

Federal Communications Commission Washington, D.C. 20554 <p style="text-align: center;">FCC 396-C</p>	OMB 3060-1033 September 2003 FOR FCC USE ONLY
Multi-Channel Video Program Distributor EEO Program Annual Report Read INSTRUCTIONS Before Filling Out Form	FOR COMMISSION USE ONLY FILE NO. B396 - 20090928ABJ

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-
Emp. Unit ID # 0737		
Application Purpose		
<input checked="" type="radio"/> New Program Report <input type="radio"/> Amendment to Program Report		
<input type="checkbox"/> Supplemental Investigation Sheet (SIS) Attached		
C. County and State in which unit's employment office is located ST. LAWRENCE, NY		
D. Category of Respondent (check applicable box)		
<input type="radio"/> Fewer than six (6) full-time employees during the selected payroll period: Complete Sections I, II and V <input checked="" type="radio"/> 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

	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>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).

Exhibits

**2009 Supplemental Recruitment Efforts, CFR § 76.75 (b) (2)
Time Warner Cable, Central New York Division
FCC Unit: 0737 – Massena**

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

SUNY Canton's Fall Career Fair, October 7, 2008. The SUNY Canton Career Fair was sponsored by the Career Services Department. 30 employers and over 120 students attended this four hour event held on the college campus. Time Warner Cable's HR Coordinator and Technical Supervisor recruited for Installer/Technician positions. In addition, discussions were held with many of the students on the types of career opportunities Time Warner Cable has to offer and to be looking for the summer internship opportunities that may be available in late spring. Many students inquired about employment opportunities upon graduation in May of 2009. Students were also informed on how to search and apply online for local and national job opportunities at www.timewarnercable.com. Because many of the students were actively enrolled in school and could not work the full time opportunities available until after graduation, no hires were made at this fair however candidates were encouraged to visit our website when they were available to work full time.

SUNY Potsdam Job Fair, April 8, 2009. The SUNY Potsdam Job Fair was sponsored by the Career Services Department. 20 to 25 employers and over 100 students attended this four hour event held on the college campus in Potsdam, NY. Time Warner Cable's Customer Service Supervisor and Technical Supervisor attended and recruited for an Installer/Technician opening at their Potsdam location. In addition, discussions were held with many of the students on the types of Internships and career opportunities Time Warner Cable has available. Students were also informed on how to search and apply online for local and national job opportunities at www.timewarnercable.com. Because many of the students were actively enrolled in college and could not work the full time opportunities currently available, no hires were made at this fair.

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

On September 30, 2008, Managers and Supervisors from the Central New York Division attended *Diversity & Inclusion for Leaders* training. This one-day course provides a solid framework for understanding some of the social and business dynamics of a diverse workforce. This course is aimed at increasing understanding about beliefs, perceptions and how workplace behaviors – both overt and subtle – impact others. In addition, participants learn skills that will help maintain an inclusive environment where people are able to contribute to their full potential. They practice skills that create a culture where people are respected and valued for their knowledge, skill and creativity and not excluded

because of social, cultural or other categorical characteristics. From FCC Unit #0737, the Customer Service Manager attended this training.

TIME WARNER CABLE
Recruitment Sources
Massena – FCC Unit #0737

Time Warner Cable is proud to have diversity in our recruitment approach. In the Massena 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. Marie Cree Benedict
WIA
412 State Rte. 37
Community Bldg.
Akwesasne, NY 13655
518-358-6125

Ms. Mary Curtis
NY State Employment Service
35 Glenn Street
Massena, NY 13662
315-769-3596

Mr. Larry Fetcie
St. Lawrence County
Department of Economic Development
48 Court Street
Canton, NY 13617
315-386-3276

Ms. Vincinette Cook
Iohahio Akwesasne Adult Education
PO Box 579
Cornwall, Ontario K6H 5T3
613-575-2754

Mr. Dan Garrow
Akwesasne Area Management Board
PO Box 965
Cornwall, Ontario K6H 5V1
613-575-2626

ACAP
Army Career & Alumni Program
142 First St. Middle
Fort Drum, NY 13602
315-772-3434

Internet Sources:

timewarnercable.com/careers
monster.com
careerbuilder.com
syracuse.com
directemployer.com
diversityinc.com/careers
Internal – Time Warner Cable Employees First
<http://www.twcable.com>

Contact for all above web postings:
Regional Recruiter
Time Warner Cable
Northeast/National Division
6005 Fairlakes Road
East Syracuse, New York 13057

Print Advertising:
Watertown Daily Times
250 Washington St.
Watertown, NY 13601

Ms. Jackie Mitchell
Courier Observer
1 Harrowgate Commons
Massena, NY 13662
315-769-2451

315-782-0400
Attn: Stacey MacCue
Malone Telegram
387 E. Main St.
Malone, NY 12953
518-483-2000
Attn: Nicole Lamica

