Surveillance Impact Report

Homelessness and Supportive Housing
Surveillance Cameras

As required by San Francisco Administrative Code, Section 19B, departments must submit a Surveillance Impact Report for each surveillance technology to the Committee on Information Technology ("COIT") and the Board of Supervisors.

The Surveillance Impact Report details the benefits, costs, and potential impacts associated with the Department's use of surveillance cameras.

DESCRIPTION OF THE TECHNOLOGY

The Department's mission is through the provision of coordinated, compassionate, and high-quality services, the Department of Homelessness and Supportive Housing strives to make homelessness in San Francisco rare, brief, and one time.

In line with its mission, the Department uses surveillance cameras to:

1. provide for shelter & navigation center site staff to cover the vulnerable access points and common areas for the safety and security of site staff and our clients;
2. augment security staff by providing additional camera monitoring in the common area for the safety and security of our staff at 440 Turk Street location;

Homelessness and Supportive Housing shall use surveillance cameras only for the following authorized purposes:

1. Live monitoring.
2. Recording of video and images.
3. Reviewing camera footage in the event of an incident.
4. Providing video footage/images to law enforcement or other authorized persons following an incident or upon request.

Prohibited use cases include any uses not stated in the Authorized Use Case section.

Further, processing of personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying an individual person, data concerning health or data concerning an individual person's sex life or sexual orientation shall be prohibited.

Technology Details

Homelessness and Supportive Housing surveillance cameras are located in public areas of all floors at 440 Turk Street Headquarters building.

The following is a product description of the 440 Turk Street Surveillance Camera System:

Cameras: 2x Samsung PNM-7000VD, 18x Samsung XNV-6080R

Server: exacqVision

A. How It Works
   The technology's primary functions are to provide live views and record video footage to a dedicated, secure server. The system is comprised of multiple cameras connected by data cables and infrastructure to the server. The footage is recorded on the server and stored for a limited amount of time.

   Data collected or processed by the 440 Turk Street Surveillance Camera System will not be handled or stored by an outside provider or third-party vendor on an ongoing basis. The Department will remain the sole Custodian of Record.

Below technology are being used at shelter:

Different site might have different type of DVR equipment but a typical DVR equipment would be Honeywell – HRDP16D1T0-R connected to various security cameras

A. How It Works
   The technology's primary functions are to provide live views and record video footage to a dedicated, secure server. The system is comprised of multiple cameras connected by data cables and infrastructure to the server. The footage is recorded on the server and stored for a limited amount of time.

   As it is necessary for their operations, data collected or processed by the shelter & navigation center Surveillance Camera System will be accessible to our shelter and navigation center contractors on a limited basis. The Department will remain the sole Custodian of Record.

   Security camera system is programmed to overwrite oldest images once the hard drive reaches 90% capacity. Depending on the size of the DVR hard drive, video images data are held between 1 week to 1 month.

IMPACT ASSESSMENT

The impact assessment addresses the conditions for surveillance technology approval, as outlined by the Standards of Approval in San Francisco Administrative Code, Section 19B:

1. The benefits of the surveillance technology outweigh the costs.

2. The Department's Policy safeguards civil liberties and civil rights.
3. The uses and deployments of the surveillance technology are not based upon discriminatory or viewpoint-based factors and do not have a disparate impact on any community or Protected Class.

The Department's use of the surveillance technology is intended to support and benefit the residents of San Francisco while minimizing and mitigating all costs and potential civil rights and liberties impacts of residents.

A. Benefits

The Department's use of [Technology name] has the following benefits for the residents of the City and County of San Francisco:

☐	Education	
☐	Community Development	
☐	Health	
☐	Environment	
☑	Criminal Justice	May provide evidence for law enforcement criminal investigations.
☐	Jobs	
☐	Housing	
☑	Other	Public Safety - Assists security officers investigating Code of Conduct violations and/or criminal acts at 440 Turk HQ building and/or shelters - Provides a mechanism to augment foot patrols, prevent criminal acts, and assist anyone requiring emergency help.

B. Civil Rights Impacts and Safeguards

The Department has considered the potential impacts and has identified the technical, administrative, and physical protections as mitigating measures:

Department of Homelessness and Supportive Housing believes the Surveillance Camera System poses potential risks to civil liberties in respect to dignity loss and loss of liberty.

