



Surveillance Impact Report

Human Services Agency
Security Cameras

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 Human Services Agency promotes well-being and self-sufficiency among individuals, families and communities in San Francisco. Security Cameras are used to identify potential threats to persons and property, and to investigate complaints and criminal activity occurring at HSA sites.

In line with its mission, the Human Services Agency (HSA) shall use security cameras only for the following authorized purposes:

Authorized Use(s):

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

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:

Cameras are located at the following locations:

- 1235 Mission
- 1440 Harrison
- 170 Otis
- 2 Gough
- 3120 Mission

Surveillance Oversight Review Dates

COIT Review: March 18, 2021

Board of Supervisors Review: August 4, 2021

Technology Details

The following is a product inventory and manufacturer's description:

- 1235 Mission:
 - HONEYWELL MAXPRO – RECORDER
 - PELCO DX8100 – RECORDER
 - ANALOG CAMERAS (25)
 - IP CAMERAS (16) – HONEYWELL IP AND 2 AXIS P3708-PVE
- 1440 Harrison:
 - SALIENT – RECORDER
 - IP CAMERAS (12) – HONEYWELL IP
- 170 Otis:
 - HONEYWELL – RECORDER
 - ANALOG CAMERAS (31) – SONY
 - NAS (VM) – RECORDER
 - WIN SERVER 2019 / VAST VIDEO MANAGEMENT SOFTWARE (VMS)
 - DIGITAL IP CAMERAS (6) – VIVOTEK
- 2 Gough:
 - NAS (VM) – RECORDER
 - WIN SERVER 2019 / VAST VIDEO MANAGEMENT SOFTWARE (VMS)
 - DIGITAL IP CAMERAS (2) - VIVOTEK
- 3120 Mission:
 - HONEYWELL – RECORDER
 - ANALOG CAMERAS (4)
- Manufacturers' Product Descriptions:
 - VIVOTEK - VIVOTEK Inc. was founded in February 2000. The Company markets VIVOTEK solutions worldwide, and has become a leading brand in global security surveillance. To fulfill its global strategic footprint, VIVOTEK is committed to building an ecosystem for the IP surveillance industry, and looks forward to long term collaboration and growth with all partners in our shared pursuit of a safe and secure society.
 - PELCO DX8100 - The DX8100 Series digital video recorders (DVRs) are professional security-level DVRs based on a new and innovative hardware platform that is powered by unparalleled and unique high-performance software. As the security requirements of your business expand into multiple sites and become more diversified, you need a professional DVR that you can quickly and effortlessly increase the channel and recording capacity. •The DX8100 is interoperable with your existing DX8000 DVRs, allowing you to build upon your existing security system. A DX8100 client can operate and administer both the DX8100 and DX8000 within the same network. •When you need to quickly and easily add more security cameras, the new DX8100-EXP 16-channel expansion unit extends the 8- or 16-channel

DX8100 to 24 or 32 channels. With or without the channel expansion unit, all of the cameras can now take advantage of the increased frame rate of 2CIF and 4CIF recording. The DX8100 records video up to 480 images per second ips at a maximum CIF image size.

- If your security project requirements increase storage capacity, you can extend internal storage up to 3 TB. With the optional DX9200 HDDI, you can further increase the DX8100 storage capacity. Alternately, you can use the DX9200 HDDI as a redundant RAID solution.
- As your audio security needs grow, use the DX8108-AUD or DX8116-AUD audio option to add a total of 8 or 16 audio inputs.
- Sophisticated video security applications require a network of DVRs to monitor multiple locations. The 10/100/1000 megabit Ethernet port supports today's high-speed networks. You can network your DX8100 and DX8000 systems and remotely operate the DVRs for continuous, motion detection, alarm, ATM/POS, normal scheduled recording, and administer and view live and playback video. For time-critical security applications, you must ensure that all video recordings are synchronized to an accurate time source. The DX8100 supports the network time protocol (NTP), which allows you to synchronize all networked DX8100s to one NTP time server.