Educational Venues:

Ms. Teri Clemmo
SUNY Canton
Cornell Drive
Canton, NY 13617
315-386-7119

Career Planning Office
SUNY Potsdam
44 Pierrepont Ave.
Potsdam, NY 13676
315-267-2344

Career Center
Clarkson University
Potsdam, NY 13699
315-268-7616

Ms. Roxanne Patterson
St. Lawrence University
Career Services and Leadership Education
Canton, NY 13617
315-229-5906

Media:

97.3 FM CKON
Hogansburg
518-358-3426

Time Warner Cable Contact Information:

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

PeopleSoft
 FCC SOURCE EVALUATION REPORT

Report ID: TWHR83N
 FCC Source Evaluation Report
 FCC Unit: 0737 - Massena
 County: St Lawrence
 Vacancies filled from 01-JUL-2008 Thru 30-JUN-2009

SOURCE DESCRIPTION	NO APPLICANTS	NO INTERVIEWS	NO HIRES
Ad - General	2	2	2
Internet - DirectEmployers	2	0	0
Internet - Indeed	3	0	0
Referral - TW Cable Employee Referral	2	2	2
Website - TimeWarner Careers	156	32	4
0737 Totals	165	36	8

PeopleSoft
FCC SOURCING REPORT

Report ID: TWIHR83N
FCC Sourcing Report
FCC Unit: 0737 - Massena
County: St Lawrence
Vacancies filled from 01-JUL-2008 Thru 30-JUN-2009

REQUISITION NO	JOB TITLE	SOURCE DESCRIPTION	NO INTERVIEWS	NO HIRES
105196BR	Tech I, Installation	Referral - TW Cable Employee Referral	2	2
		Website - TimeWarner Careers	2	0
		Total	4	2
107740BR	Tech I, Installation	Website - TimeWarner Careers	2	0
		Ad - General	1	1
		Total	3	1
110842BR	Tech I, Installation	Website - TimeWarner Careers	1	1
		Total	1	1
106750BR	Rep. Customer Care	Ad - General	1	1
		Total	1	1
108059BR	Tech I, Installation	Website - TimeWarner Careers	8	1
		Total	8	1
109699BR	Tech I, Installation	Website - TimeWarner Careers	11	1
		Total	11	1
108843BR	Tech I, Installation	Website - TimeWarner Careers	8	1
		Total	8	1
		0737 Totals	36	8

PeopleSoft
FCC SOURCING DETAIL REPORT

Report ID: TWIHR64N
FCC Sourcing Detail Report
FCC Unit: 0737 - Massena
County: St Lawrence
Vacancies filled from 01-JUL-2008 Thru 30-JUN-2009

Requisition No	Job Title	Candidate ID	Last HR Status	Source Description
105196BR	Tech 1, Installation	10621698	Interviewed	Website - TimeWarner Careers
		10626928	Interviewed	Website - TimeWarner Careers
		10627483	Applicant	Website - TimeWarner Careers
		10629294	Applicant	Website - TimeWarner Careers
		10632248	Applicant	Website - TimeWarner Careers
		10633078	Hired	Referral - TW Cable Employee Referral
		10633808	Applicant	Website - TimeWarner Careers
		10634196	Applicant	Website - TimeWarner Careers
		10636443	Hired	Referral - TW Cable Employee Referral
		10636615	Applicant	Website - TimeWarner Careers
		10640183	Applicant	Website - TimeWarner Careers
		10651097	Applicant	Website - TimeWarner Careers
		10651950	Applicant	Website - TimeWarner Careers
		7635399	Applicant	Website - TimeWarner Careers
		7794920	Applicant	Website - TimeWarner Careers
		9885061	Applicant	Website - TimeWarner Careers
		9972335	Applicant	Website - TimeWarner Careers
		Total	17	
107740BR	Tech 1, Installation	10245218	Applicant	Website - TimeWarner Careers
		10258307	Applicant	Website - TimeWarner Careers
		10281808	Applicant	Website - TimeWarner Careers
		10404689	Interviewed	Website - TimeWarner Careers
		10634196	Applicant	Website - TimeWarner Careers
		10651950	Applicant	Website - TimeWarner Careers
		10809105	Applicant	Website - TimeWarner Careers
		10811044	Applicant	Website - TimeWarner Careers
		10811184	Applicant	Website - TimeWarner Careers
		10812117	Applicant	Website - TimeWarner Careers
		10816245	Applicant	Website - TimeWarner Careers
		10817681	Applicant	Website - TimeWarner Careers
		10824109	Applicant	Website - TimeWarner Careers
		10834680	Applicant	Website - TimeWarner Careers
		10838577	Applicant	Website - TimeWarner Careers
		10876558	Hired	Ad - General
		10880337	Applicant	Internet - DirectEmployers
		10896341	Applicant	Website - TimeWarner Careers
		10897877	Applicant	Website - TimeWarner Careers
		10902689	Applicant	Internet - DirectEmployers
		10908231	Applicant	Website - TimeWarner Careers
		10909102	Applicant	Website - TimeWarner Careers
		10909348	Applicant	Website - TimeWarner Careers
		10910930	Applicant	Website - TimeWarner Careers
		10911016	Applicant	Website - TimeWarner Careers
		10911174	Applicant	Website - TimeWarner Careers

