



Control Number: 30240



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December 28, 2011

Filing Clerk  
Public Utility Commission of Texas  
1700 N. Congress Avenue  
Austin, Texas 78701

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DEC 29 AM 11:23  
PUBLIC UTILITY COMMISSION  
FILING CLERK

RE: Project No. 30240 – Annual Progress Reports on Five-Year Plan to Enhance Supplier and Workforce Diversity – 2011 Report

Dear Filing Clerk:

On behalf of Dell Telephone Cooperative, Inc. and pursuant to P.U.C. SUBST. R. 26.85(e), enclosed for filing in the above-referenced project is an original and three (3) copies of the 2011 Annual Progress Report on the Five-Year Plan to Enhance Supplier and Workforce Diversity.

Consistent with §26.85(e), copies of this report are also being provided to: (1) Governor; (2) Lieutenant Governor; (3) Speaker of the House; (4) Texas Legislative Black Caucus; (5) Mexican-American Legislative Caucus; and (6) the Texas Senate Hispanic Caucus.

Any questions may be directed to me at (830) 895-7233.

Sincerely,

James A. Miller  
Authorized Representative for  
Dell Telephone Cooperative, Inc.

cc: w/ attachment    The Governor of the State of Texas  
                              The Lt. Governor of the State of Texas  
                              The Speaker of the House of Representatives  
                              The House Legislative Black Caucus  
                              The Texas Senate Hispanic Caucus  
                              The House Mexican American Legislative Caucus  
                              Dell Telephone Cooperative, Inc.

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**WORKFORCE AND SUPPLIER DIVERSITY FORM**  
**WORKFORCE DIVERSITY**  
Dell Telephone Cooperative, Inc.  
Project No. 30240 for 2011

| Occupational Categories     | 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 |
| Officials and Managers      | 5  | 3              | 2      | 2         | 1      |                  |        | 1        | 1      |       |        |                 |        |
| Professionals               | 2  | 2              | 0      | 1         |        |                  |        | 1        |        |       |        |                 |        |
| Technicians                 | 13   | 11             | 2      | 5         | 1      |                  |        | 6        | 1      |       |        |                 |        |
| Sales Workers               | 0  | 0              | 0      |           |        |                  |        |          |        |       |        |                 |        |
| Office and Clerical         | 6  | 0              | 6      |           | 5      |                  |        |          | 1      |       |        |                 |        |
| Craft Workers (Skilled)     | 0  | 0              | 0      |           |        |                  |        |          |        |       |        |                 |        |
| Operatives (Semi-skilled)   | 0  | 0              | 0      |           |        |                  |        |          |        |       |        |                 |        |
| Laborers (Unskilled)        | 0  | 0              | 0      |           |        |                  |        |          |        |       |        |                 |        |
| Service Workers             | 1  | 0              | 1      |           |        |                  |        |          | 1      |       |        |                 |        |
| <b>Previous Year Totals</b> | 26   | 16             | 10     | 9         | 7      | 0                | 0      | 7        | 4      | 0     | 0      | 0               | 0      |
| <b>This Year Totals</b>     | 27   | 16             | 11     | 8         | 7      | 0                | 0      | 8        | 4      | 0     | 0      | 0               | 0      |

**WORKFORCE AND SUPPLIER DIVERSITY FORM**  
**HUB/SMALL BUSINESS PROCUREMENT AS A PERCENTAGE OF TOTAL COMPANY PROCUREMENT**  
**Dell Telephone Cooperative, Inc.**  
**Project No. 30240 for 2011**

| <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)   |  | 0%                            | 0%                           | 0%                       |
| Commodities Contracts (4)  |  | .7%                           | .8%                          | .1%                      |
| Other Services (5)   |  | 1.4%                          | 1.3%                         | -.1%                     |
| Professional Services Contracts (6)  |  | 0%                            | 0%                           | 0%                       |
| Major Equipment (7)  |  | .1%                           | 0%                           | -.1%                     |
| Other (8)  |  | 5.5%                          | 7.9%                         | 2.4%                     |

- (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.
- (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.

