Applicant Tracking System Services

Organizational, Services & Performance Monitoring Committee

March 7, 2023

Project Overview

In April 2022, GCRTA staff participated in a Kaizen event.

It was determined there were some critical process bottlenecks and limitations related to the Oracle iRecruitment Applicant Tracking product.
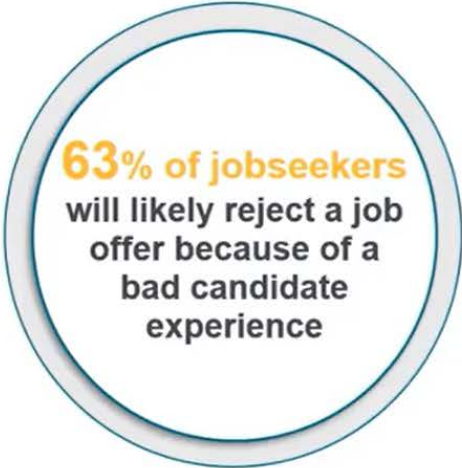
Action items were established, with one of them related to replacing the Oracle iRecruitment product with a new Applicant Tracking System ("ATS")

Greater Cleveland Regional Transit Authority

More competition than ever before

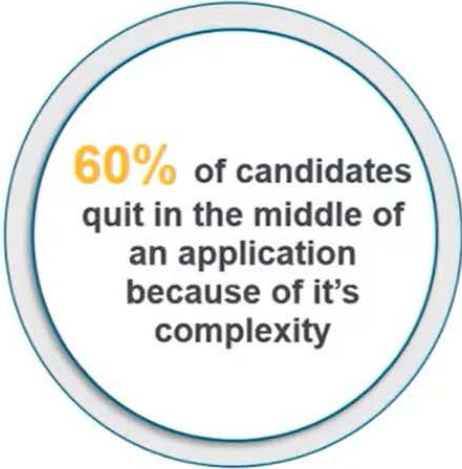# Candidate expectations have evolved

Today's Challenges

63% of jobseekers will likely reject a job offer because of a bad candidate experience

60% of candidates quit in the middle of an application because of it's complexity

Each vacancy costs the average company **$500 a day**

Applicant Tracking/Job Applications

The Recruiting process has changed from this…

To This….

Recruitment > Job Requisitions

← **Job Requisition**

Add New | Free Post on eQuest | Job Board | View

Quick Find

Page 1 of 1 ▸ 1 - 19 of 19 Rows Saved: All ▾

▼(0)

						↑ Job Title	Job Status ▾	# Applicants ▾	Job Category ▾	Visibility Type ▾	Date Posted ▾	Date Removed ▾	Hiring Manager 1 Name ▾	Recruiter Name ▾
☐	✎	✗	⧉		🗑	Administrative Assistant	Opened	2	Administration	Internal & External	08/26/2021		Adrian R. Brown (RCO)	Alexis D. Calderon (MCO) (M12023)
☐	✎	✗	⧉	✉	🗑	Administrative Assistant	Opened	-	Administration	Internal & External	02/14/2023		Adrian R. Brown (RCO)	
☐	✎		⧉	✉	🗑	Administrative Assistant (Apply)	Opened	13		Internal & External	02/01/2022	07/28/2023	Anna G Horta (GCO) (G9025)	Alexis D. Calderon (MCO) (M12023)
☐	✎		⧉	✉	🗑	Administrative Assistant (Req)	Opened	9	Transit	Internal & External	02/14/2023	05/31/2023	Catarina G. Bourke (GCO) (G1070)	
☐	✎		⧉	✉	🗑	Art Teacher High School (App)	Opened	1		Internal & External	11/02/2022	11/03/2022	Anna G Horta (GCO) (G9025)	
☐	✎		⧉	✉	🗑	Behavior Technician	Filled	1	Behavioral Health	Internal & External				
☐	✎		⧉	✉	🗑	Behavior Technician	Filled	4	Behavioral Health	Internal & External	11/23/2020			
☐	✎		⧉	✉	🗑	Controller	Opened	1	Administration	Internal & External		10/21/2021	Anna H. Horta (GCO) (G9030)	
☐	✎		⧉	✉	🗑	Faculty	Opened	1	Academic	Internal & External	11/30/2021			
☐	✎		⧉	✉	🗑	Instructor	Opened	4	Administration	Internal & External	04/15/2020	07/23/2021	Victoria G Martin (GCO) (G2085)	
☐	✎		⧉	✉	🗑	Instructor, Speech & Communication	Opened	2	Academic	Internal & External	11/30/2021			
☐	✎	✗	⧉	✉	🗑	Job Fair	Opened	1		Internal & External	08/17/2022			

