

2021 FCC Unit Structure

FCC Unit: 13534 Hawaii

Address	City	State	Postal Zip Code
20 Hickam Court - Hickam Airforce Base (AFB)	Hickam	HI	96853
111 East Puainako Street	Hilo	HI	96720
548 Kanoelehua Ave	Hilo	HI	96720
1416 Hart Street	Honolulu	HI	96817
1450 Ala Moana Blvd	Honolulu	HI	96814
1620 North School Street	Honolulu	HI	96817
2826 Kaihikapu St	Honolulu	HI	96819
745 Fort Street	Honolulu	HI	96813
940 Auahi St	Honolulu	HI	96814
158 Maa St	Kahului	HI	96732
58 Ho'okele Street	Kahului	HI	96732
74-5450 Makala Blvd	Kailua Kona	HI	96740
73-4876 Kanalani St	Kailua-Kona	HI	96740
45-480 Kaneohe Bay Dr	Kaneohe	HI	96744
4450 Kapolei Pkwy	Kapolei	HI	96707
488 Kamokila Blvd	Kapolei	HI	96707
305-335 Keawe Street	Lahaina	HI	96761
910 Honoapiilani Hwy	Lahaina	HI	96761
730 Lanai Ave	Lanai City	HI	96763
2956 Aukele St.	Lihue	HI	96766
3-2600 Kaumualii Hwy	Lihue	HI	96766
151 Palii Street	Mililani	HI	96789
200 Akamainui St	Mililani	HI	96789
95-1249 Meheula Pkwy	Mililani	HI	96789
Ulili St Suite D Lot 18	Molokai	HI	96748
1000 W Kamehameha Hwy	Pearl City	HI	96782

Federal Communications Commission Washington, D.C. 20554 FCC 396-C	OMB 3060-1033 September 2003	FOR FCC USE ONLY
Multi-Channel Video Program Distributor EEO Program Annual Report Read INSTRUCTIONS Before Filling Out Form		FOR COMMISSION USE ONLY FILE NO. -

SECTION I IDENTIFYING INFORMATION

A. Name of Operator:

TIME WARNER CABLE

MSO Name:

CHARTER COMMUNICATIONS

B. Employment Unit's Mailing Address

7910 CRESCENT EXECUTIVE DRIVE

City

CHARLOTTE

State

NC

Zip Code

28217-

E-Mail Address (if available)

JENNIFER.GOAD@CHARTER.COM

FCC Registration Number:

Emp. Unit ID # 13534

Application Purpose☒ New Program Report☐ Amendment to Program Report☐ Supplemental Investigation Sheet (SIS) Attached

C. County and State in which unit's employment office is located

HONOLULU, HI

D. Category of Respondent (check applicable box)

☐ Fewer than six (6) full-time employees during the selected payroll period: Complete Sections I, II and V☒ Six (6) or more full-time employees during the selected payroll period: Complete ALL sections of the Form 396-C and the Supplemental Investigation Sheet, if attached

E. Pay Period Covered by this Report (inclusive dates) 7/1/2020-6/30/2021

F. Attachments: (See "Exhibit" buttons, below.)

SECTION II COMMUNITY INFORMATION

System Communities Comprising Local Employment Unit

Ident No.	Name of Community	Location (State)	Type
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Review the list of communities served on the previous year's submission and attach as Exhibit A any additions or deletions, using the format noted above. NOTE: APPLICABLE ONLY TO CABLE OPERATORS AND NOT TO OTHER MVPD UNITS. [Exhibit 1]

SECTION III EEO POLICY AND PROGRAM REQUIREMENTS

Check YES or NO to each of the following questions. If answer to any question below is NO, attach as Exhibit B an explanation.
 [Exhibit 2]

