



Control Number: 28691



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ETS Telephone Company
a subsidiary of En-Touch Systems, Inc.

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Suite 1020
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December 29, 2003

Filing Clerk
Central Records
Public Utility Commission of Texas
1701 North Congress Avenue
Austin, TX 78701

RE: Project 28691 – Workforce Diversity
ETS Telephone Company, Inc., COA No. 50001

Dear Sir or Madam:

In compliance with Substantive Rules 26.79 and 26.85, ETS Telephone Company, Inc., is submitting an original and five (5) copies of the Workforce Diversity Report. Please file-stamp the extra copy and return it in the enclosed envelope.

Consistent with the requirements of this rule, copies of this report have also been provided to the Governor of Texas, the Lieutenant Governor of Texas, Speaker of the House of Representatives, Texas Legislative Black Caucus, Texas Senate Hispanic Caucus, and to the House Mexican American Legislative Caucus.

Please contact me via phone at 832-590-5506 or via email at rbevel@entouch.net if you have any questions or need any further information.

Thank you,

Rebecca Bevel
Manager – Regulatory and Billing

Enclosure

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WORKFORCE AND SUPPLIER DIVERSITY FORM

Occupational Categories

Officials and Managers

@PIL JOB NAME = "MSJOB 24"
 @Professional STATUS JOB = ON
 @PIL USTATUS PAGE = OFF
 @Technician STATUS DEVICE = ON
 @PIL USTATUS TIMED = 30

Sales Workers

Office and Clerical

Craft Workers (Skilled)

Operatives (Semi-skilled)

Labors (Unskilled)

Service Workers

Previous Year Totals

Year Totals

NUMBER OF TEXAS FULL-TIME EMPLOYEES FOR REPORTING YEAR													
Combined Total	Company Totals		Caucasian		African American		Hispanic		Asian		American Indian		
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	
PIL	9	6	3	6	3								
@PIL JOB NAME = "MSJOB 24"													
@Professional STATUS JOB = ON	4	3	1	3	1								
@PIL USTATUS PAGE = OFF													
@Technician STATUS DEVICE = ON	13	13	0	12	0		1	0					
@PIL USTATUS TIMED = 30													
Sales Workers													
Office and Clerical													
Craft Workers (Skilled)													
Operatives (Semi-skilled)													
Labors (Unskilled)													
Service Workers													
Previous Year Totals	36	23	13	22	8	0	2	1	3	0	0	0	
Year Totals	41	22	19	21	12	0	3	1	3	0	1	0	

WORKFORCE AND SUPPLIER DIVERSITY FORM

Actual = [Total HUB(6) procurement + Total Small Business procurement]/Total Company procurement		Actual for Previous FY	Actual for Current FY	Percentage change
Construction Contracts (1)		97%	98%	+1%
Commodities Contracts (2)		1%	1%	-0-
Other Services (3)		19%	77%	+58%
Professional Services Contracts (4)		24%	22%	-2%
Major Equipment (5)		8%	1%	-7%
Other		1%	1%	-0-

(1) **Construction** -- Construction done by general contractors and special trade contractors which includes new work, additions, alterations, reconstruction, installations, repairs, remodeling, renovating, and repair of office buildings. Heavy construction other than buildings such as pipelines, communication and power lines, sewer and water mains, asphalt and concrete construction of roads, trenching, cable laying, conduit construction, land clearing and leveling.

(2) **Commodities** -- All materials, goods or tangibles purchased to conduct business, not including fuel or purchased power contracts and major equipment purchases and rentals.

(3) **Others Services** -- All specialty work, special circumstances that required contract labor, special consultants or other non-defined services. Examples include audio/visual, staffing services, landscaping, forestry, tree trimming, art and decorative services, janitorial, travel/lodging, automotive repair, and photography.

(4) **Professional Services** -- Contracted professional services which include legal, consulting, health, engineering, accounting, advertising/marketing, architectural, real estate, computer services, research and analysis, education/training, insurance, surveying services, weather services, environmental, financial, etc.

(5) **Major Equipment** -- Includes all major equipment purchases and rentals including but not limited to transmission and distribution equipment, power plant equipment, substation equipment, heavy construction equipment, fleet requirements, etc.

(6) **HUB** -- Business enterprises that are 51% owned and controlled by U.S. citizens who are socially disadvantaged because of their identification as members of certain groups, including African-American, Hispanic, Native American, or Asian Pacific and Women as defined in the Texas Government Code § 481.101(1).

(7) **Other** -- Any commodity or service not covered by the above categories.

WORKFORCE AND SUPPLIER DIVERSITY FORM

Describe the specific initiatives, programs, and activities undertaken under the plan during the preceding year:

ETS Telephone Company continues to seek the most qualified applicants and contractors, based on the abilities and skills that each can offer. ETS Telephone Company does not consider race, religion or creed in employment or contract selection procedures.

We continue to utilize several methods of reaching potential applicants. Our best results continue to come from internet based employment listings. Our applicant and employee pool continues to reflect the diversity found in the general population of our service areas.

WORKFORCE AND SUPPLIER DIVERSITY FORM

Make an assessment of the success of each of the specific initiatives, programs, and activities listed above:

ETS Telephone Company has increased our workforce by 5, bringing the total number of employees to 41. This year the make-up of our workforce has changed significantly. 46% of our employees are now women, compared to 36% in 2002.

Describe the initiatives, programs, and activities the utility will pursue during the next year to increase the diversity of its workforce and contracting opportunities for small and historically underutilized businesses:

ETS Telephone Company participates in the RUS Broadband Project. The RUS has strict guidelines regarding soliciting bids and rewarding contracts. We invite many companies, including companies owned or operated by members of minority groups, to bid on each project. The project is then awarded according to the RUS guidelines. All of our purchasing and contracts are based solely upon the economics of the situation. Whenever a small business or minority held business places a competitive bid or offers a competitive price, we eagerly utilize their services.

WORKFORCE AND SUPPLIER DIVERSITY FORM

State the specific progress made under the plan filed by the utility:

ETS Telephone is proud to report an increasingly diverse workforce. 46% of our current employees are women, including many in management and professional positions. Additionally, 20% of our employees represent ethnically diverse groups. The net change in our employment base for 2003 is only 5 employees, all of whom affected the constitution of our workforce.