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**Project No. 30240**

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

Dell Telephone Cooperative, Inc. ("Dell" or the "Cooperative") maintains a commitment to employ a diverse workforce with focus placed on recruiting, training, and employing individuals with the education and skill-sets needed from within the local community.

Dell strives to utilize historically underutilized businesses ("HUBs") for the procurement of goods and services, especially when the HUB is affiliated or located within its local or surrounding communities. The Cooperative strives to stay abreast of the availability of certain products, services and businesses that qualify under the HUB definition through community resource participation and involvement and through use of the state's HUB directory. The Cooperative also strives to communicate to the HUB community the opportunities for doing business with Dell. This initiative will continue to be promoted by local participation and communication with organizations that HUBs belong to, as well as posting of applicable information for HUBs that are independently investigating products or contract opportunities.

Dell also intends to utilize small businesses other than those defined as HUBs in the procurement of goods and services. With the Cooperative's emphasis on utilizing and promoting local or surrounding area business economic growth, Dell plans to continue its involvement in local, county, and state organizations that promote the use of small businesses.

Listed below are Dell's specific programs and activities to achieve the initiatives stated above, and the progress of each during 2011.

1. Identify local organizations with minority membership emphasis and communicate through these organizations employment opportunities with the Cooperative.
  - a. Dell was unable to identify any local organization with minority emphasis during 2011, but will continue with its effort to do so in the future.
2. Identify local organizations with female membership emphasis and communicate through these organizations employment opportunities with the Cooperative.
  - a. Dell was unable to identify any local organizations with female membership emphasis during 2011, but will continue with its effort to do so in the future.
3. Identify local educational institutions, and communicate through the educational employment outreach programs for employment opportunities available for minority and female students. Attempt to work with educational institutions to establish a work-for-credit intern program. These types of programs may be established through the local high school and community or surrounding area colleges.

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- a. Dell was unable to identify any local educational institution with outreach programs during 2011, but plans to continue this effort next year.
- 4. Offer available work-related training to employees.
  - a. Dell utilized industry provided technical and commercial training for employees during 2011.
- 5. Offer available advancement opportunities to employees.
  - a. Dell continues to train its current employees for increased responsibility.

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

Dell, whenever possible, contracts with local businesses to provide the goods and services that are available in Dell's serving area and surrounding communities. At this time, Dell is not engaged in any business partnerships or joint ventures. Initiatives in this area will be taken under consideration by Dell's management staff and its Board of Directors. If no conflict with current Cooperative policy or By-Law provision exists, the Cooperative may seek to incorporate this initiative into its future business plans.

**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:**

The management and employees of Dell will continue to seek opportunities to make progress in the areas of diversifying the workforce and utilizing the products and services of small and historically underutilized businesses. However, the Cooperative maintains a strong commitment to employing and purchasing within the rural and remote communities we serve, when and where possible. As a small, rural telephone Cooperative, it recognizes a fiduciary duty and responsibility to our members and community neighbors to make good, sound economic policy decisions as well as our community responsibility to purchase goods and services within our own communities when possible. By the very nature of the rural areas we serve, we are sometimes limited in the local availability of certain telecommunications equipment and products and must go outside our communities for these mandatory purchases. Dell, whenever possible, contracts with local businesses to provide the goods and services that are available in the Cooperative's serving area and surrounding communities.

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

Dell is a small and rural telephone Cooperative providing services in a remote and sparsely populated area of Texas that has used its modest procurements to benefit small business and the community. Dell has made progress in the area of workforce diversity and utilization of HUBs and Small Business. It is difficult to assess these objectives since employment is stable and contracting opportunity is limited. Dell has implemented business practices to communicate the diversity plan to minorities and females, as well as HUBs and Small Business, regarding employment and contract opportunities.

The Cooperative believes its workforce will remain relatively stable or with modest growth potential within the foreseeable future.