- HONEYWELL MAXPRO VMS is an enterprise-class video management and hybrid solution. It enables you to operate the traditional analog, network and IP based video equipment in the same surveillance network. You can deploy thousands of cameras in number of locations, and add many video devices such as recorders and monitors.
- NAS VIRTUAL MACHINE (VM) – The VM is powered by Intel® Xeon® dual core CPU E5-2670 0 @ 2.60GHz x-64 processor, 64-bit Operating System, 4.00 GB of RAM, 75 GB of hard drive space.
- SALIENT NVR SERVER – Salient's hybrid NVRs are industry-leading, value-oriented digital video surveillance systems. Power-built for the rigors of continuous duty operation using advanced components, the 1U rack-mountable PowerPro hybrid NVR delivers the reliability and processing power required for mission critical video surveillance. PowerPro offers a Single Intel Xeon processor with 16GB of memory and up to 48TB of video storage delivering high reliability and processing power. Providing up to 32 analog direct connect channels, this hybrid NVR supports IP and analog cameras in a 1U rack mount unit.
- VIVOTEK's FD8169A is an easy-to-use fixed dome network camera specifically designed for indoor security applications, with a 2MP sensor enabling a viewing resolution of 1920x1080 at a smooth 30 fps. Dynamic and highly adaptable. The FD8169A is an all-in-one camera capable of capturing high quality video at high resolutions of up to 2 Megapixels. It also features POE, Real-time H.264, MJPEG Compression (Dual Codec), Removable IR-cut Filter for Day & Night Function, Built-in IR Illuminators effective up to 20 Meters, SNV (Supreme Night Visibility) for Low Light Conditions, Smart Stream II to Optimize Bandwidth Efficiency, Smart IR Technology to Avoid Overexposure, Supports ONVIF Standard to Simplify Integration and Enhance Interoperability, Support Installation with AM-712 Indoor Conduit Box, VIVOCLOUD App & Portal for 24/7 Surveillance, and Trend Micro IoT Security

- VIVOTEK's FD8182-F2 is an economic professional indoor fixed dome network cameras in VIVOTEK's 5MP V-Pro Lite series. Design to provide higher resolution and sharper image with more detail, the FD8182-F2 offers up to 15 fps at 5-Megapixel or 30 fps at 1080p resolution. With powerful 3D Noise Reduction technology and Smart Stream technology, the FD8182-F2 can also optimize resolution for a desired object or area to maximize efficiency of bandwidth usage. Other features include POE, Built-in IR Illuminator Effective up to 30 Meters, WDR Enhancement for Unparalleled Visibility in Bright and Dark Environments, Smart Stream to Optimize Bandwidth Efficiency, 3D Noise Reduction for Low-light Conditions, Two-way Audio, PIR motion sensors, Video Rotation for Corridor View, Support Installation with AM-712 Indoor Conduit Box, VIVOCLOUD App & Portal for 24/7 Surveillance, and Trend Micro IoT Security
- VIVOTEK's IB8360-W (wireless) is a stylish 2-megapixel mini outdoor bullet network camera, specifically designed for boutique retail applications. Delivering a resolution of 1920x1080 at 30 fps, having IR illuminators effective up to 12 meters, and including SNV technology for low light environments, the remarkable cameras provide users with superior image quality around the clock. It also provide built-in IR Illuminators up to 12 meters, Smart IR Technology to Avoid Overexposure, SNV (Supreme Night Visibility) for Low Light Conditions, Smart Stream II to Optimize Bandwidth Efficiency, Weather-proof IP66-rated Housing, Built-in 802.11 b/g/n WLAN, Compact Size, VIVOCLOUD App & Portal for 24/7 Surveillance, and Trend Micro IoT Security
- HANWHA PNM SERIES MULTI-SENSOR 360 – Network vandal outdoor Multi-sensor Multi-Directional dome camera, (5MP X 4 sensors) 20MP @ 30fps WDR off/on, motorized vari-focal Lens 2.6x (3.6 ~ 9.4mm) (102.5° ~ 38.7°), triple Codec H.265/H.264/MJPEG with WiseStream II technology, 120dB WDR, Defocus detection, built in analytics, true D/N, 4x SD card, hallway view, HLC, Defog detection, DIS(Gyro sensor), 12VAC/HPoE (power adaptor is included), IP66/IK10, -40°C ~ +55°C (-40°F ~ +131°F)
- HANWHA X SERIES DOME – WiseNet X powered by WiseNet 5 network IR indoor dome camera, 5MP @30fps WDR off/on, 3.7mm fixed focal lens (97.5°), H.265/H.264/MJPEG, WiseStream II compression technology, 120dB WDR, USB port for easy installation, advanced video analytics and sound classification, High powered IR LEDs range of 98', True D/N, dual SD card, hallway view, HLC, defog detection with simple focus, DIS , 12VDC/24VAC/PoE, IK08 rated
- AXIS P3708-PVE - is a fixed dome network camera with three sensors. It gives you a 180° panoramic overview of large areas using a single camera. And it's perfect for use in challenging light conditions, both during the day and at night.
- HONEYWELL – HD4DIRH - 700TVL VFAI WDR TDN IR Mini Dome – Honeywell 960H System Series of cameras provides a wide range of high-quality, feature rich video surveillance options for indoor, outdoor, and low-light applications. 1/3" 960H CCD image sensor, ultra-high resolution image (700TVL), 3D digital noise reduction, digital wide dynamic range, backlight compensation and highlight masking, smart IR technology for

