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[Annual Surveillance Report - Human Services Agency - Call Recording Technology]
Resolution approving the Human Services Agency's Annual Surveillance Report for
call recording technology.
WHEREAS, Administrative Code, Chapter 19B, Section 19B.2, requires City
departments to obtain Board of Supervisors approval by Ordinance of a Surveillance
Technology Policy under which the department will acquire and use Surveillance Technology;
and
WHEREAS, Administrative Code, Chapter 19B, Section 19B.6(a), requires City
departments that received approval for the acquisition of Surveillance Technology under
Section 19B.2 to submit to the Board of Supervisors and Committee on Information
Technology (COIT), and make available on its website, an Annual Surveillance Report for all
Surveillance Technology used by the City Department within 12 months of Board approval of
the applicable Surveillance Technology Policy, and on or before November 1 every two years
thereafter; and
WHEREAS, If the Department is unable to meet the deadline, the Department may
submit a request to COIT for an extension of the deadline, and COIT may extend the deadline
for good cause; and
WHEREAS, Each Annual Surveillance Report that City departments submit to the
Board of Supervisors shall include a Resolution to accept the report; and
WHEREAS, On June 4, 2024, the Board of Supervisors approved Human Services
Agency's (HSA) Surveillance Technology Policy for call recording technology, a copy of which
is located in File No. 240048; and

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.
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