FISHERMAN'S WHARF
COMMUNITY BENEFIT DISTRICT

Surveillance Technology Report
Fiscal Year 2020-2021

This report contains information detailing the Fisherman's Wharf Community Benefit District (FWCBD) video surveillance technology program. Details include:

I. A list of video surveillance technology that the FWCBD either owns or licenses for ongoing use,

II. A brief description of video surveillance technology,

III. The purpose for the use of any video surveillance technology, and

IV. Any policies, internal or otherwise, that these entities adhere to.

FWCBD Video Surveillance Technology Program

I. Technologies in Place:
Avigilon H3, H4 and H5 Cameras and ACC 7 Software

II. Brief Description of Technologies:
Cameras are currently installed around the public spaces (sidewalks, parking lots, etc.) within the FWCBD boundaries. These cameras overlook the public spaces. In the future, additional cameras may be added to other public spaces in the district.

Cameras are not used to specifically protect private properties within the district and are not located around areas where the public might have an expectation of privacy (e.g., public restrooms). The FWCBD will not use covert cameras or "dummy" or fake cameras. The FWCBD also does not record any sounds or voices.

The system is not continuously monitored. However, a desktop has been set up at the FWCBD office which is accessible by staff and by at 2801 Leavenworth St., Suite B-16, San Francisco, CA 94133.

The general public (visitors) and the FWCBD members should be aware that a security officer is not watching the cameras. They should not expect that they are under continuous surveillance when they are within the range of a camera. For example, if a visitor or an FWCBD member has a crime committed against them, they should not expect someone to automatically come to their rescue because they are in front of a camera - they should call 911 for emergencies and/or the SFPD immediately for assistance.

The general public and the FWCBD members should also be aware that the video surveillance system has cameras that only cover a fraction of the public space within the FWCBD and even when camera coverage exists, it may not provide the level of detail necessary to identify suspicious activity or identify criminals.

The system is managed by the FWCBD and its contractor, Applied Video Solutions, Inc. (AVS).

III. Purpose of the Video Surveillance Technology Program:
The primary purpose of the FWCBD Video Surveillance Technology Program is to help make the district safer for visitors, residents, and employees by providing surveillance of key public space areas. The system provides a platform for after-the-fact investigation of crimes committed within the public space or when the perpetrator has fled into the public space.

IV. Usage Policies and Procedures:
The FWCBD Board of Directors reserves the right to modify or change these policies at any time.

The usage policies and procedures of the FWCBD Video Surveillance Technology Program are to help deter crime, assist in protecting the safety and property of persons and businesses within the district, and apprehend persons who have committed criminal activities. The use of video surveillance and monitoring for other purposes inconsistent with those identified in this policy is prohibited.

Video surveillance and monitoring for the purposes identified in this policy will be conducted in a professional, ethical, and legal manner.

Video surveillance and monitoring for the purposes identified in this policy will be conducted in a manner that does not violate reasonable expectations of privacy as defined by law.

To maintain an informed public community and to further this policy's goals of reducing criminal activity in the district, video footage may be released from time to time, including to appropriate public safety agencies, at the discretion of the FWCBD to ensure that this policy's goals are continuously being met.

System users will operate the system in a manner that relies on suspicious behavior or reports of specific incidents or threats, and not individual characteristics, including race, gender, ethnicity, sexual orientation, or disability.

Staff and contractors will not seek out or continuously view private offices, living areas, private spaces, or places of public accommodation not otherwise visible without technological assistance.

System users will not seek out or continuously view people being intimate in public areas.

Process for Requests for Video Surveillance, Video Footage Review, and Copies of Records
All recorded and archived video images, clips, or footage are subject to all the same policies set forth under Section IV.

All video surveillance cameras are being recorded continuously by a digital video recording system (Avigilon Network Video Recorder). Recorded video is used exclusively for the investigation of security, safety-related, and code violation incidents and not for other purposes. The FWCBD and AVS are responsible for the management of the video surveillance system and have exclusive control of the release of the video recordings produced by this system.

Recorded videos will be made directly available to the general public only to the extent required by law. The FWCBD will also comply with all provisions in its contract with the City and County of San Francisco related to FWCBD records. In the event of a crime or security incident in the area where video surveillance coverage may be available, individuals should report the crime to the SFPD. The SFPD can then request the appropriate video from the FWCBD office. If relevant video is available, a video clip of the incident may be produced and made available to the SFPD (or other law enforcement agencies) and the affected party in accordance with the policies set forth herein.

All requests for video recordings shall be coordinated by the FWCBD office and/or AVS, and the correct form submitted to the FWCBD located at 2801 Leavenworth St. Suite B-16, San Francisco, CA, 94133 (as outlined below).

The FWCBD and AVS will cooperate fully with all court orders or subpoenas for video recordings provided the video evidence is still retrievable at the time of request.

Video recordings will be provided in response to requests reasonably describing the desired recordings in accordance with the process provided under Section IV. AVS will assist and support FWCBD with requests for large amounts of video recordings (more than 2 hours) or other complex requests by the terms and procedures of this usage policy. All other requests will be processed by FWCBD staff accordingly.

