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March 1, 2017

Via E-Mail

Timothy J. Sullivan
Executive Director
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102-3298

RE: Verizon Wireless 2016 General Order 156 Compliance Filing – Annual Report and Annual Plan

Dear Mr. Sullivan:

Pursuant to General Order 156, Verizon Wireless hereby submits its 2016 Annual Report and Annual Plan. This report is available to others upon request. This 2016 General Order 156 Report and Annual Plan is submitted on behalf of the following entities d/b/a Verizon Wireless in California:

Alltel Communications, LLC (U-3025-C)
AirTouch Cellular Inc. (U-3011-C)
California RSA. No. 4 Limited Partnership (U-3038-C)
Cellco Partnership (U-3001-C)
Fresno MSA Limited Partnership (U-3005-C)
GTE Mobilnet of California Limited Partnership (U-3002-C)
Los Angeles SMSA Limited Partnership (U-3003-C)
Modoc RSA Limited Partnership (U-3032-C)
Pinnacles Cellular, Inc. (U-3028-C)
Sacramento-Valley Limited Partnership (U-3004-C)
Verizon Wireless (VAW) LLC (U-3029-C)

Should you have any questions, please do not hesitate to contact me.

Sincerely,

Rudolph M. Reyes / cab

Attachment



**WOMEN, MINORITY, AND DISABLED VETERAN
BUSINESS ENTERPRISE
ANNUAL REPORT AND ANNUAL PLAN**

CPUC

ANNUAL REPORT

**WOMEN, MINORITY, AND DISABLED VETERAN BUSINESS ENTERPRISE
ANNUAL REPORT AND ANNUAL PLAN
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INTRODUCTION

In accordance with the requirements of the California Public Utilities Commission, (CPUC) General Order 156, Verizon Wireless hereby electronically submits the attached Annual Report and Annual Plan that covers women, minority, disabled veteran, lesbian, gay, bisexual, and transgender-owned business enterprise (WMDVLGBTBE) activities from January 1, 2016 – December 31, 2016.

Verizon is committed to promoting and including diverse businesses into our supply chain. We believe including diverse businesses in our sourcing process provides us with the greatest opportunity to offer innovative, high quality, and cost-effective business solutions for our customers.

For purposes of the GO156 submission, Verizon Wireless' spending with diverse suppliers will be filed separately from Verizon Corporate.

OVERVIEW

In 2016, Verizon Wireless spent 22.9% of its procurement dollars with WMDVLGBTBEs. These results support our longstanding commitment to the inclusion and utilization of diverse suppliers throughout our supply chain.

Through direct experience, we know the inclusion of WMDVLGBTBEs in our business enables us to deliver business benefits and outstanding results that would otherwise not be possible. We understand how a diverse supply chain helps us connect with our customers and stay relevant in a multicultural world.

In the following sections of this report, Verizon discusses each topic in Sections 9.1.1 through 10.1.6.

GO 156, §9.1.1: A description of WMDVLGBTBE program activities engaged in during the previous calendar year. Internal program activities.

INTERNAL PROGRAM ACTIVITIES

Supplier Diversity At Verizon

Our supplier diversity program requires objective setting, goals alignment and relationship management. We make a point to develop strong relationships with diverse suppliers to assist them in achieving success. The Supplier Diversity team manages programs to optimize exposure and ensure diverse suppliers are given opportunities to compete for our business, and we have developed very detailed metrics and reports that enable us to effectively monitor our results and identify areas of improvement and opportunities.

Supplier diversity is a business imperative that extends through all areas of our company. Our strategy is to continually include diverse suppliers that have the right capabilities and capacity in sourcing opportunities.

Verizon supports numerous community alliances, which promote and support the development of WMDVLGBTBEs through memberships, board of directors and committee positions, as well as sponsorships. Our sponsorships and participation with these organizations give us the opportunity to make valuable business connections and partnerships, while providing additional training, support, and capacity building assistance to diverse business. We're also proud to be a charter member of the Billion Dollar Roundtable, a coalition of companies that spend more than \$1 billion each year with diverse suppliers.

Key Procurement Opportunities

Our sourcing and procurement process enables suppliers to compete on an equal basis for business opportunities. In 2016, Verizon Wireless continued to provide new opportunities to suppliers as we continued enhancements to our 4G LTE mobile broadband network. Some of their opportunities included network cellular construction and maintenance services, data network architecture and design, and cell site acquisition and decommissioning services.

Verizon knows that having suppliers from a variety of backgrounds affords us diversity of thoughts, ideas and values that helps drive our business forward and can provide us the greatest opportunity to develop the most innovative, highest quality, and most cost-effective business solutions. We continue to engage WMDVLGBTBEs in these and other areas of focus in Verizon's supply chain.

WMDVBE Contract Commitments

Our approach for doing business with diverse suppliers includes a supplier diversity provision in our prime supplier contracts that supports awarding subcontracting work to diverse businesses. We believe driving diverse supplier utilization through our supply

chain will fuel the economy in the diverse business community and provide a multiplier effect for diverse business utilization.

Annual Plans

Verizon's purchases of goods and services are generally obtained via a competitive bid process for contracts over \$500K and managed by Category Managers within Verizon's Strategic Sourcing organization. The Strategic Sourcing organization's performance agreements include WMDVLGBTBE goals and objectives.

Executive Awareness

Verizon's Chief Diversity Officer meets quarterly with the Chairman & CEO and his leadership team. These meetings include discussions on supplier diversity, the status of diverse spend at the corporate level, at each leader's level and any issues or success stories.

Employee Education

- **Supplier Diversity Training** – In 2016, Verizon continued to improve upon its employee supplier diversity training. The supplier diversity team's subject matter experts not only provided mandatory on-line supplier diversity training for the strategic sourcing organization as well as on-line supplier diversity awareness training for the entire business enterprise, they also provided live in-person training to additional employees at all levels of the business. These trainings provided information on the certification and process, the business case for supplier diversity, and tier 2 reporting.
- **Business Group Meetings and Conferences** – Verizon's supplier diversity champions identify business opportunities and advocate at all employee levels by educating employees on the benefits of Supplier Diversity within the company and the corporate community. The champions educate diverse suppliers on certification and verification, on-line registration, small business development and how to do business with Verizon.

