

Contract Security Quarterly Report

July 2022 – September 2022

Citizens Advisory Committee
November 8, 2022



Background

- On June 10, 2021, the TJPA Board of Directors authorized the Interim Executive Director to execute a Professional Services Agreement with Allied Universal for unarmed contract security services for a three (3) year term for an amount not to exceed \$15,425,000.
- Additionally, the Board requested staff track the metrics based on Allied Universal's performance.
- This Quarterly Report is being presented in compliance with the Board's direction upon their approval of the Allied Universal Professional Services Agreement.

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 are to be staffed by trained and licensed personnel on a consistent basis.

❖ Post & Site Competency Testing

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

Personnel Turnover

Calculation	Employees terminated/resigned during this period divided by the number of employees who began this period.				
Thresholds	Meets fully 100-95% 4	Meets consistently 94.99%-90% 3	Generally Meets 89.99%-85% 2	Often doesn't meet 84.99%-80.00% 1	Does Not Meet 79.00%-> 0
Results	AUS turnover resulted in a score of 88%.				

- ✓ AUS hired a new Account Manager to replace the previous manager, who left for a position in Texas.
- ✓ The Account Manager and local management team have been working diligently to identify the right personnel for the transit center who embodies professionalism and customer service. As a result, our staffing trajectory is trending upward.
- ✓ Positive turnover occurred during this reporting period. Law enforcement agencies within the Bay Area hired several security officers. Additionally, other security officers left to start entry-level positions in different career fields. The vacated positions were filled in a timely manner.

Post Staffing

Calculation	The number of actual hours divided by the number of expected hours during the period.				
Thresholds	Meets fully 100-95% 4	Meets consistently 94.99% - 90% 3	Generally Meets 89.99%-85.00% 2	Often doesn't meet 84.99%-80.00% 1	Does Not Meet 79.00%-> 0
Results	AUS staffing resulted in a score of 91%.				

- ✓ 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.
- ✓ With increased visitors to the transit center, contract security has provided a great deal of customer service, from wayfinding to customer relations. In addition, customer service is part of our site-specific training and is ongoing.

Post & Site Competency Testing

Calculation	Personnel must pass with at least 85%—the total sum of test scores divided by 24.				
Thresholds	Meets fully 100-95% 4	Meets consistently 94.99% - 90% 3	Generally Meets 89.99%-85.00% 2	Often doesn't meet 84.99%-80.00% 1	Does Not Meet 79.00%-> 0
Results	24 tests were administered, resulting in an overall score of 89%.				

- ✓ 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 activities.



Questions?

“Security is Everybody’s Business”

TJPA
TRANSBAY JOINT POWERS AUTHORITY

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