

1 [Administrative Code - Surveillance Technology Policy - Human Services Agency - Call
2 Recording Technology]

3 **Ordinance approving Surveillance Technology Policy for Human Services Agency use**
4 **of Call Recording Technology.**

5 NOTE: **Unchanged Code text and uncodified text** are in plain Arial font.
6 **Additions to Codes** are in *single-underline italics Times New Roman font*.
7 **Deletions to Codes** are in ~~*strikethrough italics Times New Roman font*~~.
8 **Board amendment additions** are in double-underlined Arial font.
9 **Board amendment deletions** are in ~~strikethrough Arial font~~.
10 **Asterisks (* * * *)** indicate the omission of unchanged Code
11 subsections or parts of tables.

12 Be it ordained by the People of the City and County of San Francisco:

13 Section 1. Background.

14 (a) Terms used in this ordinance have the meaning set forth in Administrative Code
15 Chapter 19B (“Chapter 19B”).

16 (b) Chapter 19B regulates City Departments’ acquisition and use of Surveillance
17 Technology. Under Administrative Code Section 19B.2(a), Departments must obtain Board of
18 Supervisors (“Board”) approval by ordinance of a Surveillance Technology Policy before: (1)
19 seeking funds for Surveillance Technology; (2) acquiring or borrowing new Surveillance
20 Technology; (3) using new or existing Surveillance Technology for a purpose, in a manner, or
21 in a location not specified in a Surveillance Technology ordinance; (4) entering into agreement
22 with a non-City entity to acquire, share, or otherwise use Surveillance Technology; or (5)
23 entering into an oral or written agreement under which a non-City entity or individual regularly
24 provides the Department with data or information acquired through the entity’s use of
25 Surveillance Technology.

1 (c) Under Administrative Code Section 19B.2(b), the Board may approve a
2 Surveillance Technology Policy ordinance if: (1) the Department seeking Board approval first
3 submits to the Committee on Information Technology (“COIT”) a Surveillance Impact Report
4 for the Surveillance Technology to be acquired or used; (2) based on the Surveillance Impact
5 Report, COIT develops a Surveillance Technology Policy for the Surveillance Technology to
6 be acquired or used by the Department; and (3) at a public meeting at which COIT considers
7 the Surveillance Technology Policy, COIT recommends that the Board adopt, adopt with
8 modifications, or decline to adopt the Surveillance Technology Policy for the Surveillance
9 Technology to be acquired or used.

10 (d) Under Administrative Code Section 19B.4, the City policy is that the Board will
11 approve a Surveillance Technology Policy ordinance only if it determines that the benefits that
12 the Surveillance Technology Policy authorizes outweigh its costs, that the Surveillance
13 Technology Policy will safeguard civil liberties and civil rights, and that the uses and
14 deployments of the Surveillance Technology under the Policy will not be based upon
15 discriminatory or viewpoint-based factors or have a disparate impact on any community or
16 Protected Class.

17 (e) The Human Services Agency (“HSA”) operates telephonic service centers to aid
18 client access to HSA. Following the COVID-19 pandemic, use of telephonic services has
19 increased across HSA service centers.

20
21 Section 2. Surveillance Technology Policy Ordinance for Human Services Agency Use
22 of Call Recording Technology.

23 (a) Purpose. HSA seeks Board of Supervisors authorization under Section 19B.2(a) to
24 use call recording technology at HSA call centers to record and store audio phone calls. HSA
25 will use these recordings to: (1) ensure equitable and consistent service delivery to all of its

1 clients by conducting quality assurance evaluations; and (2) deliver services to its clients more
2 efficiently by enabling telephonic signature to access and maintain HSA services.

3 (b) Surveillance Impact Report. HSA submitted to COIT a Surveillance Impact Report
4 for call recording technology. A copy of the HSA Surveillance Impact Report for call recording
5 technology is in Board File No. 240048.

6 (c) Public Hearings. On March 23, 2023 and June 15, 2023, COIT and its Privacy and
7 Surveillance Advisory Board conducted public hearings at which they considered the
8 Surveillance Impact Report referenced in subsection (b) and developed a Surveillance
9 Technology Policy for HSA's use of call recording technology. A copy of the Surveillance
10 Technology Policy for HSA's use of call recording technology ("Human Services Agency Call
11 Recording Technology Policy") is in Board File No. 240048.

12 (d) COIT Recommendation. On June 15, 2023, COIT voted to recommend that the
13 Board of Supervisors adopt the HSA Surveillance Technology Policy, referenced in
14 subsection (c), for the use of call recording technology.

15 (e) Findings. The Board hereby finds that the stated benefits of HSA's use of call
16 recording technology outweigh the risks of use of such Surveillance Technology; HSA's
17 Surveillance Technology Policy for the use of call recording technology will safeguard civil
18 liberties and civil rights; and that the uses and deployments of call recording technology, as
19 set forth in HSA's Surveillance Technology Policy for the use of call recording technology, are
20 not and will not be based upon discriminatory or viewpoint-based factors or have a disparate
21 impact on any community or a Protected Class.

22
23 Section 3. Approval of Policy. The Board of Supervisors hereby approves HSA's
24 Surveillance Technology Policy for the use of call recording technology.

