



Control Number: 28691



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Alenco Communications, Inc.

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December 29, 2003

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PUBLIC UTILITY COMMISSION
FILING CLERK

Central Records Filing Clerk
Public Utility Commission of Texas
1701 North Congress Avenue Rm. G-113
P.O. Box 13326
Austin, TX 78711-3326

Re: Project # 28691

Pursuant to the Public Utility Commission Substantive Rule §26.85 we enclose one original and three (3) copies of our Annual Workforce Diversity Report due December 30, 2003.

Consistent with the requirements of the approved rule, copies of this report are also being provided to (1) the Governor; (2) Lieutenant Governor; (3) Speaker of the House of Representatives; (4) House Legislative Black Caucus; (5) Texas Senate Hispanic Caucus; (6) House Mexican American Legislative Caucus.

Please acknowledge receipt of this report by signing and dating the enclosed copy of this letter and returning it in the envelope provided. If any further information is required, please let me know.

Sincerely,
Alenco Communications, Inc.

Mary Jo Donnelly
Accountant

Mj/s

Enclosures

Cc w/attachment

The Honorable Rick Perry
The Honorable David Dewhurst
The Honorable Tom Craddick
The Honorable Joe Deshotel
The Honorable Juan "Chuy" Hinojosa
The Honorable Pete Gallego

P. O. Box 1000

Joshua, Texas 76058-1000

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WORKFORCE AND SUPPLIER DIVERSITY FORM **WORKFORCE DIVERSITY**

Occupational Categories	Combined Total	Company Totals		Caucasian		African American		Hispanic		Asian		America	
		Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Officials and Managers	7	5	2	5	2								
Professionals	1	1	0	1									
Technicians	9	9	0	8			1						
Sales Workers	1	1	0	1									
Office and Clerical	7	1	6	1	3				3				
Craft Workers (Skilled)	0	0	0										
Operatives (Semi-skilled)	0	0	0										
Laborers (Unskilled)	0	0	0										
Service Workers	0	0	0										
Previous Year Totals	24	16	8	15	5		1		3				
This Year Totals	25	17	8	16	5	0	0	1	3	0	0	0	0

NOTE: Double-click on embedded Excel chart to open. Click on a cell or use arrow keys to select an occupational category and ethnic group to update workforce diversity numbers. Do not enter information in Combined Total and Company Totals columns or the This Year Totals row as these will update automatically. Cells left blank will be counted as zero. Click anywhere outside of chart to exit.

WORKFORCE AND SUPPLIER DIVERSITY FORM
HUB & SMALL BUSINESS PROCUREMENT AS A PERCENTAGE OF TOTAL COMPANY PROCUREMENT

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)	0.0000%	0.7100%	%
Commodities Contracts (2)	19.0100%	2.4600%	-87.06%
Other Services (3)	0.0500%	0.6600%	1220.00%
Professional Services Contracts (4)	0.0000%	3.1400%	%
Major Equipment (5)	0.0600%	9.9800%	16533.33%
Other (7)	1.4300%	3.3000%	130.77%

(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
COMPANY INITIATIVES**

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

The company has followed the same procedures during 2003 that it utilized during 2002, 2001, and 2000 in the consideration and utilization of HUB's. We are willing to consider any company that is able to provide our customers with services and or equipment as long as they offer the degree of excellence that meets the requirements we strive to maintain when servicing our customers. We service small exchanges in diverse areas of west, central, and south Texas. We make it a practice to seek local businesses for bids on contracts for constructions and repair for equipment. We also try to recruit and hire our employees in the local areas of our exchanges. We feel that living and working in your hometown helps to build a feeling of pride and satisfaction in a job well done.

In order to be in compliance with the PUC ruling for the HUB and Workforce Diversity reports we send a mail out to all of our vendors every other year that includes a letter explaining the requirement along with business certification surveys for each company to complete and mail back to us.

**WORKFORCE AND SUPPLIER DIVERSITY FORM
COMPANY INITIATIVES**

- (2) Make an assessment of the success of each of the specific initiatives, programs, and activities listed above:**

We feel that we are quite successful in utilizing the best available contractors and companies available to provide construction and repairs of our equipment by using local business in each exchange and community. We also feel that our hiring and training of local employees to service the customers close to their homes and schools has been very successful as shown by the excellent retention of our employees through the years and the support we receive from the communities in terms of references for new customers.

In spite of doing a mail out to all of our vendors each year we are still not receiving a very good return of the surveys we have mailed out. This year we tried mailing them out in early September, but the response we received is still less than thirty five percent. Because of the lack of response to the questionnaire we have a strong belief that this report lacks reliability and accuracy.

- (3) 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:**

Our company will continue to strive to hire talented and experienced individuals to serve the diverse population of the exchanges we serve. As qualified HUB's move into the area we will be open to their expertise in the telecommunications industry and more than willing to allow them to bid on projects or perform services and repairs on equipment as long as the standards of the company are not compromised. We will continue to mail out requests to our vendors and try and reiterate the importance of their reply.

**WORKFORCE AND SUPPLIER DIVERSITY FORM
COMPANY INITIATIVES**

(4) State the specific progress made under the plan filed by the utility:

Specific progress made under the plan filed by the company has been made in both the growth of the amount of businesses that are moving into our areas that qualify for HUB's and those companies being aware that we are open to use them when we have the opportunity as long as the standard of their work meets or exceeds the requirements we strive for when servicing our customers. We feel that progress is being made in the amount of replies we have received from our vendors. Last year we only received about fifteen to twenty percent response, this year we have gotten almost thirty five percent of our questionnaires back from our vendors. We again state that the amount of response causes us great concern regarding the reliability of this report.