

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
<p><b>Multi-Channel Video Program Distributor EEO Program Annual Report</b></p> <p>Read INSTRUCTIONS Before Filling Out Form</p>	FOR COMMISSION USE ONLY FILE NO. B396 - 20090928AIN

**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 # 740

**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  
 BROOME, 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) 07/01/2009-07/14/2009

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
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	<input checked="" type="radio"/> Yes <input type="radio"/> No

		<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>Pat Berry</i>	Title	RVP, HR
Date	<i>9-4-09</i>	Name of Respondent	PAT BERRY
Telephone No. (include area code)	7047313000		


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).

**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    | <input type="text"/>           | [Exhibit 4]  |
| 2. Professionals             | <input type="text"/>           | [Exhibit 5]  |
| 3. Technicians               | <input type="text" value="3"/> | [Exhibit 6]  |
| 4. Sales Workers             | <input type="text"/>           | [Exhibit 7]  |
| 5. Office and Clerical       | <input type="text"/>           | [Exhibit 8]  |
| 6. Craft Workers (skilled)   | <input type="text"/>           | [Exhibit 9]  |
| 7. Operatives (semi-skilled) | <input type="text"/>           | [Exhibit 10] |

- |                              |  |              |
|------------------------------|--|--------------|
| 5. Office and Clerical       |  | [Exhibit 8]  |
| 6. Craft Workers (skilled)   |  | [Exhibit 9]  |
| 7. Operatives (semi-skilled) |  | [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.  Describe the employment unit's efforts to comply with the outreach provisions of 47 C.F.R. Section 76.75(b). [Exhibit 13]
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. [Exhibit 14]
3.  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.  Explain the employment unit's efforts to promote in a nondiscriminatory manner to positions of greater responsibility. [Exhibit 16]
5.  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.  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.  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.  Describe the manner in which the employment unit conducts its continuing review of job structure and employment practices. [Exhibit 20]
9.  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> 740	<b>MSO NAME:</b> TIME WARNER CABLE
	<b>OPR NAME:</b> TIME WARNER CABLE

Approved by OMB  
3060-1033

**Exhibits**

**Exhibit 6**  
**Description:** JOB DESCRIPTIONS

**Attachment 6**

Description
Job Descriptions

**Exhibit 15**  
**Description:** 3.NAME THE MINORITY ORGANIZATIONS, ORGANIZATIONS FOR WOMEN, MEDIA, EDUCATIONAL

**Attachment 15**

Description

Recruitment Outreach Sources

**Exhibit 17**

**Description:** DESCRIBE THE EMPLOYMENT UNITS EFFORTS TO ENCOURAGE ENTREPRENEURS TO CONDUCT BUS

TIME WARNER CABLE HAS A STRONG COMMITMENT TO WORKING WITH MINORITY AND FEMALE ENTREPRENEURS. OUR MINORITY VENDOR PURCHASING PHILOSOPHY COMMITS US TO LONG TERM RELATIONSHIPS WITH MINORITY AND FEMALE RUN BUSINESSES.

THE TIME WARNER CABLE, CENTRAL NEW YORK DIVISION, FCC UNIT #0740, BINGHAMTON, MINORITY PURCHASING POLICY HAS BEEN ESTABLISHED AS A COORDINATED CORPORATE PLAN TO ASSIST IN THE ECONOMIC DEVELOPMENT OF MINORITY-OWNED BUSINESSES. FOR THE PURPOSE OF THE PROGRAM, A MINORITY-OWNED BUSINESS ENTERPRISE IS DEFINED AS A BUSINESS THAT IS AT LEAST 51% MINORITY-OWNED. THE OBJECTIVE OF THE PROGRAM IS TO PROVIDE THE OPPORTUNITY FOR MINORITY-OWNED BUSINESS ENTERPRISES TO ESTABLISH A MUTUALLY PROFITABLE BUSINESS RELATIONSHIP WITH TIME WARNER CABLE. THE MINORITY VENDOR PROGRAM IS NOT CONSIDERED A PHILANTHROPIC PROJECT ON A SHORT-TERM BASIS. OUR TASK IS TO WORK WITH ALL VENDORS ON THE FOLLOWING:

ACTIVELY SEEK MINORITY BIDS FOR GOODS AND SERVICES  
 PROVIDE ASSISTANCE FOR THE MINORITY VENDOR IN SUCH AREAS AS SPECIFICATIONS, CLARIFICATION, REQUIREMENTS, STANDARDS, AND PAYMENT TERMS AND CONDITIONS.  
 WORK WITH MINORITY VENDORS TO EDUCATION THEM ABOUT OUR QUALITY AND SERVICE REQUIREMENTS.

