

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

Employment Unit ID# 013980

Covering the Period from 10/1/2019 – 9/30/2020

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, 2019 – September 30, 2020

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
Fiber Service Technician, Level I (2)	3, 4, 9, 10, 19,20, 21, 22, 23, 24	10
Call Center CSR	3, 4, 20, 21, 22	20
After Hours Call Center CSR	3, 4, 20, 21, 22, 24	20
Network Operations Center (NOC) Support Technician (2)	20, 21, 22	20
Water Maintenance, Level I (2)	9, 10, 19, 20, 21, 22, 23, 24	9
Electrical Engineer	3, 4, 19, 20, 21, 22, 23, 24	19
Meter Reader	19	19
Maintenance Operator	9, 10, 19, 20, 21, 22, 23	9
Lift Station Maintenance	19	19

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	Jonesboro Sun 518 Carson St Jonesboro, AR 72401 870-935-5525	
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	Express Employment Professionals Contact Person: Melissa Bowers 2307 Linwood Drive Paragould, AR 72450 (870) 236-4888	
15	www.jobsarkansas.com	
16	www.indeed.com	
17	www.monster.com	
18	www.glassdoor.com	
19	Internal PLWC Job Posting Contact Person: Amy Adams 870-239-7700	
20	PLWC Website (www.paragould.com) Contact Person: Amy Adams 870-239-7700	
21	PLWC Facebook Page Contact Person: Mandy Pillow 870-239-7700	
22	Employee Referrals	
23	Non-Employee Referrals	
24	Walk-In Applicants	

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

October 1, 2019 – September 30, 2020

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)	11/8/2019	PLWC's Manager of Environmental Services spoke to Paragould Junior High School student about Water, Wastewater and the environment.	Lisa Ellington, Manager of Environmental Services
	2/28/20	PLWC 's Chief Operations Officer spoke to the Paragould Young Professionals group highlighting the change in technology occurring in PLWC Cable/Fiber Services and the need for skilled employees to build the new Fiber system.	Brett Bradford, Chief Operations Officer, DaRae Roberts, Customer Service Department Manager, Jamie Miller, CSR
	3/4/2020	PLWC 's Chief Operations Officer spoke to the Paragould Young Professionals group highlighting the change in technology occurring in PLWC Cable/Fiber Services and the need for skilled employees to build the new Fiber system.	Brett Bradford, Chief Operations Officer
	4/23/20	PLWC's Customer Service Department Manager spoke to the Greene County Community Fund Board highlighting the change in technology occurring in PLWC Cable/Fiber Services and the need for skilled employees to build the new Fiber system.	DaRae Roberts, Customer Service Department Manager

TYPE OF RECRUITMENT INITIATIVE	DATE	BRIEF DESCRIPTION OF ACTIVITY & SCOPE OF CABLE OPERATOR'S PARTICIPATION	RECRUITING (AND MANAGEMENT STAFF) IN ATTENDANCE
	07/10/20	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, Marcus Dowdy, Fiber Department Manager, Lisa Ellington, Manager of Environmental Services, Holly Gordon, Studio/Advertising Director, Terry Tripp and Robert Ring, Water Plant Operators, David Moss, Engineering Department Manager and Todd Boyd, Fiber Headend Technician
	8/26/20	PLWC's Chief Operations Officer spoke to the Rotary Club of Paragould highlighting the change in technology occurring in PLWC Cable/Fiber Services and the need for skilled employees to build the new Fiber system.	Brett Bradford, Chief Operations Officer

TYPE OF RECRUITMENT INITIATIVE	DATE	BRIEF DESCRIPTION OF ACTIVITY & SCOPE OF CABLE OPERATOR'S PARTICIPATION	RECRUITING (AND MANAGEMENT STAFF) IN ATTENDANCE
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.	Marcus Dowdy, Fiber Department Manager, Todd Boyd, Fiber Headend Technician, Andy Stokes, Lead Technician (coordinating supervisors);, Seth Allbritton, Robert Beck, Paul Brincks, Michael Bryant, Chris Carter, Gary Cothren, Coby Gamble, Josh Harmon, Justin Moore, Marshall Morgan, Terry Roush, Rick Seeger, Daniel Smith, Jake Smith, AJ Taylor and Will Turnipseed (training participants)
	10/7 – 10/11/19	Electric Meter School	Roger Knight & Evan Smith, Electrician/ Maintenance
	10/9 – 10/10/19	MPUA School for 2 nd Year Apprentices	Noah Bass, Apprentice Lineman, Level 2
	10/16 – 10/17/19	MPUA School for 3 rd Year Apprentices	Josh Sisler, Apprentice Lineman, Level 3
	10/26 – 10/24/19	MPUA School for 4 th Year Apprentices	Nick Blomberg, Apprentice Lineman, Level 4
	11/12/19	Ground Operations and Aerial Support	John White, Right of Way Coordinator
	12/19/19	Fraud and Cash Receipts	Janet Chronister, Director of Finance
	3/15 – 3/21/20	Low Voltage, High Voltage and Arc Flash Train the Trainer	Bill McCracken, Safety and Training Specialist
	7/22/20	Backflow Operation Recertification	Robert Ring and Terry Tripp, Water Plant Operators

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 or programs sponsored by educational institutions relating to career opportunities in multichannel video programming communications. (x)	Ongoing 2/27/20	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.	Marcus Dowdy, Fiber Department Manager, Andy Stokes, Fiber Chief Technician, & Todd Boyd, Fiber Headend Technician. Marcus Dowdy, Fiber Department Manager, Holly Gordon, Fiber Studio Manager, Ron Wiles, Production Coordinator.
Provision of training to management level personnel as to methods of ensuring equal employment opportunity and preventing discrimination (xiv)	2/6 – 2/7/20	Strategic Leadership – Vanderbilt Executive Education	Brett Bradford, Chief Operations Officer
	2/16 – 2/19/20	National Cable Television Cooperative Winter Education Institute	Marcus Dowdy, Fiber Department Manager, Holly Gordon, Fiber Studio/Advertising Director
	5/12/20	EEOC Update on COVID-19	Amy Adams, Chief Human Resources Officer
	9/14 – 9/15/20	American Public Power Association Business and Financial Virtual Conference	Amy Adams, Chief Human Resources Officer and Mandy Pillow, Human Resources Generalist
	9/30/20	FLSA and Compensation	Amy Adams, Chief Human Resources Officer and Mandy Pillow, Human Resources Generalist