PeopleSoft
FCC SOURCING DETAIL REPORT

Report ID: TWHR84N
FCC Sourcing Detail Report
FCC Unit: 0737 - Massena
County: St Lawrence
Vacancies filled from 01-JUL-2008 Thru 30-JUN-2009

Requisition No	Job Title	Candidate ID	Last PR Status	Source Description
107740BR	Tech 1, Installation	10915904	Applicant	Website - TimeWarner Careers
		10915999	Applicant	Website - TimeWarner Careers
		10921739	Applicant	Website - TimeWarner Careers
		10923019	Applicant	Website - TimeWarner Careers
		10930338	Applicant	Website - TimeWarner Careers
		6677670	Interviewed	Website - TimeWarner Careers
		7357203	Applicant	Website - TimeWarner Careers
		9888484	Applicant	Website - TimeWarner Careers
		9911523	Applicant	Website - TimeWarner Careers
	Total		35	
110842BR	Tech 1, Installation	10404689	Hired	Website - TimeWarner Careers
	Total		1	
106750BR	Rep, Customer Care	10492420	Applicant	Website - TimeWarner Careers
		10497691	Applicant	Website - TimeWarner Careers
		10654487	Applicant	Website - TimeWarner Careers
		10706134	Applicant	Website - TimeWarner Careers
		10730062	Applicant	Website - TimeWarner Careers
		10733608	Applicant	Website - TimeWarner Careers
		10735176	Applicant	Website - TimeWarner Careers
		10735190	Applicant	Website - TimeWarner Careers
		10735692	Applicant	Website - TimeWarner Careers
		10736522	Applicant	Website - TimeWarner Careers
		10737059	Applicant	Website - TimeWarner Careers
		10738905	Applicant	Website - TimeWarner Careers
		10739135	Applicant	Website - TimeWarner Careers
		10740319	Applicant	Website - TimeWarner Careers
		10743255	Applicant	Website - TimeWarner Careers
		10744179	Applicant	Website - TimeWarner Careers
		10748379	Applicant	Website - TimeWarner Careers
		10748755	Applicant	Website - TimeWarner Careers
		10755323	Applicant	Website - TimeWarner Careers
		10757030	Applicant	Website - TimeWarner Careers
		10757560	Applicant	Website - TimeWarner Careers
		10757642	Applicant	Website - TimeWarner Careers
		10758210	Applicant	Website - TimeWarner Careers
		10759917	Applicant	Website - TimeWarner Careers
		10760723	Applicant	Website - TimeWarner Careers
		10764636	Applicant	Website - TimeWarner Careers
		10767787	Applicant	Website - TimeWarner Careers
		10768545	Applicant	Website - TimeWarner Careers
		10770857	Applicant	Website - TimeWarner Careers
		10771967	Applicant	Website - TimeWarner Careers
		10773291	Applicant	Website - TimeWarner Careers

Peoplesoft
FCC SOURCING DETAIL REPORT

Report ID: TWIHR84N
FCC Sourcing Detail Report
FCC Unit: 0737 - Massena
County: St Lawrence
Vacancies filled from 01-JUL-2008 Thru 30-JUN-2009