Internal & External

Saved Charts

+ Create Chart | ✎ Manage Existing Charts

Job Openings …

Applicants

15

13

10

9

8

5

5

4

3 3 3

2 2

1 1 1 2 1 1 2

0

Administrative Assist… / Administrative Assistant (Apply) / Administrative Assistant (Req) / Art Teacher High School (App) / Behavior Technician / Controller / Faculty / Instructor / Instructor, Speech & Communication / Job Fair / Park Attendant / Principal - Talent Pool / Quality Assurance Specialist / RTA Example (Offer Letter) / Server / Teacher

Budgeted vs Non-Budgeted Job Openings …

No

Yes

← **Anna G Horta**
Position Title: Senior Director, GCO
Employee ID: G9025 | Hired Date: 02/05/2018 (5 Years, 10 Days)

Today's Tasks ↻

★ **1** Employee Anniversaries
🎂 **4** Employee Birthdays
🔔 **1** Notifications to Review

● Review Payroll Services QE Steps +1 ▼

Onboarding & Offboarding   **Affirmative Action Reports**   **Recruitment**   ⚙ ▼   ⬤✕ Edit Mode

Saved: Default ▼

★ **Start**   ···

🧑‍🤝‍🧑
Recruiting Setup

📎
Recruiting Reports

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④ **Recruitment**   ···

Open Requisitions

17

⚠ **1 Requisitions Without Applicants**

○ Withdrawn	**0**
○ Not Selected - Application Review	**0**
○ Not Selected - Interview	**0**
○ Application Received	**18**
○ Initial Screening	**11**
○ Interview Candidate	**5**
○ Committee Review	**3**
○ Extend Offer	**4**
○ Offer Declined	**6**
○ Offer Accepted	**1**

📄 **Current Job Openings**   ⤢ ···

Quick Find 🔍

All ▼   ▼(0) 🌓▼ ···

Job Openings   ✎

15

13

10

9

8

5   5

4   3   3   3

2   1   1   1   1   2

0

Administrative Assist... Administrative Assist... Administrative Assist... Art Teacher High Sch... Behavior Technician Controller Faculty Instructor Instructor, Speech & ... Job Fair Park Attendant Principal - Talent Pool Quality Assurance Sp... RTA Example (Offer L... Server Teacher

