



Report Summary Information

Name Surveillance Cameras Annual Surveillance Report

Respondent Amanda Higgins

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Report Question Responses

1 Change in Authorized Use Cases

- 1.1 In the last year, did your department have use cases which differed from your “approved use cases” in your BOS-approved policy?

Response

No

2 Change in Authorized Job Titles

- 2.1 Does the list of “authorized job titles” in your BOS-approved policy need to change? (i.e. Do you need additional job titles to be authorized to access the data, or do you need to remove any current job titles?)

Response

Yes

- 2.2 Please provide an updated list of authorized job titles.

Response

SFPUC Emergency Planning & Security Staff: 0931 Director of Security, 0932 Emergency Planning Director, 1844 Senior Management Assistant, 1820 Jr. Admin Analyst, 1054 Principal IS Business Analyst;

SF Sheriff Dept. Personnel at SFPUC Headquarters: 8304 Deputy Sheriff; 8300 Sheriff Cadet

SFPUC Staff at City Distribution Division, Water Supply and Treatment Division, and WasteWater Enterprise: 7120 Building and Grounds Supt., 7343 Senior Stationary Engineer, 7245 Chief Stationary Engineer, 7372 Stationary Engineer, Sewage Plant, 7334 Stationary Engineer, 0933 Programs & Maintenance Manager, 1406 Senior Clerk; 1844 Senior Management Assistant;

SFPUC Staff at Hetch Hetchy Facility in Mocassin: 7364 Power System Operator; 5602 Utility Specialist; Contractor

- 2.3 Why have the job titles changed?

Response

Sheriff Personnel are responsible for security at the SFPUC Headquarters (525 Golden Gate Ave). Additionally, SFPUC Stationary Engineers, Power System Operators, and Utility Specialists use Critical Infrastructure Cameras to monitor water/sewer/power asset functionality.

3 Change in Number and/or Type of Technology

- 3.1 Sections 4-6 cover changes in the number or type of technology addressed by the Surveillance Technology Policy.

Please review and respond according to your department's current situation.

4 Replacement of Old Technology

- 4.1 Has any technology listed in the policy been replaced?

Response

Yes



5 Addition of New Technology

5.2 Why has the technology been added?

Response

It was found that some SFPUC Hetchy Hetchy Facilities in Mocassin, California have cameras manufactured by Interlogix installed (in addition to cameras manufactured by Axis)

5.3 Please list technology which was added (include manufacturer and model information).

Response

Interlogix / UTC - TVD-3201 - TruVision IP Mini-Dome Cameras

5.4 Please list how many units have been added.

Response

Approximately 85 new cameras have been added in the last year. These are cameras in new SFPUC facilities - 58 in Southeast Community Center (in SF), 7 at Yerba Buena Island Pump Station (SF County), 12 at Water Quality Division (Burlingame, CA), 6 at Mariposa Pump Station (in SF)

6 Ceased Operation of Technology

6.1 Is any technology listed in the policy no longer in use?

Response

No

7 Services or Equipment Sources

7.1 List any and all entities, companies or individuals which provide services or equipment to the department which are essential to the functioning or effectiveness of the Surveillance Technology (list "N/A" if not applicable):

Response

Camera integrators and suppliers that we work with include Allied Universal Technology Services, Convergent, and Netronix. We also rely on Milestone Video Management and Lenel Access Control Software to view footage from the cameras. SFPUC also contracts camera-related services from the Citywide Technology Marketplace Contracts developed by SFOCA. Xtech, a vendor in the Marketplace, has been our Marketplace supplier.

8 Surveillance Technology Goals

8.1 Has the surveillance technology been effective at achieving its identified purpose?

Response

Yes



8.2 In 3-5 sentences, please explain how the technology has or has not been effective

Provide quantitative data to support your response. This should include crime statistics for the radius where the technology operates if that was a motivating factor in acquiring the surveillance technology.

Response

Camera footage has been useful in resolving incidents related to safety and security. SFPUC maintains an internal security incident log to capture crime and law enforcement incidents such as assault, theft, threats, trespassing, and vandalism. For reference, in 2021, there were 184 incidents and in 2020, there were 247 incidents. Camera footage is routinely used to investigate these incidents.

For example, footage from cameras was useful in the following incidents: On 3/25/2022, there was a trespasser who breached our SFPUC headquarters. SF Sheriff personnel utilized our security cameras to identify the suspect. Additionally, on 5/31/2022, SFPUC noted a broken security gate at the SFPUC Tesla Water Treatment Facility in Tracy, California. Security camera footage identified that a vendor's chemical tanker leaving the facility was responsible for the damage. We are using the footage to aid in a formal claim against the company to recover costs for the gate's repair.

While the footage is imperative to the SFPUC's security and operations, the procurement process for the technology could be improved. SFPUC is continually repairing and replacing broken cameras. The current process of using the SFOCA Technology Marketplace to contract repair and replacement services is lengthy. Therefore, SFPUC is working on an SFPUC-wide Master As-Needed Construction Contract to streamline the procurement of SFPUC camera repairs.

9 Data Sharing

9.1 Has data acquired through the surveillance technology been shared with entities outside of the department?

Response

Yes

9.2 Was the data shared with city and county departments or other entities associated with city and county government?

Response

Yes

9.3 List which departments received surveillance technology data from your department, what type of data was disclosed, under what legal standard the information was disclosed, and a justification for the disclosure.

Response

Camera footage is only shared to Law Enforcement Agencies as requested. This includes Law Enforcement both in SF City and County and Law Enforcement in other counties where our SFPUC facilities are located - San Mateo, Alameda, San Joaquin, Stanislaus, Tuolumne, and Santa Clara counties.

