



# Surveillance Impact Report

Department of Technology  
Security Cameras

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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 of Technology's mission is "to provide innovative, reliable, and secure business solutions that support and empower City agencies and departments in their delivery of high-quality government services for the public."

In line with its mission, the Department shall use security cameras only for the following authorized purposes:

*Authorized Use(s):*

1. Live monitoring.
2. Recording of video and images in the event of an incident.
3. Reviewing camera footage.
4. Providing video footage/images to law enforcement or other authorized persons following an incident.

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, trade union membership, gender, gender identity, disability status, or an individual person's sex life or sexual orientation, and the processing of genetic data and/or biometric data for the purpose of uniquely identifying an individual person shall be prohibited.

Department technology may be deployed in the following locations, based on use case:

The Department of Technology's "Critical Infrastructure Cameras" or "CICs" are located at the City's public safety radio sites and DT's Public Safety offices at 200 Paul St.

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## Surveillance Oversight Review Dates

COIT Review: TBD

Board of Supervisors Review: TBD

## Technology Details

The following is a product description:

Avigilon Control Center software is video management software that optimizes the way security professionals manage and interact with high-definition video. It captures and stores HD video, while managing bandwidth and storage using the vendor's High Definition Stream Management (HDSM) technology.

### A. How It Works

*The CICs are used to monitor public safety radio sites for suspected theft or vandalism of a system upon which San Francisco residents depend for emergency service delivery.*

Data collected or processed by security cameras 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.

## 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 security cameras has the following benefits for the residents of the City and County of San Francisco:

- Education
- Community Development

<input checked="" type="checkbox"/>	Health	Protect safety of staff, patrons, and facilities while promoting an open and welcoming environment.
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- Environment

<input checked="" type="checkbox"/>	Criminal Justice	Review video footage after a security incident; provide video evidence to law enforcement or the public upon request by formal process, order, or subpoena.
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- Jobs

- Housing
- Other

## 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:

The use of CICs may result in dignity loss, discrimination or loss of liberty. The quality of the video captured through the CICs may vary in quality due to lighting, motion or other factors. Poor quality video may lead to mis-identification. Conversely, the video may not correctly convey intent and viewers may interpret actions captured as threatening or menacing which may have a more benign interpretation. For example, the CICs may capture a person approaching a facility with a brick and assume they intend to cause physical damage to the property when there may be an alternative explanation. That person may be correctly identified as an employee or member of the public, but subsequently subjected to investigation and possibly arrest.

The Department of Technology strives to mitigate all potential civil rights impacts through responsible technology and associated data use policies and procedures, and intends to use CICs and their associated data exclusively for aforementioned authorized uses cases. All other uses, including surveillance of San Francisco residents or groups, are expressly prohibited.

Specifically, DT applies the following safeguards:

- Administrative: the video can only be accessed by Data can only be accessed by 7362 and 7368 Technicians.
- Technical: the CIC video is on a closed system not connected to other City data networks.
- Physical: stored CIC video can only be accessed at DT's offices at 200 Paul Ave or 1011 Turk Street.
- The CICs cannot be used to monitor anything other than City property.
- Stored video is only accessed if DT staff identify an incident, typically a break-in resulting in vandalism or loss of property.
- The CIC system records video of the City's public safety radio sites. Currently, the video is stored for 7 days prior to deletion. In the event of an incident of theft of vandalism, DT staff will review the recorded video to determine if it has captured the incident. (DT understands that it may have to store recorded video for a longer period, we will seek to store video for the minimum possible duration.)
- DT intends to continue using operating the CIC system as severely limited, closed nature of system.

To protect camera from potential breach, misuse or abuse that may result in civil rights impacts, data is maintained on secure, department-owned servers. Only persons authorized to utilize the raw data may access the information and are required to maintain records of access by completing the community security cameras data access log described in section 3.23. Only data that has been edited to remove PII will be shared and stored on servers, and sharing will only occur with partner CCSF

agencies for whom the Department of Technology has been contracted to purchase, install and maintain the cameras.

C. Fiscal Analysis of Costs and Benefits

The Department’s use of surveillance cameras yields the following business and operations benefits:

<b>Benefit</b>	<b>Description</b>
X Financial Savings	Department Security Camera Systems will save on building or patrol officers.
X Time Savings	Department Security Camera Systems will run 24/7, thus eliminating building or patrol officer supervision
X Staff Safety	Security cameras help identify violations of Department Patron Code of Conduct and provide assurance that staff safety is emphasized and will be protected at their place of employment.
X Data Quality	Security cameras run 24/7/365 so full-time staffing is not required to subsequently review footage of security incidents. Data resolution can be set by level and is currently set to high resolution.

The total fiscal cost, including initial purchase, personnel and other ongoing costs is Number of FTE (new & existing)	0.5	
Classification	7362 Communications System Technician 7368 Senior Communications System Technician 8234 Fire Alarm Dispatchers 8236 Chief Fire Alarm Dispatchers	
	<b>Annual Cost</b>	<b>One-Time Cost</b>
Software		\$23,000
Hardware/Equipment		\$400,000
Professional Services		
Training		
Other		
Total Cost		\$423,000

2.1 Please disclose any current or potential sources of funding (e.g. potential sources = prospective grant recipients, etc.). <sup>SIR, ASR</sup>

DT funds its use and maintenance of the CICs through its annual operating budget. The one-time costs for hardware and software represent historic costs, not costs incurred in the recent past or anticipated in the current budget cycle. Individual items, such as cameras, are replaced when they fail through annual operating budget.

**COMPARISON TO OTHER JURISDICTIONS**

Camera systems similar to those used by the CICs are currently utilized by other governmental entities for similar purposes.

## **APPENDIX A: Mapped Crime Statistics**

The general location(s) it may be deployed and crime statistics for any location(s),

[Toolkit 3.5]