even distribution of the IR, 2.8-12 mm varifocal auto iris (VFAI) lens, true day/night function for vivid color pictures by day and clear black and white pictures at night, excellent low-light performance (0.19 lux color, 0 lux with IR LEDs on), 18 IR LEDs provide up to 50 ft of illumination, depending on scene reflectance, weatherproof, impact-resistant housing (IP66), built-in heater for cold weather operation down to -40 F, breather vent prevents condensation buildup.

- HONEYWELL – HD4D2 – 650 TVL DOME CAMERA – PRODUCT DESCRIPTION NOT FOUND/UNAVAILABLE.
- HONEYWELL – H4L2GR1V – 2 MEGAPIXEL DOME IP CAMERA - Full HD 1080p 50/60 fps image with a 1/2.8" 2 MP sensor, WDR up to 120 dB ensures glare-free images, true day/night provides colour images by day and clear black-and-white images at night with ICR, excellent low-light performance with 3D noise reduction, saving storage and bandwidth together with H.265 High Profile codec, low light technology is able to capture high quality colour images in low light environments, 2.7-13.5 mm, F1.6, motorized focus/zoom lens, H.265 plus, H265, H.264 and MJPEG codec, triple stream support, IR LEDs provide up to 50m (150') of illumination in dimly lit or night time scenes (depending on scene reflectance), smart IR technology provides even distribution of IR, waterproof (IP67) and IK10 vandal resistant camera housing, -40C to 60C working temperature, ONVIF Profile S, G & Q compliant, security features include individual signed certificates and data encryption, cameras can be retrofitted on many existing DVR/NVR installations without requiring additional storage, built-in PoE eliminates separate power supply and associated wiring; 24 V AC/12 V DC inputs where PoE is unavailable, 12 VDC/2W output, supports up to 128 GB micro SDHC (Class 10) card for local video storage when network is interrupted.
- ARECONT – AV2256PM – 2 MEGAPIXEL DOME IP CAMERA - The AV2256PM MegaDome® 2 series network camera is part of Arecont Vision's Wide Dynamic Range line of H.264 MegaDome® 2 series cameras. This fully compliant implementation of H.264 (MPEG 4, Part 10) provides full 1920 x 1080 megapixel resolution at full video frame rates of 32fps. The AV2255AM camera line provides an all-in-one solution with integrated 1080p resolution camera, remote focus, remote zoom, motorized P-iris lens, and IP66 and vandal resistant dome enclosure. With the features of Casino mode, ONVIF Profile S, PSIA conformance, privacy masking, extended motion detection and flexible cropping, the AV2256PM is a high sensitivity, PoE (IEEE 802.3af) compliant camera. Built with Arecont Vision's massively-parallel MegaVideo® technology, this camera offers over six times the resolution of standard resolution IP cameras with the ability to output full real-time frame rates and deliver the high quality megapixel imaging for both indoor and outdoor applications.
- AXIS – P3707-PE – 8 MEGAPIXEL MULTI-SENSOR 360-DEGREE IP CAMERA - AXIS P3707-PE comprises four camera heads that can be repositioned along a circular track to point in the desired viewing direction. Each camera head can be individually tilted and adjusted to provide a 108° to 54° horizontal field of view for either wide or zoomed-in views. The camera heads can be rotated to support Axis' Corridor Format for optimal coverage of

