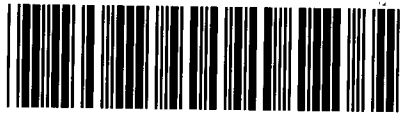


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Addendum StartPage: 0

**Coleman County**  
TELEPHONE COOPERATIVE, INC.

RECEIVED

2016 DEC 19 PM 12:09

PUBLIC UTILITY COMMISSION  
FILING CLERK

December 10, 2016

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 Greg Abbott  
The Honorable Dan Patrick  
The Honorable Joe Straus  
The Honorable Sylvester Turner  
The Honorable Carlos Uresti  
The Honorable Trey Martinez-Fischer

2643

# **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	9	9	0	9										
Sales Workers	0	0	0											
Office and Clerical	4	0	4		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	15	10	5	10	4					1				
This Year Totals	15	10	5	10	4	0	0	0	1	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(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)		40.0000%	53.0000%	32.50%
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:**

**The Fiber to the home is complete in Santa Anna, Santa Anna South, Santa Anna North, Lake Coleman and Burkett. With the completion over ½ of our customers will be serve with fiber. We are trying to give our customer the best service we can at the lowest rate we can. We are doubling the speed of our internet packages starting the first of the year, No Installation fee for Internet. One Bill, One call, added ACH (check by phone) for added convenient. We have a bilingual customer service representative to help service Latin-American customers more efficiently.**

**We deployed “700 frequency” Internet in unserved area and are now serving some customer that hadn’t had internet. We have started a change out on our 365 frequency Internet to newer equipment to help enhance the service**

**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:**

With the fiber we double our speeds, so customer have more options. Our customers uses our ACH, Credit Card, epmt payment, online payment. Customer Service with one call for both phone and Internet with one payment also make customers happy.

Change out the equipment is providing better services

- (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. 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:**

**We added new technology to help serve our customers in rural area. CCTC has a very high percentage of small business owners. There are some items we used that are specialty item we can only get from certain vendors. We have a large vendor count, so we use different diversified vendors. We always looking for ways to improve our services and increasing our customer's satisfaction. We offer bi-lingual customer service.**