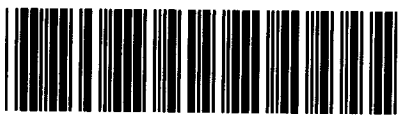




Control Number: 30238



Item Number: 1331

Addendum StartPage: 0



En-Touch Systems, Inc.  
11011 Richmond Avenue Ste. 400  
Houston, TX 77042

www.EnTouch.net  
phone: 281.225.1000  
fax: 281.225.0589

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

December 29, 2011

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

RE: Project 30238 – Historically Underutilized Business  
ETS Telephone Company, Inc., dba En-Touch Systems  
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 four (4) copies of the Workforce Diversity Report.

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 281-225-0506 or via email at [rbevel@entouch.net](mailto:rbevel@entouch.net) if you have any questions or need any further information.

Thank you,

Rebecca Bevel  
Manager – Regulatory Compliance

Enclosure

RECEIVED  
11 DEC 30 AM 9:34  
FILING CLERK

1331

**PROJECT NO. 30238 and 30240**  
**WORKFORCE AND SUPPLIER DIVERSITY FORM**  
**WORKFORCE DIVERSITY**  
**ETS TELEPHONE COMPANY, INC. d/b/a EN-TOUCH SYSTEMS**

Occupational Categories		NUMBER												
		Combined Total	Compa ny Totals	Caucasi an		African Americ an		Hispani c		Asian		Americ an Indian		
				Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	
Officials and Managers		25	14	11	12	8			2	2				1
Professionals		6	5	1	5	1								
Technicians		34	28	6	18	2	2	2	8	2				
Sales Workers		27	2	25	2	15		6		4				
Office and Clerical		11	0	11		5		3		2		1		
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		90	41	49	35	28	2	11	4	8	0	1	0	1
This Year Totals		103	49	54	37	31	2	11	10	10	0	1	0	1

**PROJECT NO. 30240**  
**WORKFORCE AND SUPPLIER DIVERSITY FORM**  
**HUB/SMALL BUSINESS PROCUREMENT AS A PERCENTAGE OF TOTAL COMPANY PROCUREMENT**  
**EN-TOUCH SYSTEMS FKA ETS TELEPHONE COMPANY, INC.**

**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.

<b>Actual % = [Total HUB(1) procurement + Total Small Business(2) procurement]/Total Company procurement</b>		<b>Actual % for Previous FY</b>	<b>Actual % for Current FY</b>	<b>Percentage Change</b>
Construction Contracts (3)		94.0000%	94.0000%	0.00%
Commodities Contracts (4)		1.0000%	1.0000%	0.00%
Other Services (5)		21.0000%	21.0000%	0.00%
Professional Services Contracts (6)		4.0000%	4.0000%	0.00%
Major Equipment (7)		2.0000%	2.0000%	0.00%
Other (8)		1.0000%	1.0000%	0.00%

(1) **HUB** -- Pursuant to Texas Government Code § 481.191(4), HUB means: (A) a corporation formed for the purpose of making a profit in which at least 51 percent of all classes of the shares of stock or other equitable securities is owned by one or more persons who are members of certain groups, including black Americans, Hispanic Americans, women, Asian Pacific Americans, and American Indians; (B) a sole proprietorship formed for the purpose of making a profit that is 100 percent owned, operated, and controlled by a person described by Paragraph (A) of this subdivision; (C) a partnership formed for the purpose of making a profit in which 51 percent of the assets and interest in the partnership is owned by one or more persons described by Paragraph (A) of this subdivision. Those persons must have proportionate interest and demonstrate active participation in the control, operation, and management of the partnership's affairs; or (D) a joint venture in which each entity in the joint venture is a historically underutilized business under this subdivision.

(2) **Small Business** -- Pursuant to Texas Government Code § 481.191(6), Small Business means a corporation, partnership, sole proprietorship, or other legal entity that: (A) is domiciled in this state; (B) is formed to make a profit; (C) is independently owned and operated; and (D) employs fewer than 100 full-time employees.