ALL VENDORS ARE ASKED TO IDENTIFY THEIR OWNERSHIP AS MINORITY AND/OR FEMALE OR OTHERWISE IN ORDER FOR US TO TRACK AND MONITOR OUR EXPENDITURES. A DIRECTORY OF LOCAL VENDORS IS DISTRIBUTED TO ALL PERSONNEL INVOLVED WITH USING VENDORS IN ORDER FOR THESE EMPLOYEES TO EASILY IDENTIFY AND OBTAIN BIDS FROM MINORITY AND/OR FEMALE RUN BUSINESSES. A COMPANY-WIDE WEBSITE (HTTP://WWW.TWCABLESUPPLIERDIVERSITY.COM) HAS BEEN ESTABLISHED TO PROVIDE MINORITY AND FEMALE ENTREPRENEURIAL INFORMATION. HUMAN RESOURCES AND EXECUTIVE MANAGEMENT RECEIVE A SUMMARY OF THEIR EXPENDITURES ON A SEMI-ANNUAL BASIS.

**Attachment 17**

**Exhibit 18**

**Description:** 6.REPORT THE FINDINGS OF THE EMPLOYMENT UNITS ANALYSIS OF ITS EFFORTS TO RECRU

TWC CONDUCTS SEMI-ANNUAL EEO ANALYSES TO DETERMINE IF ANY DISPARITIES EXIST IN REGARDS TO APPLICANTS, INTERVIEWS, NEW HIRES, PROMOTIONS, AND TERMINATIONS. THESE REPORTS SUMMARIZE DEMOGRAPHICS FOR EACH AREA. FROM THESE REPORTS WE ARE ABLE TO MONITOR OUR EFFORTS IN RECRUITING AND RETAINING A DIVERSE WORKFORCE.

TWC UTILIZES A RECRUITMENT SOFTWARE TOOL THAT COLLECTS DEMOGRAPHIC DATA IN A MANNER THAT PREVENTS THE PERSON RESPONSIBLE FOR HIRING FROM SEEING ANY DEMOGRAPHIC INFORMATION. THIS ENABLES US TO HAVE AN UNBIASED APPLICANT PROCESS THAT INCREASES OUR ABILITY TO COLLECT AND RETAIN APPLICANT DATA BY PROVIDING AN ELECTRONIC STORAGE FACILITY.

IN SUMMARY, THIS REPORTING UNIT IS SUCCESSFULLY ATTRACTING MINORITY AND FEMALE APPLICANTS FROM OUR RECRUITING SOURCES. WE PLAN TO MAINTAIN EFFECTIVE RELATIONSHIPS WITH OUR OUTREACH AGENCIES AND TO SEEK NEW SOURCES TO IMPROVE THE NUMBER OF FEMALES AND MINORITY APPLICANTS INTERVIEWED FOR OPEN POSITIONS.

**Attachment 18**

**Exhibit 22**

**Description:** EEO PUBLIC FILE REPORT

**Attachment 22**

Description

Source Evaluation
Source Detail
Source Report
Supplemental Recruitment Efforts
Recruitment Outreach Sources

**2009 FCC Annual Employment Report, Form 396-C  
Supplemental Investigation Sheet  
Time Warner Cable  
Central New York Division, Unit ID #0740, Binghamton**

**Part I Employee Job Descriptions**

**Plant Maintenance Technician (Technicians)**

Maintains and repairs all aspects of the cable plant and associated equipment. Performs all the duties and responsibilities of an Installer and Service Technician. Troubleshoots and repairs problems associated with both the coaxial and fiber networks. Responsible for correcting problems with customers' equipment. Understands system design, reads design prints and is able to calculate signal levels to identify cause of problems. Repairs cable in emergency situations while working on stand-by and multiple shifts to ensure the timely restoration of service to customers. Communicates with subscribers to identify cable problems and verify they have been corrected. Performs routine maintenance on coaxial network to prevent degradation of service. Performs design changes as necessary and reports revisions to design department. Provides support to other departments as assigned. Provides position leadership training to other technicians. Performs general plant construction duties as assigned. May be required to perform cable location duties on an as needed basis. Proficient use of headend and fiber optic test and diagnostic equipment. Ability to write routine reports and complete forms. Must be able to climb 20-30+ foot poles utilizing gaffs and ladders, and must maintain certification. Must pass and maintain bucket truck certification and confined space certification within 30 days of start date. 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 clients and employees. Must be able to continuously learn and retain knowledge of new services and promotions being offered by the company. Must possess good manual dexterity, and experience with electrical devices and equipment, and hand tools. Requires ability to efficiently assess a job to determine how it should be completed. Must have flexible work hours and be available for overtime as required by business operations. Attention to detail is required. Knowledge and understanding of OSHA, National Electric Safety Code and National Electric Code and other industry regulations as they relate to the cable industry. Working knowledge in the use of hand tools and aerial construction equipment. Knowledge and understanding of Public Safety Commission, FCC and Division standards and regulations. High School Diploma or equivalent is required. Associate's degree in Electronic Communications, Telecommunications or satisfactory completion of an electronic technology program through a military, correspondence or technical/trade school is preferred. Successful completion of NCTI Installer and Installer Technician courses or equivalent. Minimum 2 years cable related experience. Must demonstrate the ability to perform Service Technician duties at an advanced level; including ability to repair outages.