vertically oriented scenes. A specially designed clear cover, with no sharp edges, allows for undistorted views in all directions. AXIS P3707-PE supports individually configurable video streams for each camera head, as well as quad-view streaming, enabling 1080p resolution videos at 12.5/15 frames per second and 720p videos at full frame rate.

- SONY – EX543 – ANALOG CAMERA – PRODUCT DESCRIPTION NOT FOUND/UNAVAILABLE
- TRIVIEW – TFD-CVSH312A1241IR – DOME ANALOG CAMERA – PRODUCT DESCRIPTION NOT FOUND/UNAVAILABLE

A. How It Works

IP, digital and analog cameras record images from public and non-public areas to digital recording devices.

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

X	Health	Protect safety of staff, patrons, and facilities while promoting an open and welcoming environment.
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- ☐ Environment

X	Criminal Justice	Safeguards and protects public property. Review video footage after a security incident; provide video evidence to law
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enforcement or the public upon request by formal process, order, or subpoena.

- ☐ Jobs
- ☐ Housing
- ☐ Other

In addition, the Department's sworn investigative staff are charged with monitoring the multi-million dollar security officer contract to ensure services are provided in accordance with that contract. The assigned Department Liaison Officer (DLO) uses the surveillance system to review incidents involving security as needed for conformity with the contract provisions.

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:

Since its initial installation in the 1980's, the video surveillance technology employed by HSA at its various facilities has been used solely to identify threats to persons and property, investigate complaints and criminal activity that occurs at these locations. In keeping with these policies and practices, there has been no negative impact on HSA staff, public, or others through the use of this technology.

The technology has been successfully used in both criminal prosecutions and the investigation and resolution of administrative complaints lodged against HSA staff persons and members of the public. To date, no complaints have been lodged against the Department relative to its use. Moreover, the Department's practice of limiting access to the system to its sworn investigators via a secure internal network minimizes the likelihood of its misuse or employment for unauthorized purposes.

In sum, this technology as it is employed by the Department poses no significant risk to the public and/or HSA employees for the aforementioned categories: dignitary loss, discrimination, economic loss, loss of autonomy, loss of liberty physical harm, or loss of trust.

C. Fiscal Analysis of Costs and Benefits

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

Benefit		Description
X	Financial Savings	The camera system's live feeds are monitored by on site contract security officers, enabling them to identify potential threats to staff and public in real time. The cameras augment the security officers' ability to respond quickly and efficiently with fewer officers required to manage specific building floor areas.

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.

Number of FTE (new & existing)	No FTE assigned	
Classification	n/a	
	Annual Cost	One-Time Cost
Software	-	-
Hardware/Equipment	-	-
Professional Services	<i>\$100,000 for ongoing maintenance</i>	-
Training	-	-
Other	-	-
Total Cost	<i>Varies between \$50,000 - \$100,000</i>	

The Department funds its use and maintenance of the surveillance technology through

- Support through the City's General Fund.

