

File No. 260007

Committee Item No. 4

Board Item No. 10

COMMITTEE/BOARD OF SUPERVISORS

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Committee: Government Audit and Oversight
Board of Supervisors Meeting:

Date: March 5, 2026
Date: March 17, 2026

Cmte Board

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- Budget and Legislative Analyst Report
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- Introduction Form
- Department/Agency Cover Letter and/or Report
- MOU - FY2022-2024 - Clean
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- Public Correspondence

OTHER

- DEM Biannual Surveillance Report 2025
- DEM Cover Ltr 120825
- PAM Temp Membership 030426
- _____
- _____
- _____
- _____

Prepared by: Monique Crayton

Date: March 13, 2026

Prepared by: Monique Crayton

Date: February 27, 2026

Prepared by: _____

Date: _____

1 [Annual Surveillance Report - Department of Emergency Management - Gunshot Detection
2 Technology]

3 **Resolution approving the Department of Emergency Management’s Annual**
4 **Surveillance Report for gunshot detection technology.**

5
6 WHEREAS, Administrative Code, Chapter 19B, Section 19B.2, requires City
7 departments to obtain Board of Supervisors approval by Ordinance of a Surveillance
8 Technology Policy under which the department will acquire and use Surveillance Technology;
9 and;

10 WHEREAS, Administrative Code, Chapter 19B, Section 19B.6(a), requires City
11 departments that obtain approval for the acquisition of Surveillance Technology under Section
12 19B.2 to submit to the Board of Supervisors and Committee on Information Technology
13 (COIT), and make available on its website, an Annual Surveillance Report for all Surveillance
14 Technology used by the City Department within 12 months of Board approval of the applicable
15 Surveillance Technology Policy, and on or before November 1st every two years thereafter;
16 and

17 WHEREAS, If the Department is unable to meet the deadline, the Department may
18 submit a request to COIT for an extension of the deadline, and COIT may extend the deadline
19 for good cause; and

20 WHEREAS, Each Annual Surveillance Report that City departments submit to the
21 Board of Supervisors shall include a Resolution to accept the report; and

22 WHEREAS, On September 24, 2024, the Board of Supervisors approved the
23 Department of Emergency Management’s (DEM) Surveillance Technology Policy for gunshot
24 detection technology, a copy of which is located in File No. 240330; and

1 WHEREAS, On September 10, 2025, DEM submitted its Annual Surveillance Report to
2 COIT for its gunshot detection technology; and

3 WHEREAS, On September 19, 2025, DEM requested an extension of the deadline for
4 the submission of its Annual Surveillance Report; and

5 WHEREAS, On September 22, 2025, COIT approved DEM’s extension request for
6 good cause; and

7 WHEREAS, On October 20, 2025, DEM posted its Annual Surveillance Report on its
8 website; and

9 WHEREAS, On October 22, 2025, DEM submitted its Annual Surveillance Report to
10 the Board of Supervisors for review and approval; now, therefore, be it

11 RESOLVED, That the Board of Supervisors hereby approves DEM’s Annual
12 Surveillance Report for its gunshot detection technology.

DEM Gunshot Detection Hardware & Services Biannual Surveillance Report 2025

Fields marked with an asterisk (*) are required.

General Description ▾



1. Please (a) describe the technology or technologies and (b) make a clear notation of which policy each technology corresponds to.

DEM uses the Police Departments ShotSpotter system for Gunshot Detection. Specifically, DEM's Division of Emergency Communications (Dispatch) is notified of gunshots through the ShotSpotter application, and then creates a call for service for police officers to respond to the location.

ShotSpotter detection sensors are installed in different coverage areas in San Francisco. Current coverage is within the areas of the following Police Districts:

- Southern Station (Company B)
- Bayview Station (Company C)
- Mission Station (Company D)
- Northern Station (Company E)
- Ingleside Station (Company H)
- Tenderloin Station (Company J)

ShotSpotter acoustic sensors are strategically placed in an array of approximately 20-25 sensors per square mile, typically on the tops of buildings and light structures.

2. How was the surveillance technology or technologies used by your department during the reporting period? Provide a 3-4 sentence description for each technology listed.