Supplier Diversity Champions

The supplier diversity team leads meetings where business champions throughout the enterprise meet on a bi-weekly basis. At these meetings the group reviews action plans, results, and strategies focused on increasing diverse spend.

Internal Communication

Verizon's supplier diversity team continued with an internal communications effort in 2016 that included C-suite executive level dashboards that tracked supplier diversity spend. Verizon's supplier diversity leadership team provided quarterly updates to c-suite executives on progress toward meeting corporate goals.

Key California Initiatives

Focus on Business and Procurement Opportunities: With a focus on enhancing our network, Verizon continued to identify procurement opportunities in categories like technology, network architecture, and marketing to expand our diverse supplier base, to keep us competitive and to help build long-term value for our customers. Verizon's supplier diversity team and champions participated on cross-functional sourcing initiatives, in one-on-one diverse supplier meetings at the NMSDC, WBENC, the Elite SDVOB, and NGLCC conferences, and participated on panels to ensure progress was made to meet Verizon's WMDVLGBTBE goals.

Cross Functional Teams: The supplier diversity team continued to partner with sourcing and the business to identify key Requests for Proposals ("RFPs") and encourage competitive selection of all suppliers to ensure full opportunity for diverse suppliers. Within the Verizon procurement process, cross-functional teams consist of category sourcing experts, lines of business managers and supplier diversity managers. These teams are utilized for national RFPs as well as those with a smaller scope.

Internal Partnerships: Internal partnerships throughout the business enterprise continued throughout 2016 to drive accountability and focus on results. For example, in 2016, a supplier diversity business champion team was created specifically to focus on Verizon's supplier diversity efforts in California to identify opportunities to drive an increase in WMDVLGBTBE spend. This supplier diversity business champion team is made up of representatives from supplier diversity, regulatory, and the internal stakeholders that have spend in California.

Prime Supplier Focus: Verizon has a second tier reporting program and tracking system that tracks the amount spent by Verizon's prime suppliers for products and services from diverse suppliers. We include a diverse subcontracting clause that requires prime contractors to provide a plan for diverse supplier utilization and, include percentage goals (with an annual goal increase in subsequent years of the contract). Verizon also requires prime suppliers to submit quarterly reports that track their adherence to this commitment.

Prime suppliers are encouraged to make additional concerted efforts to use more WMDVLGBTBE subcontractors. Our primes are invited to participate in advocacy conferences and symposiums, as well as join these advocacy organizations.

Improve Processes and Procedures: Verizon continued to make enhancements to its processes and procedures to better measure, monitor, track, analyze, and report on its performance toward California WMDVLGBTBE goals. These included business champions focused on California, a supplier diversity tool kit, and bi-weekly business champion meetings.

GO 156, §9.1.1: A description of WMDVLGBTBE program activities engaged in during the previous calendar year. External program activities.

EXTERNAL PROGRAM ACTIVITIES

Second Tier Program

We continue to include and expand tier 2 diverse spend commitments in our contracts. Such provisions encourage suppliers to promote the development and utilization of diverse suppliers. We believe that driving diverse supplier utilization through our supply chain will fuel the economy in the diverse business community and provide a multiplier effect for diverse business utilization. The program requires prime suppliers to report their utilization of WMDVLGBTBE subcontractors quarterly to Verizon through our tier 2 reporting portal. The supplier diversity team frequently conducts training sessions to insure that the prime suppliers successfully enter their spend data into the portal.

Capacity Building and Technical Assistance Programs

In 2016, Verizon continued to support and partner with chambers of commerce, business associations, and other community alliances that are dedicated to helping diverse businesses improve efficiency and effectiveness by providing the following technical assistance, capacity building, and training programs:

Black Business Association of Los Angeles (BBA)

Verizon partnered with the BBA on the **eBusiness Technology Academy** designed to educate small and minority-owned businesses on how to incorporate e-marketing, e-procurement and customer relations management tools into their daily business operations.

California Asian Pacific Chamber of Commerce (CAPCC)

Verizon continued its partnership with the California Asian Pacific Chamber of Commerce in support of the **Business Development and Education Programs** at the 4th Annual California Asian Business Summit.

California Black Chamber of Commerce (CBCC)

Verizon partnered with the CBCC on their **Youth Entrepreneurship & Green Business Development Program** to introduce young entrepreneurs to the concept of small business ownership as a viable career choice. This program provides students the opportunity to acquire skills and build vital business and personal networks that will enhance their effectiveness as future business owners.

Elite SDVOB Network

Verizon continued its partnership with the Elite SDVOB Network at the **National Conference**. The three-day event includes education panels (Verizon

participated on two), presentations, workshops, networking, and matchmaking meetings (Verizon held 9 meetings).

Latin Business Association Institute (LBA-I)

Verizon continued to partner with the LBA-I on its **Supplier Diversity Procurement Bootcamp**. The Bootcamp is a seven week program that offers hands on training on the key elements of what it takes to develop and sustain a high performance business.

2016 Awards and Recognition

Verizon was recognized with the following awards and recognitions in 2016:

Awards & Recognition – Supplier Diversity

Million Dollar Club: U.S. Hispanic Chamber of Commerce

For seven consecutive years, Verizon was included in the USHCC's Million Dollar Club and was recognized for its commitment in doing business with Hispanic-owned business enterprises.

WE 100 Corporations of the Year: Women's Enterprise USA Magazine

Verizon was recognized for promoting supplier diversity to improve business performance and identification of opportunities to include women's business enterprises in the supply chain.

One of America's Most Admired Corporations for Supplier Diversity: Minority Business News U.S.A

MBN USA recognized Verizon among its 2016 Corporate 101: America's Most Admired Corporations for Supplier Diversity for a demonstrated commitment to growing and developing minority-owned enterprises.

