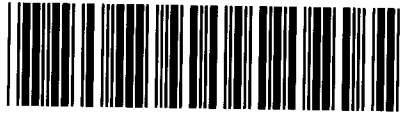




Control Number: 30240



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Addendum StartPage: 0

Coleman County

TELEPHONE COOPERATIVE, INC.

RECEIVED

2015 JAN -5 AM 9:34

PUBLIC UTILITY COMMISSION
FILING CLERK

December 17, 2014

Ms. Anne Bowen
Filing Clerk
Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, Texas 78701

RE: Project No. 30240 – Annual Progress Report on Five-Year Plan to Enhance Supplier and Workforce Diversity for Coleman County Telephone Cooperative, Inc.

Dear Ms. Bowen:

Pursuant to §26.85(e), enclosed for filing are four (4) copies of the Annual Progress Report on the implementation of the Five-Year Plan to Enhance Supplier and Workforce Diversity. This filing is being made in Project 30240 as the project designated for this report.

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; (4) Chair-Texas Legislative Black Caucus; (5) Mexican American Legislative Caucus (6) Senate Hispanic Caucus.

We have included an extra copy of the transmittal letter and request that you please file-date stamp this copy and return to us for our files. If you have any questions concerning this report, please call (325) 348-3124.

Sincerely,



Tim J. Humpert
General Manager

cc w/ attachment

The Honorable Rick Perry
The Honorable Joe Straus
The Honorable David Dewhurst
The Honorable Sylvester Turner
The Honorable Jose Rodriquez
The Honorable Trey Martinez-Fischer

2425

WORKFORCE AND SUPPLIER DIVERSITY FORM **WORKFORCE DIVERSITY**

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	2	1	1	1	1								
Professionals	0	0	0										
Technicians	10	0	10		10								
Sales Workers	0	0	0										
Office and Clerical	4	0	4		3						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	17	1	16	1	15						1		

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(1) procurement + Total Small Business(2) procurement]/Total Company procurement		Actual % for Previous FY	Actual % for Current FY	Percentage Change
Construction Contracts (3)		100.0000%	100.0000%	0.00%
Commodities Contracts (4)		30.0000%	35.0000%	16.67%
Other Services (5)		100.0000%	100.0000%	0.00%
Professional Services Contracts (6)		100.0000%	100.0000%	0.00%
Major Equipment (7)		100.0000%	100.0000%	0.00%
Other (8)		100.0000%	100.0000%	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.

(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.

**WORKFORCE AND SUPPLIER DIVERSITY FORM
COMPANY INITIATIVES**

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

Coleman County Telephone Cooperative, Inc. supports all our local businesses when possible. The Cooperative always looks for diversity when considering new vendors. We added different internet speed packages to help keep the basic package as low as possible and cut the installation fee to help in the low income area we serve.

This year we went to a combined one bill system in an effort to formulate a more convenience billing and pay systems for our customers. The cooperative employs a bilingual customer service representative to help serve our Latin-American customers more efficiently.

Concerning the fiber project, we are in the process of switching over Santa Anna (South) over to FTTH and have begun work on the Santa Anna (North) FTTH project.

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

Customer number have increase since the lower to no installation fee was imitated. More we are serving a significant increase in customers who are using our credit card and epmt service. Our local businesses seems to be doing ok which helps us all. FTTH has help with speed of service and making customer happy. Customer Service with one call for both phone and internet with one payment should also make customer happy.

**WORKFORCE AND SUPPLIER DIVERSITY FORM
COMPANY INITIATIVES**

- (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:

We are continuing the FTTH (Fiber to the Home) project that we believe will contribute and add additional traffic business to our small town. We are pursuing the possibility of a project to build a new tower to deploy a "700" frequency in expectations of being able to reach more homes in the out-lying areas of several communities in the county. If this project is possible, we will be able to streamline and combine our operations to efficiently serve customers.

CCTC is a small cooperative in a small rural area, with very little turn over.

**WORKFORCE AND SUPPLIER DIVERSITY FORM
COMPANY INITIATIVES**

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

CCTC has a very high percentage of small business owners. We use large vendors when there are no other vendors that we can choose from for the job that needs to be accomplished. We have a large vendor count, so we use different diversified vendors. We have continually examined and tried new processes to make services increasingly convenient for our customers. By offering more available and efficient services, we are able to effectively induce more advantages and strengthen the present and future businesses in our rural area.

We offer bi-lingual customer service