**Network Engineer (Technicians)**

Maintains core routing systems, designs network configurations for Network Technicians, designs new customer installations, responsible for support of full Commercial Services product line. Demonstrated ability to perform all the essential duties and responsibilities of a Network Engineer. Develops core routing solutions. Designs new customer solutions for deployment. Interfaces with vendor technical support groups/Sales Engineer (SE) teams on troubleshooting, upgrades and equipment failure issues. Interfaces with Divisional and Regional SE teams to understand new customer requirements for design. Responds 24 hours a day/7 days a week to system/customer outages. Coordinates network maintenance to minimize customer impact/downtime. Works with Headend Staff to design/implement intuitive video solutions. This position has no supervisory responsibilities but acts in a leadership role, motivating and training less experienced personnel. Must be able to adapt to changing technical and regulatory environment. Proficient in IP routing/Switching, Multicast Routing, MPEG video, Optical Transports, and MPLS networks. In-depth knowledge of small to large scale customer network configurations. Good interpersonal skills needed to interface with many departments/customers and vendors. Must understand and be able to perform the testing required by federal and state regulations. A working knowledge of all aspects of customer installations from survey to install. Computer proficient.

A working knowledge of all MPEG Transport streams, Statistical Multiplexers, Digital Program insertion and other various aspects of the digital video system including installation, set-up and maintenance. Bachelor's degree in Engineering, Computer Information Systems, or related field from four-year college or university; or equivalent combination of education and experience. Network Certification Preferred (CISCO/CCNA/CCNP/Alcatel); or equivalent knowledge and experience with CISCO routers and switches or similar networking equipment. Three to five years Network experience and/or training required. Headend/Facility/Hospitality experience preferred. Advanced knowledge of Cisco and Alcatel IOS required.

**Project Coordinator (Technicians)**

This position is responsible for coordinating engineering projects involving multiple departments within Time Warner Cable and external business partners in order to ensure projects are on schedule and within budget. Support systems with mapping of larger new construction, including fiber. Map existing systems to update map files. Digitize system maps into computer database. Work within various utilities when needed to facilitate make-ready completion. Knowledge of CATV electronics, optics, fiber architecture and building materials and structures. Computer skills including thorough knowledge of AutoCad. Must have a valid NYS driver's license and a safe driving record. Ability to read and interpret maps and blueprints. Ability to prepare specifications, plans, estimates and to write clear and concise reports. Ability to effectively communicate with contractors, public and internal staff members. Associate's degree in Engineering or related field; Bachelor's degree preferred. Three to five years related cable experience is required. Experience in field operations, at least two of which have been in coordinating the work of contractors or in a lead/supervisory capacity preferred.

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

### **3. 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.**

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

Ms. Colleen Ciarletta  
Association for Vision Rehabilitation  
& Employment  
174 Court Street  
Binghamton, NY 13901  
607-724-2428  
607-771-8045 fax

Ms. Teri Geisenhof  
Tioga Workforce NY Center  
1062 State Route 38  
PO Box 108  
Owego, NY 13827  
607-687-8513  
607-687-7759 fax

Ms. Mary Lou Gaskill  
ACHIEVE  
125 Cutler Pond Road  
Binghamton, NY 13905  
607-231-5249  
607-723-8338 fax

Ms. Dorothy Marinaccio  
VESID  
44 Hawley St. 7<sup>th</sup> Floor  
Binghamton, NY 13901

Ms. Ginger Dascano  
Catholic Charities, Four Seasons  
290 Front Street  
Binghamton, NY 13905  
607-724-1060 x318  
607-773-1187 fax

Mr. Andrew DeVigili  
Partnership Employment Center  
204 Court Street  
Binghamton, NY 13902  
607-206-3298  
607-722-0869 fax

Ms. Lisa Theodore  
Southern Tier Independence Center  
24 Prospect Ave.  
Binghamton, NY 13901  
607-724-2111  
607-772-3603 fax  
Mr. Paul Aukema  
BOCES Tioga Employment Options  
23 Jackson Ave.  
Endicott, NY 13706  
607-778-2136