Requisition No	Job Title	Candidate ID	Last Hr. Status	Source Description
106750BR	Rep. Customer Care	10773570	Hired	Ad - General
		10776164	Applicant	Website - TimeWarner Careers
		10776664	Applicant	Website - TimeWarner Careers
		5335480	Applicant	Website - TimeWarner Careers
		5795708	Applicant	Website - TimeWarner Careers
		5807842	Applicant	Website - TimeWarner Careers
		6435356	Applicant	Website - TimeWarner Careers
		7376167	Applicant	Website - TimeWarner Careers
		8370231	Applicant	Website - TimeWarner Careers
		8653412	Applicant	Website - TimeWarner Careers
		8929637	Applicant	Website - TimeWarner Careers
		9040800	Applicant	Website - TimeWarner Careers
		9264789	Applicant	Website - TimeWarner Careers
		9458325	Applicant	Website - TimeWarner Careers
		9486425	Applicant	Website - TimeWarner Careers
		9940873	Applicant	Website - TimeWarner Careers
		Total	47	
108059BR	Tech 1, Installation	10632638	Applicant	Website - TimeWarner Careers
		10762463	Applicant	Website - TimeWarner Careers
		10769387	Applicant	Website - TimeWarner Careers
		10795181	Applicant	Website - TimeWarner Careers
		10812117	Applicant	Website - TimeWarner Careers
		10817750	Applicant	Website - TimeWarner Careers
		10828189	Applicant	Website - TimeWarner Careers
		10835494	Applicant	Website - TimeWarner Careers
		10837743	Applicant	Website - TimeWarner Careers
		10838538	Interviewed	Website - TimeWarner Careers
		10844802	Applicant	Website - TimeWarner Careers
		10847557	Applicant	Website - TimeWarner Careers
		10850198	Applicant	Website - TimeWarner Careers
		10851022	Applicant	Website - TimeWarner Careers
		10851362	Applicant	Website - TimeWarner Careers
		10854354	Applicant	Website - TimeWarner Careers
		10858157	Applicant	Website - TimeWarner Careers
		10861819	Interviewed	Website - TimeWarner Careers
		10866469	Interviewed	Website - TimeWarner Careers
		10866552	Applicant	Website - TimeWarner Careers
		10869671	Applicant	Internet - Indeed
		10871236	Interviewed	Website - TimeWarner Careers
		10872212	Interviewed	Website - TimeWarner Careers
		10876503	Hired	Website - TimeWarner Careers
		10878074	Applicant	Website - TimeWarner Careers
		10879175	Interviewed	Website - TimeWarner Careers
		10883649	Applicant	Website - TimeWarner Careers

PeopleSoft
FCC SOURCING DETAIL REPORT

Report ID: TWIHR84N
FCC Sourcing Detail Report
FCC Unit: 0737 - Massena
County: St Lawrence
Vacancies filled from 01-JUL-2008 Thru 30-JUN-2009

Requisition No	Job Title	Candidate ID	Last HR Status	Source Description
108059BR	Tech 1, Installation	5051943	Applicant	Website - TimeWarner Careers
		6486215	Applicant	Website - TimeWarner Careers
		9898264	Interviewed	Website - TimeWarner Careers
		Total	30	
109699BR	Tech 1, Installation	10861819	Interviewed	Website - TimeWarner Careers
		10866469	Hired	Website - TimeWarner Careers
		10873212	Interviewed	Website - TimeWarner Careers
		10879175	Interviewed	Website - TimeWarner Careers
		10900734	Interviewed	Website - TimeWarner Careers
		10909785	Interviewed	Website - TimeWarner Careers
		10903464	Interviewed	Website - TimeWarner Careers
		10909102	Interviewed	Website - TimeWarner Careers
		6486215	Interviewed	Website - TimeWarner Careers
		8530248	Interviewed	Website - TimeWarner Careers
		9898264	Interviewed	Website - TimeWarner Careers
Total	11			
108843BR	Tech 1, Installation	10289213	Applicant	Website - TimeWarner Careers
		10411428	Hired	Website - TimeWarner Careers
		10575144	Applicant	Website - TimeWarner Careers
		10812117	Interviewed	Website - TimeWarner Careers
		10866469	Interviewed	Website - TimeWarner Careers
		10878947	Interviewed	Website - TimeWarner Careers
		10879175	Interviewed	Website - TimeWarner Careers
		10900734	Interviewed	Website - TimeWarner Careers
		10902689	Applicant	Website - TimeWarner Careers
		10915904	Applicant	Website - TimeWarner Careers
		10915999	Applicant	Website - TimeWarner Careers
		10924207	Applicant	Website - TimeWarner Careers
		10925147	Applicant	Internet - Indeed
		10926585	Applicant	Website - TimeWarner Careers
		10931504	Applicant	Website - TimeWarner Careers
		10933892	Applicant	Website - TimeWarner Careers
		10937201	Applicant	Website - TimeWarner Careers
		10941603	Applicant	Internet - Indeed
		5051943	Interviewed	Website - TimeWarner Careers
		5252136	Applicant	Website - TimeWarner Careers
8845249	Applicant	Website - TimeWarner Careers		
9837240	Interviewed	Website - TimeWarner Careers		
9898264	Applicant	Website - TimeWarner Careers		
9911523	Applicant	Website - TimeWarner Careers		
Total	24			
0737 Total	165			

PeopleSoft
FCC SOURCING DETAIL REPORT

Report ID: TWHR84N
FCC Sourcing Detail Report
FCC Unit: 0737 - Massena
County: St Lawrence
Vacancies filled from 01-JUL-2008 Thru 30-JUN-2009

Requisition No	Job Title	Candidate ID	Last HR Status	Source Description
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Referral Source Addendum

FCC: Unit: 0737 – Massena

Requisition #	Candidate	Original Referral Source	Updated Referral Source
107740BR	10876558	Ad – General	Ad – Massena Observer
106750BR	10773570	Ad – General	Ad – Massena Observer