Contract Security Quarterly Report

July 2023 – September 2023

Citizens Advisory Committee
November 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**

- Tests 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%**	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%.				

- ✓ Recent months' hiring strategy through recommendations from current employees yielded no turnover this reporting period.
- ✓ Additional Security Officers were hired as flex to cover for unexpected call-offs.

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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 97%.				

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

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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 90.40%.**				

✓ Post and site competency testing aids in identifying security officers with great potential to take on increased roles and responsibilities

✓ Our effective mentoring and training program improves security officers' confidence. Also, it increases their job satisfaction (output), which makes us one of the preferred worksites in San Francisco.

Mentoring

Nicholas Feeney swearing-in ceremony.

He was previously the evening shift Supervisor in our Security Operations Center.

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Thank You

"Security is Everybody's Business"

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