Ms. Denene Ennes  
Tioga Opportunities Inc.  
9 Sheldon Guile Blvd.  
Owego, NY 13827  
607-687-4222  
607-687-4236 fax  
Ms. Stefanie Egitto  
Broome Co. Chamber of Commerce  
PO Box 995  
Binghamton, NY 13901  
607-772-8860

Ms. Carol Mastroe  
Broome County Dept. of Social Services

Ms. Jennifer Cubic  
Broome County Urban League

36-42 Main Street  
Binghamton, NY 13905  
607-778-3772

43-45 Carroll St.  
Binghamton, NY 13901  
607-723-7303

Mr. Randall Cook  
Broome Employment Center  
171 Front St.  
Binghamton, NY 13905  
607-778-2136

Ms. Nicki French  
Mental Health Asso. Of Southern Tier  
82 Oak St.  
Binghamton, NY 13905  
607-771-8888

Mr. Robert Crouse  
NYS DOL Employment Services Division  
Broome Tioga Works  
2001 Perimeter Rd, East  
Endicott, NY 13760  
607-778-2136

Ms. Dorothy Marinaccio  
VESID  
44 Hawley St. 7<sup>th</sup> Floor  
Binghamton, NY 13901

Mr. Charles Jones  
Opportunities for Broome  
56 Whitney Ave.  
Binghamton, NY 13901

Ms. Charlene Jones  
Refugee Assistance Program  
2-8 Hawley St.  
Binghamton, NY 13901

Ms. Martha Sauerbrey  
Tioga County Chamber of Commerce  
188 Front St.  
Owego, NY 13827  
607-687-2020

Ms. Sara Andros  
Tioga Employment Center  
231 Main St.  
Owego, NY 13827  
607-687-3555

Mr. Michael Dembowski  
Broome Employment Center-Veterans  
Affairs  
171 Front Street  
Binghamton, NY 13905  
607-778-2218

Ms. Patricia Gaven  
Veterans Services Center  
174 Clinton St.  
Binghamton, NY 13905  
607-771-8387

**Internet Sources:**

[timewarner.com/careers](http://timewarner.com/careers)  
[monster.com](http://monster.com)  
[careerbuilder.com](http://careerbuilder.com)  
[directemployer.com](http://directemployer.com)  
[diversityinc.com/careers](http://diversityinc.com/careers)  
Internal – Time Warner Cable Employees

**Educational Venues:**

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

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

Mr. Allan Merrell  
Ridley-Lowell Business & Tech Institute  
116 Front Street  
Binghamton, NY 13905

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

**Print Advertising:**

Ms. Kari Lozier  
Binghamton Press & Sun Bulletin  
PO Box 1270  
Binghamton, NY 13902

**Internship Program:**

Time Warner Cable, CNY Division  
S.T.A.R.S Internship Program  
607-778-5205

**Media:**

Clear Channel Communications

Ms. Danielle Kenyon  
Public Service Channel  
TWC Binghamton  
483 Plaza Drive  
Vestal, NY 13850

- 5. 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.**

Time Warner Cable has a strong commitment to working with minority and female entrepreneurs. Our minority vendor purchasing philosophy commits us to long term relationships with minority and female run businesses.

The Time Warner Cable, Central New York Division, FCC Unit #0740, Binghamton, minority purchasing policy has been established as a coordinated corporate plan to assist in the economic development of minority-owned businesses. For the purpose of the program, a minority-owned business enterprise is defined as a business that is at least 51% minority-owned. The objective of the program is to provide the opportunity for minority-owned business enterprises to establish a mutually profitable business relationship with Time Warner Cable. The minority vendor program is not considered a philanthropic project on a short-term basis. Our task is to work with all vendors on the following:

- Actively seek minority bids for goods and services
- Provide assistance for the minority vendor in such areas as specifications, clarification, requirements, standards, and payment terms and conditions.
- Work with minority vendors to education them about our quality and service requirements.

All vendors are asked to identify their ownership as minority and/or female or otherwise in order for us to track and monitor our expenditures. A directory of local vendors is distributed to all personnel involved with using vendors in order for these employees to easily identify and obtain bids from minority and/or female run businesses. A company-wide website (<http://www.twcablesupplierdiversity.com>) has been established to provide minority and female entrepreneurial information. Human Resources and executive management receive a summary of their expenditures on a semi-annual basis.

**6. 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.**

TWC conducts semi-annual EEO analyses to determine if any disparities exist in regards to applicants, interviews, new hires, promotions, and terminations. These reports summarize demographics for each area. From these reports we are able to monitor our efforts in recruiting and retaining a diverse workforce.

TWC utilizes a recruitment software tool that collects demographic data in a manner that prevents the person responsible for hiring from seeing any demographic information. This enables us to have an unbiased applicant process that increases our ability to collect and retain applicant data by providing an electronic storage facility.