1.	Have you complied with the outreach provisions of the FCC's MPVD Equal Employment Opportunity Rule, 47 C.F.R. Section 76.75(b), during the twelve month period prior to filing this form?	<input checked="" type="radio"/> Yes <input type="radio"/> No
2.	Do you disseminate widely your EEO Program to job applicants, employees, and those with whom you regularly do business?	<input checked="" type="radio"/> Yes <input type="radio"/> No
3.	Do you contact organizations, media, educational institutions, and other potential sources of applicants for referrals whenever job vacancies are available in your organization?	<input checked="" type="radio"/> Yes <input type="radio"/> No
4.	Do you undertake to offer promotions to positions of greater responsibility in a nondiscriminatory manner?	<input checked="" type="radio"/> Yes <input type="radio"/> No
5.	To the extent possible, do you seek out entrepreneurs in a nondiscriminatory manner and encourage them to conduct business with all parts of your organization?	<input checked="" type="radio"/> Yes <input type="radio"/> No
6.	Do you analyze the results of your efforts to recruit, hire, promote, and use services in a nondiscriminatory manner and use these results to evaluate and improve your EEO program?	<input checked="" type="radio"/> Yes <input type="radio"/> No
7.	Do you define the responsibility of each level of management to ensure a positive application and vigorous enforcement of your policy of equal employment opportunity and maintain a procedure to review and control managerial and supervisory performance?	<input checked="" type="radio"/> Yes <input type="radio"/> No
8.	Do you conduct a continuing program to exclude every form of prejudice or discrimination based upon race, color, religion, national origin, age, or sex from your personnel policies and practices and working conditions?	<input checked="" type="radio"/> Yes <input type="radio"/> No
9.	Do you conduct a continuing review of job structure and employment practices and maintain positive recruitment training, job design, and other measures needed to ensure genuine equality of opportunity to participate fully in all organizational units, occupations, and levels of responsibility?	<input checked="" type="radio"/> Yes <input type="radio"/> No

SECTION IV ADDITIONAL INFORMATION

You may provide as Exhibit C any additional information that you believe might be useful in evaluating your efforts to comply with the Commission's EEO provisions. There is no requirement to provide additional data or information.

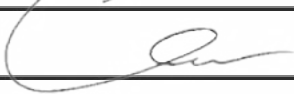
[Exhibit 3]

SECTION V CERTIFICATION

This report must be certified as follows:

- A. By the individual owning the reporting system if individually owned;
- B. By a partner, if a partnership; or
- C. By an officer, if a corporation or association.

I certify that to the best of my knowledge, information and belief, all statements contained in this report are true and correct.

Signed 	Title GVP, LABOR & EMPLOYEE RELATIONS
Date 9/28/2021	Name of Respondent KEVIN SMITH
Telephone No. (include area code) 2037054832	

WILLFUL FALSE STATEMENTS ON THIS FORM ARE PUNISHABLE BY FINE AND/OR IMPRISONMENT (U.S. CODE, TITLE 18, SECTION 1001), AND/OR REVOCATION OF ANY STATION LICENSE OR CONSTRUCTION PERMIT (U.S. CODE, TITLE 47, SECTION 312(a)(1)), AND/OR FORFEITURE (U.S. CODE, TITLE 47, SECTION 503).

Exhibits

2020-2021 Recruitment Initiatives

FCC Unit: 13534 Hawaii

- 1. #1 - Participation in at least two job fairs by personnel who have substantial responsibility in the making of hiring decisions.**

O'ahu Back to Work Job Fair

- November 24, 2020
- Virtual
- Charter Representation: Recruiters
- Targeted Positions: All open positions
- Less than 50 attendees

Star Advertiser Career Expo

- May 26-27, 2021
- Virtual
- Charter Representation: Recruiters
- Targeted Positions: All open positions
- Large Volume of Attendees

- 2. #14 - Provision of training to management level personnel as to methods of ensuring equal employment opportunity and preventing discrimination.**

Workplace Expectations: Equal Employment Opportunity Requirements for Leaders and Human Resources

Are you a Leader involved in hiring or promotion decisions? Or, are you a Human Resources professional responsible for addressing Equal Employment Opportunity (EEO) requirements? By welcoming and leveraging differences, we all help build a stronger Charter. Your expertise with Charter's EEO Policy and your adherence to Federal requirements ensures all qualified individuals have equal opportunities in employment at Charter. This course will help you identify federal EEO requirements. In addition, you will learn about affirmative action plans and the role you play in applying Charter's EEO Policy relative to these topics. This required course is assigned at new hire and reassigned annually for Leaders and Human Resources employees.