An individual could be embarrassed or experience emotional distress if cameras capture behaviors, appearances, or circumstances by which they might feel humiliated. Examples include views of someone exhibiting an emotional outburst, a person's clothing or hair being disheveled, or someone having their physique ridiculed or leered at. Risks for loss of dignity are reduced by restricting access to live views, as well as recorded footage, to a limited number of Facilities staff. For cameras at our shelter and navigation center, access is limited to a small number of shelter and navigation center staff on an as needed basis. In addition, the cameras do not pan, tilt or zoom, thus removing possible temptation for system operators to use those features to follow or enhance views of individuals. Audio is also not recorded or enabled.

Loss of liberty could potentially occur if a person were to be misidentified as the perpetrator of a crime or other incident, making them subject to wrongful arrest. An innocent person might be similar in appearance to someone who committed an offense. Surveillance images could reinforce other circumstantial evidence tying the wrong person to a criminal incident. As an example, someone might be wearing clothing like clothing worn by someone seen leaving an office where a theft had just occurred. Loss of liberty risks due to misidentification of a subject in surveillance video is mitigated by restricting access to live views and recorded footage to a limited number of trained personnel.

C. Fiscal Analysis of Costs and Benefits

The Department's use of Surveillance Camera system yields the following business and operations benefits:

- Financial savings: with security camera system, site staff is able to manage the main entry and still be able to effectively cover the vulnerable access points.   Essentially, minimize the need to hire 50 security officers (see response to question 1.4).
- Time savings: deploying a security camera system can provide time saving over the additional scope of work for security contract, hiring and managing additional security officers
- Staff safety: security camera system allows staff to be proactive rather than reactive in term of conflict de-escalation

The total fiscal cost, including initial purchase, personnel and other ongoing costs is

Number of FTE (new & existing)	4 existing employees Total expected staff hours (all): 15 hrs/mo
Classification	(7334) - Stationary Engineers
Total Salary & Fringe	*60 hrs x 12 months x $155/hr:* **$111,600/yr**
Software	Included
Hardware/Equipment	$60,000 one-time cost ($5,000 x 12 site)
Professional Services	0
Training	*Internal staff training – no additional cost*
Other	
Total Cost	***$171,600 per year***

The Department funds its use and maintenance of the surveillance technology through Annual Operating Budget. Staff time used to inspect security camera systems will be charged as any other labor costs, to overhead or General Fund.

Equipment: This is a one-time cost as equipment had been purchased and deployed. Any future replacement equipment will be part of the department's ongoing equipment budget request.

COMPARISON TO OTHER JURISDICTIONS

Surveillance Camera Technologies like the Veterans Building Surveillance Camera System are currently utilized by other governmental entities for similar purposes.
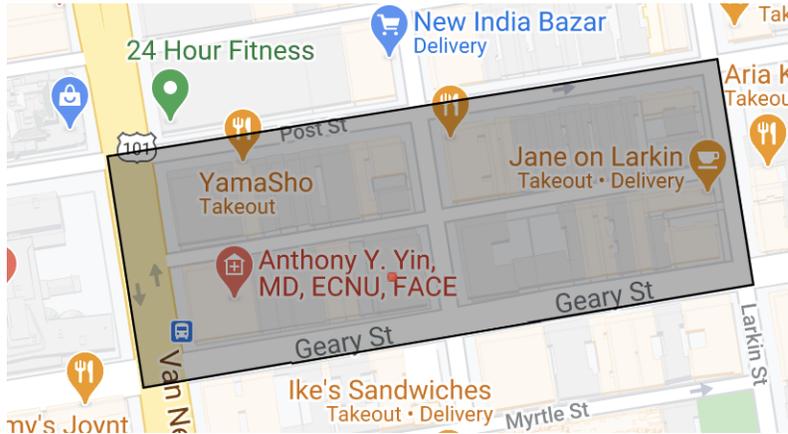
Appendix A: Surveillance Impact Report: Crime Statistics

Department: Homelessness and Supportive Housing

Section 19B requires each department in their Surveillance Impact Report to respond to the following question if applicable, "the general location(s) [of the surveillance technology] may be deployed and crime statistics for any location(s)."

The Homelessness and Supportive Housing Department operates a total of 244 Security Cameras at the following locations:

- Next Door Shelter, 1001 Polk Street, San Francisco, CA 94109

[Image description: The image shows a screenshot of a mapped area around the Next Door Shelter.]

