

# Contract Security Quarterly Report

July 2023 – September 2023

TJPA Board  
November 9, 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

<b>Calculation</b>	<b>Employees terminated/resigned during this period divided by the number of employees who began this period.</b>				
<b>Thresholds</b>	<b>Meets fully 100-95%</b>	<b>Meets consistently 94.99%-90%</b>	<b>Generally Meets 89.99%-85%</b>	<b>Often doesn't meet 84.99%-80.00%</b>	<b>Does Not Meet 79.00%-&gt;</b>
<b>Results</b>	<b>AUS personnel turnover resulted in a score of 100%.</b>				

- ✓ 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.

# Post Staffing

<b>Calculation</b>	<b>The number of actual hours divided by the number of expected hours during the period.</b>				
<b>Thresholds</b>	<b>Meets fully 100-95%</b>	<b>Meets consistently 94.99%-90%</b>	<b>Generally Meets 89.99%-85%</b>	<b>Often doesn't meet 84.99%-80.00%</b>	<b>Does Not Meet 79.00%-&gt;</b>
<b>Results</b>	<b>AUS post staffing resulted in a score of 97%.</b>				

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

# Post and Site Competency Test

<b>Calculation</b>	<b>Personnel must pass with at least 85%—the total sum of test scores divided by 24.</b>				
<b>Thresholds</b>	<b>Meets fully 100-95%</b>	<b>Meets consistently 94.99%-90%</b>	<b>Generally Meets 89.99%-85%</b>	<b>Often doesn't meet 84.99%-80.00%</b>	<b>Does Not Meet 79.00%-&gt;</b>
<b>Results</b>	<b>24 tests were administered, resulting in an overall score of 90.40%.</b>				

- ✓ 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 Feeny  
swearing-in ceremony.**

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







# Thank You

“Security is Everybody’s Business”

**TJPA**  
TRANSBAY JOINT POWERS AUTHORITY

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