

# Contract Security Quarterly Report

October 2022 – December 2022

Citizens Advisory Committee  
February 7, 2023



# Contract Security

## Key Performance Indicators

### ❖ Personnel Turnover

- Must be able to place and retain personnel who will deliver consistent and high-quality service.

### ❖ Post Staffing

- All critical posts must be consistently staffed by trained and licensed personnel.

### ❖ Post & Site Competency Testing

- Testing is administered monthly to eight (8) random posts to ensure compliance.

# Personnel Turnover

<b>Calculation</b>	<b>Employees terminated/resigned during this period divided by the number of employees who began this period.</b>				
<b>Thresholds</b>	<b>Meets fully</b> <b>100-95%</b> <b>4</b>	<b>Meets consistently</b> <b>94.99%-90%</b> <b>3</b>	<b>Generally Meets</b> <b>89.99%-85%</b> <b>2</b>	<b>Often doesn't meet</b> <b>84.99%-80.00%</b> <b>1</b>	<b>Does Not Meet</b> <b>79.00%-&gt;</b> <b>0</b>
<b>Results</b>	<b>Allied Universal Security (AUS) did not experience any turnover during this reporting period. However, AUS hired additional staff to support vacation requests and required annual state training.</b>				

- ✓ AUS did not experience any turnover during this reporting period.
- ✓ AUS hired additional staff to support vacation requests and to ensure compliance with the State of California guard card annual training.

# Post Staffing

<b>Calculation</b>	<b>The number of actual hours divided by the number of expected hours during the period.</b>				
<b>Thresholds</b>	<b>Meets fully</b> <b>100-95%</b> <b>4</b>	<b>Meets consistently</b> <b>94.99% - 90%</b> <b>3</b>	<b>Generally Meets</b> <b>89.99%-85.00%</b> <b>2</b>	<b>Often doesn't meet</b> <b>84.99%-80.00%</b> <b>1</b>	<b>Does Not Meet</b> <b>79.00%-&gt;</b> <b>0</b>
<b>Results</b>	<b>AUS staffing resulted in a score of 93%</b>				

- ✓ Staffing is critical to ensuring an overall safe and secure environment in support of visitors, bus operations, and tenants. As a result, our critical posts have been staffed accordingly.
- ✓ Additionally, AUS has consistently provided staffing to support special and high-profile events at the transit center.

# Post & Site Competency Testing

<b>Calculation</b>	<b>Personnel must pass with at least 85%—the total sum of test scores divided by 24.</b>				
<b>Thresholds</b>	<b>Meets fully 100-95% 4</b>	<b>Meets consistently 94.99% - 90% 3</b>	<b>Generally Meets 89.99%-85.00% 2</b>	<b>Often doesn't meet 84.99%-80.00% 1</b>	<b>Does Not Meet 79.00%-&gt; 0</b>
<b>Results</b>	<b>24 tests were administered, resulting in an overall score of 92%</b>				

- ✓ Prior to being hired, every security officer is given a tour of the facility and provided an overview of each post, including the post orders and Valor (Incident Management System) App.
- ✓ In-house training- customer service, handheld radio etiquette, lost/found protocol, Valor, Microsoft Teams, emergency response and evacuation, unattended/suspicious baggage, and suspicious person(s) and suspicious activities.
- ✓ Competency testing involves meeting with the security officer at their designated post and getting them to verbalize their knowledge and understanding of their responsibilities and post orders without our assistance.



# Questions?

“Security is Everybody’s Business”



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