File No. 251167 **Committee Item No.** 3
Board Item No. 8

COMMITTEE/BOARD OF SUPERVISORS

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Completed by: Victor Young **Date** Dec 11, 2025
Completed by: _____ **Date** _____

[Biannual Surveillance Report - Juvenile Probation Department - Web Filtering Software]

Resolution accepting the Biannual Surveillance Report under Administrative Code, Section 19B.6, for the Juvenile Probation Department.

WHEREAS, Administrative Code, Section 19B.6 requires City Departments that obtain approval for the acquisition of Surveillance Technology to submit to the Board of Supervisors and the Committee on Information Technology (COIT) a Biannual Surveillance Report for each Surveillance Technology used by the Department; and

WHEREAS, Departments must submit the report within the first 12 months of Board approval of the applicable Surveillance Technology Policy, and then every two years after that, consistent with recent amendments to the 19B Ordinance that took effect in January 2025; and

WHEREAS, The Biannual Surveillance Report seeks to determine a) what, if anything, has changed with the technology use since the policy was created, b) how effective the technology has been in achieving its intended goals and fulfilling approved use cases, and c) if there have been any violations and complaints regarding the technology during the reporting period; and

WHEREAS, Section 19B.6 requires departments to submit a Resolution to the Board to accept the Biannual Surveillance Report; now, therefore, be it

RESOLVED, That the Board of Supervisors hereby accepts the Biannual Surveillance Reports described in this Resolution under Administrative Code, Section 19B.6.

JUV Web Filtering Software 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.
The web filtering software filters out content that may be harmful in the interest of public safety and young peoples' well-being, including, social media, internet games, chat rooms, instant messengers, Snapchat, blog websites, as well as anything depicting violence or nudity, messages or data that contain inappropriate, defamatory, discriminatory, obscene, pornographic, harassing, or illegal material, and engaging in activity that may harass, threaten, or abuse others. In addition, the tool filters out content that is harmful or for non-educational purposes.

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.
The web filtering software was used in the following ways during the reporting period:

--To monitor young people's use of the internet so that only content that is appropriate to their academic/vocational coursework is viewed.
--To configure and apply web filters across devices used to enforce safe web searches.
--To ensure that firewalls are not bypassed or hacked for unintended use of the department's network.

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.
The web filtering software has helped the department in monitoring youth internet activity in real time by immediately blocking inappropriate and restricted content. The technology has helped youth stay focused on only approved content by reducing distractions and only allowing access to approve sites (e.g., web search engines, academic or vocational courses, trainings, etc.). Since its implementation in 2023, staff have reported that they've spent less time manually checking youth browsing histories. Most monitoring now happens through daily usage reports generated by the technology, which take less than 25% of staff time to review. For instance, if manual checks of web browsing for a group of youth previously took one-hour, that review time would now take about 15 minutes or less.

Staff have noticed that most youth remain on task for the majority of their computer use time, and usage reports confirm consistent visiting of approved websites. On the other hand, staff have also observed that some youths have been frustrated when they have to consistently request access to an appropriate learning resource or general website not already pre-approved in the web filtering software. The youth must wait for an authorized staff person to manually approve the website which can cause a brief interruption for the youth, causing them some stress. Staff are aware of this and will continue refining internal approval settings to reduce these interruptions as much as possible.

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.
Between April and May of 2025, there were approximately 11,700 websites visited by the youth. Of those websites, only 466 sites were immediately blocked.
Between September and October 2025, there were approximately 23,800 websites visited with only 334 blocked websites.

The number of blocked websites decreased by about 28% (466 to 344) even with higher overall web usage, showing that the youth have been browsing the web responsibly and following set rules for computer access. Further, there was an increase of over 100% in web browsing activity (11,700 to 23,800 websites) which demonstrates that the youth have been using the internet to access appropriate, educational, and non-harmful content as originally intended by the department.

The web filtering software has strengthened public safety by reducing laptop misuse and preventing access to restricted websites. Since its implementation, there have been no reported cases of youth using their laptops to contact victims or other unauthorized persons.

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?

The department did not receive complaints or concerns from the public regarding the technology.

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

The department did not receive complaints or concerns from the public regarding the technology.

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

Not applicable.

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

Not applicable.

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

CITY AND COUNTY OF SAN FRANCISCO JUVENILE PROBATION DEPARTMENT

Katherine Weinstein Miller
Chief Probation Officer

November 10, 2025

To: Angela Calvillo, Clerk of the Board of Supervisors

From: Elisa Baeza, Principal Contracts & Policy Analyst

Re: 2025 Biannual Surveillance Report – JUV – Web Filtering Software

Attached please find the Juvenile Probation Department's (JUV) Biannual Surveillance Report for *Web Filtering Software*, and a copy of a formal resolution to accept the report.

The Administrative Code, Section 19B.6 requires City Departments acquire surveillance technology to submit to the Board of Supervisors and the Committee on Information Technology (COIT) a Biannual Surveillance Report for each surveillance technology used by the Department.

Should you have questions about the report, please contact Elisa Baeza at elisa.baeza@sfgov.org.

Cc:

Verónica Martínez, Deputy Direction of Administrative Services
Katherine Weinstein, Chief Probation Officer
Maria McKee, Director of Research & Planning
Julia Chrushiel, COIT Privacy Analyst
Board of Supervisors