



# Surveillance Impact Report

Surveillance Cameras  
Homelessness and Supportive Housing

---

As required by San Francisco Administrative Code, Section 19B, departments must submit a Surveillance Impact Report for each surveillance technology to the Committee on Information Technology ("COIT") and the Board of Supervisors.

The Surveillance Impact Report details the benefits, costs, and potential impacts associated with the Department's use of surveillance cameras.

## DESCRIPTION OF THE TECHNOLOGY

The Department's mission is through the provision of coordinated, compassionate, and high-quality services, the Department of Homelessness and Supportive Housing strives to make homelessness in San Francisco rare, brief, and one time.

In line with its mission, the Department uses surveillance cameras to:

1. provide for shelter & navigation center site staff to cover the vulnerable access points and common areas for the safety and security of site staff and our clients;
2. augment security staff by providing additional camera monitoring in the common area for the safety and security of our staff at 440 Turk Street location;

Homelessness and Supportive Housing shall use surveillance cameras only for the following authorized purposes:

Ability to review security footage of an incident that happened at 440 Turk Street, the shelters & navigation centers;
--

Prohibited use cases include any uses not stated in the Authorized Use Case section.

Further, processing of personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying an individual person, data concerning health or data concerning an individual person's sex life or sexual orientation shall be prohibited.

## Technology Details

Homelessness and Supportive Housing surveillance cameras are located in public areas of all floors at 440 Turk Street Headquarters building.

The following is a product description of the 440 Turk Street Surveillance Camera System:

---

## Surveillance Oversight Review Dates

COIT Review: TBD

Board of Supervisors Review: TBD

Cameras: 2x Samsung PNM-7000VD, 18x Samsung XNV-6080R

Server: exacqVision

A. How It Works

The technology's primary functions are to provide live views and record video footage to a dedicated, secure server. The system is comprised of multiple cameras connected by data cables and infrastructure to the server. The footage is recorded on the server and stored for a limited amount of time.

Data collected or processed by the 440 Turk Street Surveillance Camera System will not be handled or stored by an outside provider or third-party vendor on an ongoing basis. The Department will remain the sole Custodian of Record.

Below technology are being used at shelter:

Different site might have different type of DVR equipment but a typical DVR equipment would be Honeywell – HRDP16D1T0-R connected to various security cameras

A. How It Works

The technology's primary functions are to provide live views and record video footage to a dedicated, secure server. The system is comprised of multiple cameras connected by data cables and infrastructure to the server. The footage is recorded on the server and stored for a limited amount of time.

As it is necessary for their operations, data collected or processed by the shelter & navigation center Surveillance Camera System will be accessible to our shelter and navigation center contractors on a limited basis. The Department will remain the sole Custodian of Record.

Security camera system is programmed to overwrite oldest images once the hard drive reaches 90% capacity. Depending on the size of the DVR hard drive, video images data are held between 1 week to 1 month.

## **IMPACT ASSESSMENT**

The impact assessment addresses the conditions for surveillance technology approval, as outlined by the Standards of Approval in San Francisco Administrative Code, Section 19B:

1. The benefits of the surveillance technology outweigh the costs.
2. The Department's Policy safeguards civil liberties and civil rights.
3. The uses and deployments of the surveillance technology are not based upon discriminatory or viewpoint-based factors and do not have a disparate impact on any community or Protected Class.

The Department's use of the surveillance technology is intended to support and benefit the residents of San Francisco while minimizing and mitigating all costs and potential civil rights and liberties impacts of residents.

A. Benefits

The Department's use of [Technology name] has the following benefits for the residents of the City and County of San Francisco:

- Education
- Community Development
- Health
- Environment
- Criminal Justice      May provide evidence for law enforcement criminal investigations.
- Jobs
- Housing
  
- Other      Public Safety  
- Assists security officers investigating Code of Conduct violations and/or criminal acts at 440 Turk HQ building and/or shelters  
- Provides a mechanism to augment foot patrols, prevent criminal acts, and assist anyone requiring emergency help.

B. Civil Rights Impacts and Safeguards

The Department has considered the potential impacts and has identified the technical, administrative, and physical protections as mitigating measures:

Department of Homelessness and Supportive Housing believes the Surveillance Camera System poses potential risks to civil liberties in respect to dignity loss and loss of liberty.