Top Company for Supplier Diversity: U.S. Veterans magazine

U.S. Veterans magazine listed Verizon as having one of the top supplier diversity programs

Top Company for Supplier Diversity: Professional Woman's magazine

Professional Woman's magazine recognized Verizon for having a top supplier diversity program

One of America's Top Corporations for Women: Women's Business Enterprise National Council

Verizon was recognized by the Women's Business Enterprise National Council as one of America's Top Corporations for Women's Business Enterprises with a Gold status.

Awards & Recognition – Diversity

Top 50 Employer: Careers & the disABLED Magazine

For the second year in a row, Verizon was ranked among the Top 50 Employers in the country, the only national career recruitment publication for people with disabilities in the U.S.

Best Companies for Multicultural Women: Working Mother

For eleven years in a row, Verizon was ranked on the 2016 Best Companies for Multicultural Women list. The initiative honors companies that are committed to recruiting, retaining and advancing women of color.

Top 50 Companies for Diversity: Black Enterprise

Verizon was ranked among the Top 50 Employers in the country for the 3rd consecutive year

One of America's Top Companies for Executive Women: National Association for Female Executives

For the second year, Verizon has been named to the Top Companies for Executive Women list by the National Association for Female Executives (NAFE), which honors American corporations that identify and promote successful women.

Awards & Recognition – Workplace Excellence**#1 Military Employer: Military Times**

For the second consecutive year, Verizon was named No. 1 in the Best for Vets: Employers 2016 rankings.

Awards & Recognition - Technology**America's #1 Network: RootMetrics®**

RootMetrics ranked Verizon #1 in overall, reliability, speed, data and call network performance in the U.S.

Fastest Mobile Network: PC magazine

For the second year in a row, Verizon's 4G LTE network was named the nation's fastest 4G mobile network.

“Leader” in Gartner’s Magic Quadrant for Network Services: Gartner

For the ninth consecutive year, Verizon was placed as a Leader in Gartner’s Magic Quadrant for Network Services.

Awards & Recognition – Corporate Responsibility**2016 ENERGY STAR Partner of the Year: ENERGY STAR**

The U.S. EPA recognized Verizon with the Sustained Excellence Award for its continued leadership in protecting the environment through superior energy-efficiency achievements.

Board Participation

Executives and managers of Verizon serve on several organizational boards as officers and advisors. In addition to offering advice and counsel to small businesses on how to grow their business and assisting suppliers on how to meet Verizon's business needs, they also provide advice and counsel to these organizations to aid their efforts to attract and develop diverse suppliers.

Business Organization Involvement - Meetings, Conferences, Trade Fairs and Recognition Events

Verizon supports numerous community alliances, which promote and support the development of diverse suppliers through memberships, board of directors and committee positions, as well as sponsorships. Our sponsorships and participation with these organizations give us the opportunity to make valuable business connections and partnerships, while providing additional training, support, and capacity building assistance to diverse business. We participate on various panels and host one-on-one matchmaking sessions at these conferences and trade fairs.

External Communication

Verizon's supplier diversity team and business champions continued to respond to requests for information from current and prospective prime and diverse suppliers. These efforts included meetings, conference calls, training and educational sessions to review requirements for WMDVLGBTBE subcontracting as well as "how to do business with Verizon". Staff maintained daily outreach efforts to incumbent WMDVLGBTBE suppliers, directly meeting with many and answering requests for information.

GO 156 §9.1.2: A summary of WMDVLGBTBE purchases and/or contracts, with breakdowns by ethnicity, product and service categories, compared with total utility contract dollars, awarded to outside vendors in those categories is attached as: *EXHIBIT A*.

Summary of Purchases:

WMDVBE Annual Results by Ethnicity - VZW

| LINE NO. | | | 2016 GO156 | | | |
|----------|-----------------------|------------------------------------|----------------|---------------|------------------|-----------|
| | | | DIRECT | SUB | TOTAL (\$) | TOTAL (%) |
| 1 | MINORITY MEN | ASIAN PACIFIC M | \$ 389,929,806 | \$ 9,412,262 | \$ 399,342,068 | 17.03% |
| 2 | | BLACK M | \$ 553,848 | \$ 565,740 | \$ 1,119,587 | 0.05% |
| 3 | | HISPANIC M | \$ 209,827 | \$ 2,597,362 | \$ 2,807,189 | 0.12% |
| 4 | | NATIVE AMERICAN M | \$ 50,913 | | \$ 50,913 | 0.00% |
| 5 | | MULTI-ETHNIC M | \$ - | \$ - | \$ - | 0.00% |
| 6 | | TOTAL MINORITY MEN | \$ 390,744,394 | \$ 12,575,364 | \$ 403,319,758 | 17.20% |
| 7 | MINORITY WOMEN | ASIAN PACIFIC W | \$ 4,785,902 | \$ 5,416,974 | \$ 10,202,876 | 0.44% |
| 8 | | BLACK W | \$ 1,211,011 | \$ 104,593 | \$ 1,315,604 | 0.06% |
| 9 | | HISPANIC W | \$ 2,181,620 | \$ 3,396,623 | \$ 5,578,244 | 0.24% |
| 10 | | NATIVE AMERICAN W | \$ - | \$ - | \$ - | 0.00% |
| 11 | | MULTI-ETHNIC W | \$ - | \$ - | \$ - | 0.00% |
| 12 | | TOTAL MINORITY WOMEN | \$ 8,178,534 | \$ 8,918,190 | \$ 17,096,724 | 0.73% |
| 13 | | TOTAL MINORITY BUSINESS ENTERPRISE | \$ 398,922,928 | \$ 21,493,554 | \$ 420,416,481 | 17.93% |
| 14 | | WOMEN BUSINESS ENTERPRISE (WBE) | \$ 101,867,123 | \$ 12,709,403 | \$ 114,576,526 | 4.89% |
| 15 | | SUBTOTAL WOMEN, MINORITY BUSINESS | \$ 500,790,051 | \$ 34,202,957 | \$ 534,993,008 | 22.82% |
| 16 | | SERVICE DISABLED VETERAN BUSINESS | \$ 953,390 | \$ 65,983 | \$ 1,019,373 | 0.04% |
| 17 | | TOTAL WMDVBE | \$ 501,743,441 | \$ 34,268,940 | \$ 536,012,381 | 22.86% |
| 18 | | TOTAL PRODUCT/SERVICE | | | \$ 2,344,685,749 | |

GO 156 §9.1.3: An itemization of WMDVLGBTBE program expenses.

| Expense Category | 2016 Actuals |
|-------------------------|---------------------|
| Wages* | \$104,000 |
| Other Employee Expense | \$0 |
| CPUC Clearinghouse | \$67,155 |
| Program Expense | N/A |
| Technical Assistance | N/A |
| Total | \$171,155 |

The table above represents program expenses from Verizon's external affairs, regulatory, legal, supplier diversity organizations, as well as additional support.

