

2019 FCC EEO Public File Report for Long Lines

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

EEO Unit #508617

This report covers October 1, 2018- September 30, 2019

Total number of full-time vacancies filled this period: 9

Total number of people interviewed for full time vacancies this period: 23

Supplemental Recruitment Initiative:

This employment unit has more than 10 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 was 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 decreased by 3 during this same timeframe the previous year. Customer care and service technician positions were posted internally and externally through multiple websites, which were increased in 2019 through our partnership with E-Quest. Additionally, the residential sales specialist position was posted at Briar Cliff University, Morningside College, Buena Vista University, and Western Iowa Tech Community College placement offices.

All employees can utilize the Career Development tool through our corporate ADP 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). They can work towards certification including: Master Technician, Master Representative and Master Dispatcher. NCTI training helps increase their industry and technological knowledge base- which allows for pay increases after completion of each tier. This system had 14 people successfully complete 24 courses in total during the reporting period.

Schurz also provides financial wellness workshops on a monthly basis through Fidelity that is open to all employees. Additionally, Long Lines employees are also eligible for annual tuition reimbursement benefits of \$500 per year for approved courses.

On 6/26/19-6/28/19, all the employees of this unit, including managers, participated in a course titled- "Training for a Harassment Free Workplace". The objectives of this course were to help employees identify harassment in relation to EEO classifications and sexual harassment. They also learned the courses of action available to employees that become victims of these behaviors.

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.

Additionally, the leadership team was trained in various staff meetings during the reporting period on proper hiring practices and stronger performance management best practices. These topics also emphasized the importance of equal opportunity and preventing discrimination.

