

1 [Annual Surveillance Report - Human Services Agency - Call Recording Technology]

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3 **Resolution approving the Human Services Agency's Annual Surveillance Report for**
4 **call recording technology.**
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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 received approval for the acquisition of Surveillance Technology under
12 Section 19B.2 to submit to the Board of Supervisors and Committee on Information
13 Technology (COIT), and make available on its website, an Annual Surveillance Report for all
14 Surveillance Technology used by the City Department within 12 months of Board approval of
15 the applicable Surveillance Technology Policy, and on or before November 1 every two years
16 thereafter; 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 June 4, 2024, the Board of Supervisors approved Human Services
23 Agency's (HSA) Surveillance Technology Policy for call recording technology, a copy of which
24 is located in File No. 240048; and
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1 WHEREAS, On July 28, 2025, HSA submitted its Annual Surveillance Report to COIT
2 for its call recording technology; and

3 WHEREAS, On July 31, 2025, HSA requested an extension of the deadline for the
4 submission of its Annual Surveillance Report; and

5 WHEREAS, On July 31, 2025, COIT approved HSA's extension request for good
6 cause; and

7 WHEREAS, On August 15, 2025, HSA posted its Annual Surveillance Report on its
8 website; and

9 WHEREAS, On August 15, 2025, HSA submitted its Annual Surveillance Report to the
10 Board of Supervisors for review and approval; now, therefore, be it

11 RESOLVED, The Board of Supervisors hereby approves HSA's Annual Surveillance
12 Report for its call recording technology.