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Addendum StartPage: 0

**PROJECT NO. 30240**

**NTS COMMUNICATIONS, INC.  
2011 ANNUAL WORKFORCE DIVERSITY REPORT**

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**TABLE OF CONTENTS**

Cover letter.....	2
Description of initiatives and progress.....	3
HUB/Small Business Procurement form.....	5
EEO-1 Report.....	6

2116



December 28, 2012

PUC Filing Clerk  
Public Utility Commission of Texas  
PROJECT NO. 30240  
1701 North Congress Avenue  
Austin, Texas 78711-3326

RE: 2011 Annual Workforce Diversity Report  
Project No. 30240

Dear Sir or Madam:

Attached are four copies of our 2011 Workforce Diversity Report. We have also mailed a copy to each of the Legislative Contacts as listed on the Texas PUC website.

If you need anything further in this regard, please feel free to contact me at (806) 788-2951 or at [wendy.lee@ntscom.com](mailto:wendy.lee@ntscom.com)

Sincerely,

A handwritten signature in black ink, appearing to read "Wendy J. Lee". The signature is fluid and cursive, with the first name "Wendy" being more prominent than the last name "Lee".

Wendy J. Lee, SPHR  
Vice President – Human Resources  
NTS Communications, Inc.  
5307 W. Loop 289  
Lubbock, TX 79414-1610

WORKFORCE AND SUPPLIER DIVERSITY FORM  
FOR ANNUAL PERIOD ENDING SEPTEMBER 30, 2011

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

Workforce: We continue to have good diversity in our organization – we have a very diverse workforce. We are an Affirmative Action Employer. We take proactive steps to be sure our employment ratios remain in line with the surrounding population. In order to continue to attract qualified minority applicants, we continued to do the following:

- We placed ads in the West Texas Hispanic News and other minority newspapers – in addition to attracting minorities, this helped us to attract some bilingual employees for various departments.
- We posted our job openings on the Texas Workforce Commission Internet site. We felt this might help us reach more minorities, some veterans and possibly some applicants with some disabilities.
- We attended the South Plains Job Fair which are sponsored by the Texas Workforce Commission here in Lubbock where the largest number of our employees are located. They encourage their job applicants to attend the job fair and we were able to attract a good number of minority applicants.
- We post our job openings internally through our e-mail system. This gives all of the females and minorities we have already working a chance to improve themselves by moving up on the job. We have a good percentage of minorities and females who get promoted through this avenue.
- We offer work-related training to all employees. This provides females and minorities a change to improve their skills, enabling them to have opportunities for advancement on the job.
- We have continued to attend seminars about equal employment, diversity and ADA issues to help us remain aware of how to best work with these issues in the workplace.

Supplier: We have always done business with a good number of small businesses and businesses which are owned or controlled by women or minorities. We welcome these businesses to give quotes when we are taking quotes for different things. When we have received phone calls from such businesses, we have encouraged them to give us a quote to see if we could do business with them.

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

Workforce: We were able to attract a good number of minority candidates. We hired some good minority employees throughout the year as a direct result of doing these things. During the year ending September 30, 2011, we hired 97 employees. We hired 45 minorities (46% of all hires). We hired 48 females (49% of all hires). We feel our efforts and our respect for diversity have helped us to maintain a diverse workforce. We also hired several veterans throughout the year.

Supplier: We have used the small businesses and the HUB businesses when we felt they met our needs at a good price. We will continue to try to increase our use of such businesses.

**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:**

Workforce: We will continue to post our jobs on the TWC Internet site and to advertise in minority newspapers. We will continue to do the items listed in Number 1 above as well as other things we can find to increase the diversity of our workforce.

Supplier:

We will continue to contact small businesses and HUB's when we are making purchases. We will encourage small businesses or HUB's to contact us if they feel they have a service or product that might match our business needs.

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

Workforce:

During the plan year ending September 30, 2011, we hired 97 employees. We hired 45 minorities (46% of all hires). We hired 48 females (49% of all hires). We feel our efforts and our respect for diversity have helped us to maintain a diverse workforce. We also hired several veterans throughout the year.

Supplier:

We have used the small businesses and the HUB businesses when we felt they met our needs at a good price. We will continue to proactively try to increase our use of such businesses.

## HUB/ SMALL BUSINESS PROCUREMENT AS A PERCENTAGE OF TOTAL PROCUREMENT

Actual % = [Total HUB(1) procurement + Total Small Business(2) procurement]/Total Company procurement	Actual % for Previous FY 2010	Actual % for Current FY 2011	Percentage Change
Construction Contracts (3)	7.3093%	0.0000%	-100.00%
Commodities Contracts (4)	22.3198%	8.0220%	-64.06%
Other Services (5)	25.1821%	13.5708%	-46.11%
Professional Services Contracts (6)	0.1218%	0.0000%	-100.00%
Major Equipment (7)	8.0162%	0.0000%	-100.00%
Other (8)	3.9773%	6.3004%	58.41%

# WORKFORCE AND SUPPLIER DIVERSITY FORM

Occupational Categories	NUMBER OF TEXAS FULL-TIME EMPLOYEES FOR REPORTING YEAR													
	Combined Total	Company Totals		Caucasian		African American		Hispanic		Asian		Other		
		Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	
Officials and Managers	39	26	13	24	8		1	2	4					
Professionals	6	5	1	5	1									
Technicians	5	3	2	3				2						
Sales Workers	26	15	11	14	10			1	1					
Office and Clerical	129	37	92	23	51		3	12	35	1	1	1	2	
Craft Workers (Skilled)	75	70	5	43	5	4		19		2			2	
Operatives (Semi-skilled)	4	4	0	3				1						
Laborers (Unskilled)	10	10	0	2				8						
Service Workers	2	2	0					2						
Previous Year Totals 2010	299	171	128	116	82	4	8	44	36	3	0	4	2	
	296	172	124	117	75	4	4	47	40	3	1	1	4	