Incident Category	Number of SFPD Incidents	Percent
	5	0.008913
Assault	72	0.128342
Burglary	20	0.035651
Courtesy Report	2	0.003565
Disorderly Conduct	8	0.01426
Drug Offense	26	0.046346
Embezzlement	1	0.001783
Family Offense	1	0.001783
Forgery And Counterfeiting	1	0.001783
Fraud	13	0.023173
Human Trafficking (A), Commercial Sex Acts	1	0.001783
Larceny Theft	93	0.165775
Lost Property	12	0.02139
Malicious Mischief	36	0.064171
Miscellaneous Investigation	13	0.023173
Missing Person	15	0.026738

Motor Vehicle Theft	27	0.048128
Non-Criminal	47	0.083779
Offences Against The Family And Children	25	0.044563
Other	8	0.01426
Other Miscellaneous	44	0.078431
Other Offenses	6	0.010695
Recovered Vehicle	1	0.001783
Robbery	13	0.023173
Sex Offense	1	0.001783
Stolen Property	2	0.003565
Suicide	1	0.001783
Suspicious Occ	23	0.040998
Traffic Collision	1	0.001783
Traffic Violation Arrest	10	0.017825
Vandalism	2	0.003565
Warrant	22	0.039216
Weapons Carrying Etc	5	0.008913
Weapons Offense	4	0.00713

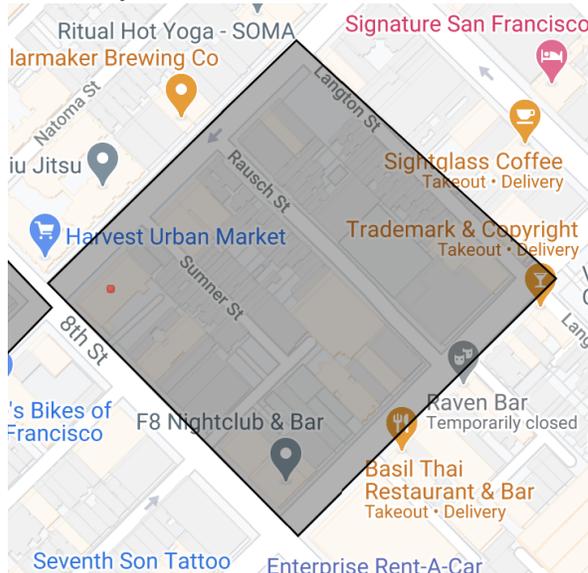- MSC South Shelter, 525 5th Street, San Francisco, CA 94107

[Image description: The image shows a screenshot of a mapped area around the MSC South Shelter.]

Incident Category	Number of SFPD Incidents	Percent
Arson	1	0.005348
Assault	24	0.128342
Burglary	9	0.048128

Disorderly Conduct	6	0.032086
Drug Offense	3	0.016043
Family Offense	1	0.005348
Fraud	6	0.032086
Larceny Theft	32	0.171123
Lost Property	4	0.02139
Malicious Mischief	17	0.090909
Miscellaneous Investigation	2	0.010695
Missing Person	1	0.005348
Motor Vehicle Theft	9	0.048128
Non-Criminal	26	0.139037
Offences Against The Family And Children	1	0.005348
Other	3	0.016043
Other Miscellaneous	13	0.069519
Other Offenses	1	0.005348
Recovered Vehicle	1	0.005348
Robbery	7	0.037433
Suspicious Occ	3	0.016043
Traffic Violation Arrest	4	0.02139
Warrant	11	0.058824
Weapons Offense	2	0.010695

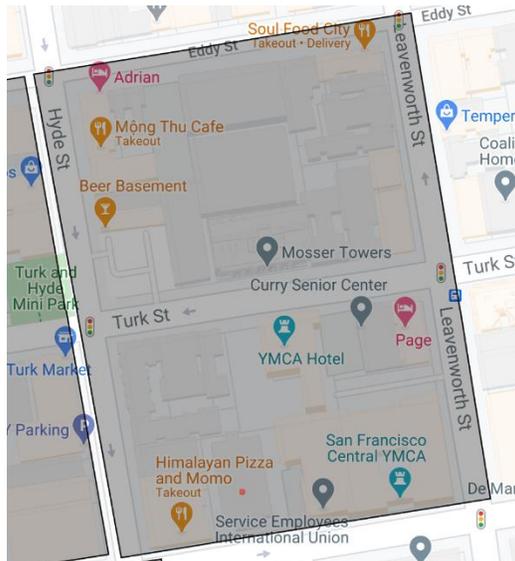- Sanctuary Shelter, 201 8th Street, San Francisco, CA 94103

[Image description: The image shows a screenshot of a mapped area around the Sanctuary Shelter.]

