

# Security Quarterly Report

October 2023 – December 2023

Citizens Advisory Committee  
March 12, 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

<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.

# 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>				

- ✓ Consistent staffing coupled with visibility and enforcement establishes a safe environment for our operators, tenants, visitors, and the traveling public.

# 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 94.05%.</b>				

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

# Intermodal Security Training and Exercise Program (I-STEP) February 7, 2024

- ✓ The Transportation Security Administration selected the TJPA
- ✓ I-STEP focuses on the security nexus of the intermodal transportation environment
- ✓ Over 80 Participants, including all operators
- ✓ Enhanced operational capabilities and identified gaps
- ✓ Salesforce Corporate Security hosted the exercise





# Questions?

“Security is Everybody’s Business”

**TJPA**  
TRANSBAY JOINT POWERS AUTHORITY

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