

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

**Employment Unit ID# 013980**

**Covering the Period from 10/1/2017 – 9/30/2018**

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

<b>Job Title</b>	<b>Recruitment Sources (RS) Used to Fill Vacancy</b>	<b>RS Referring Hiree</b>
W/S Construction Technician	10, 19	10
Software Developer	20, 21, 22	22
Cable Service Technician, Level I (5)	3, 4, 5, 9, 10, 20, 21, 22	10, 22
Call Center CSR (2)	3, 4, 20, 21, 22	22
Call Center CSR/SCADA (2)	3, 4, 20, 21, 22, 24	10, 22
Network Operations Center (NOC) Support Technician (2)	20, 21, 22	19, 20
Apprentice Lineman, Level I	19, 20, 21, 22, 23	23
Quality Control Worker (2)	10, 19	10, 19
Water Maintenance, Level I	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	2
5	Daily Dunklin Democrat P.O. Box 669 Kennett, MO 63857 573-888-4505	1
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	6
11	Devereux, Nick Instructor of Telecommunications Arkansas State University Technical Center 5504 Krueger Drive Jonesboro, AR 72401 870.680.8724	
12	Pam Towery, EdS, RD, LD Director, Coordinated Program in Dietetics Arkansas State University P.O. Box 910 State University, AR 72467 870-680-8598	
13	Dr. William Burns Chair, Department of Chemistry & Physics Arkansas State University P.O. Box 910 State University, AR 72467 870-680-8598	
14	Arkansas State University Alumni Association Contact Person: Beth Smith Cooper Alumni Center P.O. Box 1990 State University, AR 72467	
15	<a href="http://www.jobsarkansas.com">www.jobsarkansas.com</a>	
16	<a href="http://www.indeed.com">www.indeed.com</a>	
17	<a href="http://www.monster.com">www.monster.com</a>	
18	<a href="http://www.glassdoor.com">www.glassdoor.com</a>	
19	Internal PLWC Job Posting Contact Person: Amy Adams 870-239-7700	
20	PLWC Website ( <a href="http://www.paragould.com">www.paragould.com</a> ) Contact Person: Amy Adams 870-239-7700	14
21	PLWC Facebook Page Contact Person: Mandy Pillow 870-239-7700	
22	Employee Referrals	19
23	Non-Employee Referrals	11
24	Walk-In Applicants	1

**PARAGOULD LIGHT WATER & CABLE  
RECRUITMENT INITIATIVES FORMS**  
October 1, 2014 – September 30, 2015

<b>TYPE OF RECRUITMENT INITIATIVE</b>	<b>DATE</b>	<b>BRIEF DESCRIPTION OF ACTIVITY &amp; SCOPE OF CABLE OPERATOR'S PARTICIPATION</b>	<b>RECRUITING (AND MANAGEMENT STAFF) IN ATTENDANCE</b>
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)	05/11/18	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 Marcus Dowdy, Fiber Services Manager
	5/22/18	PLWC's Manager of Fiber Services spoke to the Paragould City Council highlighting the change in technology occurring in PLWC Cable/Fiber Services.	Marcus Dowdy, Fiber Services Manager
	9/26/18	PLWC's Manager of Fiber Services 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.	Marcus Dowdy, Fiber Services 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, Marcus Dowdy, Fiber Service Manager (coordinating supervisors); Cameron Adkerson, Seth Allbritton, Michael Bryant, Chris Carter, Trase Davis, Josh Harmon, Blake Isom, Daniel Smith, Jake Smith, and AJ Taylor (training participants)
	2/22/18	Conflict Management	Michael Sims, Robert Ring

<b>TYPE OF RECRUITMENT INITIATIVE</b>	<b>DATE</b>	<b>BRIEF DESCRIPTION OF ACTIVITY &amp; SCOPE OF CABLE OPERATOR'S PARTICIPATION</b>	<b>RECRUITING (AND MANAGEMENT STAFF) IN ATTENDANCE</b>
	2/15/18	Serving Emotional, Difficult-to-Please Customers	Julie Smith, DaRae Roberts
	3/10/18	2017 NEC Code Update Training	Roger Knight, Ed Clary
	4/2/18 – 4/16/18	Computer Basics Training	Michael Sims, Lori Gunn
	5/17/18	Hot Topics in HR...ADA and Millennials in the Workplace	Amy Adams, Mandy Pillow
	6/4/18 – 8/6/18	Microsoft Excel Suite Computer Training	Terry Tripp
	7/18/18	Electrical Apprentice Program	Evan Smith
Participation in at least two events or programs sponsored by educational institutions relating to career opportunities in multichannel video programming communications. (x)	Ongoing	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.	Farron Toler, Cable Department Manager, Andy Stokes, Cable Chief Technician, & Chris Lamar, Construction Technician.
	2/15/18	Exhibitor at the Paragould Chamber Showcase sponsored by the Paragould Chamber of Commerce.	Farron Toler, Cable Department Manager, Holly Gordon, Cable Studio Manager, Amy Adams, Human Resources Manager
Provision of training to management level personnel as to methods of ensuring equal employment opportunity and preventing discrimination (xiv)	4/4/18 – 4/6/18	Arkansas Human Resources Conference	Amy Adams, Human Resources Manager, Mandy Pillow, Human Resources Assistant
	5/17/18	Hot Topics in HR...ADA and Millennials in the Workplace	Amy Adams, Mandy Pillow
	6/17/18 – 6/20/2018	Society of Human Resources Management Annual Conference	Amy Adams, Mandy Pillow
	4/3/18	Paragould Young Professionals Leadership Conference	DaRae Roberts, Customer Service Department Manager