Security Operations Report
July – September 2021

November 18, 2021
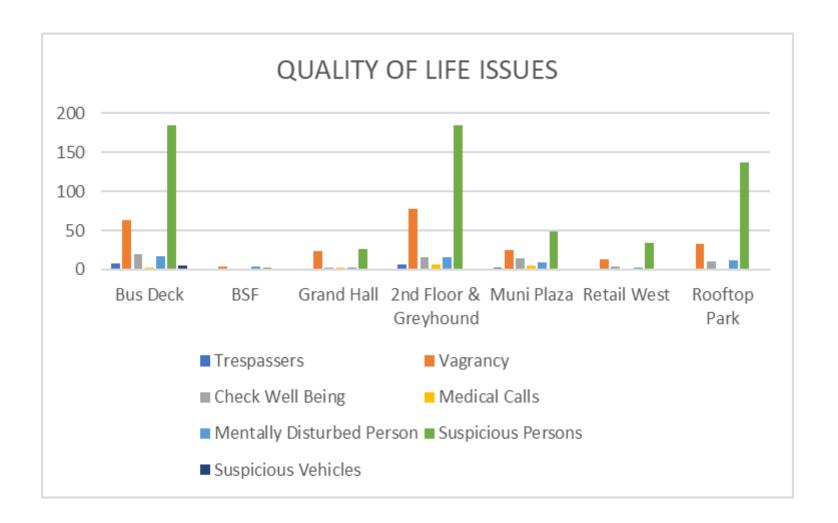
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CONTRACT SECURITY
KEY PERFORMANCE INDICATORS

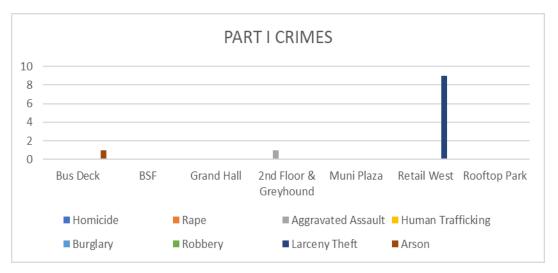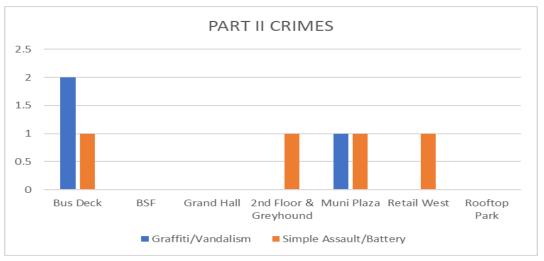| Personnel Turnover					
Definition	Must be able to place and retain personnel who will deliver consistent, and high-quality service.				
Calculation	Employees terminated/resigned during this period divided by the number of employees who began this period.				
Thresholds	Meets fully 0% 4	Meets consistently 19%-15% 3	**Generally Meets** **24%-20%** **2**	Often doesn't meet 29%-25% 1	Does Not Meet 30%-> 0
Results	AUS attained a 22% turnover rate. The key drivers were the pandemic, competitive hiring, and in general, contract security providers historically experience high turnover.				
Post Staffing					
Definition	All critical posts are to be staffed by trained and licensed personnel on a consistent basis.				
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 93%.				
Post & Site Competency Testing					
Definition	Testing will be administered monthly to Eight (8) random posts to ensure compliance.				
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	Twenty-four tests were administered this period resulting in an overall score of 86%.				

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QUALITY OF LIFE ISSUES
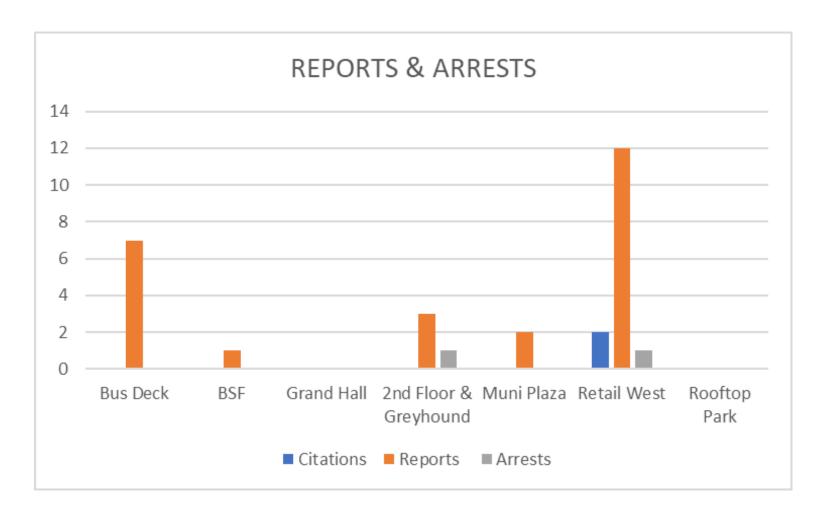## July - September 2021

PART I & PART II
CRIMES STATS
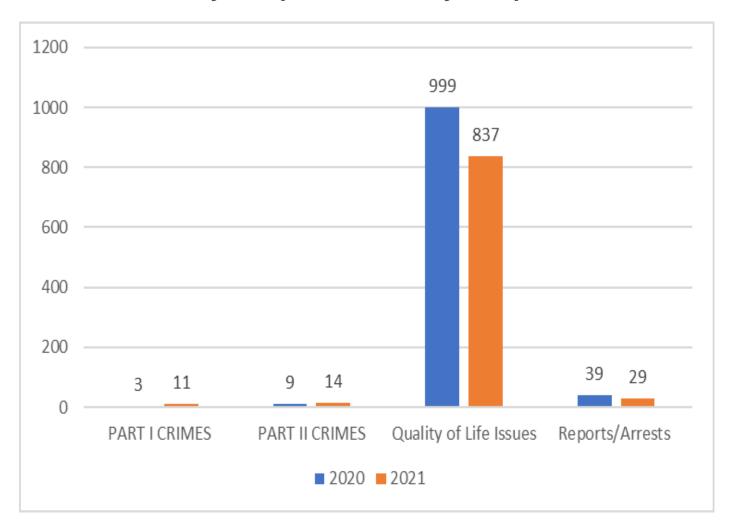## July - September 2021

REPORTS/ARRESTS
July - September 2021

COMPARISON
July – Sept 2020 vs. July – Sept 2021

Questions?

"Security is Everybody's Business"

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