Incident Category	Number of SFPD Incidents	Percent
Assault	12	0.065934

Burglary	22	0.120879
Disorderly Conduct	1	0.005495
Drug Offense	1	0.005495
Forgery And Counterfeiting	1	0.005495
Fraud	3	0.016484
Larceny Theft	55	0.302198
Malicious Mischief	21	0.115385
Miscellaneous Investigation	2	0.010989
Missing Person	3	0.016484
Motor Vehicle Theft	10	0.054945
Non-Criminal	12	0.065934
Offences Against The Family And Children	4	0.021978
Other	2	0.010989
Other Miscellaneous	12	0.065934
Robbery	3	0.016484
Stolen Property	1	0.005495
Suspicious Occ	8	0.043956
Traffic Violation Arrest	1	0.005495
Warrant	6	0.032967
Weapons Carrying Etc	1	0.005495
Weapons Offense	1	0.005495

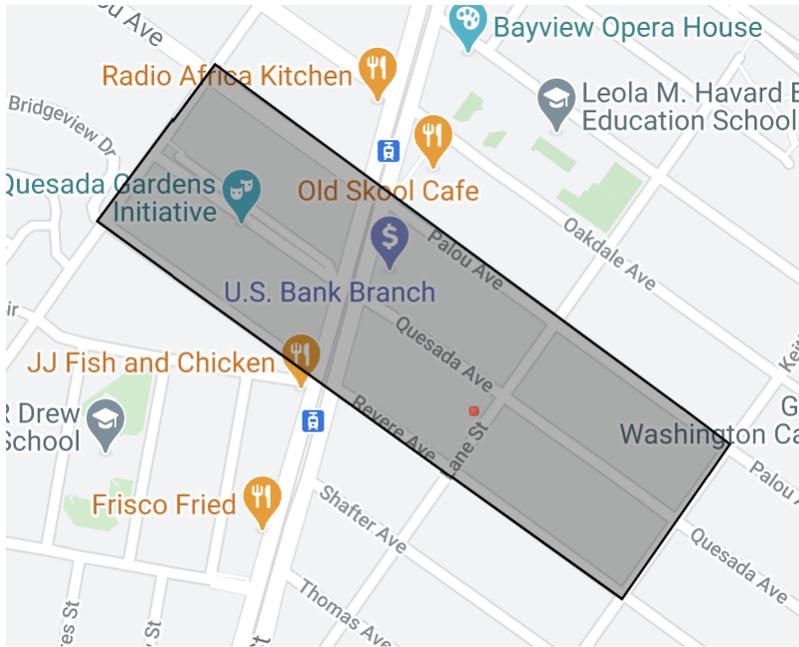- Hamilton Families, 260 Golden Gate Avenue, San Francisco, CA 94102

[Image description: The image shows a screenshot of a mapped area around the Hamilton Families Shelter.]

Incident Category	Number of SFPD Incidents	Percent

Arson	4	0.003439
Assault	138	0.118659
Burglary	31	0.026655
Courtesy Report	2	0.00172
Disorderly Conduct	18	0.015477
Drug Offense	282	0.242476
Family Offense	1	0.00086
Fire Report	2	0.00172
Forgery And Counterfeiting	3	0.00258
Fraud	8	0.006879
Larceny Theft	102	0.087704
Lost Property	23	0.019776
Malicious Mischief	45	0.038693
Miscellaneous Investigation	12	0.010318
Missing Person	25	0.021496
Motor Vehicle Theft	26	0.022356
Non-Criminal	109	0.093723
Offences Against The Family And Children	27	0.023216
Other	48	0.041273
Other Miscellaneous	88	0.075666
Other Offenses	3	0.00258
Recovered Vehicle	3	0.00258
Robbery	44	0.037833
Sex Offense	1	0.00086
Stolen Property	1	0.00086
Suspicious Occ	26	0.022356
Traffic Collision	1	0.00086
Traffic Violation Arrest	15	0.012898
Vandalism	1	0.00086
Warrant	60	0.051591
Weapons Carrying Etc	5	0.004299
Weapons Offense	9	0.007739