All requests for real-time video surveillance, review of recorded video footage, and/or copies of recorded video footage will generally be evaluated in accordance with the following policies:

Action Item	**Public Records Act Request**	**Request by Law Enforcement Agencies**
Request to Observe Real-Time Video Surveillance	Restricted and not subject to requirements set forth by the California Public Records Act.	Will be evaluated on a case-by-case basis.
Request to View Stored Recorded Video Footage and/or for Copies of Recorded Video Footage	Will be evaluated subject to requirements set forth by the California Public Records Act.	Will be evaluated on a case-by-case basis.

Like other requests by the public, media requests for video records will be evaluated on a case-by-case basis and subject to the requirements of the Public Records Act. The requester will generally receive a response within 10 calendar days. The FWCBD may withhold the requested video records if the public's interest in disclosure is outweighed by the public's interest in non-disclosure, including certain instances when releasing the video records would compromise a police investigation.

Recorded video is generally stored for a period of 30 days. On the 31st day, recorded video footage is generally deleted, erased, or destroyed unless a copy has been made in accordance with a request related to a security or safety incident. Any video associated with a specific security incident or event is generally converted into a permanent video clip and stored for one year. Video clips that could become evidence in a civil or criminal proceeding may be retained until the conclusion of legal proceedings.

This FWCBD policy does not guarantee the provision of records upon request.

All internal and external requests for footage review and copies of records are to be documented using the FWCBD Request for Video Retrieval Form, attached as Exhibit B. The form is also to be used to document the progress of the video retrieval process and is designed to help measure and improve system performance and operating procedures.

The form should be submitted to the FWCBD located at 2801 Leavenworth St., Suite B-16, San Francisco, CA, 94133 during normal business hours, from 9:00 a.m. – 5:00 p.m. Monday-Friday or may be sent in by email to info@fwcbd.com. The FWCBD or its designees will typically provide the video or respond to the request within 10 calendar days.

FWCBD staff or its designees will provide assistance to persons making Public Records Act requests as required by law and may fill in and submit the form if the person does not wish to do so. Although preferable, the form does not need to be fully completed in order to initiate the request. FWCBD shall respond to all requests for footage review and copies of records in the timeframes required by applicable laws and regulations.

All video footage review is to be carried out by and/or under the direct supervision of authorized system user(s).

All copies of video records are to be made by the authorized system user(s) only.

Copies of all video records and images provided are to be retained by FWCBD (or its designees) on-premises for a period of 180 days. FWCBD (or its designees) may retain a copy of any video record or image provided to a third party beyond 180 days or until all legal proceedings are concluded.

Copies of all request forms may be retained by FWCBD or their designees.
The FWCBD reserves the right to assess fees for requests for recorded video footage, including personnel costs for conducting a search for recorded video footage and/or images, and the actual costs of CDs, DVDs, or other media devices.

Procedures and Processes

System Users

System Users are defined as those individuals and groups of individuals who have been authorized to have direct or remote access to live and/or archived video footage captured by FWCBD cameras. Attached as Exhibit A is a User Rights Groups chart, identifying the four main user groups and each group's access rights within the system.

All System Users are to have their own unique log in name and password. All credentials are to be kept securely on file by FWCBD or its designees.

System Administrators

System Administrators possess full administrative rights in the system permitting the performance of any system function including all authorized System User functions. System Administrators have access to system settings and can add, modify, and delete System Users. System Administrator passwords are to be kept separately from the System Users credentials.

Individuals Authorized to Request Technical Support

All individuals who are authorized to request technical support assistance (all System Users) must attend user training and follow standard service request protocol per terms of support.

Real-Time Video Viewing and Monitoring

All System Users are to use their own personal username/password when accessing video surveillance systems and it is their responsibility to protect their username/password and not to share it with other individuals.

EXHIBIT A

User Rights Groups

Group	Group Rights	User Description
Group A	Live Video Access Archive Video Access Video and Still Export PTZ Control Camera setup, naming, and image control	Applied Video Solutions designees as system administrators FWCBD Staff
Group B	Live Video On-Site Access Remote Access to Live Video Archive Video Access On-Site Only Video Export On-Site Only PTZ Control Only	FWCBD Staff
Group C	Live Video Access Remote Access to Live Video	FWCBD Executive Staff Law enforcement agencies on a case-by-case basis for a specified amount of time.
Group D	Remote Mobile Access	Determined on case-by-case basis and limited to the individuals listed in other groups with approval of Executive Director of the FWCBD.
Group E	Live Video On-Site Access Live Video Remote Access Recorded Video Access	Designee of property owner where cameras are located. Camera access is restricted to their property(s) only. Designee of tenant (where applicable) where cameras are located.

EXHIBIT B

FWCBD Request for Video Retrieval Form	
REQUESTOR PROVIDED INFORMATION	
Requestor Name	
Company/Organization	
Daytime Phone Number	
Date and Time of Video Requested	
Location and/or Cameras Requested	
CASE/FILE # (if applicable)	
Footage Retrieval Method (Flash drive issued, other, etc.)	
Print Name	
Requestor signature verifying information provided above is correct	
FWCBD STAFF USE ONLY	
Camera(s) Exported (#'s)	
Export Start Date/Time ACTUAL	
Export End Date/Time ACTUAL	
Name of Authorized System User	
Video export procedure successful (Y/N)	
Time expended on THIS search/export:	
Copy of video footage archived	
Date Submitted	
Date Retrieved	
Printed name of person retrieving video	
Signature of person retrieving video	
Quick Notes:	