DEM's Division of Emergency Communications (Dispatch) is notified of gunshots through the ShotSpotter application. Once gunshots are detected within the Shotspotter application, a Dispatch Supervisor immediately/quickly can create a call for service for police officers to respond to the location.

Surveillance Technology Goals ▾



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

Yes

4. In 4-10 sentences, please explain how the technology has or has not been effective.

Yes, the technology has proven effective for DEM by significantly reducing the time required to create and dispatch calls for service involving gunshot activations. ShotSpotter's predictive audio sensor technology enables Dispatch Supervisors to quickly and accurately determine the location of a call, and where to dispatch officers. This is far more efficient than relying on a 911 call from a constituent, which requires the call-taker to follow a detailed script—verifying the caller's identity, confirming the location, and attempting to pinpoint where the shots were fired. In contrast, ShotSpotter allows a call for service to be automatically generated at a precise location, streamlining the dispatch process and improving response times.

4.a. 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.

In FY 24/25, there have been 797 instances of Shotspotter being activated, and a subsequent Call for Service being created. The call type for a Shotspotter incident is 216S and these calls can be reviewed in DataSF's Open Data Portal, Law Enforcement Dispatched Calls for Service. DEM uses this technology at the request of SFPD, and relies on SFPD for crime statistics and analysis.

Complaints, Concerns and/or Accidental Receipt of Face Recognition Technology ▾



5. How many complaints or concerns has your department received from the public about the surveillance technology?

DEM has not received any complaints. The SFPD is the lead agency for this technology.

6. Please summarize the complaints or concerns which your department received about the surveillance technology.

DEM has not received any complaints. The SFPD is the lead agency for this technology.

7. How many complaints or concerns has your department received from the public about the receipt of information from face recognition technology?

DEM has not received any complaints. The SFPD is the lead agency for this technology.

8. Please summarize the complaints or concerns which your department received about the receipt of information from face recognition technology.

DEM has not received any complaints. The SFPD is the lead agency for this technology.

Violations ▾



9. 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?

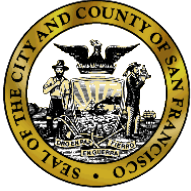
No

Requested Modifications ▾



10. Is your department requesting to modify the Surveillance Technology Policy or Policies covered in this report?

No



Daniel Lurie
Mayor

Department of Emergency Management
San Francisco City Hall, Room 344
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102
Phone: (415) 558-3800



Mary Ellen Carroll
Executive Director

To: Angela Calvillo, Clerk of the Board Board of Supervisors
From: Mary Ellen Carroll
Executive Director
Department of Emergency Management
Date: December 8, 2025
Subject: DEM, Gunshot Detection Hardware & Services Biannual Surveillance Report

Dear Ms. Calvillo,

I am submitting Department of Emergency Management's Bi-Annual Surveillance Report for gun shot detection technology, which is being submitted pursuant to Administrative Code section 19B.6(a).

As part of this ordinance, DEM is required to submit a surveillance report and include a resolution for the Board of Supervisors to accept the report. The attached report has been reviewed by the Committee on Information Technology (COIT) and is being submitted with their approval. Please let me know if you have any questions or concerns regarding the report.

Sincerely,

A handwritten signature in black ink, appearing to read "MEC", written over a horizontal line.

Mary Ellen Carroll
Executive Director

President, District 8
BOARD of SUPERVISORS



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RAFAEL MANDELMAN

PRESIDENTIAL ACTION

Date:

To: Angela Calvillo, Clerk of the Board of Supervisors

Madam Clerk,

Pursuant to Board Rules, I am hereby:

Waiving 30-Day Rule (Board Rule No. 3.23)

File No.

(Primary Sponsor)

Title.

Transferring (Board Rule No 3.3)

File No.

(Primary Sponsor)

Title.

From:

Committee

To:

Committee

Assigning Temporary Committee Appointment (Board Rule No. 3.1)

Supervisor:

Replacing Supervisor:

For:

Meeting

(Date)

(Committee)

Start Time:

End Time:

Temporary Assignment: Partial

Full Meeting

Rafael Mandelman, President
Board of Supervisors