*Note: the wages entry reflects the supplier diversity department wages only. The Regulatory department wages are not reflected above.

GO 156, § 9.1.4: A description of progress in meeting or exceeding set goals and an explanation of any circumstances that may have caused the utility to fall short of its goals

In 2016, Verizon Wireless spent 22.9% of its procurement dollars with women, minority and disabled veteran owned business enterprises (WMDVBEs).

Women Business Enterprises (WBE)

WBE purchases accounted for \$114.6 million of total purchases, which is a 55% increase in spend over 2015. This increase in spend included approximately \$12M of spend with new women-owned suppliers.

Minority Business Enterprises (MBE)

MBE purchases accounted for over \$403 million of total purchases in 2016. Verizon continued its support of small and minority businesses by supporting California-based associations and organizations that have procurement events and initiatives for diverse communities. The team worked directly with Sourcing CSEs and cross-functional business teams to ensure that MBE suppliers were considered for opportunities. The enhanced focus on network cellular construction, network maintenance, and data network architecture through RFPs resulted in an increase of opportunities on a multi-tier basis. Through these efforts Verizon was able to identify potential suppliers in areas with low utilization, resulting in a year-over-year increase.

Disabled Veteran Business Enterprises (DVBE)

DVBE purchases accounted for over \$1M of total purchases. The supplier diversity team continued to partner with sourcing and the business to identify opportunities to include disabled veteran owned businesses into our procurement process which resulted in a \$1 million increase in spend year-over-year. In addition, the team worked closely with prime suppliers to include DVBEs for subcontracting opportunities.

GO 156, § 9.1.5: A summary of prime contractor utilization of WMDVBE subcontractors.

In 2016, Verizon Wireless continued with a multi-tier focus, identifying direct and subcontracting opportunities to increase spend across numerous categories. This focus included partnering with the business, as well as working with our primes suppliers, to ensure they engage diverse suppliers in their procurement processes. Our second tier spend increased by over 250% year-over-year. We also maintained various community alliances whose mission is to connect women, minority, and disabled veteran owned businesses to corporations for business opportunities.

Prime suppliers submitted second tier spend with WMDVBE suppliers in the following categories:

| | | |
|---|--------------------|----------------------|
| Verizon Wireless | 2016 Annual Report | G.O. #156 Sec. 9.1.5 |
| A SUMMARY OF PRIME CONTRACTOR UTILIZATION OF WMDVBE SUBCONTRACTORS | | |

| | Minority Male | Minority Female | Minority Business Enterprise (MBE) | Women Business Enterprise (WBE) | Women & Minority Business Enterprise (WMBE) | Disabled Veterans Business Enterprise (DVBE) | TOTAL WMDVBE |
|--------------------------|----------------------|---------------------|------------------------------------|---------------------------------|---|--|----------------------|
| Direct \$ | \$390,744,394 | \$8,178,534 | \$398,922,928 | \$101,867,123 | \$500,790,051 | \$953,390 | \$501,743,441 |
| Subcontracting \$ | \$12,575,364 | \$8,918,190 | \$21,493,554 | \$12,709,403 | \$34,202,957 | \$65,983 | \$34,268,940 |
| Total | \$403,319,758 | \$17,096,724 | \$420,416,481 | \$114,576,526 | \$534,993,008 | \$1,019,373 | \$536,012,381 |

| | | | | | | | |
|-------------------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|
| Direct % | 16.7% | 0.3% | 17.0% | 4.3% | 21.3% | 0.1% | 21.4% |
| Subcontracting % | 0.5% | 0.4% | 0.9% | 0.6% | 1.5% | 0.0% | 1.5% |
| Total % | 17.2% | 0.7% | 17.9% | 4.9% | 22.8% | 0.1% | 22.9% |

| | |
|------------------------|------------------------|
| Net Procurement | \$2,344,685,749 |
|------------------------|------------------------|

GO 156, § 9.1.6: A list of WMDVLGBTBE complaints received during the past year, accompanied by a brief description of the nature of each complaint and its resolution or current status.

Verizon Wireless is proactive in resolving issues that arise as a result of direct or subcontracting relationships. There were no formal complaints in 2016.

GO 156, § 9.1.7: Summary of purchases/contracts for products/services in excluded categories

Verizon Wireless did not exclude any product/service category from its purchase base. Only exclusions specifically stated in General Order 156, Section 8 such as payments to other utilities, government fees and taxes and Verizon affiliates are excluded.

GO 156, § 9.1.8: A description of any efforts made to recruit WMDVLGBTBE suppliers of products or services in procurement categories where WMDVLGBTBE utilization has been low, such as legal and financial services, fuel procurement, and areas that are considered highly technical in nature.

LEGAL SERVICES

Verizon has committed itself to the Commission's efforts to increase supplier diversity within the legal profession. Verizon's legal diversity commitments and efforts include:

The Association of Corporate Counsel's Call To Action

Verizon continues its corporate-wide efforts in support of this commitment to diversity in the law profession undertaken several years ago. The specific initiatives discussed in Verizon's 2006 General Order 156 Supplier Diversity Report (2006 Report) are ongoing.

