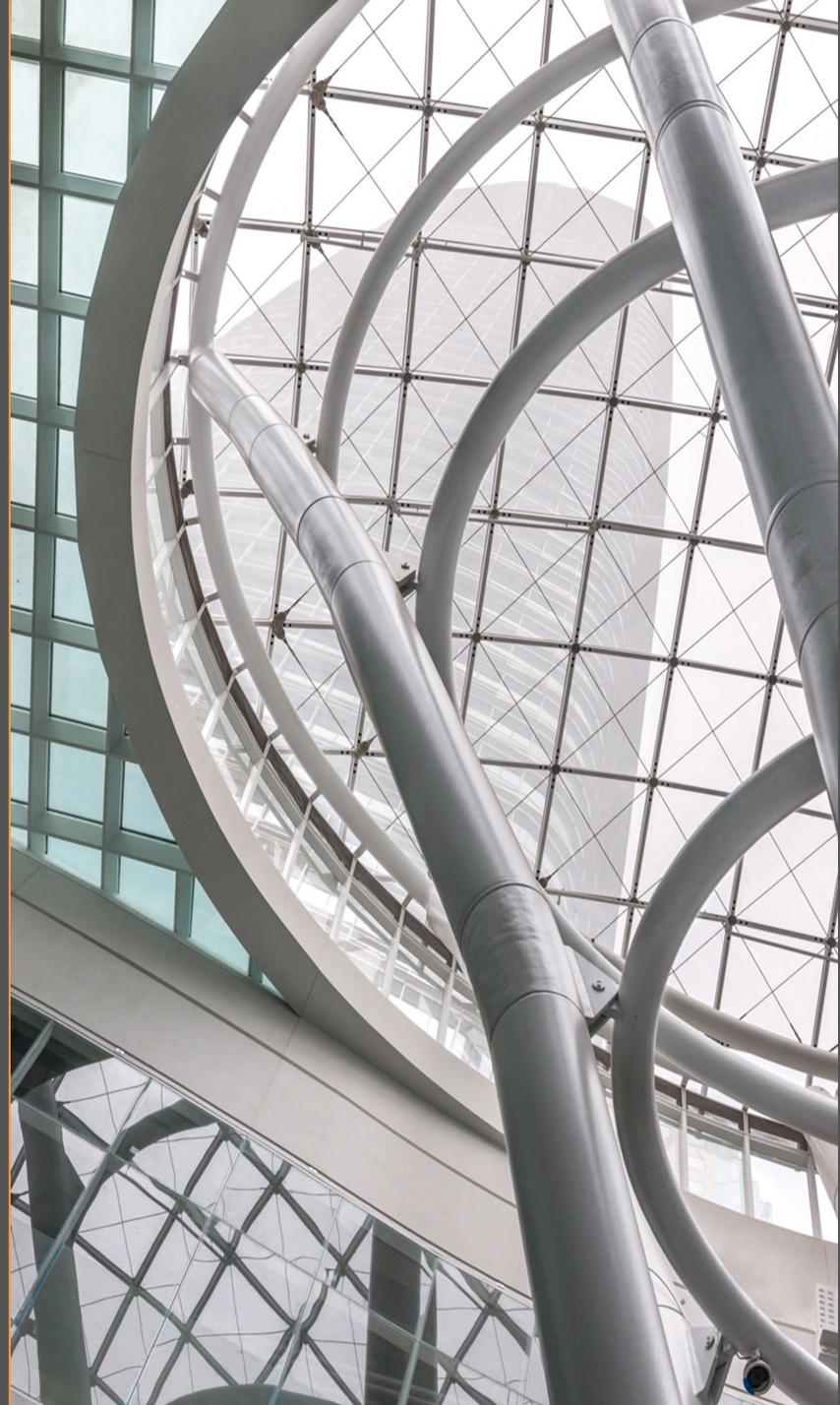


Contract Security Quarterly Report

January 2023 – March 2023

TJPA Board
May 11, 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

- Test are 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 personnel turnover resulted in a score of 100%.				

- ✓ No turnover during this reporting period.
- ✓ Retention strategies, i.e., professional development, employee recognition, on-the-spot award, and monthly performance gift card (\$50 & \$100) program, were improved by collecting employee feedback to understand improvement areas.

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% 2	Often doesn't meet 84.99%-80.00% 1	Does Not Meet 79.00%-> 0
Results	AUS post staffing resulted in a score of 91%.				

- ✓ Staffing is critical to ensure a safe and secure environment.
- ✓ Established staffing contingency plans combined with cross-training personnel to ensure coverage.
- ✓ Consistent staffing enhances customer service which leads to customer satisfaction.

Post & Site Competency Testing

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	24 tests were administered, resulting in an overall score of 92.62%.				

- ✓ In-house training- customer service, handheld radio etiquette, lost/found protocol, Valor, Microsoft Teams, Patrolling techniques, emergency response and evacuation, unattended/suspicious baggage, suspicious person(s), and suspicious activities.
- ✓ Multiple training methods are utilized to provide an effective training program (Instructor-led training, Mentoring, and Job shadowing).
- ✓ Ongoing training support was provided to the security officer, including ease of accessing post orders, policies, and procedures, Be on the Lookout (BOLO), and training documents via Microsoft Teams.

Mentoring





Questions?

“Security is Everybody’s Business”

TJPA
TRANSBAY JOINT POWERS AUTHORITY

425 Mission Street, Suite 250 San Francisco, CA 94105 • 415.597.4620 • www.tjpa.org