An individual could be embarrassed or experience emotional distress if cameras capture behaviors, appearances, or circumstances by which they might feel humiliated. Examples include views of someone exhibiting an emotional outburst, a person's clothing or hair being disheveled, or someone having their physique ridiculed or leered at. Risks for loss of dignity are reduced by restricting access to live views, as well as recorded footage, to a limited number of Facilities staff. For cameras at our shelter and navigation center, access is limited to a small number of shelter and navigation center staff on an as needed basis. In addition, the cameras do not pan, tilt or zoom, thus removing possible temptation for system operators to use those features to follow or enhance views of individuals. Audio is also not recorded or enabled.

Loss of liberty could potentially occur if a person were to be misidentified as the perpetrator of a crime or other incident, making them subject to wrongful arrest. An innocent person might be similar in appearance to someone who committed an offense. Surveillance images could reinforce other circumstantial evidence tying the wrong person to a criminal incident. As an example, someone might be wearing clothing like clothing worn by someone seen leaving an office where a theft had just occurred. Loss of liberty risks due to misidentification of a subject in surveillance video is mitigated by restricting access to live views and recorded footage to a limited number of trained personnel.

C. Fiscal Analysis of Costs and Benefits

The Department’s use of Surveillance Camera system yields the following business and operations benefits:

- Financial savings: with security camera system, site staff is able to manage the main entry and still be able to effectively cover the vulnerable access points. Essentially, minimize the need to hire 50 security officers (see response to question 1.4).
- Time savings: deploying a security camera system can provide time saving over the additional scope of work for security contract, hiring and managing additional security officers
- Staff safety: security camera system allows staff to be proactive rather than reactive in term of conflict de-escalation

The total fiscal cost, including initial purchase, personnel and other ongoing costs is

Number of FTE (new & existing)	4 existing employees Total expected staff hours (all): 15 hrs/mo
Classification	(7334) - Stationary Engineers
Total Salary & Fringe	60 hrs x 12 months x \$155/hr: <b>\$111,600/yr</b>
Software	Included
Hardware/Equipment	\$60,000 one-time cost (\$5,000 x 12 site)
Professional Services	0
Training	<i>Internal staff training – no additional cost</i>
Other	
Total Cost [Auto-calculate]	<i>\$171,600 per year</i>
2.1 Please disclose any current or potential sources of funding (e.g. potential sources = prospective grant recipients, etc.). <sup>SIR, ASR</sup>	

*Staff time used to inspect security camera systems will be charged as any other labor costs, to overhead or General Fund.*

*Equipment: This is a one-time cost as equipment had been purchased and deployed. Any future replacement equipment will be part of the department's ongoing equipment budget request.*

The Department funds its use and maintenance of the surveillance technology through Annual Operating Budget.

### **COMPARISON TO OTHER JURISDICTIONS**

Surveillance Camera Technologies like the Veterans Building Surveillance Camera System are currently utilized by other governmental entities for similar purposes.

## APPENDIX A: Surveillance Impact Report Requirements

The following section shows all Surveillance Impact Report requirements in order as defined by the San Francisco Administrative Code, Section 19B.

<p>1. Information describing the Surveillance Technology and how it works, including product descriptions from manufacturers.</p>
<p><i>The cameras record images of vulnerable areas and save into the hard drive of a digital video recorder system at 440 Turk Street HQ.</i></p> <p><i>Cameras: 2x Samsung PNM-7000VD, 18x Samsung XNV-6080R</i></p> <p><i>Server: exacqVision</i></p> <p><i>Shelters might have different type of DVR equipment but a typical DVR equipment would be Honeywell – HRDP16D1T0-R connected to various security cameras.</i></p>
<p>2. Information on the proposed purpose(s) for the Surveillance Technology.</p>
<p><i>1.2 The security camera systems are provided for shelter &amp; navigation center site staff to cover the vulnerable access points and common areas for the safety and security of site staff and our clients.</i></p> <p><i>1.3 Ability to review security footage of an incident that happened at the shelter &amp; navigation center</i></p> <p><i>1.8</i></p> <ul style="list-style-type: none"><li>• Education</li><li>• Community Development</li><li>• Health</li><li>• Environment</li><li>• Criminal Justice</li><li>• Public Safety –existence of security camera system serves as a monitoring tool for crime prevention &amp; deterrent. It helps promote the safety and security of site staff and our clients</li><li>• Jobs</li><li>• Housing</li><li>• Other</li></ul> <p><i>1.9</i></p> <ul style="list-style-type: none"><li>• Financial savings: with security camera system, site staff is able to manage the main entry and still be able to effectively cover the vulnerable access points. Essentially, minimize the need to hire 50 security officers (see response to question 1.4).</li></ul>