Applicants

Job Title
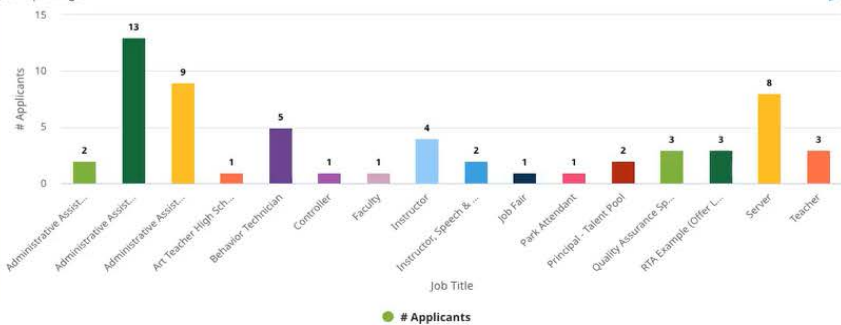
● **# Applicants**

📄 **Applicants**   ⤢ ···

📄 **Time to Hire**   ⤢ ···

Modern ATS are mobile friendly

☰   RTA   01:51 PM (Eastern)   Recruitment   workflow
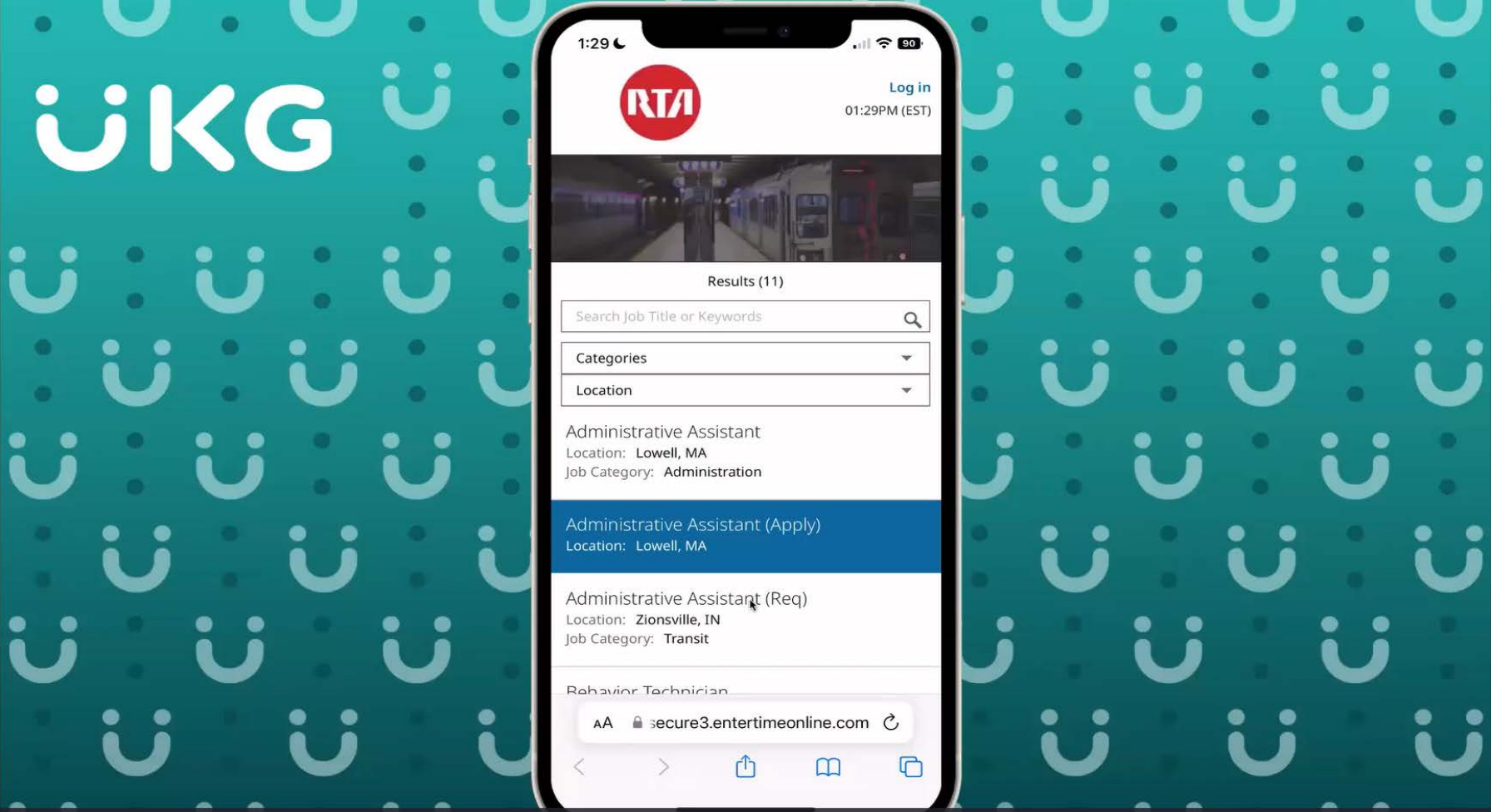
← **RTA Example (Offer Letter)**

