

PUC Security Camera Annual Surveillance Report 2023

Fields marked with an asterisk (*) are required.

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?

No

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?)

Yes

2.2 Please provide an updated list of authorized job titles.

SFPUC Emergency Planning & Security Staff: 0931 Director of Security, 0932 Emergency Planning Director, 1844 Senior Management Assistant, 1824 Pr. Admin Analyst, 1054 Principal IS Business Analyst; SFPUC Headquarters: 0922 Building Manager, 8304 Deputy Sheriff; 8300 Sheriff Cadet; Southeast Community Facility: A-1 Security Guards (contractor); 0923 Southeast Community Facility Manager, 7334 Stationary Engineer; Information Technology Services: 1044 IS Engineer Principal; Water Supply & Treatment: 5149 Superintendent of Water Treatment Facilities, 1844 Senior Management Assistant, 0933 Maintenance Manager, 7343 Sr. Stationary Engineer; City Distribution Division: 7120 Buildings and Grounds Supt, 7334 Stationary Engineer, 0933 Programs and Maintenance Manager, 7341 Stationary Engineer; Hetch Hetchy: 5601 Personnel and Training Analyst, Contractor, 5602 Personnel & Training manager, 5602 Utility Specialist

2.3 Why have the job titles changed?

These personnel are responsible for the safety and security of SFPUC facilities.

Change in Number and/or Type of Technology ▾

🔖 Replacement of Old Technology

4.1 Has any technology listed in the policy been replaced?

Yes

4.2 Why has the technology been replaced?

Broken cameras are replaced with new cameras as-needed

4.3 Please list technology which was replaced (include manufacturer and model information).

The cameras SFPUC uses are manufactured by Axis Communications, of various models such as P3375-V D/N fixed Dome Camera, Q6074-E Network Dome Camera, T91L61 Wall and Pole Mount Camera

4.4 Please list technology which replaced the original technology (include manufacturer and model information).

Cameras are replaced in-kind.

4.5 Please list how many units have been replaced.

About 35 non-functioning cameras were replaced in the last year

🔖 Addition of New Technology

5.1 Has any technology been added which is not listed in the policy?

No

🔖 Ceased Operation of Technology

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

No

🔖 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): *

SFPUC recently awarded Contract PUC-0002, "Master As-Needed Security Camera & Integration Services" to 6 vendors: Johnson Controls, Inc., Netronix Integration, Ojo Technology Inc., RFI Enterprises, Inc., Siemens Industry, Inc., DBA Allied Universal Technology Services. This contract began October 2023 and has a five-year term and \$10 million capacity. These six vendors will be performing security camera maintenance, integration, and repair for the SFPUC. Additionally, SFPUC cameras run on software Milestone XProtect.

Surveillance Technology Goals ▾



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

Yes

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

Camera footage is critical to resolving incidents related to safety and security. Footage is shared with law enforcement. SFPUC maintains an internal security incident log to capture incidents such as assault, theft, threats, vandalism, and trespassing. In 2022, there 216 incidents. From January to October 2023, there were 194 incidents.

For example, footage from cameras is critical to ensure the safety of the SFPUC Southeast Community Center (SECC) Facility. In 2023, footage from SECC cameras was provided to law enforcement after an individual with a weapon made threats to the facility. This footage ultimately enabled the SFPUC to get a restraining order against the individual.

Data Sharing



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

Yes

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

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.

Footage is only shared to law enforcement as requested in relation to an SFPUC safety incident/threat. This includes law enforcement in all counties where our SFPUC facilities are located - San Mateo, San Francisco, Alameda, San Joaquin, Stanislaus, Tuolumne, and Santa Clara.

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

No

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?

No

Complaints



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

No

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?

No

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

Yes

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

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

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

No violations were revealed from the audits.

Statistics and Information about Public Records Act Requests ∨



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

No

Total Annual Costs for the Surveillance Technology ∨



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

Two Emergency Planning & Security personnel are primarily responsible for the security camera system - the 0931 Director of Security and 1054 Principal IS Business Analyst. Both spend about 20 hours a week on the camera system.

14.2 Are there one-time costs for Fiscal Year 2023-2024?

No

14.15 Are there annual costs for Fiscal Year 2023-2024:

Yes

14.16 Are there annual Salary and Fringe costs?

Yes

14.17 List total annual Salary and Fringe costs for FY 2023-2024:

About \$180K

14.18 Are there annual Software costs?

Yes

14.19 List total annual Software costs for FY 2023-2024:

It costs \$42,050 to renew the Milestone software annually. This includes renewal of two servers and end user support.

14.20 Are there annual Hardware/ Equipment costs?

Yes

14.21 List total annual Hardware/ Equipment costs for FY 2023-2024:

SFPUC spends about \$30K each year to purchase replacement cameras

14.22 Are there annual Professional Services costs?

Yes

14.23 List total annual Professional Services costs for FY 2023-2024:

SFPUC contracts with Milestone Value Added Resellers to install cameras and integrate them to the Milestone software that SFPUC uses to view footage. We expect to replace/install at least 30 cameras in FY23-24. It costs about \$700 to install and integrate a camera, so we expect to spend about \$21,000 on professional services in FY23-24

14.24 Are there annual Training costs?

No

14.26 Are there annual "Other" costs?

No

14.28 What source of funding will fund the Surveillance Technology for FY 2023-2024?

SFPUC operating budget

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

No

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

Yes

14.32 Why have the annual costs changed?

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. The increased quantity of cameras in our security system has also led our software costs to increase.