

**Annual Cable EEO Public File Report
for
Paragould Light Water & Cable
Paragould, Arkansas**

Employment Unit ID# 013980

Covering the Period from 10/1/2015 – 9/30/2016

This EEO Public File Report is filed pursuant to Federal Communication Commission's (FCC) equal employment opportunity (EEO) rules for multi-channel video programming distributors (MVPD). The FCC's Rule requires that this report contain the following information:

1. A list of all full-time vacancies filled by the cable employment unit during the preceding year, identified by job title.
2. For each such vacancy, the recruitment source(s) used to fill the specific vacancy, together with the address, contact person, and telephone number of each source.
3. The recruitment source that referred the hiree for each full-time vacancy during the preceding year.
4. Data reflecting the total number of persons interviewed for full-time vacancies during the preceding year and the total number of interviewees referred by each recruitment sources utilized in connection with such vacancies.
5. A list and brief description of all "recruitment initiatives" implemented during the preceding year, if applicable.

The tables which follow have be designed, in the aggregate, to provide the required information.

PARAGOULD LIGHT WATER & CABLE
EEO PUBLIC FILE REPORT
October 1, 2015 – September 30, 2016

I. VACANCY LIST

See Master Recruitment Source List (MRSL) for recruitment source data

Job Title	Recruitment Sources (RS) Used to Fill Vacancy	RS Referring Hiree
Warehouse/Maintenance Worker	16	16
Water/Sewer Construction Technician, Level II	16, 17, 18, 19, 20	19
Cable Service Technician, Level I	16, 17, 18, 19, 20	19
Mechanic II	3, 4, 16, 17, 18, 19, 20	19
Water/Sewer Construction Technician, Level I	3, 4, 16, 17, 18, 19, 20	19
Call Center Customer Service Representative	16	16

II. MASTER RECRUITMENT SOURCES LIST (MRSL)

RS Number	RS Information	No. of Interviewees Referred by RS over 12-month period
1	The Commercial Appeal Contact Person: Sydney 495 Union Avenue Memphis, TN 38103 901-529-5252	
2	Arkansas Democrat-Gazette Contact Person: Susan Webb P.O. Box 2221 Little Rock, AR 72203-2221 501-378-3844	
3	Paragould Daily Press Contact Person: Melissa Cobb 1401 W Hunt Paragould, AR 72450 870-239-8562	4
4	Jonesboro Sun 518 Carson St Jonesboro, AR 72401 870-935-5525	5
5	Daily Dunklin Democrat P.O. Box 669 Kennett, MO 63857 573-888-4505	
6	Region 8 Job Link KAIT 8 P. O. Box 790 Jonesboro, AR 72403-0790	
7	Southeast Missouri/Northeast Arkansas Association Contact Person: Brett Bradford P.O. Box 9 Paragould, AR 72451	
8	Arkansas Municipal Power Association Contact Person: Richard Arnold P.O. Box 99 Conway, Arkansas, 72033	
9	Hometown Employment Contact Person: Diane Culver 1801 W. Kingshighway, Suite 11 Paragould, AR 72450 870-215-0555	

10	Devereux, Nick Instructor of Telecommunications Arkansas State University Technical Center 5504 Krueger Drive Jonesboro, AR 72401 870.680.8724	
11	Pam Towery, EdS, RD, LD Director, Coordinated Program in Dietetics Arkansas State University P.O. Box 910 State University, AR 72467 870-680-8598	
12	Arkansas State University Alumni Association Contact Person: Beth Smith Cooper Alumni Center P.O. Box 1990 State University, AR 72467	
13	www.jobsarkansas.com	
14	www.indeed.com	
15	www.monster.com	
16	Internal PLWC Job Posting Contact Person: Amy Adams 870-239-7700	6
17	PLWC Website (www.paragould.com) Contact Person: Amy Adams 870-239-7700	8
18	PLWC Facebook Page Contact Person: Mandy Pillow 870-239-7700	1
19	Employee Referrals	13
20	Non-Employee Referrals	5
21	Walk-In Applicants	

