

# POLICY AND STANDARD OPERATING PROCEDURE

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**Title:** Security Video Footage Release and Playback Policy Effective Date: February 9, 2021  
**Business Owner:** Emergency Planning and Security Supersedes: N/A  
**Applicable To:** All SFPUC Review Cycle: Minimum 2 years  
**Document No:** POL-EPS-001  
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## 1. PURPOSE

The San Francisco Public Utilities Commission (SFPUC) has a robust security system that includes hundreds of operating and planned project cameras. These cameras are distributed across the Water, Wastewater and Power Enterprises, and have the capacity to record video footage 24 hours per day, 7 days per week, and store security footage for up to thirty (30) days as is permitted by network capabilities.

The purpose of SFPUC security system cameras and video surveillance equipment is to:

1. Deter malicious behavior to SFPUC facilities, employees, or personnel working on behalf of the SFPUC;
2. Capture potential or actual malicious behavior by or against SFPUC facilities, employees, or personnel working on behalf of the SFPUC;
3. Provide evidence to support incident investigations;
4. Provide real-time monitoring of operations and critical equipment at SFPUC facilities; and
5. Support SFPUC health and safety requirements and objectives.

This Policy will outline the circumstances under which this security footage may be accessed by law enforcement, SFPUC personnel and the public.

## 2. SCOPE

This Policy applies to all video footage that is captured by SFPUC security cameras. This Policy applies to all SFPUC employees, consultants, contractors, vendors, and others who are otherwise acting at the direction of the SFPUC.

This Policy applies to all video footage and camera equipment that is currently installed or will be installed in future SFPUC projects.

Exceptions to this Policy will only be granted by written authorization by the SFPUC General Manager, Deputy General Manager, or Emergency Planning and Security (EPS) Director. Any granted exceptions will be documented and kept recorded in accordance with the SFPUC Records Retention Policy.

**3. RESPONSIBILITY**

- 3.1. All employees, consultants, contractors, vendors, and others referenced above are to familiarize themselves with this policy.
- 3.2. The SFPUC General Manager will understand and enforce this Policy.
- 3.3. All SFPUC Enterprises, Bureaus and staff will adhere to this Policy. All contracted staff performing work under the direction of SFPUC Enterprises, Bureaus and staff will adhere to this Policy.
- 3.4. When appropriate, Attorneys for the Department are asked to review, provide strategic direction to, and approve this policy.
- 3.5. The SFPUC Emergency Planning and Security (EPS) Director and staff will implement this Policy. EPS will maintain the authority to operate, manage, monitor and archive all video footage from any SFPUC facility. The following EPS employees are authorized by the Department to access or use the collected information:

<b>Classification &amp; Job Title</b>	<b>Employee Name</b>
<i>0931 – Director of Security</i>	Jeff Harp
<i>0932 –Emergency Planning Director</i>	Josh Gale
<i>1844 – Senior Management Assistant</i>	Oscar Miron
<i>1822 – EPS Administrative Analyst</i>	N/A
<i>1820 – EPS Junior Administrative Analyst</i>	Stephanie Marquez
<i>1054 – Principal IS Business Analyst</i>	Marcus Coleman
<i>5291 – Training &amp; Exercise Planner III</i>	Stephanie Murti

- 3.6. EPS shall ensure compliance with the Policy by holding an initial and periodic meeting with involved parties regarding the appropriate and inappropriate use of the security video technology. EPS will also send SFPUC staff important updates, deadlines, and reminders on a regular basis.
- 3.7. The SFPUC will adhere to security industry standards in order to ensure that all video security and applications are within best practices and compliant with local, state and federal regulations. All video surveillance footage recording, and monitoring shall be conducted in a professional, legal and ethical manner.

- 3.8.** Members of the public are not required to be familiar with this Policy. The purpose of SFPUC security cameras and subsequent captured footage is not to gather information about the public. However, if a member of the public requests footage for personal use, this Policy may be provided to better inform the requesting party of SFPUC's standard operating procedure.
- 3.9.** SFPUC EPS has various communication channels available to ensure that members of the public can register complaints, concerns or submit questions. By emailing [info@sflower.org](mailto:info@sflower.org), calling our General Inquiries phone number (415) 554-3289, or sending a letter to 525 Golden Gate Avenue, 10th floor, San Francisco, CA 94102 EPS shall ensure that all concerns are addressed.

