

2022 FCC EEO Public File Report for Long Lines

Woodbury, Monona, Harrison, Sioux and Buena Vista County, Iowa and Dakota County,
Nebraska

EEO Unit #508617

This report covers October 1, 2021- September 30, 2022

Total number of full-time vacancies filled this period: 10

Total number of people interviewed for full time vacancies this period: 29

Supplemental Recruitment Initiative:

This employment unit has more than ten full time employees and is in a metropolitan statistical area, as defined by the Office of Management and Budget, with a population in the three counties greater than 150,000. Accordingly, it is required to complete two supplemental recruitment initiatives during this period. Pursuant to 47 C.F.R. 77.75(b)(2)(xiv), this unit completed two training programs to management level personnel as methods of ensuring equal employment opportunity and preventing discrimination.

Hiring increased by 66% to ten during this same timeframe the previous year. The company had three leadership vacancies in fourth quarter 2021. Two of those candidates were internal promotions. Customer care and service technician positions were posted internally and externally through multiple websites, which increased through our partnership with E-Quest.

One of our recruiting initiatives involved our Director of IT working with Western Iowa Tech Community College to secure a department intern for the Fall 2022 session. She is working an average of 20+ hours for the Director. This internship was 50% funded by the State of Iowa. Additionally, Long Lines was awarded a grant to provide Fiber to the Home in Jefferson, SD and they held a Eat and Greet event at the Jefferson community center on 3/9/22 which resulted in one hundred customers signing up for high-speed internet. These types of events allow the company to provide name recognition to new communities and increase potential applicant flow.

All employees can utilize the Career Development tool through our corporate Ulti Pro portal. Long Lines also encourages associates to acquire skills that could qualify them for higher level positions through the National Cable Television Institute courses (NCTI). NCTI training helps increase their industry and technological knowledge base- which allows for pay increases after completion of each tier.

This system had seventeen people successfully complete fifty-two courses in total during the reporting period. This was a 41% increase in enrollment and a 73% increase in courses completed.

Regarding the training programs completed, all the employees of this unit, including managers, participated in a 9/8/22 live training given by corporate Human Resources, titled- "A Culture of Prevention". The objectives of this course were to help employees identify the two main types of sexual harassment and learn courses of action available to employees that become victims of this behavior. This training also reinforced the importance of being respectful of others regardless of race, ethnicity, sex, religion, or any other protected class. Lastly, the course also gave employers an outline of responsibilities if this behavior occurred in the workplace. Employees signed off on the harassment avoidance policy in our UKG HR system by 9/30/2022.

On 9/1/22, the company leaders participated in a course titled- "Legal Issues Refresher" that illustrate the kinds of legal questions that commonly occur in our workplaces. These case studies, along with an explanation of relevant laws, help supervisors answer legal questions that commonly occur in our

workplaces. These stories will help supervisors respond appropriately when faced with issues of fairness, scheduling, employee requests for leave or accommodations.

Finally, we had twelve employees participate in facilitated diversity forums on belonging on 3/1/22. We also had eleven employees participate in a facilitated session titled Transgender 101 to better understand how to interact respectfully with this important population. Leaders also had the opportunity to attend sessions called "Winning with People" on 7/8/22 and "Connectable" on 8/24/22 to improve connection with their teams.