**PARAGOULD LIGHT WATER & CABLE
RECRUITMENT INITIATIVES FORMS**

October 1, 2014 – September 30, 2015

TYPE OF RECRUITMENT INITIATIVE	DATE	BRIEF DESCRIPTION OF ACTIVITY & SCOPE OF CABLE OPERATOR'S PARTICIPATION	RECRUITING (AND MANAGEMENT STAFF) IN ATTENDANCE
Participation in at least two events sponsored by organizations representing groups present in the community interested in multichannel programming distributor employment issues, including conventions, career days, workshops and similar activities. (iv)	03/01/16	PLWC hosted a session of Youth Leadership Paragould (High School Seniors from 4 different schools in the community) discussing Telecommunications and Cable TV. Main focus was on Internet Safety and Cable Fiber.	Darrell Phillips, General Manager/CEO, Farron Toler, Cable Department Manager, Andy Stokes, Cable Chief Technician
	05/13/16	PLWC hosted a session of Leadership Paragould discussing Telecommunications and Cable TV. Main focus was Internet speeds and technology and Cable Infrastructure changes.	Darrell Phillips, General Manager/CEO, Farron Toler, Cable Department Manager
Establishment of training programs designed to enable unit personnel to acquire skills that could qualify them for higher level positions (viii)	Ongoing	All cable service installers and technicians are provided training through the National Cable Television Institute. Successful completion of training provides personnel with skills and knowledge needed to qualify them for higher level positions.	Farron Toler, Cable Department Manager, Andy Stokes, Cable Chief Technician, & Chris Lamar, Systems Technician, Level I (coordinating supervisors); Jason Baird, and Robert Beck (training participants)
	10/6 thru 10/15/15	Intermediate Excel Class	Robert Ring

Establishment of training programs designed to enable unit personnel to acquire skills that could qualify them for higher level positions (viii), continued	1/12/16 thru 1/14/16	Basic Computer Skills	James Fletcher, Cable Systems Technician, Michael Hampton, Electric Underground crewman, Charles McDole, Warehouse Worker, Cindy Posey, CSR, John White, Right of Way Coordinator, Daniel Wilkerson, Electric Ground worker
	1/26/16 thru 4/12/16	Dale Carnegie Course	Daniel Hutchison, Special Projects Engineer
	1/26/16 thru 1/28/16	Beginning Microsoft Excel	Charles McDole, Warehouse worker & Daniel Wilkerson, Electric Ground worker
	2/9/16 thru 2/18/16	Beginning Microsoft Excel	Patrick Baine, Electric Line Crew Foreman, Jodi Horton, CSR, Shane Eubanks, CSR, Bryan Murray, CSR, Teresa Houston, CSR
	3/7/16	Computer Basics	Janice Hilton, CSR
	5/13/16	Time Management	Tiffani Newsom, Chemist
	6/28/16 thru 6/30/16	Beginning Microsoft Excel	Michele Boling, CSR
	8/22/16 thru 8/24/16	Beginning Microsoft Excel	Teddy Hall, Utility Locator
Participation in at least two events or programs sponsored by educational institutions relating to career opportunities in multichannel video programming communications. (x)	Ongoing 2/18/16	Provides two high schools in the community with their own public education and government TV channel. Cable Department Employees assist in training students on cable techniques and service. Exhibitor at the Paragould Chamber Showcase sponsored by the Paragould Chamber of Commerce.	Farron Toler, Cable Department Manager, Andy Stokes, Cable Chief Technician, & Chris Lamar, Systems Technician, Level I Farron Toler, Cable Department Manager, Holly Gordon, Cable Studio Manager, Amy Adams, Human Resources Manager

**PARAGOULD LIGHT WATER & CABLE
RECRUITMENT INITIATIVES FORMS**

October 1, 2015 – September 30, 2016

TYPE OF RECRUITMENT INITIATIVE	DATE	BRIEF DESCRIPTION OF ACTIVITY & SCOPE OF CABLE OPERATOR'S PARTICIPATION	RECRUITING (AND MANAGEMENT STAFF) IN ATTENDANCE
Provision of training to management level personnel as to methods of ensuring equal employment opportunity and preventing discrimination (xiv)	1/28/16, 2/22/16, 4/25/16	Customer Service Communication and Conflict Resolution Training	
	9/13/16 thru 10/18/13	Essential Skills for Team Leaders	Brian Archer, Water Maintenance, Teddy Hall, Utility Locator, Scott Morton, Water Maintenance, Justin Pemberton, Water Maintenance, Kelly Stevens, Water Maintenance
Provision of training to management level personnel as to methods of ensuring equal employment opportunity and preventing discrimination (xiv), continued	10/16/14	Employment Law – Supervisor and HR Essentials	Amy Adams, Human Resources Manager, DaRae Roberts, Customer Service Department Manager, Mandy Pillow, HR Assistant, Michael Sims, Field Service Supervisor
	4/21/16	Paragould Young Professionals Leadership Conference	DaRae Roberts, Customer Service Department Manager, Mark Northcutt, Chemist, Trase Davis, CSR