

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 - 20090928AIR

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 # 1056

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
 OSTEGO, 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	9-4-09	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.

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|------------------------------|---|--|--|---|--|--|--|--|-------------|
| 1. Officials and Managers | <table border="1" style="margin: auto;"> <tr><td> </td></tr> <tr><td> </td></tr> <tr><td style="text-align: center;">3</td></tr> <tr><td> </td></tr> <tr><td> </td></tr> <tr><td> </td></tr> <tr><td> </td></tr> </table> | | | 3 | | | | | [Exhibit 4] |
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| 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) | [Exhibit 10] | | | | | | | | |

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|------------------------------|--|--------------|
| 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]

EMP UNIT ID: 1056	MSO NAME: TIME WARNER CABLE
	OPR NAME: 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 #1056, ONEONTA, 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: 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 #1056, Oneonta**

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.

Headend Technician (Technicians)

Inspects, maintains, adjusts and repairs headend signal processing and transport equipment including High Speed Data. Performs headend quality control checks and maintains and repairs system electronic equipment. Performs headend checks and calibration, FCC proof of performance tests and documentation, and field system performance tests. Coordinates inventory, parts and maintenance records for all processing equipment and electronic test equipment. Installs, maintains, troubleshoots, and repairs microwave, hub site, fiber optic, tower earth station, and headend equipment. Interfaces with vendor technical support groups on troubleshooting, upgrades and equipment failure issues. Evaluates equipment failures, unplanned service interruptions, as well as maintenance records to assist in the development of future operational, preventative maintenance, troubleshooting and equipment purchasing strategies. Provides technical assistance, as required, to other departments within the local cable system as well as other Company Divisions. Performs standby/on-call duties and responds to and resolves any unplanned service interruptions at any high tech facilities. Meets employee, manager and customer needs with professionalism and courtesy, working effectively and tactfully with the public and co-workers to contribute to a positive public image and workplace environment. Troubleshoots signal processing and transport systems. Coordinates the resolution of network problems associated with the Time Warner Cable owned segment of the High Speed data delivery network, and maintenance tasks of the network, including affiliate optical data transport network, the Cable Modem termination (CMTS), Cable Modems and the Hybrid Fiber Coax (HFC) network. Participates in field testing and development of commercial products. Strong electronics background. Understanding of when to use appropriate (insert type of formulas e.g. algebraic) formulas. Ability to utilize specialized headend test and diagnostic equipment. Basic knowledge of maintenance technician test equipment. Good verbal, written and interpersonal communication skills. Advanced computer skills with the ability to learn new systems and applications. In-depth knowledge of IP networks is necessary. Must be willing and able to perform 24-hour on-call duty. Valid NYS driver's license and safe driving record. High School Diploma or equivalent is required. Associate's degree in electronics or related field preferred. NCTI Installer and Installer Technician courses or equivalent preferred. Must have a minimum of three years cable related experience or equivalent combination of education and experience. 1 Year previous Service Technician experience required. Previous Maintenance Technician experience preferred.

Surveyor (Technicians)

Completes site surveys for residential, commercial and Multiple Dwelling Unit (MDU) projects to include all Time Warner Cable available services. Provides accurate estimates for potential installations. Reviews current surveys to ensure accuracy of customer information; calls customer to set up appointment; meets with customer to explain site survey and to determine needs and costs. Visits sites, and takes notes, draws, and writes customer requirements to develop accurate estimates. Uses vehicle-mounted measuring equipment to determine service requirements. Reviews system maps to ensure ability to meet requirements of customer and determine cost estimate. Submits information to supervisor for input into Survey Tracker database. Verifies, gathers and inputs addresses into database. Knowledge of two-way radio. Valid NYS driver's license and a safe driving record. Ability to read system maps. Ability to travel to the various locations within the Division. The job will require travel up to 80%. High School Diploma or equivalent required. Some technical courses in electronics, broadband design or related 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:**

Mr. Dave Escher
NYS Dept. of Labor-Veterans Affairs
12 Dietz St.
Oneonta, NY 13820
607-432-4800

Ms. Maggie Gilbert
CDO Workforce
21 Liberty St.
Sidney, NY 13838
607-561-7550
607-563-9612 fax

Ms. Lace-Ann Porter
Chenango Co. Dept of Social Services
PO Box 590
County Office Bldg.
Norwich, NY 13815
607-337-1589
607-334-8768 fax

Mr. Jim Kelly
New York State Jobs Program
Chenango County DSS
5 Court Street
Norwich, NY 13815
607-337-1539
607-334-8768 fax

Ms. Jo Ann Wormuth
DCMO BOCES
6678 County Road 32
Norwich, NY 13815
607-335-1200
607-334-9848 fax

Ms. Jenifer DelRio
CDO Workforce
Career Center
21 Liberty St.
Sindey, NY 13938
607-561-7550
607-563-9612 fax

Mr. Gary Waffle
CDO Workforce
Career Center
1 O'Hara Dr.
Norwich, NY 13815
607-334-2201
607-334-6540 fax

Mr. Alan Sessions
NYS Dept. of Labor
12 Dietz St.
Oneonta, NY 13820
607-432-4800 x103
607-432-8130 fax

Mr. Rob Robinson
The Otsego County Chamber
189 Main St, Suite 201
Oneonta, NY 13820

Ms. Suzanne Marsico
Delaware County
Dept. of Social Services
111 Main St.