Annual and Quarterly Diversity Reporting Requirements

Outside counsel are required to provide an annual diversity report to the Verizon Legal department, which reaffirms Verizon's continued interest and focus on this topic.

Engage Excellence Program

One way Verizon supports diversity and inclusion is through the Engage Excellence Program. Engage Excellence is a minority lawyer inclusion incentive program, specifically designed for corporate law departments and their law firm partners to work together to increase business opportunities for ethnic minority and openly LGBT attorneys. Engage Excellence was launched by Verizon in partnership with Walmart, Dupont and General Mills in 2014 after the National Association of Law Placement (NALP) 2012-13 Law Firm Data revealed that despite the Call to Action and multiple pronouncements to diversify the legal profession - the number of ethnically diverse and openly LGTB partners have actually decreased. In fact, NALP data shows that only 6.7% of law firm partners are ethnically diverse – 1.91% Hispanic; 1.73% Black; and 2.5% Asian, and only 1.58% of partners are openly LGBT. The percentage of minority women partners is dramatically worse; according to NALP, only 2.16% of partners are minority women – 0.48% Hispanic women; 0.60% Black women; and 0.89% Asian women. Through Engage Excellence, Verizon is selecting top talent diverse lawyers both as lead counsel and as members of teams to work on significant Verizon matters.

GO 156, §9.1.9: Utilities shall retain all documents and data they rely on in preparing their WMDVLGBTBE annual report for the longer of either three years or in conformance with the utilities' individual document retention policies, and shall provide these documents and data to the Commission upon request.

Verizon Wireless will comply with the requirements specified in GO156.

GO 156, §9.1.10a Each utility which elects to report fuel procurement separately must file with the Executive Director by March 1 of each year, beginning in 1991, a separate detailed and verifiable report on WMDVLGBTBE participation in fuel markets.

This section does not apply to Verizon.

GO 156, §9.1.10b: Utilities shall summarize WMDVLGBTBE purchases and/or contracts in product and service categories that include renewable and nonrenewable energy, wireless communications, broadband, smart grid, and rail projects, in addition to their current reporting categories. Utilities have discretion to segregate overlapped dollars.

The WBE, MBE, and DVBE summary of purchases in the product and service categories indicated above are depicted in Verizon Wireless's Exhibit A.

Section 10 of GO 156 requires utilities to discuss their plans to increase spend in supplier diversity for the next reporting year. Verizon Wireless' plan is as follows:

GO 156, §10.1.1: Short, mid and long terms goals by product and service category. EXHIBIT B.

Exhibit B shows Verizon Wireless has surpassed the overall goal of 21.5%. The company is on track to meet the short, mid and long-term GO 156 goals, by ethnicity and gender, as required by Section 8.

GO 156, §10.1.2: A description of WMDVLGBTBE program activities planned for the next calendar year (internal program activities).**PLANNED WMDVLGBTBE PROGRAM ACTIVITIES FOR 2017**

Verizon will continue to make concerted efforts to strengthen its supplier diversity results:

Internal Program Activities

Verizon is committed to its supplier diversity program and drives for continuous improvement across all lines of business. Our strategy is to continually partner with a qualified diverse supplier base with the right capabilities and capacity to enable mutual success, create superior solutions for our customers, value for our shareholders, engagement from our employees and positive impact to the communities we serve. We will continue to do the following:

In reach and Awareness

- Analyze, develop and implement strategic plans to increase opportunities and commitments to existing diverse suppliers.
- Identify, develop and retain a bench of qualified and certified WMDVLGBTBE suppliers to meet Verizon's business needs.
- Increase participation on cross functional teams for RFPs and contracts to drive inclusion of diverse suppliers.
- Drive the inclusion of qualified diverse suppliers as subcontractors/2nd tier suppliers in Verizon procurement opportunities.
- Analyze and increase utilization in low and non-traditional services such as legal, financial and investment management areas.
- Continue to strategically partner and collaborate with internal business units and suppliers to develop and implement strategies to increase diverse spend.
- Assess direct and indirect procurement opportunities by identifying key RFPs with an impact on Verizon California and proactively work with the cross-functional teams to emphasize key strategies.
- Partner with Sourcing and strategic prime suppliers to ensure multi-tier diversity inclusion.
- Leverage internal customer groups outside of the sourcing process whose functions impact use of key California suppliers. Ensure WMDVLGBTBEs are included in the competitive process for contract opportunities.
- Communicate Verizon's short and long term supplier diversity related strategic directions to key internal stakeholders.

- Educate, increase awareness and work closely with prime suppliers to ensure they meet their utilization requirements.
- Consistently monitor, review and analyze reports to track progress to ensure diversity initiatives are being executed.
- Conduct ongoing quantitative analysis of overall supplier diversity performance by internal business units.
- Collaborate with minority and non-minority advocacy organizations and prime contractors to support doing business with and encourage economic development of minority, women-owned and disabled veteran suppliers and contractors.
- Host training to Verizon employees enterprise-wide.
- Support and mentor suppliers by building on their successes, providing favorable feedback, and suggest partnerships with organizations that are working to improve their opportunities.
- Encourage prime suppliers to diversify their own base of suppliers and subcontractors, and develop relationships that would be mutually beneficial.

| |
|--|
| GO 156, §10.1.2: A description of WMDVLGBTBE program activities planned for the next calendar year (external program activities). |
|--|

External Program Activities

We understand a successful supplier diversity program requires objective setting, goals alignment and relationship management. We make a point to develop strong relationships with diverse suppliers to assist them in achieving success. The Supplier Diversity team manages programs to optimize exposure and ensure diverse suppliers are given opportunities to compete for our business, and we have developed very detailed metrics and reports that enable us to effectively monitor our results and identify areas of improvement and opportunities, including:

Outreach and Advocacy

- Providing guidance and training to Prime Suppliers on Tier Two Spend reporting.
- Support and partnership with various Chambers of Commerce and business associations to conduct one-on-one meetings between WMDVLGBTBEs and Verizon Category Managers to discuss both current opportunities in California and general Verizon requirements for the applicable product or service.
- Hosting webinars with diverse suppliers on “How to do business with Verizon”.
- Host Verizon Premier Supplier Academy to educate, engage, and promote awareness of Verizon’s requirements and opportunities with diverse suppliers in network technology fields.
- Develop existing WMDVLGBTBEs for 2nd tier strategic opportunities.
- Encouraging diverse suppliers to achieve and maintain certifications, and to enter and update their profiles on our website registration database.
- Participate in local, regional and national supplier diversity events which include: conferences, forums, symposiums, trade fairs, workshops and panels.
- Leverage active partnerships with the CPUC, Joint Utilities, the Elite Service Disabled Veteran Owned Business Network (SDVOB), and various chamber organizations to build awareness of Verizon’s procurement requirements.
- Monitor results and work closely with prime suppliers to ensure that they meet their 2nd tier utilization requirements and review and expand areas of opportunity for diverse spend.
- Continuing our investment in and partnering with California minority business associations to provide their members with technical assistance programs.

- Highlight program success and communicate areas of opportunities to diverse supplier community.
- Partner with the NGLCC to increase bench qualified of LGBTBEs.
- Identify existing suppliers that have not obtained Third Party certification and encourage certification.

GO 156, §10.1.3: Plans for recruiting WMDVLGBTBE suppliers of products or services where WMDVLGBTBE utilization has been low, such as legal and financial services, fuel procurement, and areas that are considered highly technical in nature.

- The company will continue to partner with community alliances, which promote and support the development of diverse suppliers.
- Continue participation in relevant forums throughout the state in order to identify diverse suppliers in these areas.
- We will continue to benchmark with other utilities to identify diverse suppliers in low utilization areas.
- Verizon will continue to work with prime suppliers in such areas as technology, legal and financial services to encourage the use of WMDVLGBTBEs.
- Continue to develop and leverage best practices within the industry for enhancing sustainable supplier diversity growth.
- Verizon will utilize the numerous diverse databases for sourcing.
- Verizon will continue to focus on recruiting, identifying and positioning DVBE suppliers for key RFP opportunities.

GO 156, §10.1.4: Plans for seeking and/or recruiting WMDVLGBTBE suppliers of products or services in any “excluded category” of products or services which has been removed from the procurement dollar base used to set goals because of the established unavailability of WMDVLGBTBE suppliers.

The CPUC issued Decision 05-11-024 on November 13, 2005 in which it eliminated the use of exclusions in reporting diversity procurement results. Verizon Wireless has not used exclusions in providing this report.

GO 156, §10.1.5: Plans for encouraging both prime contractors and grantees to engage WMDVLGBTBE in subcontracts in all categories that provide subcontracting opportunities.

We continue to build into our contracts commitments for procurement with diverse suppliers in support of our principles and to encourage diversity in supplier development, growth and utilization. Prime suppliers are required to report their WMDVLGBTBE subcontracting activity to Verizon on a quarterly basis. We believe that driving diverse supplier utilization through our supply chain will fuel the economy in the diverse business community and provide a multiplier effect for diverse business utilization.

GO 156, §10.1.6: Plans for complying with WMDVLGBTBE program guidelines.

Verizon Wireless will comply with the General Order 156 program guidelines.

