

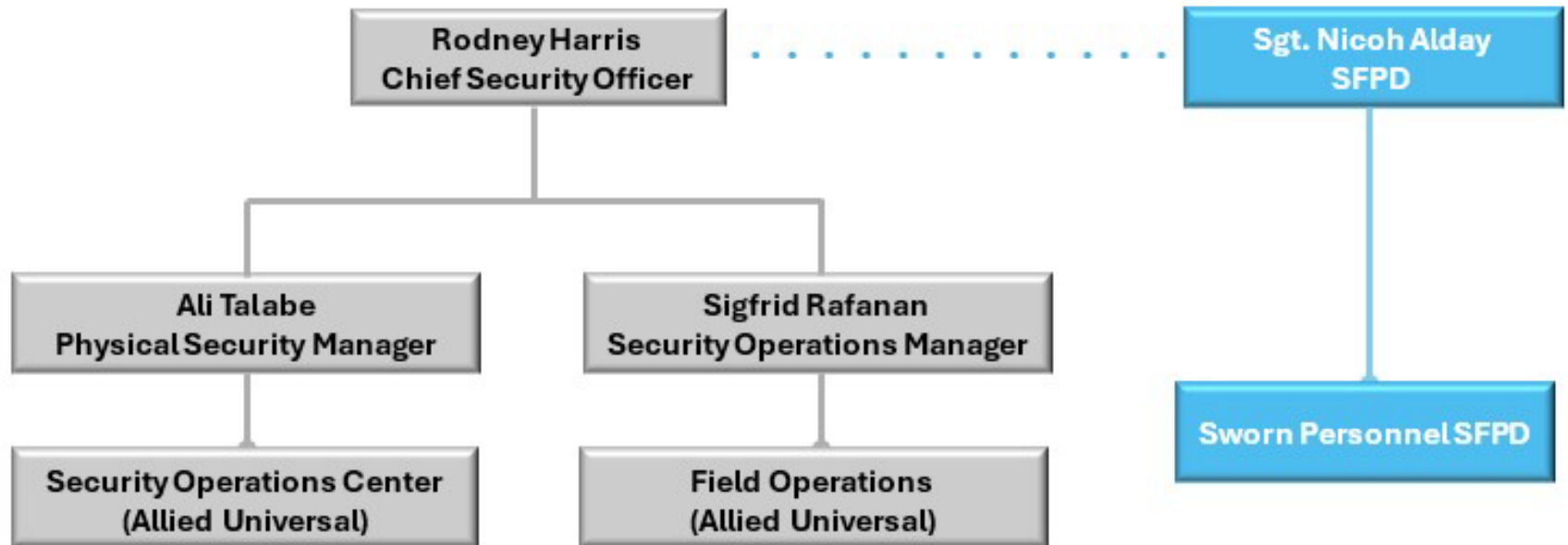
# Security Quarterly Update




April 2024 – June 2024

Citizens Advisory Committee  
September 10, 2024



# Security Organizational Chart



-  CSO Administers the MOU while working closely with SFPD on executing public safety operations and policing priorities
-  Work under the direction of Sgt. Alday and SFPD's Command Staff
-  Work under the direction of the CSO

# Security Operations Team

## Security Operations Center (SOC)

- 24/7/365 Centralized Command & Control Center
- The SOC collects, analyzes, and disseminates information based on established protocols, policies, and procedures

## TJPA Security Management

- Daily operational oversight
- Ensure training of security personnel
- Implement security strategies and initiatives
- Manage and mitigate risks
- Attend monthly and quarterly security meetings
- Collaborate with the Department of Homeland Security, Northern California

Regional Intelligence Center, and the Joint Terrorism Task Forces

## Field Security Officers

- Strategically deployed throughout the transit center to deter crime and enforce TJPA's Park Rules & Regulations and Code of Conduct

## SFPD

- Augments Field Security personnel
- Investigate crimes concerning local ordinances and State Law
- Identify perpetrators of crimes and make lawful arrests
- If needed, request additional resources from SFPD and CHP, including federal law enforcement agencies

# Training

## ■ Security Operations Center

- Emergency response
- Elevator management system
- Mass notification system
- Emergency communication system
- Access control system
- Intercom system
- Barriers and bollards
- Video Management System

## ■ Field Operations

- Suspicious individual or suspicious activity
- Unattended bag or packages
- Emergency response
- Interactions with disturbed individuals
- Effective patrol techniques
- Proper phone and radio operations

# 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 97%.</b>				

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

# 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 98%.</b>				

# 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 95.45%.</b>				

- ✓ We provide in-house training to our contract security personnel on various relevant topics. We assess their understanding of their duties and instructions through competency tests without providing verbal aid. During this reporting period, our overall score decreased by 1% due to the implementation of updated competency tests.





# Questions?

“Security is Everybody’s Business”

**TJPA**  
TRANSBAY JOINT POWERS AUTHORITY

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