Contract Security Quarterly Report

April 2023 – June 2023

Citizens Advisory Committee
August 8, 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**

- Tests are 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%	Meets consistently 94.99%-90%	Generally Meets 89.99%-85%	Often doesn't meet 84.99%-80.00%	Does Not Meet 79.00%->
Results	AUS personnel turnover resulted in a score of 100%.				

✓ No turnover during this reporting period.
✓ Employee rewards program promotes engagement and retention.

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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%	Meets consistently 94.99%-90%	Generally Meets 89.99%-85%	Often doesn't meet 84.99%-80.00%	Does Not Meet 79.00%->
Results	AUS post staffing resulted in a score of 96%.				

✓ Staffing is critical to ensure a safe and secure environment.
✓ Established contingency plans with ongoing cross-training of personnel ensure coverage.

Post and Site Competency Test

Calculation	Personnel must pass with at least 85%—the total sum of test scores divided by 24.				
Thresholds	Meets fully 100-95%	Meets consistently 94.99%-90%	Generally Meets 89.99%-85%	Often doesn't meet 84.99%-80.00%	Does Not Meet 79.00%->
Results	24 tests were administered, resulting in an overall score of 91%.				

✓ Competency tests are updated quarterly and are based on industry standards. Additionally, we solicit feedback from the personnel, which enhances our ongoing dynamic onsite training.

✓ Practical questions are asked to simulate the on-the-job tasks that they are required to perform without fail.

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Questions?

"Security is Everybody's Business"

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