COMPARISON TO OTHER JURISDICTIONS

Security Cameras are currently utilized by other governmental entities for similar purposes.

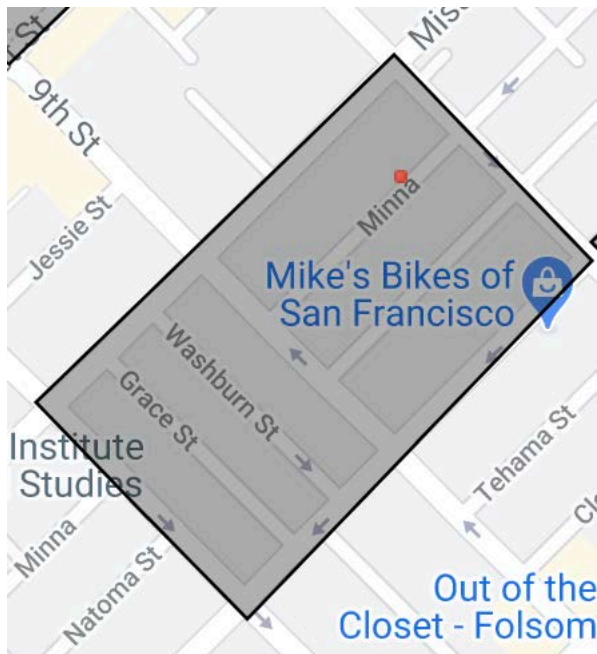
Appendix A: Surveillance Impact Report: Crime Statistics

Department: Human Services Agency

Section 19B requires each department in their Surveillance Impact Report to respond to the following question if applicable, "the general location(s) [of the surveillance technology] may be deployed and crime statistics for any location(s)."

The Human Services Agency operates a total of 102 Security Cameras at the following locations:

- 1235 Mission Street, San Francisco, CA 94103

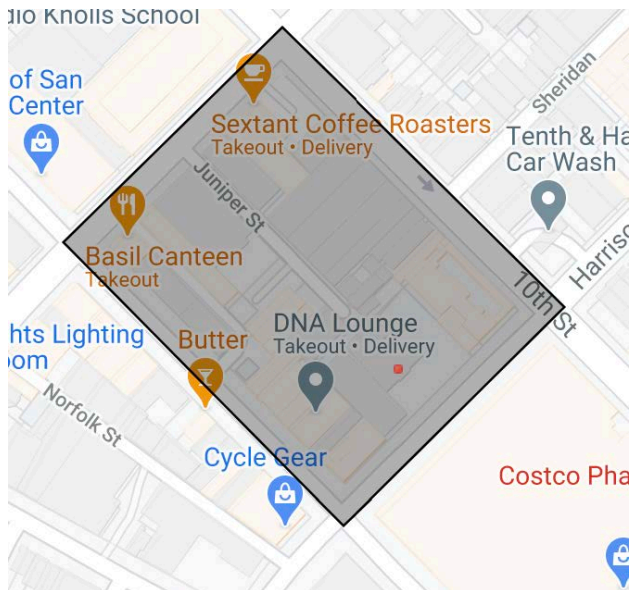


[Image description: The image shows a screenshot of a mapped area around the 1235 Mission Street building.]

Incident Category	Number of SFPD Incidents	Percent
	7	0.007865
Arson	1	0.001124
Assault	72	0.080899
Burglary	54	0.060674
Disorderly Conduct	16	0.017978
Drug Offense	119	0.133708
Forgery And Counterfeiting	1	0.001124
Fraud	16	0.017978
Larceny Theft	137	0.153933
Lost Property	8	0.008989
Malicious Mischief	76	0.085393

