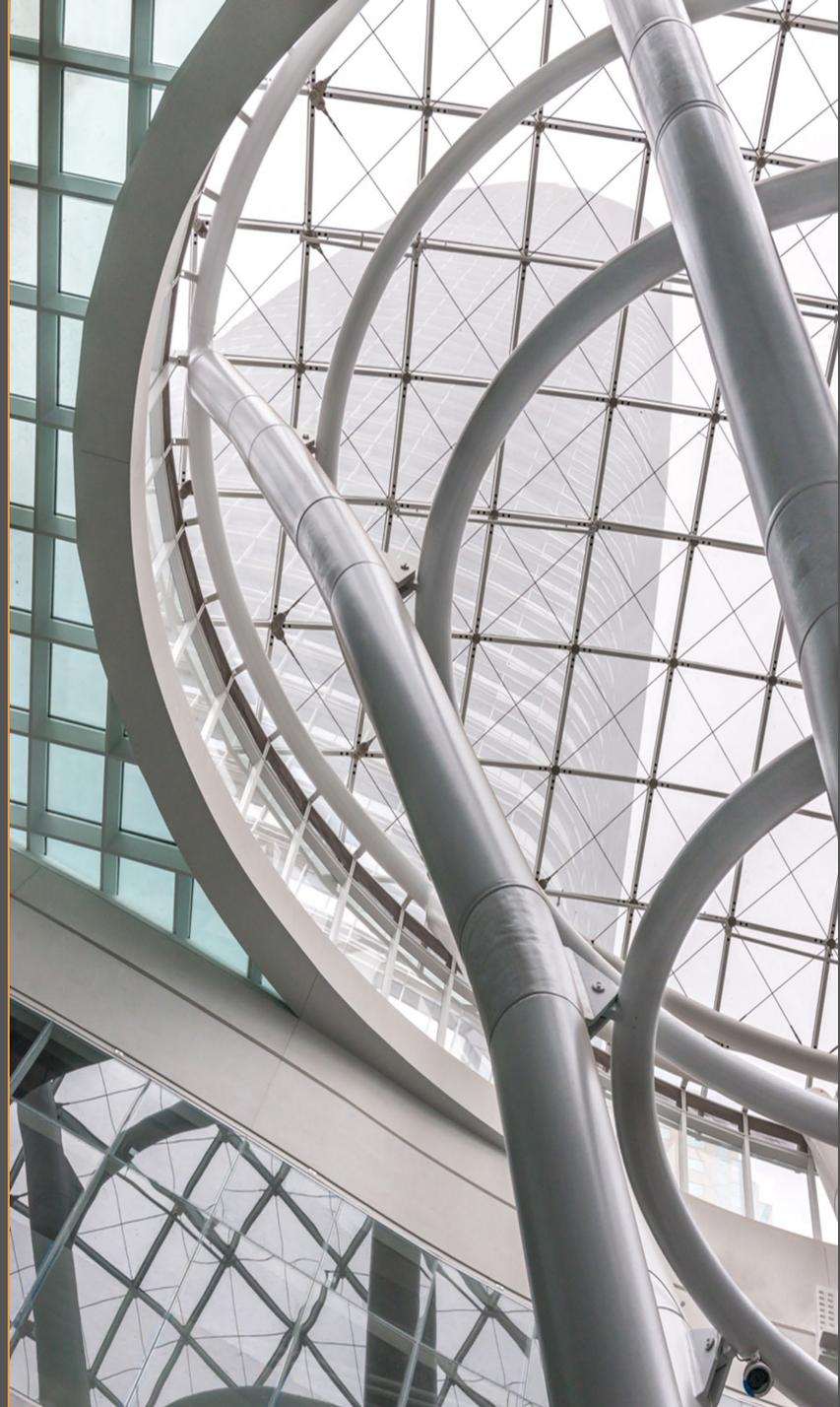


Security Quarterly Report

January 2024 – March 2024

TJPA Board
May 9, 2024



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 97%.				

- ✓ 3% of security personnel left to pursue opportunities better aligned with their long-term needs.

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%.				

- ✓ Adequate staffing and cross-training with contingency plans are critical for consistent security 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 96.59%.				

- ✓ We provide in-house training to our security personnel on various pertinent topics. To assess their understanding of their duties and instructions, we conduct competency tests without offering any verbal aid or assistance. During this reporting period, our overall score increased by 2%.



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