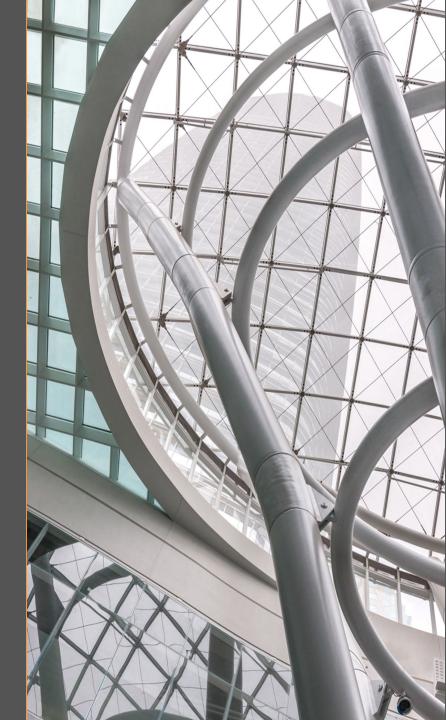
Contract Security Quarterly Report

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

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	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.						

- ✓ 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

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%						

- ✓ 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

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 92%						

- 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"