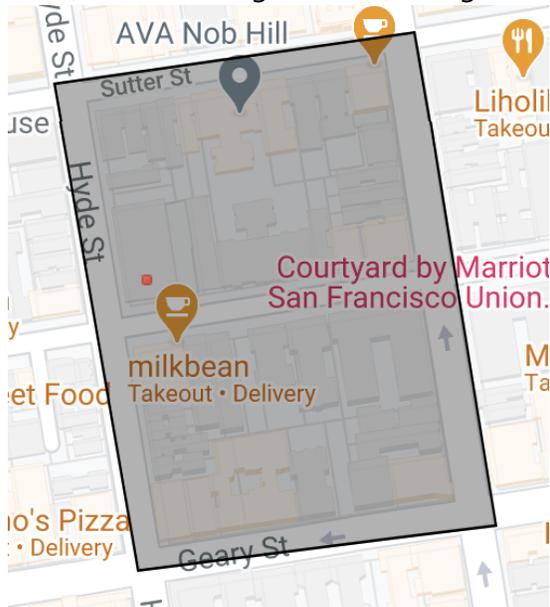- Jelani Shelter, 1601 Quesada Avenue, San Francisco, CA 94124

[Image description: The image shows a screenshot of a mapped area around the Jelani Shelter.]

Incident Category	Number of SFPD Incidents	Percent
Assault	38	0.149606
Burglary	6	0.023622
Courtesy Report	1	0.003937
Disorderly Conduct	9	0.035433
Drug Offense	4	0.015748
Forgery And Counterfeiting	1	0.003937
Fraud	7	0.027559
Larceny Theft	34	0.133858
Lost Property	5	0.019685
Malicious Mischief	18	0.070866
Miscellaneous Investigation	5	0.019685
Missing Person	5	0.019685
Motor Vehicle Theft	27	0.106299
Non-Criminal	6	0.023622
Offences Against The Family And Children	7	0.027559
Other Miscellaneous	27	0.106299
Other Offenses	6	0.023622
Robbery	8	0.031496
Suspicious Occ	7	0.027559
Traffic Collision	3	0.011811
Traffic Violation Arrest	7	0.027559
Warrant	13	0.051181

Weapons Carrying Etc	5	0.019685
Weapons Offense	5	0.019685

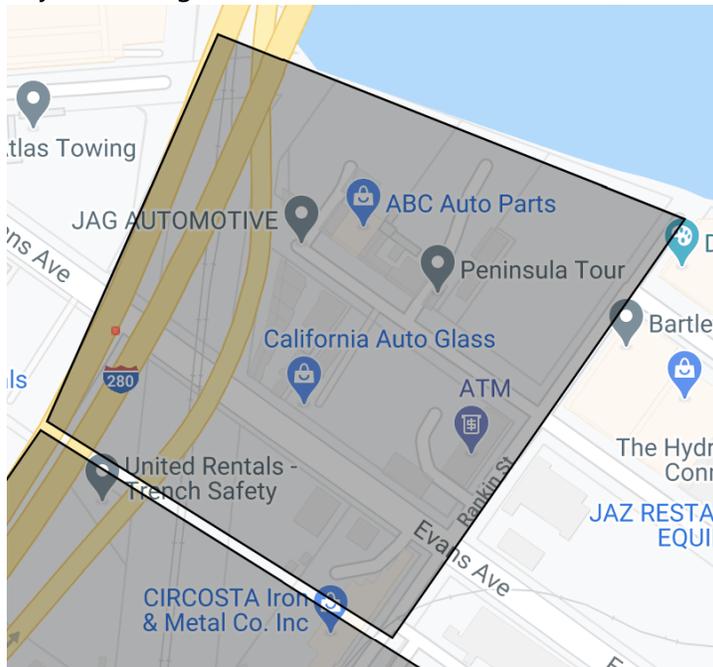- TAY (Transitional Aged Youth) Navigation Center, 888 Post Street, San Francisco, CA 94109

[Image description: The image shows a screenshot of a mapped area around the TAY (Transitional Aged Youth) Navigation Center.]