In summary, this reporting unit is successfully attracting minority and female applicants from our recruiting sources. We plan to maintain effective relationships with our outreach agencies and to seek new sources to improve the number of females and minority applicants interviewed for open positions.

**2009 Supplemental Recruitment Efforts, CFR § 76.75 (b) (2)  
Time Warner Cable, Central New York Division  
FCC Unit: 0740 – Binghamton**

***Supplemental Recruitment Initiative #1, Participation in at least two job fairs by personnel who have substantial responsibility in the making of hiring decisions.***

**Broome-Tioga Boces Spring Job Fair, May 12, 2009.** Time Warner Cable was pleased to attend this first ever job fair at the Broome-Tioga BOCES. This ground breaking event allowed Broome and Tioga area high school juniors and seniors (and adult BOCES students) the opportunity to meet with area businesses to find out what they do, what types of jobs they hire for, and what skills are needed for these types of positions. Over 400 job students attended this 4-hour event and over 60 area businesses were on hand. Time Warner Cable representatives in attendance were: Regional Recruiting Coordinator, Customer Service Director, Collections Supervisor, Customer Service Supervisor, Warehouse Manager, IT Supervisor, and Technical Operations Supervisor. Each student that visited the TWC table was given various company handouts (job descriptions, division and company overview, benefits information, etc.) and was also directed to our website to learn more about the company and about current and future job opportunities. In addition, discussions were held with many of the students on the types of Internships and career opportunities Time Warner Cable has available. As these students were actively enrolled in school and could not work the full time opportunities available, no hires were made at this fair.

**Greater Binghamton Chamber Job Fair, June 19, 2009.** The Greater Binghamton Chamber of Commerce held their annual summer job fair at Broome Community College's campus. Over 50 area employers and over 300 job seekers attended this 6 hour event. Time Warner Cable representatives in attendance were: Regional Recruiting Coordinator, Collections Supervisor, two Customer Service Supervisors, Warehouse Manager, IT Supervisor, and Technical Operations Supervisor. Positions recruited for were local job openings including Installation Technicians & a Business Services Account Executive. In addition, discussions were held with many job seekers on the various openings that we had throughout the entire division and the types of career opportunities Time Warner Cable has available. Job seekers were informed on how to search and apply online, at [www.timewarnercable.com](http://www.timewarnercable.com), and various company and job handouts were given out. Currently, candidates from this job fair are pending for 2 open Installation Technicians positions.

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

**Valuing Employees – Creating a Positive Employee Relations Culture,** August 27, 2008. Hosted by the Central New York Division, this new training offered by Time Warner Cable's Corporate Employee Relations group is

designed to enhance the skill sets necessary to improve communication, foster teamwork, reduce risks and create a productive work environment. In the training, participants are challenged with real life workplace scenarios requiring them to apply previously acquired practical experience, skills and knowledge. Training case studies and workplace scenarios highlighted in this course focus on the issues of sexual harassment, retaliation, and inappropriate behaviors related to or directed at others based on race/national origin, age, disability, sexual orientation and religion. There were 14 managers and supervisors, including seven females and three minorities who attended this one day training session. All supervisors and managers will attend this training over the next 12 months.

From FCC Unit #0740, one Manager (female) and six Supervisors (three female) attended this training.

**TIME WARNER CABLE**  
**Recruitment Sources**  
**Binghamton - FCC Unit #0740**

Time Warner Cable is proud to have diversity in our recruitment approach. In the Binghamton 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. Colleen Ciarletta  
Association for Vision Rehabilitation  
& Employment  
174 Court Street  
Binghamton, NY 13901  
607-724-2428  
607-771-8045 fax

Ms. Teri Geisenhof  
Tioga Workforce NY Center  
1062 State Route 38  
PO Box 108  
Owego, NY 13827  
607-687-8513  
607-687-7759 fax

Ms. Mary Lou Gaskill  
ACHIEVE  
125 Cutler Pond Road  
Binghamton, NY 13905  
607-231-5249  
607-723-8338 fax

Ms. Dorothy Marinaccio  
VESID  
44 Hawley St. 7<sup>th</sup> Floor  
Binghamton, NY 13901

Ms. Ginger Dascano  
Catholic Charities, Four Seasons  
290 Front Street  
Binghamton, NY 13905  
607-724-1060 x318  
607-773-1187 fax

Mr. Andrew DeVigili  
Partnership Employment Center  
204 Court Street  
Binghamton, NY 13902  
607-206-3298  
607-722-0869 fax

Ms. Lisa Theodore  
Southern Tier Independence Center  
24 Prospect Ave.  
Binghamton, NY 13901  
607-724-2111  
607-772-3603 fax