(3) **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.

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

(5) **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.

(6) **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.

**PROJECT NO. 30240**  
**WORKFORCE AND SUPPLIER DIVERSITY FORM**  
**HUB/SMALL BUSINESS PROCUREMENT AS A PERCENTAGE OF TOTAL COMPANY PROCUREMENT**  
**EN-TOUCH SYSTEMS FKA ETS TELEPHONE COMPANY, INC.**

(7) **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.

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

**PROJECT NO. 30240**  
**WORKFORCE AND SUPPLIER DIVERSITY FORM**  
**COMPANY INITIATIVES**  
**ETS TELEPHONE COMPANY, INC. D/B/A EN-TOUCH SYSTEMS**

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

ETS Telephone Company d/b/a En-Touch Systems ("En-Touch") continues to seek the most qualified applicants and contractors based upon the abilities and skills that each can offer. All applicants as well as current employees are aware of the fact that En-Touch is an Equal Opportunity Employer. En-Touch does not consider race, religion or creed in employment or contract selection procedures. En-Touch utilizes several methods of reaching potential applicants. Our best results continue to come from local classified listings and internet based employment listings. Our applicant and employee pools continue to reflect the general population of our service areas.

En-Touch embraces the following principles and seeks to instill these principles in its corporate culture:

- Everyone deserves the opportunity to participate fully within our economic communities.
- The En-Touch workplace is enriched by the diversity of its workforce.
- People should be valued *for* their differences - not *in spite of* their differences.

In 2011, due to the continued slow economic growth, En-Touch's hiring was very modest compared to strong growth years. En-Touch continues to use professional legal services of a firm that is certified by the State of Texas as a Historically Underutilized Business (HUB), Casey, Gentz, & Magness, L.L.P.

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

En-Touch was successful in its initiative to identify and engage a qualified WBE for a highly technical and specialized project in 2008. En-Touch engaged Engel Consulting Group, which has previously received the distinction from DiversityBusiness.com of being one of the top women-owned businesses in Illinois. Engel has branch offices in several states and employs workers throughout the United States, including Texas.

En-Touch was successful in its initiative to introduce gender diversity in the call center in 2009 by hiring a minority male customer service representative who met and exceeded all of the applicant requirements. In 2010, En-Touch increased the number of male customer service representatives to two (2). Although we lost one of those employees in 2011, we recently filled a new customer service specialist position with a racial minority male. The En-Touch workforce continues to be highly diverse, and in 2011 En-Touch increased the racial minority percentage of the workforce approximately 4%, while retaining over 50% gender minority representation.

**PROJECT NO. 30240**  
**WORKFORCE AND SUPPLIER DIVERSITY FORM**  
**COMPANY INITIATIVES**  
**ETS TELEPHONE COMPANY, INC. D/B/A EN-TOUCH SYSTEMS**

- (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:**

En-Touch will continue to seek the most qualified applicants and contractors based upon the abilities and skills that each can offer, without considering race, religion or creed in employment or contract selection procedures. 2011 initiatives will again include employee diversity training as well as updating processes used to select and track job applicants and procurement from historically underutilized and small businesses.

En-Touch will continue to invite many companies, including companies defined as historically underutilized businesses, to bid on each and every contracting opportunity. Projects are awarded based upon the economics and business needs of the company, including but not limited to the ability to complete contracted project within required timeframes and budget, technical ability, and any specialization requirements. Whenever a small business or historically underutilized business places the competitive bid or offers a competitive price within the parameters of the project, En-Touch will eagerly utilize their services.

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

ETS Telephone is proud to report a consistently diverse workforce: over 50% of our current employees are women, many of whom hold upper management and professional positions, and approximately 34% of our employees represent ethnically diverse groups. En-Touch has a long-standing relationship with a historically underutilized business for legal and regulatory professional services. As the economic environment improves and En-Touch starts hiring again, the company will continue to introduce gender diversity in the call center and continue to concentrate on yearly initiatives with the goal of improving its overall plan.