Incident Category	Number of SFPD Incidents	Percent
Arson	2	0.004474
Assault	18	0.040268
Burglary	59	0.131991
Disorderly Conduct	8	0.017897
Drug Offense	5	0.011186
Fraud	15	0.033557
Larceny Theft	96	0.214765
Liquor Laws	1	0.002237
Lost Property	15	0.033557
Malicious Mischief	41	0.091723
Miscellaneous Investigation	5	0.011186
Missing Person	9	0.020134
Motor Vehicle Theft	28	0.06264
Non-Criminal	31	0.069351
Offences Against The Family And Children	9	0.020134
Other	13	0.029083
Other Miscellaneous	35	0.0783
Other Offenses	1	0.002237

Prostitution	1	0.002237
Rape	1	0.002237
Recovered Vehicle	2	0.004474
Robbery	12	0.026846
Sex Offense	2	0.004474
Stolen Property	6	0.013423
Suspicious Occ	14	0.03132
Traffic Violation Arrest	5	0.011186
Vandalism	3	0.006711
Warrant	6	0.013423
Weapons Carrying Etc	1	0.002237
Weapons Offense	3	0.006711

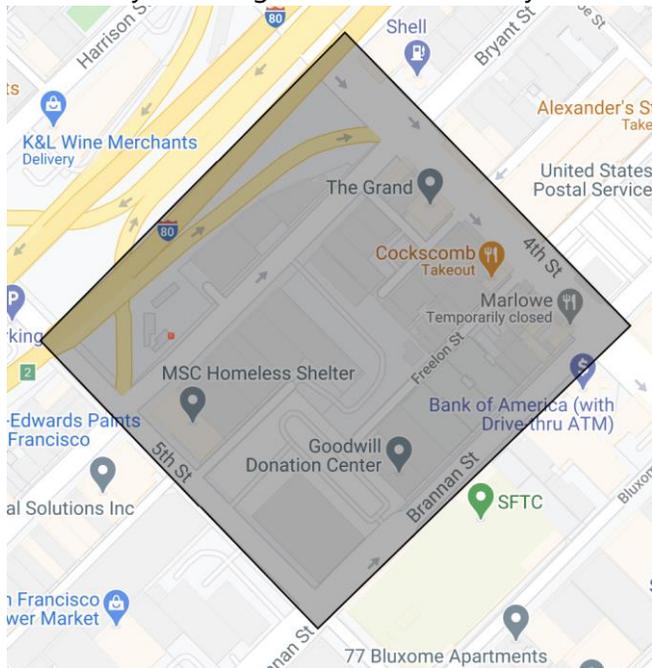- Bayview Navigation Center, 1925 Evans Avenue, San Francisco, CA 94124

[Image description: The image shows a screenshot of a mapped area around the Bayview Navigation Center.]

Incident Category	Number of SFPD Incidents	Percent
Arson	2	0.066667
Assault	3	0.1
Fire Report	3	0.1
Larceny Theft	6	0.2
Malicious Mischief	3	0.1
Miscellaneous Investigation	3	0.1
Motor Vehicle Theft	4	0.133333

Other Miscellaneous	1	0.033333
Robbery	1	0.033333
Warrant	1	0.033333
Weapons Offense	3	0.1

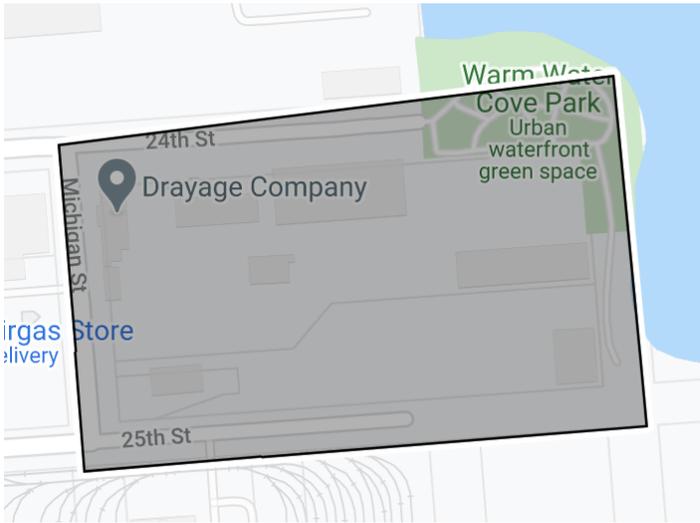- 5th and Bryant Navigation Center, 680 Bryant Street, San Francisco, CA 94107

[Image description: The image shows a screenshot of a mapped area around 5th and Bryant Navigation Center.]