Section 9.1.2 VERIZON WIRELESS

Exhibit A

Product/Service Detail

Period Reporting: January 2016 thru December 2016

| SIC Category | Product/Service Description | African American | | Asian-Pacific | | Native American | | Hispanic | | Not Identified by Ethnic | | Men | Women | MBE | WBE | DBVE | MWDVBE | Total Company | |
|--------------|--|------------------|-------------|---------------|-------------|-----------------|-------------|-------------|-------------|--------------------------|-------------|---------------------|-----------------------|-------------------------------|-------------------------------------|------------------|------------------------|---------------|--------------------------------|
| | | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | Total Minority Male | Total Minority Female | Total Minority Business (MBE) | Total Minority Women Business (WBE) | Disabled Veteran | Minority, Women, & DVE | | 2016 Total Company Procurement |
| 7 | Agricultural Services | \$ 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 3,504,959 | 3,504,959 |
| 15 | Construction - General Contractors & Operative Builders | \$ 50,913 | 865,238 | 50,913 | 865,238 | 50,913 | 865,238 | 50,913 | 865,238 | 50,913 | 865,238 | 50,913 | 865,238 | 916,152 | 53,756 | 0.00% | 0.00% | 65,973,229 | 66,943,207 |
| 16 | Heavy Construction, Except Building Construction, Contractor | \$ 2,486,084 | 2,486,084 | 2,486,084 | 2,486,084 | 2,486,084 | 2,486,084 | 2,486,084 | 2,486,084 | 2,486,084 | 2,486,084 | 2,486,084 | 2,486,084 | 6,859,020 | 15,564 | 0.00% | 0.00% | 34,741,250 | 44,086,355 |
| 17 | Construction - Special Trade Contractors | \$ 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 56,074,656 | 56,329,680 |
| 27 | Printing, Publishing and Allied Industries | \$ 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 6,275,399 | 6,275,399 |
| 34 | Fabricated Metal Products | \$ 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 8,065,146 | 8,065,146 |
| 35 | Industrial and Commercial Machinery and Computer Equipment | \$ 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 127,816,894 | 127,816,894 |
| 36 | Electronic & Other Electrical Equipment & Components | \$ 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 193,985,613 | 193,985,613 |
| 38 | Measuring, Photographic, Medical, & Optical Goods, & Clocks | \$ 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 2,186,169 | 0.00% | 2,186,169 | 21,488,547 | 23,674,717 |
| 39 | Miscellaneous Manufacturing Industries | \$ 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 3,890 | 0.00% | 3,890 | 242,822 | 246,712 |
| 42 | Motor Freight Transportation | \$ 39,785 | 39,785 | 39,785 | 39,785 | 39,785 | 39,785 | 39,785 | 39,785 | 39,785 | 39,785 | 39,785 | 39,785 | 0.00% | 1,581 | 0.00% | 1,581 | 23,939,086 | 23,978,871 |
| 43 | United States Postal Service | \$ 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 24,426,254 | 24,426,254 |
| 48 | Communications | \$ 2,979,340 | 563,150 | 2,979,340 | 563,150 | 2,979,340 | 563,150 | 2,979,340 | 563,150 | 2,979,340 | 563,150 | 2,979,340 | 563,150 | 3,674,710 | 7,470,895 | 0.00% | 0.00% | 11,145,605 | 121,238,830 |
| 49 | Electric, Gas and Sanitary Services | \$ 2,700 | 2,700 | 2,700 | 2,700 | 2,700 | 2,700 | 2,700 | 2,700 | 2,700 | 2,700 | 2,700 | 2,700 | 2,700 | 2,700 | 2,700 | 2,700 | 188,857 | 188,857 |
| 50 | Wholesale Trade - Durable Goods | \$ 284,502,971 | 284,502,971 | 284,502,971 | 284,502,971 | 284,502,971 | 284,502,971 | 284,502,971 | 284,502,971 | 284,502,971 | 284,502,971 | 284,502,971 | 284,502,971 | 52,779 | 417,686 | 0.00% | 0.00% | 86,705,312 | 371,678,749 |
| 51 | Wholesale Trade - Nondurable Goods | \$ 76,534 | 76,534 | 76,534 | 76,534 | 76,534 | 76,534 | 76,534 | 76,534 | 76,534 | 76,534 | 76,534 | 76,534 | 0.00% | 40,708 | 0.11% | 40,708 | 6,454,553 | 6,495,260 |
| 52 | Building Materials, Hardware, Garden Supplies & Mobile Homes | \$ 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 93,371 | 93,371 |
| 57 | Home Furniture, Furnishings and Equipment Stores | \$ 3,486,593 | 3,486,593 | 3,486,593 | 3,486,593 | 3,486,593 | 3,486,593 | 3,486,593 | 3,486,593 | 3,486,593 | 3,486,593 | 3,486,593 | 3,486,593 | 0.00% | 0.00% | 0.00% | 0.00% | 61,285,598 | 64,772,191 |
| 59 | Miscellaneous Retail | \$ 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 36,943,555 | 36,943,555 |
| 65 | Real Estate | \$ 15,520 | 15,520 | 15,520 | 15,520 | 15,520 | 15,520 | 15,520 | 15,520 | 15,520 | 15,520 | 15,520 | 15,520 | 0.00% | 551,472 | 0.00% | 551,472 | 41,648,849 | 41,648,849 |
| 67 | Holding and Other Investment Offices | \$ 0.04% | 0.04% | 0.04% | 0.04% | 0.04% | 0.04% | 0.04% | 0.04% | 0.04% | 0.04% | 0.04% | 0.04% | 0.00% | 1,361 | 0.00% | 1,361 | 18,887,770 | 18,887,770 |
| 73 | Business Services | \$ 1,300,084 | 555,720 | 1,300,084 | 555,720 | 1,300,084 | 555,720 | 1,300,084 | 555,720 | 1,300,084 | 555,720 | 1,300,084 | 555,720 | 9,723,298 | 71,452,511 | 0.00% | 0.00% | 189,969,448 | 599,297,027 |
| 75 | Automotive Repair, Services and Parking | \$ 0.22% | 0.09% | 0.22% | 0.09% | 0.22% | 0.09% | 0.22% | 0.09% | 0.22% | 0.09% | 0.22% | 0.09% | 18,784 | 11,924 | 0.00% | 0.00% | 68,300 | 100,000 |
| 76 | Miscellaneous Repair Services | \$ 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 25,864,077 | 25,864,077 |
| 78 | Motion Pictures | \$ 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 1,180 | 0.00% | 1,180 | 9,339,903 | 9,341,083 |
| 79 | Amusement and Recreation Services | \$ 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 12,378,869 | 12,378,869 |
| 81 | Legal Services | \$ 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 6,371,351 | 6,371,351 |
| 83 | Social Services | \$ 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 756,953 | 0.00% | 756,953 | -184,184 | 572,769 |
| 87 | Engineering, Accounting, Research, and Management Services | \$ 464,187 | 985,570 | 464,187 | 985,570 | 464,187 | 985,570 | 464,187 | 985,570 | 464,187 | 985,570 | 464,187 | 985,570 | 6,640,930 | 24,145,276 | 0.00% | 0.00% | 31,082,720 | 20,452,822 |
| 89 | Services, Not Elsewhere Classified | \$ 0.23% | 0.49% | 0.23% | 0.49% | 0.23% | 0.49% | 0.23% | 0.49% | 0.23% | 0.49% | 0.23% | 0.49% | 11,934 | 0.13% | 0.00% | 15,351 | 94,651 | 100,000 |
| 99 | Nonclassifiable Establishments | \$ 99,681 | 99,681 | 99,681 | 99,681 | 99,681 | 99,681 | 99,681 | 99,681 | 99,681 | 99,681 | 99,681 | 99,681 | 0.00% | 23,999 | 0.00% | 23,999 | 75,014 | 100,000 |
| Other*** | Other*** | \$ 0.00% | 0.12% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.06% | 0.29% | 0.50% | 99,500 | 100,000 |
| | Total | \$ 1,315,604 | 1,119,587 | 399,342,068 | 10,202,876 | 50,913 | 2,807,189 | 5,578,244 | 0 | 2,807,189 | 5,578,244 | 0 | 403,515,774 | 16,900,707 | 420,416,481 | 114,576,526 | 1,019,373 | 536,012,381 | 1,808,673,369 |
| | | % 0.06% | 0.05% | 17.03% | 0.44% | 0.00% | 0.00% | 0.12% | 0.24% | 0.00% | 0.00% | 0.00% | 17.21% | 0.72% | 17.93% | 4.89% | 0.04% | 22.86% | 77.14% |

