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PUBLIC UTILITIES COMMISSION
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December 23, 2003

VIA FEDERAL EXPRESS

Public Utilities Commission of Texas
Attn: Central Records
1701 North Congress Avenue
Austin, TX 78701

RE: **Docket No. 28691 TX PUC Workforce/Supplier Diversity Reports**

Pursuant to the Texas Public Utility Commission Substantive Rule §26.85, please find enclosed an original and four (4) copies of the Intrado Inc. Workforce Diversity Plan and Supplier Diversity Plan results for the year ending September 30, 2003. A copy of these reports has been sent to each of the recipients on the attached distribution list.

Questions on either of the plans or their results may be referred to:

Intrado Inc.
Attn: Colleen M. Lockett
1601 Dry Creek Drive
Longmont, CO 80503
Telephone: (720) 864-5506
Fax No. (720) 494-6600

Please date-stamp the enclosed extra copy of this letter and return it in the self- addressed postage-paid envelope provided.

Sincerely,



Colleen M. Lockett
Regulatory Administrator

Workforce Diversity Report Addresses

(for filings in Docket No. 28691 to comply with Texas PUC Subst. R. §26.85)

Governor

Lt. Gov.

Hon. David Dewhurst
Lieutenant Governor of the State of Texas
Post Office Box 12068 – Capitol Station
Austin, Texas 78711-2068

Hon. David Dewhurst
Lieutenant Governor of the State of Texas
State Capitol, Second Floor East
Austin, Texas 78701

Speaker of the House

Hon. Tom Craddick
Speaker of the House of Representatives
Post Office Box 2910 – Capitol Station
Austin, Texas 78768-2910

Hon. Tom Craddick
Speaker of the House of Representatives
State Capitol, Room 2W.13
Austin, Texas 78701

House African-American Caucus *

Hon. Garnet Coleman
Chair, Texas Legislative Black Caucus
Post Office Box 2910 – Capitol Station
Austin, Texas 78768-2910

Hon. Garnet Coleman
Chair, Texas Legislative Black Caucus
State Capitol, Room GW.17
Austin, Texas 78701

House Mexican-American Legislative Caucus

Rep. Pete P. Gallego, Chairman
House Mexican-American Legislative Caucus
1005 Congress Avenue, Suite 420
Austin, Texas 78701

Rep. Pete P. Gallego, Chairman
House Mexican-American Legislative Caucus
1005 Congress Avenue, Suite 420
Austin, Texas 78701

Texas Senate Hispanic Caucus *

Hon. Juan Hinojosa
Chair, Texas Senate Hispanic Caucus
Post Office Box 12068 – Capitol Station
Austin, Texas 78711-2068

Hon. Juan Hinojosa
Chair, Texas Senate Hispanic Caucus
State Capitol, Room GE.5
Austin, Texas 78701

Public Utility Commission

Central Records
Public Utility Commission of Texas
Post Office Box 13326
Austin, Texas 78711-3326

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

* There is no Senate African-American Caucus. Both African-American members of the Senate (Sen. Rodney Ellis and Sen. Royce West) are members of the Texas Senate Hispanic Caucus and the Texas Legislative Black

INTRADO INC.

WORKFORCE DIVERSITY PLAN RESULTS

2003

**INTRADO
WORKFORCE DIVERSITY FORM
LOCATION: TEXAS**

NUMBER OF TEXAS FULL-TIME EMPLOYEES FOR REPORTING YEAR - 10/1/2001 - 9/30/2002

EEO Categories	Combined Totals	Company Totals		Caucasian		African American		Hispanic		Asian		American Indian	
		Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Officials & Managers	5	2	3	2	3	0	0	0	0	0	0	0	0
Professionals	7	1	6	1	5	0	0	1	1	0	0	0	0
Technicians	0	0	0	0	0	0	0	0	0	0	0	0	0
Sales Workers	0	0		0		0	0	0	0	0	0	0	0
Office & Clerical	5	2	3	2	1	0	1		1	0	0	0	0
Craft Workers	0	0	0	0	0	0	0	0	0	0	0	0	0
Operatives	0	0	0	0	0	0	0	0	0	0	0	0	0
Laborers	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Workers	0	0	0	0	0	0	0	0	0	0	0	0	0
Previous Year Totals	20	6	14	5	11	0	1	1	2	0	0	0	0
Current Year Totals	17	5	12	5	9	0	1		2	0	0	0	0

INTRADO INC.