Incident Category	Number of SFPD Incidents	Percent
Arson	1	0.005348
Assault	24	0.128342
Burglary	9	0.048128
Disorderly Conduct	6	0.032086
Drug Offense	3	0.016043
Family Offense	1	0.005348
Fraud	6	0.032086
Larceny Theft	32	0.171123
Lost Property	4	0.02139
Malicious Mischief	17	0.090909
Miscellaneous Investigation	2	0.010695
Missing Person	1	0.005348
Motor Vehicle Theft	9	0.048128
Non-Criminal	26	0.139037
Offences Against The Family And Children	1	0.005348

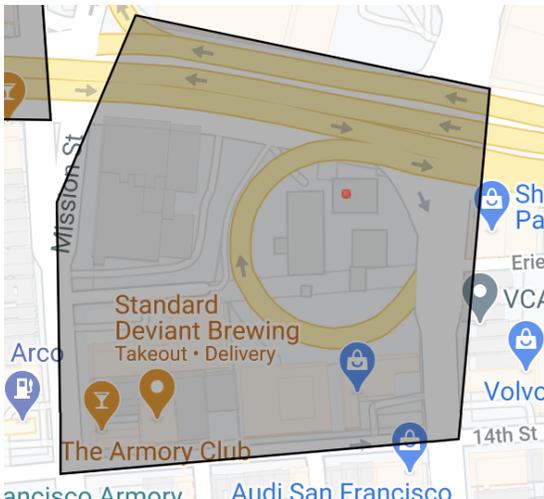| Other	3	0.016043
Other Miscellaneous	13	0.069519
Other Offenses	1	0.005348
Recovered Vehicle	1	0.005348
Robbery	7	0.037433
Suspicious Occ	3	0.016043
Traffic Violation Arrest	4	0.02139
Warrant	11	0.058824
Weapons Offense	2	0.010695

- Central Waterfront Navigation Center, 25th Street, San Francisco, CA 94107

[Image description: The image shows a screenshot of a mapped area around the Central Waterfront Navigation Center.]

No SFPD Incident Data exists or was available for the Central Waterfront Navigation Center site in 2020.
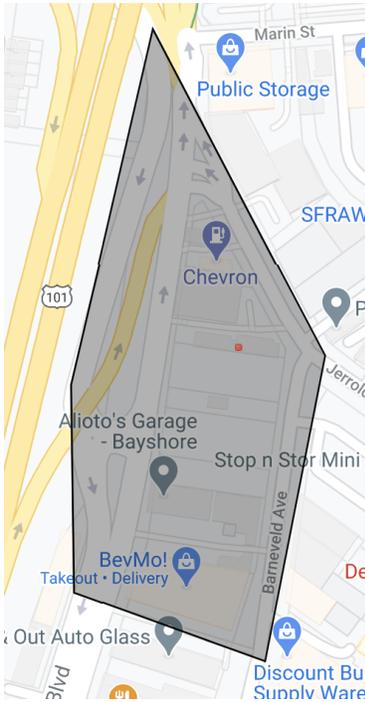
- Division Circle Navigation Center, 224 S Van Ness Avenue, San Francisco, CA 94103

[Image description: The image shows a screenshot of a mapped area around the Division Circle Navigation Center.]

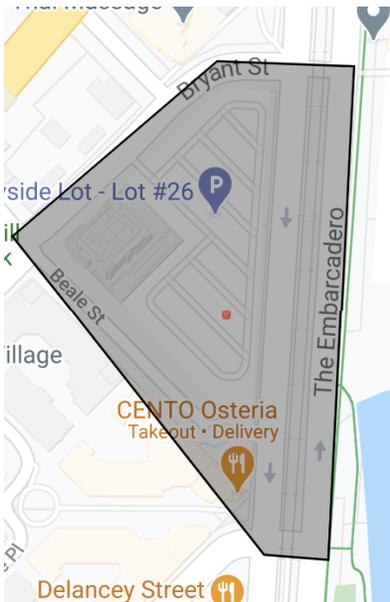| Incident Category	Number of SFPD Incidents	Percent
	2	0.01105
Arson	2	0.01105
Assault	20	0.110497
Burglary	7	0.038674
Courtesy Report	1	0.005525
Disorderly Conduct	1	0.005525
Drug Offense	4	0.022099
Drug Violation	1	0.005525
Embezzlement	1	0.005525
Fraud	1	0.005525
Larceny Theft	38	0.209945
Lost Property	6	0.033149
Malicious Mischief	9	0.049724
Miscellaneous Investigation	1	0.005525
Missing Person	5	0.027624
Motor Vehicle Theft	13	0.071823
Non-Criminal	15	0.082873
Offences Against The Family And Children	2	0.01105
Other	2	0.01105
Other Miscellaneous	27	0.149171
Robbery	4	0.022099
Suspicious Occ	5	0.027624
Traffic Violation Arrest	2	0.01105
Vandalism	1	0.005525
Warrant	7	0.038674
Weapons Carrying Etc	4	0.022099