Wes Edwards(MAIN) (GCO) 🖉

0 | New Applicant | ✉ stacieexample@gmail.com | ☎ +1 317-508-6134 | ○─ Committee Review ─○─○

⌄ ∟ᵏ Jump To |←

Hiring Stages

Resume

Job Application

⚠ **Questionnaires**

Hiring Stages Change History

⌄ 🖳 Applicant Info

Education
Bachelor's Degree

Last Work Experience
Main Elementary School

Recent Jobs Applied

Administrative Assistant (Req)
#352557188
Status: **New Applicant**
Applied On: 02/15/2023

⚠   There are open questionnaire to be completed and/or submitted.

⌄ Hiring Stages   **Define Stages**

‹ ── ○ ──── ○ ──── ○ ──── ● ──── ● ──── ○ ──── ○ ──── ○ ──── ○ ──── ○ ── ›

Withdrawn   Not Selected   Not Selected   **Committee**   **Application**   Initial   Interview   Extend Offer   Offer   Offer
       - Application   - Interview   **Review**   **Received**   Screening   Candidate   ⤭   Declined   Accepted
       Review
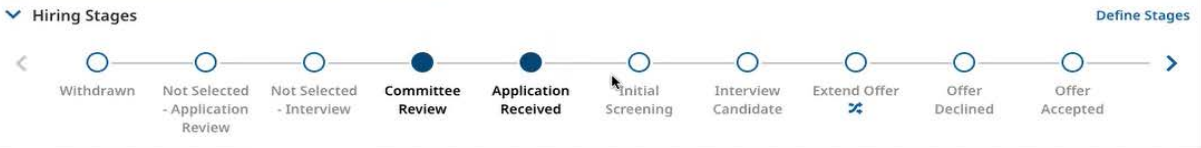
⌄ Resume

⬆ **Upload** | ⬇ **Download**   ⊖   100%   ⊕ | ↺ Reset

Wesley Edwards

123 Main Street

Sample City, IN

Phone

+1 (555) 819 4230

EXPERIENCE

Boston, MA

SENIOR DATABASE ANALYST, ACME Corp

12/2013 – present

- Work with application development and architecture teams to develop database architectures, coding standards, and quality assurance policies and procedures
- Provides database assistance and problem support to application developers, business analysts and business users
- Analyzing sales opportunity drivers for Rogers sales channels, relative to expected performance and providing recommendations to sales management

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→| ⚡ Quick Actions

Save

Revert To The Previous Stage

Add Evaluation Questionnaire

Schedule Interview

View Offer

More actions ▾

⌄ 🔗 Supporting Documents

ⓘ   A maximum of 5 files are allowed to be selected per upload.

⬆ **Upload Document**

Choose   No file chosen

🗎 **Sample transcripts.pdf** (105.4 KB)   •••
Created: 01/25/2022 by Wes Edwards(MAIN)

🗎 **Wesley_CV.pdf** (1 MB)   •••
Created: 01/25/2022 by Wes Edwards(MAIN)

⌄ 💬 Applicant Notes

ⓘ   No notes to display

Wesley G. Edwards
Position Title: Team Member, GCO
⬆ Employee ID: G2165 | Hired Date: 10/22/2013 (7 Years, 10 Months, 9 Days)

Today's Tasks ↻
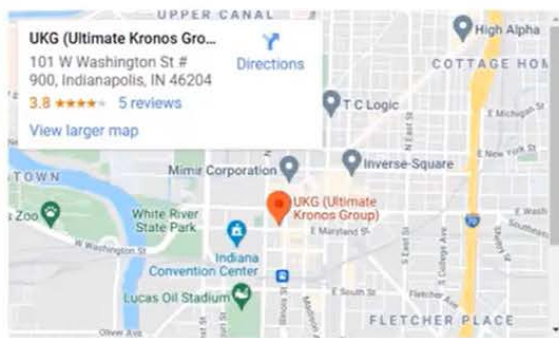✓ You're all caught up!

