Former Employee - Former employee of a Time Warner company
9232737	88840BR	11/16/2007	Tech, Installation	Website - TimeWarner Careers
9268801	76774BR	7/13/2007	Tech, Installation	Internet - DirectEmployers
9278613	92373BR	4/1/2008	Tech, Installation	Website - TimeWarner Careers
9279210	76774BR	7/13/2007	Tech, Installation	Referral - Referred by a Time Warner employee
9283458	92373BR	4/1/2008	Tech, Installation	Website - TimeWarner Careers
9284688	76774BR	7/13/2007	Tech, Installation	Referral - Referred by a Time Warner employee
9287304	76774BR	7/13/2007	Tech, Installation	Ad - Through a print, radio, or TV advertisement
9288623	76774BR	7/13/2007	Tech, Installation	Ad - Through a print, radio, or TV advertisement
9430706	80636BR	7/13/2007	Tech, Installation	Website - TimeWarner Careers
9445501	80636BR	7/13/2007	Tech, Installation	Website - TimeWarner Careers
9597523	84346BR	9/12/2007	Tech, Installation	Website - TimeWarner Careers
9599990	84346BR	9/12/2007	Tech, Installation	Internet - Indeed
9607095	84346BR	9/12/2007	Tech, Installation	Website - TimeWarner Careers
9631255	84346BR	9/12/2007	Tech, Installation	Website - TimeWarner Careers

9717951	88840BR	11/16/2007	Tech, Installation	Website - TimeWarner Careers
9807583	104355BR	3/4/2008	Tech, Installation	Website - TimeWarner Careers
.807583	92373BR	4/1/2008	Tech, Installation	Website - TimeWarner Careers
9815277	88840BR	11/16/2007	Tech, Installation	Website - TimeWarner Careers
9815277	92373BR	4/1/2008	Tech, Installation	Website - TimeWarner Careers
9816598	92373BR	4/1/2008	Tech, Installation	Website - TimeWarner Careers
9993978	92373BR	4/1/2008	Tech, Installation	Website - TimeWarner Careers
9994341	92373BR	4/1/2008	Tech, Installation	Referral - Referred by a Time Warner employee
10294822	98622BR	6/12/2008	Quality Control Inspector	Referral - TW Cable Employee Referral
10297477	98622BR	6/12/2008	Quality Control Inspector	Website - TimeWarner Careers