2021 FCC Outreach Sources

FCC Unit: 13534 Hawaii

Agency	Recipient Email(s)	Recipient Phone Number	Agency Address	Agency City	Agency State	Agency Zip
Amberton University	bgilbreath@amberton.edu	972-279-6511	3880 Parkwood Blvd	Frisco	TX	75034-1928
Autism Society Hawaii Chapter	autismhi@gmail.com	808-282-3676	Po Box 2995	Honolulu	HI	96802-2995
Bill J. Priest Institute for Economic Development	eccjobs@dcccd.edu	214-521-0407	1402 Corinth St	Dallas	TX	75215-2111
Brookhaven College	bhcjobs@dcccd.edu	972-860-4894	3939 Valley View Ln	Dallas	TX	75244-4906
Chaminade University - Honolulu	Megan.Robison@chaminade.edu	(808) 735-4711	3140 Waialae Ave	Honolulu	HI	96816-1510
Goodwill First to Work - Vocational Rehabilitation	dliizama@dhs.hawaii.gov	808-737-2800	680 Ala Moana Blvd	Honolulu	HI	96813-5406
Goodwill SEE Hawaii Work	nisabelo@higoodwill.org	(808) 792-8551	1085 S Beretania St	Honolulu	HI	96814-1603
Goodwill SEE Hawaii Work	rsaludares@higoodwill.org	(808) 792-8551	1085 S Beretania St	Honolulu	HI	96814-1603
Hawaii Island Chamber of Commerce	admin@hicc.biz	808-935-7178	117 Keawe St	Hilo	HI	96720-2854
Hilo Vet Center	maricar.souza@va.gov	808-969-3833	70 Lanihuli St Ste 102	Hilo	HI	96720-7213
Honolulu Vet Center	clint.kaaiakamanu@va.gov	808-973-8387	1680 Kapiolani Blvd Ste F-3	Honolulu	HI	96814-3794
Lanakila Pacific	dcomfort@lanakilapacific.org	(808) 356-8528	1809 Bachelot St	Honolulu	HI	96817-2430
Network Enterprises, Inc.	randyk@NetworkEnterprises.org	(808) 521-7774	680 Iwilei Rd	Honolulu	HI	96817-5388
One Stop Career Center - Dillingham Plaza	tyoung@honolulu.gov	808-768-5700	1505 Dillingham Blvd	Honolulu	HI	96817-4885
Western Oahu Vet Center	kameron.apostol-chinn@va.gov	(808) 674-2414	885 Kamokila Blvd	Kapolei	HI	96707-2062
YWCA Kauai	ywcakauai@ywcakauai.org	808-245-5959	3094 Elua St	Lihue	HI	96766-1209

2021 FCC Source Evaluation Report

FCC Unit: 13534 Hawaii

Source	Applicant Count	Interview Count	Hire Count
Ad - TV Commercial Advertisement	2	2	2
Brazen	2	2	1
Campaign - Indeed	13	13	6
Contractor - Conversion	1	1	1
Direct Sourcing - ATS	5	5	4
Direct Sourcing - Indeed	23	23	12
Direct Sourcing - LinkedIn	1	1	1
Former Employee - Rehire	2	2	2
Internal - Internal Hire	15	15	0
Internet - Google	1	1	1
Internet - Indeed	137	137	91
Internet - LinkedIn	1	1	1
Internet - Other	2	2	1
Internet - Ziprecruiter	3	3	2
Job Fair - External	3	3	1
Organization - Community Outreach	2	2	1
Referral - Employee Referral	34	34	25
Referral - Manager Referral	5	5	4
Website - External Career Site	2256	340	15
Total	2508	592	171

