

Security Quarterly Update

October 2024 – December 2024

Citizens Advisory Committee
March 11, 2025



Gold Standard Award

The Transportation Security Administration (TSA) awarded the TJPA the prestigious Gold Standard Award on January 24, 2025, recognizing us as one of only two transit agencies to receive this honor this year.

- ❖ The Gold Standard Award is the highest recognition the TSA can grant to a transit agency for achieving top scores across 17 categories related to security and emergency preparedness. This evaluation is conducted through the TSA's Baseline Assessment for Security Enhancement (BASE) program.
- ❖ The TSA has oversight of nearly 6,800 public transit agencies across the country. Each year, it evaluates a select number of these agencies through the BASE program. Only a small proportion of those evaluated achieve scores high enough to qualify for the Gold Standard Award.

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

- Testing is 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 96.8%.				

- ✓ Establishing open and consistent communication between employees and management is essential for cultivating a vibrant dialogue. This approach not only transforms feedback processes but also enhances engagement and collaboration within our security program.

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 97.6%.				

- ✓ We integrated flex officers into staffing, maintaining consistent workload levels and evenly distributing tasks. This approach prevented employee burnout while sustaining productivity.

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 91.79%.				

- ✓ We prioritize training for our security personnel and assess their competencies without verbal prompts to enhance their self-reliance and decision-making skills. Although scores dropped slightly by 1%, our standards remained intact.

Thank you!

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TJPA

TRANSBAY JOINT POWERS AUTHORITY

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