

# PUC Security Camera Annual Surveillance Report 2024

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.**

As stated in the 2023 report, the following is 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 Principal Administrative 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 & Grounds Superintendent, 7334 Stationary Engineer, 0933 Programs & Maintenance Manager, 7341 Stationary Engineer; Hetch Hetchy: 5601 Personnel & Training Analyst, Contractors, 5602 Personnel & Training Manager, 5602 Utility Specialist; WasteWater:

**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 have been replaced with new cameras as-needed

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

SFPUC uses Axis Communications cameras of various models such as P3375-V D/N fixed Dome Camera, Q6074-E Network Dome Camera, T91161 Wall and Pole Mount Camera. We also have a few cameras made by Truelook.

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

Cameras have been replaced in-kind

### 4.5 Please list how many units have been replaced.

Over the last year, from October 2023 to October 2024, about 50 broken cameras were replaced.

## 📄 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 Contract PUC-0002, "Master As-Needed Security Camera & Integration Services" is awarded to 6 vendors: Johnson Controls, Inc., Netronix Integration, Convergent, RFI Enterprises, Siemens Industry, and Allied Universal Technology Services. The contract will expire in 2028. The firms perform security camera maintenance, integration and repair for the SFPUC. SFPUC uses Milestone XProtect software to view camera footage.

## 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. SFPUC maintains an internal security incident log to capture incidents such as assault, theft, threats, vandalism, and trespassing. In 2023, there were 227 reported incidents. From January to October 2024, there were 216 reported incidents.

As mentioned in the 2023 report, footage from SFPUC Southeast Community Center (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.

Likewise, in 2024, there is an ongoing investigation at the SFPUC Bruce Flynn Pump Station due to break-ins and thefts at this facility. SFPUC is providing law enforcement with camera footage to resolve this issue.

**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.

The legal standard the information was disclosed was law enforcement investigation. All requests for video footage are done via official SFGOV email communications for the purpose of law enforcement investigation. The justification for the disclosure was to protect CCSF facilities and personnel as well as assist law enforcement in protecting the citizens of San Francisco.

**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?**

Yes

**13.2 How many public records requests have been made regarding this surveillance technology?**

One

**13.3 Please summarize what has been requested via public records requests, including the general type of information requested and disclosed, as well as the number or requests for each general type of information.**

SFPUC has only received one request for any video footage taken between June 14th to June 17th, 2024 near 3rd St and Le Conte Avenue.

### 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 2024-2025?**

No

**14.15 Are there annual costs for Fiscal Year 2024-2025:**

Yes

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

Yes

**14.17 List total annual Salary and Fringe costs for FY 2024-2025:**

About \$200K

**14.18 Are there annual Software costs?**

Yes

**14.19 List total annual Software costs for FY 2024-2025:**

It costs about \$25K to annually renew the SFPUC's Milestone Software, which is used to view the camera footage.

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

Yes

**14.21 List total annual Hardware/ Equipment costs for FY 2024-2025:**

SFPUC plans to spend about \$40K in FY 2024-2025 to purchase replacement cameras

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

Yes

**14.23 List total annual Professional Services costs for FY 2024-2025:**

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 50 cameras in FY24-25. It costs about \$700 to install and integrate a camera, so we expect to spend about \$35,000 on professional services in FY24-25

**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 2024-2025?**

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.