Miscellaneous Investigation	12	0.013483
Missing Person	10	0.011236
Motor Vehicle Theft	28	0.031461
Non-Criminal	84	0.094382
Offences Against The Family And Children	18	0.020225
Other	20	0.022472
Other Miscellaneous	74	0.083146
Other Offenses	6	0.006742
Rape	1	0.001124
Recovered Vehicle	3	0.003371
Robbery	17	0.019101
Sex Offense	3	0.003371
Stolen Property	4	0.004494
Suspicious Occ	19	0.021348
Traffic Collision	2	0.002247
Traffic Violation Arrest	16	0.017978
Vandalism	4	0.004494
Warrant	48	0.053933
Weapons Carrying Etc	6	0.006742
Weapons Offense	8	0.008989

- 1440 Harrison Street, San Francisco, CA 94103

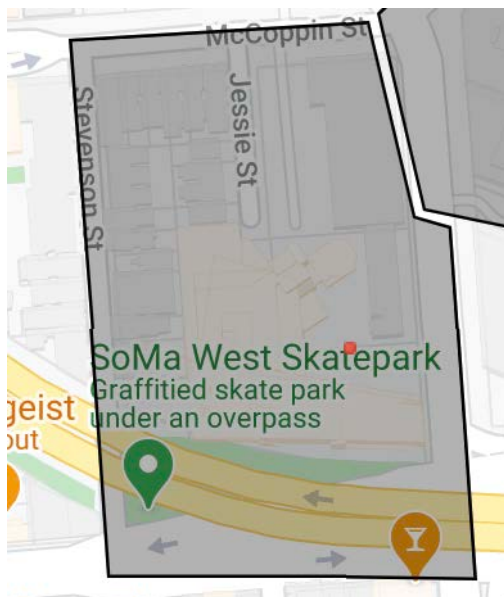


[Image description: The image shows a screenshot of a mapped area around the 1440 Harrison Street building.]

Incident Category	Number of SFPD Incidents	Percent
	1	0.005618

Arson	1	0.005618
Assault	13	0.073034
Burglary	19	0.106742
Disorderly Conduct	4	0.022472
Drug Offense	1	0.005618
Embezzlement	1	0.005618
Fraud	1	0.005618
Larceny Theft	28	0.157303
Lost Property	3	0.016854
Malicious Mischief	22	0.123596
Miscellaneous Investigation	1	0.005618
Missing Person	2	0.011236
Motor Vehicle Theft	20	0.11236
Non-Criminal	11	0.061798
Offences Against The Family And Children	4	0.022472
Other	3	0.016854
Other Miscellaneous	16	0.089888
Other Offenses	1	0.005618
Robbery	5	0.02809
Stolen Property	2	0.011236
Suspicious Occ	5	0.02809
Traffic Collision	1	0.005618
Traffic Violation Arrest	3	0.016854
Vandalism	2	0.011236
Warrant	6	0.033708
Weapons Offense	2	0.011236

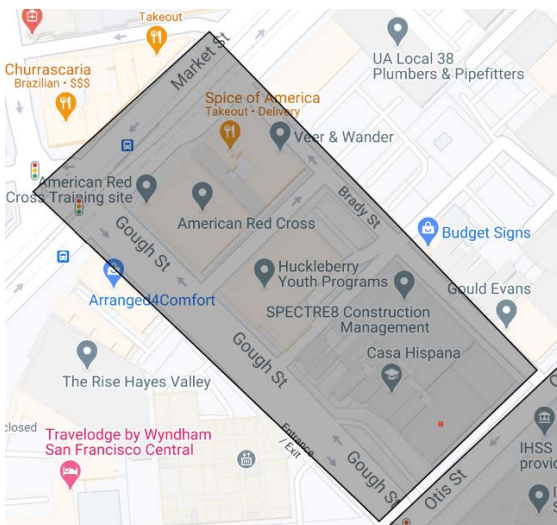
- 170 Otis Street, San Francisco, CA 94103



[Image description: The image shows a screenshot of a mapped area around the 170 Otis Street building.]