- Bayshore Navigation Center, 125 Bayshore Boulevard, San Francisco, CA 94124

[Image description: The image shows a screenshot of a mapped area around the Bayshore Navigation Center.]

No SFPD Incident Data exists or was available for the Bayshore Navigation Center site in 2020.

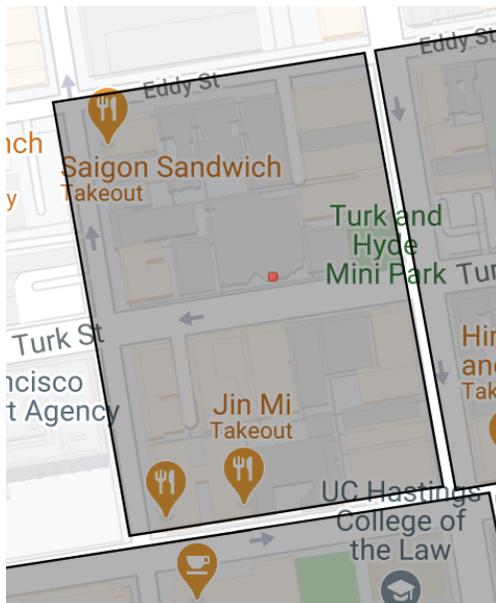- Embarcadero Navigation Center, 555 Beale Street, San Francisco, CA 94107

[Image description: The image shows a screenshot of a mapped area around the Embarcadero Navigation Center.]

Incident Category	Number of SFPD Incidents	Percent

Assault	6	0.064516
Burglary	7	0.075269
Courtesy Report	1	0.010753
Drug Offense	2	0.021505
Fraud	2	0.021505
Larceny Theft	28	0.301075
Lost Property	3	0.032258
Malicious Mischief	11	0.11828
Missing Person	1	0.010753
Motor Vehicle Theft	6	0.064516
Non-Criminal	9	0.096774
Other	1	0.010753
Other Miscellaneous	6	0.064516
Other Offenses	1	0.010753
Robbery	2	0.021505
Stolen Property	2	0.021505
Suspicious Occ	3	0.032258
Warrant	2	0.021505

- Homelessness and Supportive Housing Department Home Office, 440 Turk Street, San Francisco, CA 94102

[Image description: The image shows a screenshot of a mapped area around the Homelessness and Supportive House Department Home Office building.]

Incident Category	Number of SFPD Incidents	Percent
	2	0.00627
Assault	21	0.065831

Burglary	10	0.031348
Courtesy Report	1	0.003135
Disorderly Conduct	5	0.015674
Drug Offense	70	0.219436
Fraud	3	0.009404
Larceny Theft	38	0.119122
Lost Property	7	0.021944
Malicious Mischief	11	0.034483
Miscellaneous Investigation	1	0.003135
Missing Person	3	0.009404
Motor Vehicle Theft	16	0.050157
Non-Criminal	36	0.112853
Offences Against The Family And Children	3	0.009404
Other	13	0.040752
Other Miscellaneous	28	0.087774
Other Offenses	1	0.003135
Recovered Vehicle	5	0.015674
Robbery	9	0.028213
Sex Offense	1	0.003135
Stolen Property	2	0.00627
Suspicious Occ	5	0.015674
Traffic Collision	1	0.003135
Traffic Violation Arrest	3	0.009404
Warrant	20	0.062696
Weapons Carrying Etc	1	0.003135
Weapons Offense	3	0.009404

Information on crime statistics in 2020 in this area is provided by the San Francisco Police Department. Statistics are taken from a 1-block radius around the location of cameras. All information is obtained through the San Francisco Open Data Portal: https://datasf.org/opendata/

In addition, the department maintains an internal incident log. No incidents were recorded for 2020.