Ms. Denene Ennes  
Tioga Opportunities Inc.  
9 Sheldon Guile Blvd.  
Owego, NY 13827  
607-687-4222  
607-687-4236 fax

Mr. Paul Aukema  
BOCES Tioga Employment Options  
23 Jackson Ave.  
Endicott, NY 13706  
607-778-2136

Ms. Stefanie Egitto  
Broome Co. Chamber of Commerce  
PO Box 995  
Binghamton, NY 13901  
607-772-8860

Ms. Carol Mastroe  
Broome County Dept. of Social Services  
36-42 Main Street  
Binghamton, NY 13905  
607-778-3772

Ms. Jennifer Cubic  
Broome County Urban League  
43-45 Carroll St.  
Binghamton, NY 13901  
607-723-7303

Mr. Randall Cook  
Broome Employment Center  
171 Front St.  
Binghamton, NY 13905  
607-778-2136

Mr. Robert Crouse  
NYS DOL Employment Services Division  
Broome Tioga Works  
2001 Perimeter Rd, East  
Endicott, NY 13760  
607-778-2136

Mr. Charles Jones  
Opportunities for Broome  
56 Whitney Ave.  
Binghamton, NY 13901

Ms. Martha Sauerbrey  
Tioga County Chamber of Commerce  
188 Front St.  
Owego, NY 13827  
607-687-2020

Mr. Michael Dembowski  
Broome Employment Center-Veterans Affairs  
171 Front Street  
Binghamton, NY 13905  
607-778-2218

**Internet Sources:**

timewarner.com/careers  
monster.com  
careerbuilder.com  
directemployer.com  
diversityinc.com/careers  
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

**Print Advertising:**

Ms. Kari Lozier  
Binghamton Press & Sun Bulletin  
PO Box 1270  
Binghamton, NY 13902

**Internship Program:**

Time Warner Cable, CNY Division  
S.T.A.R.S Internship Program  
607-778-5205

Ms. Nicki French  
Mental Health Asso. Of Southern Tier  
82 Oak St.  
Binghamton, NY 13905  
607-771-8888

Ms. Dorothy Marinaccio  
VESID  
44 Hawley St. 7<sup>th</sup> Floor  
Binghamton, NY 13901

Ms. Charlene Jones  
Refugee Assistance Program  
2-8 Hawley St.  
Binghamton, NY 13901

Ms. Sara Andros  
Tioga Employment Center  
231 Main St.  
Owego, NY 13827  
607-687-3555

Ms. Patricia Gaven  
Veterans Services Center  
174 Clinton St.  
Binghamton, NY 13905  
607-771-8387

**Educational Venues:**

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

Mr. Allan Merrell  
Ridley-Lowell Business & Tech Institute  
116 Front Street  
Binghamton, NY 13905

Ms. April St. John  
Career Development Center-Binghamton University  
PO Box 6000  
Binghamton, NY 13902  
607-777-2553  
607-777-4499

**Media:**

Clear Channel Communications

Ms. Danielle Kenyon  
Public Service Channel  
TWC Binghamton  
483 Plaza Drive  
Vestal, NY 13850

**Time Warner Cable Contact Information:**

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

SOURCE DESCRIPTION	NO. APPLICANTS	NO. INTERVIEWS	NO. HIRES
Internet - DirectEmployers	1	1	1
Referral - TW Cable Employee Referral	2	2	2
Website - Timewarner Careers	135	32	6
<b>0740 Totals</b>	<b>138</b>	<b>35</b>	<b>9</b>

PeopleSoft  
 FCC SOURCING REPORT

Report ID: TWIHR83N  
 FCC Sourcing Report  
 FCC Unit: 0740 - Binghamton  
 County: Broome  
 Vacancies filled from 01-JUL-2008 Thru 30-JUN-2009

REQUISITION NO.	JOB TITLE	SOURCE DESCRIPTION	NO INTERVIEWS	NO HIRES
104561BR	Rep, Customer Care	Internet - DirectEmployers	1	1
		Website - TimeWarner Careers	14	3
		<b>Total</b>	<b>15</b>	<b>4</b>
104562BR	Rep, Customer Care	Website - TimeWarner Careers	6	3
		<b>Total</b>	<b>6</b>	<b>3</b>
104629BR	Tech 1, Installation	Referral - TW Cable Employee Referral	1	1
		Website - TimeWarner Careers	8	0
		<b>Total</b>	<b>9</b>	<b>1</b>
110528BR	Account Executive 1 Commercial	Website - TimeWarner Careers	4	0
		Referral - TW Cable Employee Referral	1	1
		<b>Total</b>	<b>5</b>	<b>1</b>
		<b>0740 Totals</b>	<b>35</b>	<b>9</b>