2021 FCC Source Report

FCC Unit: 13534 Hawaii

Requisition ID	Job Title	Source	Applicant Count	Interview Count	Hire Count
266467BR	Area Manager	Former Employee - Rehire	1	1	1
		Website - External Career Site	63	5	0
267922BR	Rep, Cust Svc-Retention Union	Internet - Indeed	1	1	1
		Website - External Career Site	109	18	0
268520BR	Sup, Resi Inbound Sales	Direct Sourcing - Indeed	1	1	1
		Internal - Internal Hire	5	5	0
		Website - External Career Site	57	14	0
269793BR	Rep, Cust Svc-Sales Union	Direct Sourcing - Indeed	6	6	2
		Internal - Internal Hire	3	3	0
		Internet - Indeed	17	17	7
		Internet - Other	2	2	1
		Job Fair - External	2	2	1
		Organization - Community Outreach	2	2	1
		Referral - Employee Referral	9	9	4
		Website - External Career Site	163	28	6
269795BR	Business Retention Rep	Internet - Indeed	1	1	1
		Website - External Career Site	15	3	0
270483BR	Store Associate	Internet - Indeed	1	1	1
		Website - External Career Site	38	9	0
270493BR	Area Manager	Direct Sourcing - ATS	1	1	1
		Website - External Career Site	23	1	0
270508BR	Store Associate	Internet - Indeed	1	1	1
		Website - External Career Site	61	10	0
270531BR	Direct Sales Rep	Website - External Career Site	13	10	1
270555BR	Rep, SMB Telesales	Internet - Indeed	1	1	1
		Website - External Career Site	17	5	1
270559BR	Rep, Residential Telesales	Direct Sourcing - Indeed	1	1	1
		Referral - Employee Referral	1	1	1
		Website - External Career Site	17	3	0
270710BR	Account Executive	Internet - LinkedIn	1	1	1
		Referral - Manager Referral	1	1	0
		Website - External Career Site	38	5	0
270975BR	Network Engineer II	Former Employee - Rehire	1	1	1
		Website - External Career Site	35	1	0
271097BR	Store Associate	Internet - Indeed	3	3	2
		Referral - Employee Referral	1	1	1
		Website - External Career Site	16	2	0
271343BR	Recruiter I	Internet - Indeed	1	1	1
		Website - External Career Site	16	0	0

Requisition ID	Job Title	Source	Applicant Count	Interview Count	Hire Count
271355BR	Account Executive	Internet - Indeed	1	1	1
		Website - External Career Site	19	6	0
271378BR	Sup, Direct Sales	Campaign - Indeed	1	1	1
		Website - External Career Site	13	1	0
271449BR	Store Associate	Internet - Indeed	1	1	1
		Website - External Career Site	11	0	0
271533BR	Direct Sales Rep	Internet - Indeed	1	1	1
		Website - External Career Site	9	3	0
271760BR	Dir, State Government Affairs	Referral - Manager Referral	1	1	1
		Website - External Career Site	31	0	0
271828BR	Rep, Cust Svc-Sales Union	Internet - Indeed	18	18	16
		Internet - Ziprecruiter	1	1	1
		Referral - Employee Referral	6	6	5
		Website - External Career Site	160	25	0
272219BR	Rep, Cust Svc-Retention Union	Direct Sourcing - Indeed	1	1	0
		Internet - Indeed	3	3	3
		Referral - Employee Referral	1	1	1
		Website - External Career Site	99	7	0
272340BR	Asst Mgr, Store	Internet - Indeed	1	1	1
		Website - External Career Site	9	0	0
272505BR	Business Retention Rep	Internet - Indeed	1	1	1
		Website - External Career Site	12	1	0
272508BR	Rep, SMB Telesales	Internet - Indeed	3	3	1
		Website - External Career Site	25	5	0
272511BR	Rep, Residential Telesales	Internet - Indeed	2	2	1
		Website - External Career Site	29	6	0
272544BR	HFC Designer I Nonexempt	Contractor - Conversion	1	1	1
		Website - External Career Site	6	1	0
272687BR	Store Associate	Internal - Internal Hire	1	1	0
		Internet - Indeed	2	2	1
		Referral - Employee Referral	1	1	1
		Website - External Career Site	44	4	0
272749BR	Human Resources Generalist	Direct Sourcing - LinkedIn	1	1	1
		Website - External Career Site	35	2	0
273280BR	Direct Sales Rep	Internet - Indeed	1	1	1
		Referral - Employee Referral	1	1	1
		Website - External Career Site	5	1	0
273308BR	Account Executive	Referral - Manager Referral	1	1	1
		Website - External Career Site	41	0	0