Five-Year Plan To Enhance Workforce Diversity

Intrado is committed to making employment decisions based on valid requirements, without regard to race, color, national origin, ancestry, marital status, medical condition, sex, sexual orientation, religion, age, gender variance, disability, or veterans status (See Exhibit A, "President's Statement on Equal Employment Opportunity"). Intrado has an established Affirmative Action Program, to ensure that the company maintains this commitment during the employment process. Attached is the Workforce Diversity Form for the state of Texas for the reporting year, October 1, 2002 through September 30, 2003.

Intrado embraces diversity in all aspects of the business, in order to meet competitive challenges, maximize shareholder value and to fully engage the company's diverse workforce. Intrado respects people's differences and strives to empower their employees to recognize and reach their full potential.

Progress to Date:

An initial priority has been diversity training for managers. In addition, diversity awareness is an integral section of the core training requirements mandated for all new employees.

Intrado continues to participate in local community diversity programs, providing sponsorships and maintaining membership in the local Diversity Forum.

Two continuing programs are:

1. InRoads Internship Program - Brought in summer interns through InRoads, Inc., a national organization providing minority interns.
2. Leadership Development Program - Sponsored by the Corporate Leadership Team and the Board of Directors, this program identifies and develops a select group of employees for leadership/senior management positions. Diversity of participants is a part of the program. This year's class is made up of 50% women and/or minorities.

Future Plans:

Continue to develop and implement recruitment strategies with the goal of expanding the pool of qualified minority and women candidates particularly for management, professional and technical positions. Expand the company's participation in the InRoads Internship Program. Continue and expand programs that provide training and support to current employees identified for future leadership positions or newly promoted to leadership positions with a focus on qualified women and minorities.

Intrado is currently developing a required program for managers entitled Leading From Solid Ground. A core element of the program is diversity training.



Informed Response.™

President's Statement on Equal Opportunity

It is the ongoing policy and practice of Intrado to provide equal opportunity in employment to all employees and applicants. No person shall be discriminated against in any condition of employment because of race, color, national origin, ancestry, marital status, medical condition, sex, sexual orientation, religion, age, gender variance, disability, or veteran status.

The policy of equal employment opportunity shall apply to all terms, conditions, and privileges of employment, including hiring, probation, training and development, promotion, transfer, compensation, benefits, educational assistance, termination, layoffs, social and recreational programs, and retirement. Intrado is committed to making employment decisions based on valid requirements, without regard to race, color, national origin, ancestry, marital status, medical condition, sex, sexual orientation, religion, age, gender variance, disability, or veteran status. Intrado will analyze its personnel actions rigorously to ensure compliance with this policy.

Intrado's Equal Opportunity Employee (EOE) Coordinator is the director of Human Resources. The director is responsible for compliance with State and Federal Equal Employment Opportunity laws and Affirmative Action regulations. The director is also responsible for implementing the Intrado Affirmative Action Plan, including equal employment practices, monitoring, and internal reporting.

If you believe that you have not been treated in accordance with this policy, please contact the director of Human Resources. All employees and applicants for employment are protected, by both company policy and equal employment opportunity/affirmative action regulations and laws, from coercion, intimidation, interference, or discrimination for filing a complaint or assisting in an investigation.

I personally endorse the policy of equal employment opportunity. I ask your continued assistance and support in an environment that reflects Intrado's commitment to equal employment opportunity and affirmative action. All personnel with responsibility for employment and personnel decisions are directed to perform their duties in accordance with this policy.

—George Heinrichs, President and CEO

INTRADO INC.

SUPPLIER DIVERSITY PLAN RESULTS

2003

WORKFORCE AND SUPPLIER DIVERSITY FORM
INTRADO INC.
YEAR 2003

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)		0%	0%	0%
Commodities Contracts (2)		0%	0%	0%
Other Services (3)		0%	0%	0%
Professional Services Contracts (4)		0%	0%	0%
Major Equipment (5)		0%	0%	0%
Other		0%	0%	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
INTRADO INC.
YEAR 2003**

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

Vendors were added according to procedure and minority information was gathered from those vendors that were willing to supply it by indicating a selection on a form. The information provided on the form was entered into our software system, which allows a report to be generated that shows minority status for all vendors.

Purchasing found that the majority of orders that came from the Texas employees are for computer, software, and office supply related items.

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

The initiatives were successful in that information was collected on all new vendors, not just those in Texas. A point of contact was established in the Texas office that would recommend suppliers as needed. Communication about HUBs was relayed whenever new suppliers were needed.

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:

A survey will be conducted of the vendors to determine HUB information, especially those that did not voluntarily supply the information..