Incident Category	Number of SFPD Incidents	Percent
Assault	7	0.089744
Burglary	3	0.038462
Fire Report	1	0.012821
Fraud	1	0.012821
Larceny Theft	17	0.217949
Malicious Mischief	6	0.076923
Missing Person	1	0.012821
Motor Vehicle Theft	8	0.102564
Non-Criminal	9	0.115385
Offences Against The Family And Children	4	0.051282
Other Miscellaneous	7	0.089744
Other Offenses	2	0.025641
Robbery	3	0.038462
Suspicious Occ	2	0.025641
Traffic Violation Arrest	2	0.025641
Warrant	4	0.051282
Weapons Carrying Etc	1	0.012821

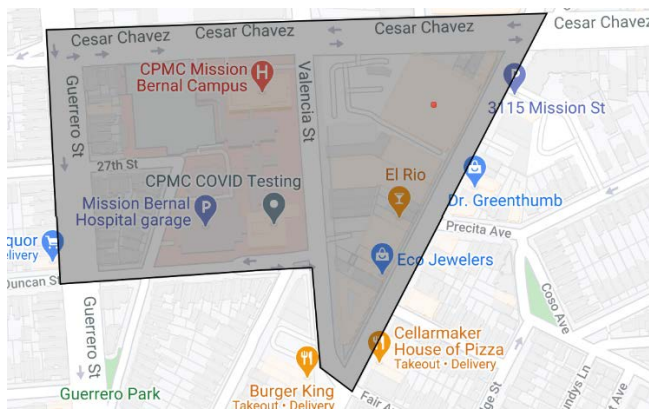
- 2 Gough Street, San Francisco, CA 94103



[Image description: The image shows a screenshot of a mapped area around the 2 Gough Street building.]

Incident Category	Number of SFPD Incidents	Percent
Arson	2	0.020408
Assault	5	0.05102
Burglary	10	0.102041
Civil Sidewalks	1	0.010204
Drug Offense	1	0.010204
Larceny Theft	24	0.244898
Lost Property	3	0.030612
Malicious Mischief	17	0.173469
Motor Vehicle Theft	6	0.061224
Non-Criminal	3	0.030612
Offences Against The Family And Children	2	0.020408
Other	3	0.030612
Other Miscellaneous	6	0.061224
Other Offenses	1	0.010204
Recovered Vehicle	1	0.010204
Robbery	4	0.040816
Stolen Property	1	0.010204
Vandalism	1	0.010204
Warrant	7	0.071429

- 3120 Mission Street, San Francisco, CA 94110



[Image description: The image shows a screenshot of a mapped area around the 3120 Mission Street building.]

Incident Category	Number of SFPD Incidents	Percent
	4	0.018692
Assault	18	0.084112
Burglary	24	0.11215

Courtesy Report	1	0.004673
Disorderly Conduct	3	0.014019
Drug Offense	4	0.018692
Fire Report	1	0.004673
Fraud	12	0.056075
Larceny Theft	41	0.191589
Lost Property	1	0.004673
Malicious Mischief	23	0.107477
Miscellaneous Investigation	5	0.023364
Missing Person	2	0.009346
Motor Vehicle Theft	7	0.03271
Non-Criminal	8	0.037383
Offences Against The Family And Children	5	0.023364
Other	2	0.009346
Other Miscellaneous	24	0.11215
Other Offenses	1	0.004673
Recovered Vehicle	1	0.004673
Robbery	9	0.042056
Stolen Property	1	0.004673
Suspicious Occ	4	0.018692
Traffic Violation Arrest	5	0.023364
Warrant	4	0.018692
Weapons Carrying Etc	3	0.014019
Weapons Offense	1	0.004673

Information on crime statistics in 2020 in this area is provided by the San Francisco Police Department. Statistics are taken from a 1-block radius around the location of cameras. All information is obtained through the San Francisco Open Data Portal: <https://datasf.org/opendata/>

In addition, the department maintains an internal incident log which cannot be shared publicly.