- Time savings: deploying a security camera system can provide time saving over the additional scope of work for security contract, hiring and managing additional security officers
- Staff safety: security camera system allows staff to be proactive rather than reactive in term of conflict de-escalation

*1.10 Existence of security camera system at our shelter & navigation center also give our clients a sense of safety & security. Security camera system at our 440 Turk Building provides some added sense of safety & security for our staff.*

3. If applicable, the general location(s) it may be deployed and crime statistics for any location(s).

*Devices are deployed at the shelters & navigation center. Devices are also deployed at HSH's 440 Turk Headquarters building*

4. An assessment identifying any potential impact on civil liberties and civil rights and discussing any plans to safeguard the rights of the public.

*The Department has considered the potential impacts and has identified the technical, administrative, and physical protections as mitigating measures:*

*Department of Homelessness and Supportive Housing believes the Surveillance Camera System poses potential risks to civil liberties in respect to dignity loss and loss of liberty.*

*An individual could be embarrassed or experience emotional distress if cameras capture behaviors, appearances, or circumstances by which they might feel humiliated. Examples include views of someone exhibiting an emotional outburst, a person's clothing or hair being disheveled, or someone having their physique ridiculed or leered at. Risks for loss of dignity are reduced by restricting access to live views, as well as recorded footage, to a limited number of Facilities staff. For cameras at our shelter and navigation center, access is limited to a small number of shelter and navigation center staff on an as needed basis. In addition, the cameras do not pan, tilt or zoom, thus removing possible temptation for system operators to use those features to follow or enhance views of individuals. Audio is also not recorded or enabled.*

*Loss of liberty could potentially occur if a person were to be misidentified as the perpetrator of a crime or other incident, making them subject to wrongful arrest. An innocent person might be similar in appearance to someone who committed an offense. Surveillance images could reinforce other circumstantial evidence tying the wrong person to a criminal incident. As an example, someone might be wearing clothing like clothing worn by someone seen leaving an office where a theft had just occurred. Loss of liberty risks due to misidentification of a subject in surveillance video is mitigated by restricting access to live views and recorded footage to a limited number of trained personnel.*

5. The fiscal costs for the Surveillance Technology, including initial purchase, personnel and other ongoing costs, and any current or potential sources of funding.

Number of FTE (new & existing)	4 existing employees Total expected staff hours (all): 15 hrs/mo
Classification	(7334) - Stationary Engineers
Total Salary & Fringe	60 hrs x 12 months x \$155/hr: <b>\$111,600/yr</b>
Software	Included
Hardware/Equipment	\$60,000 one-time cost (\$5,000 x 12 site)
Professional Services	0
Training	<i>Internal staff training – no additional cost</i>
Other	
Total Cost [Auto-calculate]	<i>\$171,600 per year</i>

*Staff time used to inspect security camera systems will be charged as any other labor costs, to overhead or General Fund.*

*Equipment: This is a one-time cost as equipment had been purchased and deployed. Any future replacement equipment will be part of the department's ongoing equipment budget request.*

6. Whether use or maintenance of the technology will require data gathered by the technology to be handled or stored by a third-party vendor on an ongoing basis.

No.

7. A summary of the experience, if any, other governmental entities have had with the proposed technology, including information about its effectiveness and any known adverse information about the technology such as anticipated costs, failures, or civil rights and civil liberties abuses.

N/A

## **APPENDIX B: Mapped Crime Statistics**

the general location(s) it may be deployed and crime statistics for any location(s),  
[Toolkit 3.5]