Contract Security Quarterly Report

October 2022 – December 2022

TJPA Board
February 9, 2023

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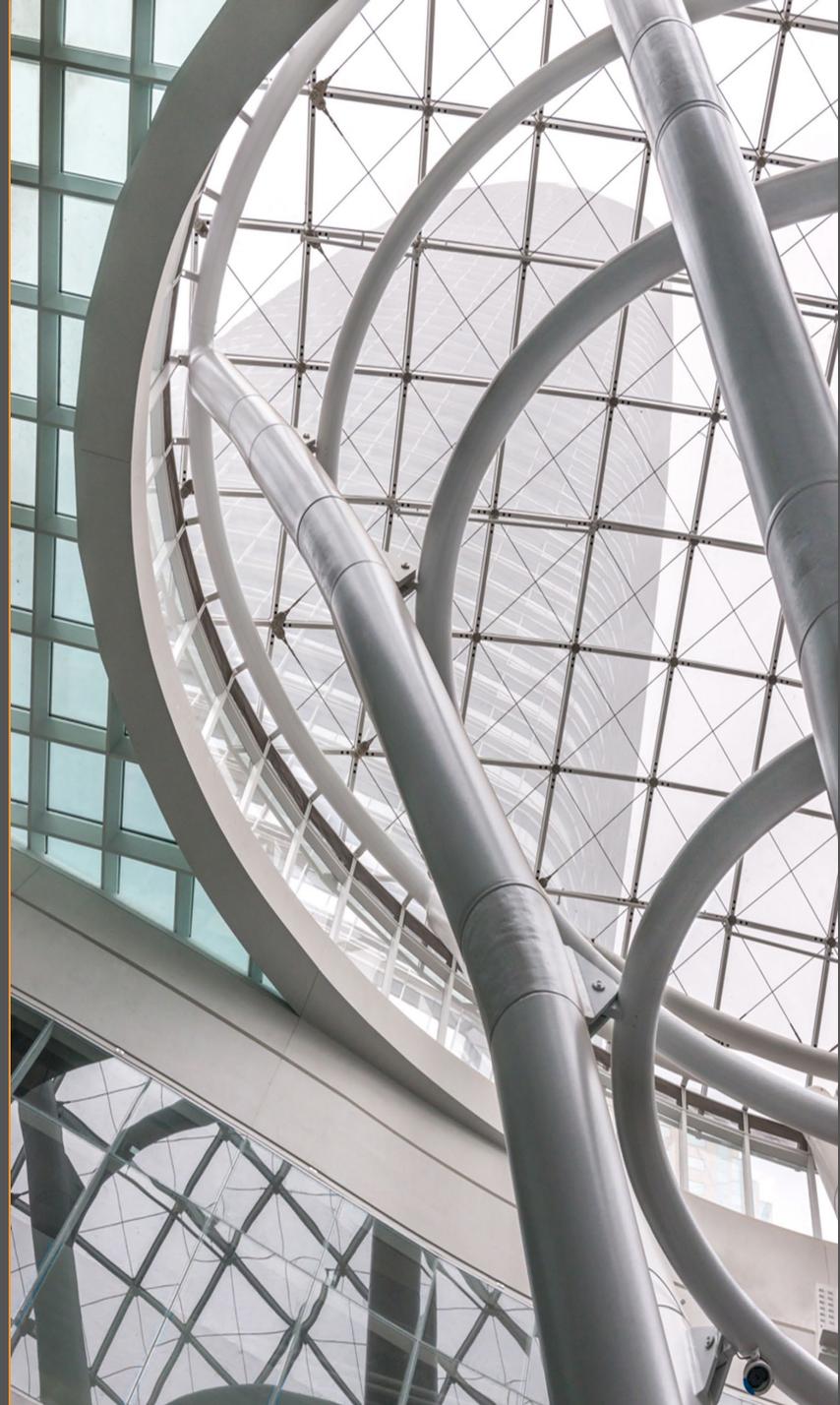
Contract Security
Key Performance Indicators

❖**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.

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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.

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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.

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Questions?

"Security is Everybody's Business"