TalentClick

THE CUSTOMER

SEPTA (Southeastern Pennsylvania Transportation Authority) is a public transit authority serving nearly 4 million people in five counties in and around Philadelphia. In operation since 1965, and operating a budget of $1.45 billion, SEPTA is the 5th largest transit system in the U.S.A. It is one of only two U.S. transit authorities (along with Boston's MBTA) that operates all of the five major types of terrestrial transit vehicles: commuter rail trains, subway/elevated trains, light rail trolleys, trolleybuses, and motor buses.

THE CHALLENGE

SEPTA has approximately 9600 employees dispersed across five counties. The organization's primary goals were to reduce employee absenteeism, decrease safety violations, and improve customer service. Additionally, due to the large number of job applicants who apply each year, the organization was looking to provide applicants with better remote access to assessments rather than in-person testing.

THE SOLUTION

SEPTA selected TalentClick for its online flexibility, its willingness to create customized assessments, and most importantly, its unique capability to assess vehicle operators with the Driver Safety Quotient (DSQ) assessment. The DSQ included benchmarked "ideal score ranges" specifically for transit operators, which allowed recruiters and hiring managers to see, at a glance, whether applicants were a fit and to focus on key areas during interviews and reference checks. As well, if the individual was hired, then that person—and his/her manager—was provided with a Participant copy of their own results, which helped build self-awareness about their own tendencies behind the wheel.

"TalentClick has provided us with an excellent tool to assess candidates and deliver the most qualified talent to our organization. We are impressed by their professionalism and responsive customer service acumen."

– SYLVIA FRITZ
MANAGER, CAREER RESOURCE CENTRE, SEPTA

THE RESULTS

The customized solution for SEPTA enabled the company to cut down on pre-employment screening time. The predictive analytics in the reports acted as objective data that removed 'interview bias', resulting in higher quality new hires who become rated as top performers. SEPTA reports that this is helping them achieve their goal of decreasing employee absenteeism by 15% and helping them enhance their customer satisfaction scores. Finally, their rate of crashes and other driving incidents is decreasing, which will ultimately save the organization millions of dollars.

REDUCED APPLICANT SCREENING TIME

BETTER HIRES

IMPROVED CUSTOMER SERVICE

DECREASED EMPLOYEE ABSENTEEISM

FEWER SAFETY INCIDENTS