Company Hub | Home | **Your First Day** | ⚙ ▾   ⦿ Edit Mode

Welcome to your first day!   •••

Welcome

💬 **Message from our CEO**   •••

ⓤ A Message From Our CEO
🕐 Watch lat... ↗ Share
▶

📍 **Our Location**   •••

UKG (Ultimate Kronos Gro...
101 W Washington St # 900, Indianapolis, IN 46204
3.8 ★★★★   5 reviews
📍 Directions
View larger map

📅 **Day 1 Agenda**   •••

8:00 - Welcome and get settled!

9:00 - Tour

10:00 - Orientation Session

- **Organizational Overview**
- **Department Overview**
- **Lunch**
- **Compliance Training**

3:00 - Meet your team!

📄 **Checklists**   •••

New Hire Onboarding

☰ **New Hire Survey**   •••

Take the Survey

Project Overview

Current recruitment tool deficiencies
- Not mobile friendly
- No electronic signature capability
- No automated notification to candidate
- Limited reporting capabilities
- Difficult for HR staff to navigate and maintain
- Double data entry (Recruiting and HRIS)

Greater Cleveland Regional Transit Authority

Project Overview

Modern ATS benefits

- Isolate hiring population from the current employees
- Built-in reporting capabilities to identify bottlenecks and address them in real-time
- Mobile friendly, SaaS solution allowing for high uptime and fast processing
- Built-in integrations with existing hiring platforms
- Bidirectional integrations with Oracle EBS to allow for single data entry and process streamlining
- Modern ATS meet the needs of both the Recruiting Team and the Applicants

Procurement Overview

- Request for Proposal (RFP) issued on September 5, 2022
- Accessed on the GCRTA website by 22 interested parties
- 4 firms proposed

Greater Cleveland Regional Transit Authority

Procurement Overview

Evaluation Panel

- Human Resources

- Information Systems

- Operations

- Procurement

Procurement Overview

Evaluation Criteria

- Technological flexibility and security

- Internal user and administrative experience

- External user experience

- Technical experience

- Cost

Procurement Overview

Recommended Firm

- UKG (Ultimate Kronos Group), Inc., headquartered in Weston, Florida

0% DBE goal assigned by the Office of Business Development

Greater Cleveland Regional Transit Authority

Procurement Overview

UKG, Inc. strengths include:

- Global human capital management industry leader serving over 150 countries and 75,000+ organizations, including 2,000+ federal, state, and local government agencies across all 50 states.
- Provides an intuitive workflow to reduce time on administrative tasks by automating business processes, step-by-step from start to completion.
- Creates an inviting and engaging candidate experience for positive first impressions.
- Ability to continuously improve recruiting processes and hiring practices with built-in analytics.
- Ability to provide syndication of job postings to external job placement websites.
- Available anytime and anywhere, and on any device

Greater Cleveland Regional Transit Authority

Procurement Overview

Local Clients include:

- GCRTA
- Northeast Ohio Regional Sewer District
- Ohio Public Employees Retirement System
- Cuyahoga County Public Library
- Over 1,000 Ohio public and private employers

Greater Cleveland Regional Transit Authority

Procurement Overview

Negotiated pricing includes:

- $105,000 annual fee for 3 years totaling $315,000
- $32,000 one-time fixed fee for implementation and training services

Procurement Overview

Recommendation

- Staff requests that the Organizational, Services & Performance Monitoring Committee recommend an award to UKG, Inc. to provide Applicant Tracking System Services in a total contract amount not to exceed $347,000.00 for a Three-year period.

QUESTIONS?