

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

**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 # 1105

**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  
 FRANKLIN, 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

	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: 1105- Saranac Lake**

***Supplemental Recruitment Initiative #9, Establishment of mentoring programs for unit personnel.***

The Central New York Division's Technical Peer Trainer Program, administered by the Division's Sr. Director of Training, creates a standardized and well-defined On-The-Job Training (OJT) experience, while supplementing classroom training. The program provides installation and troubleshooting OJT for new and existing employees for Cable, Digital Phones, HSD and New Products and Services to help support and encourage success. In addition, the role of peer trainer provides a career development opportunity for Technicians as they learn and utilize teaching, teambuilding, and leadership skills for future promotion into higher level positions. In FCC Unit #1105 there are two Peer Trainers; both are Technician III, Level I technicians.

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

Time Warner Cable, Central New York Division provides Respect in the Workplace training to all Division employees, facilitated by the Division's Human Resources Manager and Human Resources Generalist. This training examines the impact of a respectful work environment on teamwork, initiative, integrity, and diversity. Through a series of video vignettes and interactive group discussions, participants learn to identify, demonstrate, and maintain a positive, productive, and inclusive work environment, free from harassment and discrimination. As a result of this course, employees are able to define discrimination and harassment, recognize the different types of discrimination and harassment, state their responsibility for preventing discrimination and harassment and know the process for reporting complaints. Nine employees from FCC Unit #1105 completed the training on May 20, 2009.

**TIME WARNER CABLE**  
**Recruitment Sources**  
**Saranac Lake – FCC Unit #1105**

Time Warner Cable is proud to have diversity in our recruitment approach. In the Saranac Lake 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.  
Akwasasne, NY 13655  
518-358-6125

Mr. Alan Beideck  
NY State Employment Service  
193 River Street  
Saranac Lake, NY 12983  
518-891-6680

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

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

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

One Work Source  
158 Fionney Blvd.  
Malone, NY 12953  
518-481-5755

**Internet Sources:**

[timewarner.com/careers](http://timewarner.com/careers)  
[monster.com](http://monster.com)  
[careerbuilder.com](http://careerbuilder.com)  
[syracuse.com](http://syracuse.com)  
[directemployer.com](http://directemployer.com)  
[diversityinc.com/careers](http://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:**

Adirondack Daily Enterprise  
54 Broadway St.  
PO Box 318  
Saranac Lake, NY 12983  
518-481-5755  
Tupper Lake Free Press  
136 Park  
Tupper Lake, NY 12986  
518-359-2166

Indian Times Newspaper  
PO Box 868  
Hogansburg, NY 13655  
518-358-9531

Press Republican  
170 Margaret Street  
Plattsburgh, NY 12901  
518-561-2300

**Educational Venues:**

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

Paul Smiths College  
RT 86 & 30  
Paul Smiths, NY 12970  
518-327-6509

North Country Community College  
23 Santanoni Ave.  
Saranac Lake, NY 12983  
518-891-2915

Clinton Community College  
136 Clinton Point Drive  
Plattsburgh, NY 12901  
518-562-4200

SUNY Plattsburgh  
Career Services Center  
Kehoe Administration Bldg.  
Plattsburgh, NY 12901  
518-564-2170

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

**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

Report ID: TWHR83N  
FCC Source Evaluation Report  
FCC Unit: 1105

PeopleSoft  
FCC SOURCE EVALUATION REPORT

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

Page No. 1  
Run Date 09/01/2009  
Run Time 16:46:14

SOURCE DESCRIPTION	NO. APPLICANTS	NO. INTERVIEWS	NO. HIRES
Totals	0	0	0

Report ID: TWHR83N  
FCC Sourcing Report  
FCC Unit: 1105  
Vacancies filled from 01-JUL-2008 Thru 30-JUN-2009

Peoplesoft  
FCC SOURCING REPORT

Page No. 1  
Run Date 09/01/2009  
Run Time 16:47:45

REQUISITION NO. JOB TITLE SOURCE DESCRIPTION NO INTERVIEWS NO HIRSES

Report ID: TWHR84N  
FCC Sourcing Detail Report  
FCC Unit: 1105  
Vacancies filled from 01-JUL-2008 Thru 30-JUN-2009

PeopleSoft  
FCC SOURCING DETAIL REPORT

Page No. 1  
Run Date 09/01/2009  
Run Time 16:47:45

Requisition No	Job Title	Candidate ID	Last In Status	Source Description
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