***SIC Codes with no Diverse Spend (01, 02, 08, 14, 20, 22, 23, 24, 25, 26, 28, 30, 32, 33, 44, 45, 47, 53, 54, 55, 56, 58, 60, 61, 62, 63, 64, 70, 72, 80, 82, 84, 86, 91, 92, 94, 95, 96, 97)

| | | | |
|-----------|------------------|------|-----------------------|
| Exhibit B | Verizon Wireless | 2016 | G.O. #156 Sec. 10.1.1 |
|-----------|------------------|------|-----------------------|

WMBE ANNUAL SHORT, MID & LONG TERM GOALS BY PRODUCT AND SERVICE CATEGORY

| PRODUCTS | | Short-Term (2017) | | | | Mid-Term (2019) | | | | Long-Term (2021) | | | |
|--|---|-------------------|-------------|------------------|--------------------------|-----------------|-------------|------------------|--------------------------|------------------|-------------|------------------|--------------------------|
| | | Minority | | Women Business | Women, Minority Business | Minority | | Women Business | Women, Minority Business | Minority | | Women Business | Women, Minority Business |
| | | Men | Women | Enterprise (WBE) | Enterprise (WMBE) | Men | Women | Enterprise (WBE) | Enterprise (WMBE) | Men | Women | Enterprise (WBE) | Enterprise (WMBE) |
| Agricultural Services | % | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Construction - General Contractors & Operative Builders | % | 0.1% | 1.3% | 0.0% | 1.4% | 0.1% | 1.3% | 0.0% | 1.4% | 0.1% | 1.4% | 0.0% | 1.5% |
| Heavy Construction, Except Building Construction, Contractor | % | 5.8% | 0.0% | 15.9% | 21.6% | 5.9% | 0.0% | 16.2% | 22.1% | 6.0% | 0.0% | 16.5% | 22.5% |
| Construction - Special Trade Contractors | % | 0.0% | 0.0% | 0.5% | 0.5% | 0.0% | 0.0% | 0.5% | 0.5% | 0.0% | 0.0% | 0.5% | 0.5% |
| Printing, Publishing and Allied Industries | % | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Fabricated Metal Products | % | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Industrial and Commercial Machinery and Computer Equipment | % | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Electronic & Other Electrical Equipment & Components | % | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Measuring, Photographic, Medical, & Optical Goods, & Clocks | % | 0.0% | 0.0% | 9.4% | 9.4% | 0.0% | 0.0% | 9.6% | 9.6% | 0.0% | 0.0% | 9.8% | 9.8% |
| Miscellaneous Manufacturing Industries | % | 0.0% | 0.0% | 1.6% | 1.6% | 0.0% | 0.0% | 1.6% | 1.6% | 0.0% | 0.0% | 1.7% | 1.7% |
| Motor Freight Transportation | % | 0.2% | 0.0% | 0.0% | 0.2% | 0.2% | 0.0% | 0.0% | 0.2% | 0.2% | 0.0% | 0.0% | 0.2% |
| United States Postal Service | % | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Communications | % | 2.4% | 0.4% | 5.8% | 8.6% | 2.4% | 0.4% | 5.9% | 8.8% | 2.5% | 0.5% | 6.0% | 8.9% |
| Electric, Gas and Sanitary Services | % | 1.5% | 0.0% | 0.0% | 1.5% | 1.5% | 0.0% | 0.0% | 1.5% | 1.5% | 0.0% | 0.0% | 1.5% |
| Wholesale Trade - Durable Goods | % | 78.1% | 0.0% | 0.0% | 78.1% | 79.6% | 0.0% | 0.0% | 79.7% | 81.2% | 0.0% | 0.0% | 81.2% |
| Wholesale Trade - Nondurable Goods | % | 0.0% | 0.0% | 0.6% | 0.6% | 0.0% | 0.0% | 0.7% | 0.7% | 0.0% | 0.0% | 0.7% | 0.7% |
| Building Materials, Hardware, Garden Supplies & Mobile Homes | % | 0.0% | 5.0% | 0.0% | 5.0% | 0.0% | 5.2% | 0.0% | 5.2% | 0.0% | 5.3% | 0.0% | 5.3% |
| Home Furniture, Furnishings and Equipment Stores | % | 5.5% | 0.0% | 0.0% | 5.5% | 5.6% | 0.0% | 0.0% | 5.6% | 5.7% | 0.0% | 0.0% | 5.7% |
| Miscellaneous Retail | % | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Real Estate | % | 0.0% | 0.0% | 1.4% | 1.4% | 0.0% | 0.0% | 1.4% | 1.4% | 0.0% | 0.0% | 1.4% | 1.4% |
| Holding and Other Investment Offices | % | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Business Services | % | 18.5% | 1.7% | 12.2% | 32.3% | 18.9% | 1.7% | 12.4% | 33.0% | 19.3% | 1.7% | 12.7% | 33.6% |
| Automotive Repair, Services and Parking | % | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Miscellaneous Repair Services | % | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Motion Pictures | % | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Amusement and Recreation Services | % | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Legal Services | % | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Social Services | % | 0.0% | 0.0% | 98.0% | 98.0% | 0.0% | 0.0% | 98.0% | 98.0% | 0.0% | 0.0% | 98.0% | 98.0% |
| Engineering, Accounting, Research, and Management Services | % | 0.5% | 2.8% | 12.2% | 15.5% | 0.5% | 2.9% | 12.4% | 15.8% | 0.5% | 3.0% | 12.7% | 16.1% |
| Services, Not Elsewhere Classified | % | 0.0% | 0.0% | 24.5% | 24.5% | 0.0% | 0.0% | 25.0% | 25.0% | 0.0% | 0.0% | 25.5% | 25.5% |
| Nonclassifiable Establishments | % | 0.0% | 0.1% | 0.1% | 0.2% | 0.0% | 0.1% | 0.1% | 0.2% | 0.0% | 0.1% | 0.1% | 0.2% |
| Other*** | % | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| TOTAL | | 17.6% | 0.7% | 5.0% | 23.3% | 17.9% | 0.7% | 5.1% | 23.7% | 18.3% | 0.8% | 5.2% | 24.2% |