607-432-4500
607-432-4506 fax

Ms. June White
Afton Consortium of Schools
29 Academy St.
PO Box 5
Afton, NY 13730
607-639-8220

Ms. Tammy Carnrike
Chenango County Chamber
19 Eaton Ave.
Norwich, NY 13815
607-334-1400
607-336-6963 fax

Mr. Tom Pritchard
Otsego County Office of Employment &
Training
12 Dietz St.
Oneonta, NY 13820
607-432-4800
607-432-8130 fax

Mr. William Baist
Delaware Opportunities, Inc.
47 Main St.
Delhi, NY 13753
607-746-6278

Ms. Krystine Hilton
Oneonta TeleCenter
254 Main St.
Oneonta, NY 13820
607-431-6000

Delhi, NY 13753
607-746-2325
607-746-6290 fax

Mr. Mark Sky-Shewsberry
Catskill Center for Independence
PO Box 1247
Oneonta, NY 13820
607-432-8000
607-432-6907 fax

Ms. Debra Sanderson
Chenango County Office of the Aging
5 Court Street
Norwich, NY 13815
607-337-1456

Ms. Mary Beth Silano
Delaware County Chamber
114 Main St.
Delhi, NY 13753
607-746-2281
607-746-3571 fax

Mr. Ben Cary
Opportunities for Otego
3 West Broadway
Oneonta, NY 13820
607-433-8000
607-433-8013 fax

Internet Sources:

timewarnercable.com/careers

monster.com

careerbuilder.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 Region

6005 Fair Lakes Rd

E. Syracuse, NY 13057

Print Advertising:

Ms. Christine Sawyer

The Daily Star

607-432-1000 x 238

607-432-5847 fax

Ms. Deb Deuel

The Evening Sun

29 Lackawanna Ave.

Norwich, NY 13815

607-337-3023

607-334-8273 fax

Educational Venues:

Ms. Gladys Freeland
Hartwick College
4th Floor Dewar Hall
Hartwick Dr.
Oneonta, NY 13820
607-431-4222

Mr. Louis Shields
SUNY College of Technology at Delhi
215 Bush Hall
Delhi, NY 13753
607-746-4000
607-746-4613 fax

Mr. Alan Pole
DCMO BOCES
270 Boces Dr.
Sidney Center, NY 13839
607-865-2500
607-865-8685 fax

Ms. Amy Barsha
SUNY Morrisville
PO Box 901
Morrisville, NY 13409
315-684-6318

Ms. Jo Ann Wormuth
DCMO BOCES
6678 County Road 32
Norwich, NY 13815
607-335-1200
607-334-9848 fax

Ms. Colleen Bulger
SUNY Oneonta
Career Development Center
110 Netzer Administration Bldg.
Oneonta, NY 13820
607-436-2534
607-436-2094 fax

Media:

Clear Channel Communications
214 West Water Street
Syracuse, NY 13202
(315) 422-0232

- 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 #1056, Oneonta, 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: 1056 – Oneonta**

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

SUNY @ Delhi Falls 2008 Applied Science & Recreation Career Fair, October 30, 2008. The SUNY @ Delhi Falls 2008 Applied Science & Recreation Career Fair was sponsored by the Career Services Department and held on their campus in Farrell Hall. 25 employers and over 100 students and alumni attended this three hour event. Area high school senior students also attended to gain information on various companies and positions available to better help them decide on what curriculum to enroll in for the fall of 2009. Time Warner Cable's recruiter attended and recruited for Installer/Technician and Direct Sales Representatives openings. 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. Although no hires were made at this job fair, discussions were held with approximately 21 non-minority males, 9 minority males, 6 non-minority females, and 4 minority females. Most students expressed an interest in TWC's summer internship programs and future employment opportunities upon graduation in May 2009.

2009 CDO Workforce Job Fair and Career Expo, February 12, 2009. The 2009 CDO Workforce Job Fair and Career Expo was sponsored in conjunction with the Holiday Inn, The Otsego County Chamber, the Oneonta Job Corps Academy, and several other partners. It was held at the Holiday Inn in Oneonta from 10:00 a.m. to 2:00 p.m. Over 100 potential candidates attended along with several employers. Time Warner Cable's HR Coordinator recruited for Installer/Technician positions and Direct Sales Representative openings in the near future for the Oneonta area. Job seekers were also informed on how to search and apply online for local and national job opportunities at www.timewarnercable.com. Although no hires were made at this job fair, discussions were held with approximately 40 female and 5 non-minority male students.