PeopleSoft  
FCC SOURCING DETAIL REPORT

Report ID: TWIHR84N  
FCC Sourcing Detail Report  
FCC Unit: 0740 - Binghamton  
County: Broome  
Vacancies filled from 01-JUL-2008 thru 30-JUN-2009

Requisition No	Job Title	Candidate ID	Last HR Status	Source Description
104561BR	Rep, Customer Care	10048746	Hired	Website - TimeWarner Careers
		10176978	Applicant	Website - TimeWarner Careers
		10245943	Applicant	Website - TimeWarner Careers
		10268542	Applicant	Website - TimeWarner Careers
		10339321	Interviewed	Website - TimeWarner Careers
		10342279	Interviewed	Website - TimeWarner Careers
		10419329	Applicant	Website - TimeWarner Careers
		10553636	Applicant	Website - TimeWarner Careers
		10597168	Applicant	Website - TimeWarner Careers
		10606498	Interviewed	Website - TimeWarner Careers
		10614826	Interviewed	Website - TimeWarner Careers
		10615977	Applicant	Website - TimeWarner Careers
		10616526	Interviewed	Website - TimeWarner Careers
		10624652	Applicant	Website - TimeWarner Careers
		10629832	Hired	Website - TimeWarner Careers
		10632305	Applicant	Website - TimeWarner Careers
		10637847	Interviewed	Website - TimeWarner Careers
		10643752	Interviewed	Website - TimeWarner Careers
		10651696	Applicant	Website - TimeWarner Careers
		10655257	Applicant	Website - TimeWarner Careers
		10661944	Applicant	Website - TimeWarner Careers
		10663117	Applicant	Website - TimeWarner Careers
		10663345	Hired	Website - TimeWarner Careers
		10679472	Interviewed	Website - TimeWarner Careers
		10700673	Applicant	Website - TimeWarner Careers
		10702248	Applicant	Website - TimeWarner Careers
		10712446	Applicant	Website - TimeWarner Careers
		4976041	Interviewed	Website - TimeWarner Careers
		5092238	Applicant	Website - TimeWarner Careers
		5748659	Applicant	Website - TimeWarner Careers
		6241973	Applicant	Website - TimeWarner Careers
		6751365	Interviewed	Website - TimeWarner Careers
		7524426	Interviewed	Website - TimeWarner Careers
		7720477	Applicant	Website - TimeWarner Careers
		7979738	Applicant	Website - TimeWarner Careers
		8532997	Applicant	Website - TimeWarner Careers
		8892946	Applicant	Website - TimeWarner Careers
		9163839	Hired	Internet - DirectEmployers
		9240407	Applicant	Website - TimeWarner Careers
		9538315	Applicant	Website - TimeWarner Careers
		<b>Total</b>	<b>40</b>	
104562BR	Rep, Customer Care	10009228	Applicant	Website - TimeWarner Careers
		10030385	Applicant	Website - TimeWarner Careers
		10048746	Applicant	Website - TimeWarner Careers

PeopleSoft  
FCC SOURCING DETAIL REPORT

Report ID: TWIHR84N  
FCC Sourcing Detail Report  
FCC Unit: 0740 - Binghamton  
County: Broome  
Vacancies filled from 01-JUL-2008 Thru 30-JUN-2009

Requisition No	Job Title	Candidate ID	Last HR Status	Source Description
104562BR	Rep. Customer Care	10122831	Applicant	Website - TimeWarner Careers
		10297477	Applicant	Website - TimeWarner Careers
		10357449	Applicant	Website - TimeWarner Careers
		10528600	Applicant	Website - TimeWarner Careers
		10553636	Applicant	Website - TimeWarner Careers
		10554486	Applicant	Website - TimeWarner Careers
		10581374	Applicant	Website - TimeWarner Careers
		10591460	Applicant	Website - TimeWarner Careers
		10610864	Applicant	Website - TimeWarner Careers
		10612182	Applicant	Website - TimeWarner Careers
		10613294	Applicant	Website - TimeWarner Careers
		10614130	Applicant	Website - TimeWarner Careers
		10614592	Applicant	Website - TimeWarner Careers
		10614684	Applicant	Website - TimeWarner Careers
		10614746	Applicant	Website - TimeWarner Careers
		10614810	Applicant	Website - TimeWarner Careers
		10614826	Applicant	Website - TimeWarner Careers
		10614874	Applicant	Website - TimeWarner Careers
		10615597	Applicant	Website - TimeWarner Careers
		10616058	Applicant	Website - TimeWarner Careers
		10616526	Applicant	Website - TimeWarner Careers
		10616690	Applicant	Website - TimeWarner Careers
		10616746	Applicant	Website - TimeWarner Careers
		10617264	Applicant	Website - TimeWarner Careers
		10618297	Applicant	Website - TimeWarner Careers
		10618583	Applicant	Website - TimeWarner Careers
		10618796	Applicant	Website - TimeWarner Careers
		10619430	Applicant	Website - TimeWarner Careers
		10619851	Applicant	Website - TimeWarner Careers
		10620366	Applicant	Website - TimeWarner Careers
		10620927	Applicant	Website - TimeWarner Careers
		10622281	Applicant	Website - TimeWarner Careers
		10624487	Hired	Website - TimeWarner Careers
		10624652	Applicant	Website - TimeWarner Careers
		10625232	Applicant	Website - TimeWarner Careers
		10629832	Interviewed	Website - TimeWarner Careers
		10631306	Applicant	Website - TimeWarner Careers
		10632114	Applicant	Website - TimeWarner Careers
		10638962	Applicant	Website - TimeWarner Careers
		10639180	Applicant	Website - TimeWarner Careers
		10639310	Applicant	Website - TimeWarner Careers
		10641219	Applicant	Website - TimeWarner Careers
		10644904	Applicant	Website - TimeWarner Careers
		10649049	Applicant	Website - TimeWarner Careers
		10659082	Applicant	Website - TimeWarner Careers