9.4 Was the data shared with entities outside of city and county government?

Response

No

10 Accidental Receipt of Face Recognition Data

10.1 Did your department inadvertently or unintentionally receive, retain, access or use any information obtained from Face Recognition Technology?

Response

No

11 Complaints



11.1 **Has your department received any complaints and/or concerns from community members about this surveillance technology?**

Response

No

12 Violations

12.1 **Were there any violations of the Surveillance Technology Policy or Surveillance Impact Report, reported through community members, non-privileged internal audits, or through other means in the last year?**

Response

No

12.4 **Has your department conducted any internal audits of the technology?**

Response

Yes

12.5 **Please provide general aggregate information about the result of your department's internal audits.**

Response

SFPUC is constantly performing audits to assessing the functionality of our SFPUC security system to see if any cameras need to be repaired or replaced.

12.6 **If the audits revealed violations, please list any actions taken in response to the violations.**

Response

No violations were revealed from the audits.

13 Statistics and Information about Public Records Act Requests

13.1 **Has your department received any public records act requests for this surveillance technology?**

Response

No

14 Total Annual Costs for the Surveillance Technology

14.1 **List the number of FTE (new & existing).**

Response

Two SFPUC Emergency Planning and Security Personnel work on the Camera Security System - the 0931 Director of Security & Asset Protection and the 1054 Principal IS Business Analyst. Both spend about 20 hours a week on the Camera Security System.

14.2 **Are there one-time costs for Fiscal Year 2022-23?**

Response

Yes

14.3 **Are there one-time Salary and Fringe costs?**

Response

No



14.5 **Are there one-time Software costs?**

Response

No

14.7 **Are there one-time Hardware/ Equipment costs?**

Response

Yes

14.8 **List total one-time Hardware/ Equipment costs for FY 2022-2023.**

Response

Cameras are installed as new facilities are added to the SFPUC organization or as needed to replace broken cameras. It costs about \$2,500 per camera. In FY 22-23, we expect to install 10-15 cameras, so we expect to spend approximately \$25,000 to \$37,500 on cameras.

14.9 **Are there one-time Professional Services costs?**

Response

Yes

14.10 **List total one-time Professional Services costs for FY 2022-2023:**

Response

As needed, SFPUC hires integrators (companies authorized to work on our Milestone and Lenel Security Systems) to install/replace cameras, integrate those new cameras into the SFPUC security system, and troubleshoot and remedy problems with our camera security system.

SFPUC plans to spend about \$100K this year on professional services related to our camera security system.

14.11 **Are there one-time Training costs?**

Response

No

14.13 **Are there one-time "Other" costs?**

Response

No

14.15 **Are there annual costs for Fiscal Year 2022-2023:**

Response

Yes

14.16 **Are there annual Salary and Fringe costs?**

Response

Yes

14.17 **List total annual Salary and Fringe costs for FY 2022-2023:**

Response

\$176,000



14.18 **Are there annual Software costs?**

Response

Yes

14.19 **List total annual Software costs for FY 2022-2023:**

Response

The cost to renew our Milestone license SFPUC-wide is \$20,050 annually. The vast majority of our cameras connect to the Milestone's XProtect Video Management System.

A small number of our cameras are connected to Lenel Network Video Recorders. The cost to annually renew our Lenel software SFPUC-wide is \$60,275 annually. However, this Lenel software is mainly used for SFPUC Access Control to buildings and facilities (not our main camera system).

14.20 **Are there annual Hardware/ Equipment costs?**

Response

No

14.22 **Are there annual Professional Services costs?**

Response

No

14.24 **Are there annual Training costs?**

Response

Yes

14.25 **List total annual Training costs for FY 2022-2023:**

Response

SFPUC Emergency Planning & Security has an annual reoccurring budget for training related to our security systems to keep our team abreast of the software. We expect to spend about \$1,995 on Milestone training and \$6,000 on Lenel training this year.

14.26 **Are there annual "Other" costs?**

Response

No

14.28 **What source of funding will fund the Surveillance Technology for FY 2022-2023?**

Response

SFPUC Annual Operating Budget will fund maintenance and use of this technology.

14.29 **Have there been any changes to the one-time costs from your department's approved Surveillance Impact Report?**

Response

Yes

14.30 **Why have the one-time costs changed?**

Response

The approved Impact Report listed as an annual cost "One Camera: \$2,517.00". In FY22-23, we expect to install 10-15 cameras, so we expect to spend approximately \$25,000 to \$37,500 on cameras (hardware) as a one time expense this FY.



14.31 **Have there been any changes to the annual costs from your department's approved Surveillance Impact Report?**

Response

Yes

14.32 **Why have the annual costs changed?**

Response

Both labor and software costs have increased. The Director of Security and Principal IS Business Analyst both spend about 20 hours a week working on the camera security system, more than the hours previously listed on the Impact Report. Since the Impact Report was approved, SFPUC has added additional cameras to our system as new facilities were added to the SFPUC portfolio. Additionally, SFPUC is continually working on replacement and repair of existing aging cameras. The increased quantity of cameras in our security system has also led our software costs to increase.

15 Annual Inventory Check

15.1 **Note:**

In 2019, all departments were asked to compile a list of surveillance technologies which their department uses. Since then, departments have been asked to contact COIT about new technologies for a surveillance technology review via the Surveillance Technology Ordinance Form in ServiceNow. Please feel free to reference the current Surveillance Technology Inventory for your department to help you answer the following questions.

15.2 **Is the Surveillance Technology Inventory for your department current and accurate?**

Response

Yes

15.9 **You have completed the Annual Surveillance Report:**

Congratulations and see you next year!