Requisition ID	Job Title	Source	Applicant Count	Interview Count	Hire Count
273704BR	Rep, Cust Svc-Sales Union	Direct Sourcing - Indeed	4	4	3
		Internal - Internal Hire	2	2	0
		Internet - Indeed	27	27	18
		Referral - Employee Referral	1	1	1
		Website - External Career Site	156	33	0
273716BR	Account Executive	Internet - Indeed	1	1	1
		Website - External Career Site	24	0	0
273819BR	Account Executive	Internet - Indeed	1	1	1
		Referral - Employee Referral	1	1	0
		Website - External Career Site	7	1	0
273945BR	Account Executive 2	Internet - Indeed	1	1	1
		Website - External Career Site	24	17	0
274113BR	Account Executive	Referral - Manager Referral	1	1	1
		Website - External Career Site	4	0	0
274445BR	Direct Sales Rep	Internet - Indeed	1	1	1
		Website - External Career Site	15	3	0
274722BR	Direct Sales Rep	Referral - Employee Referral	1	1	1
		Website - External Career Site	3	0	0
274946BR	Direct Sales Rep	Direct Sourcing - ATS	3	3	3
		Website - External Career Site	10	10	0
274970BR	Store Associate	Referral - Employee Referral	2	2	2
		Website - External Career Site	21	3	0
275932BR	Rep, Cust Svc-Sales Union	Ad - TV Commercial Advertisement	1	1	1
		Brazen	2	2	1
		Direct Sourcing - Indeed	8	8	5
		Internet - Indeed	15	15	10
		Internet - Ziprecruiter	1	1	0
		Referral - Employee Referral	3	3	3
		Website - External Career Site	207	46	4
276112BR	Account Executive	Internal - Internal Hire	1	1	0
		Internet - Indeed	1	1	1
		Website - External Career Site	14	3	0
276577BR	Account Executive	Referral - Manager Referral	1	1	1
		Website - External Career Site	6	0	0
276905BR	Client Success Coordinator Nonexempt	Website - External Career Site	10	4	2
277865BR	Store Associate	Referral - Employee Referral	1	1	1
		Website - External Career Site	9	1	0
277873BR	Store Greeter Nonexempt	Internet - Indeed	1	1	1
		Website - External Career Site	12	1	0
278035BR	Warehouse Technician Nonexempt	Internet - Indeed	1	1	1
		Website - External Career Site	45	6	0

Requisition ID	Job Title	Source	Applicant Count	Interview Count	Hire Count
278349BR	Store Associate	Direct Sourcing - ATS	1	1	0
		Internet - Indeed	1	1	1
		Website - External Career Site	20	10	0
278831BR	Store Associate	Internet - Indeed	2	2	2
		Website - External Career Site	6	0	0
278903BR	Rep, Cust Svc-Sales Union	Internet - Indeed	8	8	5
		Internet - Ziprecruiter	1	1	1
		Referral - Employee Referral	1	1	0
		Website - External Career Site	90	9	0
279079BR	Field Technician I HI	Internet - Google	1	1	1
		Website - External Career Site	4	1	0
279080BR	Field Technician I HI	Referral - Employee Referral	1	1	1
		Website - External Career Site	21	5	0
280077BR	Client Success Planner Exempt	Referral - Employee Referral	1	1	1
		Website - External Career Site	7	2	0
280376BR	Direct Sales Rep	Campaign - Indeed	2	2	2
		Referral - Employee Referral	1	1	1
		Website - External Career Site	5	5	0
281280BR	Rep, Cust Svc-Sales Union	Ad - TV Commercial Advertisement	1	1	1
		Internet - Indeed	14	14	5
		Job Fair - External	1	1	0
		Website - External Career Site	141	14	1
282488BR	Direct Sales Rep	Campaign - Indeed	3	3	1
		Website - External Career Site	4	2	0
282492BR	Direct Sales Rep	Campaign - Indeed	7	7	2
		Website - External Career Site	15	10	0