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Vacancies filled from 01-JUL-2008 thru 30-JUN-2009

Requisition No	Job Title	Candidate ID	Last Hr Status	Source Description
104562BR	Rep. Customer Care	10660884	Applicant	Website - TimeWarner Careers
		10680479	Applicant	Website - TimeWarner Careers
		10681823	Hired	Website - TimeWarner Careers
		10682477	Applicant	Website - TimeWarner Careers
		10684091	Applicant	Website - TimeWarner Careers
		10684326	Applicant	Website - TimeWarner Careers
		10684906	Applicant	Website - TimeWarner Careers
		10685651	Applicant	Website - TimeWarner Careers
		10688741	Applicant	Website - TimeWarner Careers
		10697629	Applicant	Website - TimeWarner Careers
		4272833	Applicant	Website - TimeWarner Careers
		4413840	Applicant	Website - TimeWarner Careers
		4448855	Applicant	Website - TimeWarner Careers
		5895129	Applicant	Website - TimeWarner Careers
		6301180	Applicant	Website - TimeWarner Careers
		7330077	Applicant	Website - TimeWarner Careers
		7497739	Interviewed	Website - TimeWarner Careers
		7524426	Interviewed	Website - TimeWarner Careers
		7644812	Applicant	Website - TimeWarner Careers
		8102094	Applicant	Website - TimeWarner Careers
		8302449	Applicant	Website - TimeWarner Careers
		8716922	Applicant	Website - TimeWarner Careers
		8729254	Applicant	Website - TimeWarner Careers
		8940711	Applicant	Website - TimeWarner Careers
		9003959	Applicant	Website - TimeWarner Careers
		9163839	Applicant	Website - TimeWarner Careers
		9240407	Applicant	Website - TimeWarner Careers
		9422590	Applicant	Website - TimeWarner Careers
		9538315	Applicant	Website - TimeWarner Careers
		9646817	Applicant	Website - TimeWarner Careers
		9655396	Applicant	Website - TimeWarner Careers
		9698042	Applicant	Website - TimeWarner Careers
		9792971	Hired	Website - TimeWarner Careers
		9967034	Applicant	Website - TimeWarner Careers
		<b>Total</b>	<b>82</b>	
104629BR	Tech 1, Installation	10594906	Interviewed	Website - TimeWarner Careers
		10595274	Interviewed	Website - TimeWarner Careers
		10597861	Interviewed	Website - TimeWarner Careers
		10599429	Interviewed	Website - TimeWarner Careers
		10601357	Interviewed	Website - TimeWarner Careers
		10607201	Hired	Referral - TW Cable Employee Referral
		5208365	Interviewed	Website - TimeWarner Careers
		5693270	Interviewed	Website - TimeWarner Careers
		8774484	Interviewed	Website - TimeWarner Careers

Requisition No	Job Title	Candidate ID	Last HR Status	Source Description
		<b>Total</b>	<b>9</b>	
110528BR	Account Executive 1 Commercial	11045067	Interviewed	Website - TimeWarner Careers
		11047296	Interviewed	Website - TimeWarner Careers
		11048712	Applicant	Website - TimeWarner Careers
		11049515	Hired	Referral - TW Cable Employee Referral
		11050219	Interviewed	Website - TimeWarner Careers
		4285831	Applicant	Website - TimeWarner Careers
		9148742	Interviewed	Website - TimeWarner Careers
		<b>Total</b>	<b>7</b>	
		<b>0740 Total</b>	<b>138</b>	