

LEGISLATIVE DIGEST

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

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

Existing Law

Administrative Code Chapter 19B establishes requirements that City departments must follow before they may use or acquire new surveillance technology. A City department must obtain Board of Supervisors approval by ordinance of a surveillance technology policy before: (1) seeking funds for surveillance technology; (2) acquiring or borrowing new surveillance technology; (3) using new or existing surveillance technology for a purpose, in a manner, or in a location not specified in a Board-approved surveillance technology policy; (4) entering into an agreement with a non-City entity to acquire, share, or otherwise use surveillance technology; or (5) entering into an oral or written agreement under which a non-City entity or individual regularly provides the department with data or information acquired through the entity's use of surveillance technology.

Amendments to Current Law

The proposed ordinance would approve the Human Services Agency's Surveillance Technology Policy regarding HSA's use of call recording technology. The proposed Surveillance Technology Policy would authorize HSA to use call recording technology at its call centers to record and store audio phone calls. HSA will use these recordings to: (1) ensure equitable and consistent service delivery to all of its clients by conducting quality assurance evaluations; and (2) deliver services to its clients more efficiently by enabling telephonic signature to access and maintain HSA services.

Background Information

On March 23, 2023 and June 15, 2023, the Committee on Information Technology ("COIT") and its Privacy and Surveillance Advisory Board conducted public hearings at which they considered the Surveillance Impact Report for HSA's call recording technology and developed a Surveillance Technology Policy for HSA's use of call recording technology.

On June 15, 2023, COIT voted to recommend that the Board of Supervisors adopt the HSA Surveillance Technology Policy for the use of call recording technology.

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