

2023 FCC EEO Public File Report/ Long Lines

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

EEO Unit #508617

This report covers October 1, 2022- September 30, 2023

Total number of full-time vacancies filled this period: 15

Total number of people interviewed for full time vacancies this period: 48

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 recruitment initiatives during the reporting period.

Hiring increased by 50% to 15 during this same timeframe the previous year. Customer care, business development executives, 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. This internship was 50% funded by the State of Iowa. The intern graduated in the Spring and was promoted to IT support specialist.

Additionally, the Director of Business Development spoke at Westside Middle School on 5/12/23 on the company. The Director of IT and the senior network engineer presented to cyber security and engineering classes at Western Iowa Tech Community College on job opportunities, internships, and how our systems work. This happened in the Spring of 2023. These types of events allow the company to provide name recognition 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 twelve people successfully complete 41 courses in total during the reporting period. This was a 30% decrease in enrollment and a 29 % decrease in courses completed.

On 7/14/23, all the employees of this unit, including managers, participated in a virtual training titled- "Anti-Harassment for Everyone". 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. All associates must attest to the Harassment Avoidance Policy in our UKG HR system by 8/12/23.

During the week of 9/4/23, the company leaders received three courses, which illustrate the kinds of legal questions that commonly occur in our workplaces. These courses were: “Americans with Disabilities Act for Managers”, “Fair Labor Standards Act for Managers”, and “Family Medical Leave for Managers.” These courses help supervisors answer legal questions that commonly occur in our workplaces. These explanations of relevant laws will help supervisors respond appropriately when faced with issues of fairness, scheduling, employee requests for leave or accommodations.

Leaders also had the opportunity to attend virtual leadership courses quarterly. Our first quarterly session was on Effective performance review writing on 2/14/23 and 2/17/23. Second quarter was on “Reality Based Leadership” on 6/1/23. Third quarter training was on “Levels of Leadership” 9/14/23 and 9/19/23.

There were diversity initiatives offered to our employees in the reporting period. A women’s network was established for all women of the Schurz organization to participate in. The first official meeting was on 8/31/23. All employees had the opportunity to participate in microlearning challenges for Black History Month from 2/21/23 through 2/23/23, which had 213 participants in total. Schurz People and Culture also hosted a Pride interactive event on 6/8/23 for all employees. Finally, the Schurz diversity task force also did a live presentation on Generational understanding on 9/18/23.