#### **4. DEFINITIONS**

**Camera:** Refers to any device installed, operated and maintained by the SFPUC or its designees to capture video surveillance footage for any of the reasons outlined in Section 1.

**Emergency Planning and Security (EPS):** Any staff member of the Emergency Planning and Security Division of the SFPUC.

**Video Footage:** Any digital representation of events that are captured and recorded by SFPUC security camera equipment. Stored in digital formats on network video recorders.

**Playback:** The process of reviewing recorded, stored or archived footage.

#### **5. POLICY**

##### **5.1. Security Footage Capture**

All fully functioning SFPUC cameras should capture and record visual representation of events occurring at or around SFPUC facilities, assets and project sites. Footage is recorded and stored at the relevant security system server for thirty (30) days. Footage is automatically deleted after thirty (30) days and cannot be retrieved.

Due to the placement of the cameras and 24/7 video monitoring capabilities, events such as traffic accidents, malicious behavior not associated with the SFPUC or SFPUC facilities, and the actions of the general public may be captured. However, this footage will not be released to SFPUC employees or the public for personal use.

Collected information cannot be accessed or used by members of the public, governmental agencies, departments, bureaus, divisions, or units not detailed below.

## **5.2. Playback Requests**

Only designated personnel and security staff from ITS and EPS have access to live streaming video and/or footage playback. Depending on designated job duties, viewing access and playback access may be limited. Authorized employees receive briefing on policy and respective playback capabilities.

Designated personnel with access to video playback shall not entertain or fulfill requests for playback viewing from employees, consultants, contractors, vendors, others acting at the direction of the SFPUC, or members of the public. All requests to view playback of footage must be made directly to the Emergency Planning Director and Director of Security.

The Director of Security or designee will permit the viewing of supervised security footage playback in the following circumstances:

- 5.2.1 Local, state or federal law enforcement involvement or request – An event that may or may not include the SFPUC or its facilities, assets, or employees that necessitates action from law enforcement and requires video evidence for a supporting law enforcement investigation
- 5.2.2 SFPUC incident investigation – An event that includes SFPUC facilities or personnel and includes potential or actual malicious behavior by or against the SFPUC, or an event that includes SFPUC facilities or personnel and includes evidence of critical operations and/or equipment functions including health and safety considerations
- 5.2.3 SFPUC Human Resource Services or Department of Human Resources investigation – An event that may or may not include an SFPUC employee, consultant, contractor, vendor, or other person acting at the direction of the SFPUC who is under investigation by human resources personnel associated with the City and County of San Francisco

## **5.3. Archive Footage and Distribution**

Requests to obtain copies of footage on disk, flash drive, email file, or by other means or media shall only be granted with approval of the EPS Director and shall be the direct result of one of the circumstances outlined in Section 5.2.

Recorded and archived footage shall not be cut, edited or otherwise altered for any reason. Any provided footage must include the uncut, unedited footage in its complete form.

Footage will be distributed by EPS to the applicable party. The means by which the footage will be distributed will depend on file size. Distributed footage is proprietary

information and shall not be duplicated, saved, further distributed, or otherwise used for anything other than the intended purpose.

EPS shall maintain a formal record of exported and distributed footage that conforms to the SFPUC Records Retention Policy.

**6. ADDITIONAL REFERENCES**

None.

**7. HISTORY OF REVISIONS**

Effective Date	Revision	Author	Description of Changes
05/04/2018	New	Mary Ellen Carroll	New Policy for SFPUC video surveillance, playback, export and distribution.
2/8/2021	Revision	Jeffrey Harp	Reflects updates in accordance with "Surveillance Technology Ordinance."

Joshua Gale, Emergency Planning Director ([jgale@sfgwater.org](mailto:jgale@sfgwater.org))

Jeffrey Harp, Director of Security ([jharp@sfgwater.org](mailto:jharp@sfgwater.org))

**8. APPROVAL SIGNATURES**

Approved by: \_\_\_\_\_  
 Michael Carlin  
 Acting General Manager

Date: \_\_\_\_\_

Approved by: \_\_\_\_\_  
 Jeffrey Harp  
 Director of Security

Date: \_\_\_\_\_