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

On October 1, 2008 and April 22, 2009, 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 #0634, the Technical Operations Supervisor and the Plant Manager attended this training.

TIME WARNER CABLE
Recruitment Sources
Oneonta - FCC Unit #1056

Time Warner Cable is proud to have diversity in our recruitment approach. In the Oneonta 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:

Mr. Dave Escher
NYS Dept. of Labor-Veterans Affairs
12 Dietz St.
Oneonta, NY 13820
607-432-4800

Ms. Maggie Gilbert
CDO Workforce
21 Liberty St.
Sidney, NY 13838
607-561-7550
607-563-9612 fax

Ms. Lace-Ann Porter
Chenango Co. Dept of Social Services
PO Box 590
County Office Bldg.
Norwich, NY 13815
607-337-1589
607-334-8768 fax

Mr. Jim Kelly
New York State Jobs Program
Chenango County DSS
5 Court Street
Norwich, NY 13815
607-337-1539
607-334-8768 fax

Ms. Jo Ann Wormuth
DCMO BOCES
6678 County Road 32
Norwich, NY 13815
607-335-1200
607-334-9848 fax

Ms. Jenifer DelRio
CDO Workforce
Career Center
21 Liberty St.
Sidney, NY 13938
607-561-7550
607-563-9612 fax

Mr. Gary Waffle
CDO Workforce
Career Center
1 O'Hara Dr.
Norwich, NY 13815
607-334-2201
607-334-6540 fax

Mr. Alan Sessions
NYS Dept. of Labor
12 Dietz St.
Oneonta, NY 13820
607-432-4800 x103
607-432-8130 fax

Mr. Rob Robinson
The Otsego County Chamber
189 Main St, Suite 201
Oneonta, NY 13820
607-432-4500
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47 Main St.
Delhi, NY 13753
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Ms. Krystine Hilton
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Oneonta, NY 13820
607-431-6000

Internet Sources:

timewarnercable.com/careers
monster.com
careerbuilder.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 Region
6005 Fair Lakes Rd
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Mr. Mark Sky-Shewsberry
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Oneonta, NY 13820
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Print Advertising:

Ms. Christine Sawyer
The Daily Star
607-432-1000 x 238
607-432-5847 fax

Ms. Deb Deuel
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607-337-3023
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Educational Venues:

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Hartwick College
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Time Warner Cable Contact Information:

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Report ID: TWIHR83N
 FCC Source Evaluation Report
 FCC Unit: 1056 - Oneonta
 County: Otsego
 Vacancies filled from 01-JUL-2008 Thru 30-JUN-2009

Peoplesoft
 FCC SOURCE EVALUATION REPORT

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SOURCE DESCRIPTION	NO APPLICANTS	NO INTERVIEWS	NO HIRES
Internet - DirectEmployers	1	0	0
Referral - TW Cable Employee Referral	1	1	1
Website - TimeWarner Careers	12	8	2
1056 Totals	14	9	3

Report ID: TWHR83N
 FCC Sourcing Report
 FCC Unit: 1056 - Oneonta
 County: Otsego
 Vacancies filled from 01-JUL-2008 thru 30-JUN-2009

Peoplesoft
 FCC SOURCING REPORT

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REQUISITION NO	JOB TITLE	SOURCE DESCRIPTION	NO. INTERVIEWS	NO. HIRES
100019BR	Rep 2, Direct Sales	Referral - TW Cable Employee Referral	1	1
			Total	1
104255BR	Rep 2, Direct Sales	Website - TimeWarner Careers	2	1
			Total	2
105666BR	Tech 1, Installation	Website - TimeWarner Careers	6	1
			Total	6
			1056 Totals	9
				3

Report ID: TWHR84N
 FCC Sourcing Detail Report
 County: Otsego
 Vacancies filled from 01-JUL-2008 thru 30-JUN-2009

PeopleSoft
 FCC SOURCING DETAIL REPORT

Registration No	Job Title	Candidate ID	Last Hr Status	Source Description
100019BR	Rep 2, Direct Sales	10701482	Applicant	Internet - DirectEmployers
		10429722	Hired	Referral - TW Cable Employee Referral
	Total		2	
104255BR	Rep 2, Direct Sales	10665128	Applicant	Website - Timewarner Careers
		10668593	Interviewed	Website - Timewarner Careers
		10683334	Applicant	Website - Timewarner Careers
		10792858	Hired	Website - Timewarner Careers
		8336641	Applicant	Website - Timewarner Careers
		9190160	Applicant	Website - Timewarner Careers
	Total		6	
105666BR	Tech 1, Installation	10668446	Interviewed	Website - Timewarner Careers
		10688574	Interviewed	Website - Timewarner Careers
		10693778	Interviewed	Website - Timewarner Careers
		10696446	Hired	Website - Timewarner Careers
		10700366	Interviewed	Website - Timewarner Careers
		9651834	Interviewed	Website - Timewarner Careers
	Total		6	
	1056 Total		14	