



# Surveillance Impact Report

Child Support Services  
Security 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 San Francisco Department of Child Support Service's (SFDCSS or Department) mission is to empower parents to provide support for their children by furnishing child support services in the form of location of parents, establishment of parenting and support obligations and enforcement of support obligations, thereby contributing to the wellbeing of families and children.

In line with its mission, the Department uses Sonitrol Security System to protect against unauthorized access to confidential customer data, and for customer and employee safety. Sonitrol monitors physical access to the facility where customer information resides to detect and respond to physical security incidents.

In line with its mission, the Department shall use security cameras only for the following authorized purposes:

*Authorized Use(s):*

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

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, trade union membership, gender, gender identity, disability status, or an individual person's sex life or sexual orientation, and the processing of genetic data and/or biometric data for the purpose of uniquely identifying an individual person shall be prohibited.

Department technology may be deployed in the following locations, based on use case:

Points of entries, public lobby, and Intake/Interview areas.

---

## Surveillance Oversight Review Dates

COIT Review: March 18, 2021

Board of Supervisors Review: August 4, 2021

## Technology Details

The following is a product description of Sonitrol Security System:

Sonitrol's verified alarms are sound-based – not motion-based – so when an alarm is triggered, our monitoring professionals can actually listen to determine whether a break-in is in progress, or whether a false alarm has occurred. If it is a break-in, Sonitrol staff immediately dispatch police and relay real-time information to the responding officers. If it is a false alarm, Sonitrol staff simply reset the system without contacting the police. Because of this ability to verify alarms, Sonitrol has the highest apprehension rate and the lowest false alarm rate in the industry.

### A. How It Works

To function, Sonitrol Security System monitors building access and safety using surveillance cameras at points of entries, public lobby, and Intake/Interview areas.

Data collected or processed by security cameras is not handled or stored by an outside provider or third-party vendor on an ongoing basis. The Department will remain the sole Custodian of Record.

## 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 security cameras has the following benefits for the residents of the City and County of San Francisco:

- Education
- Community Development

Health      Protect safety of staff, patrons, and facilities while promoting an open and welcoming environment.

- Environment

Criminal Justice

Review video footage after a security incident; provide video evidence to law enforcement or the public upon request by formal process, order, or subpoena.

Jobs

Housing

Other

## 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:

- **Administrative Safeguards:** Departmental access is restricted to SFDCSS IT, SFDCSS Executive Management, SFDCSS HR and Allied Security Guards. Upon request, SFDCSS IT will provide access to video footage to the above mentioned, as well as SFPD personnel. All staff and contractors are required to complete annual training, sign annual confidentiality forms and submit to Live Scan background checks to meet minimum employment requirements.
- **Technical Safeguards:** SFDCSS follows restricted access protocols. Only IT Manager and IT Administrators have access to stored video footage and access point records. To protect data from potential breach, misuse or abuse that may result in impacts to the public, data is maintained on secure, department-owned servers. Server backup transmission is secured in accordance with Federal, State and local regulations. Only persons authorized to utilize the data may access the information and are required to maintain records of access. Data is provided to Executive Management, HR and SFPD upon request. Lobby Security Guard personnel have view-only access and monitor live footage during business hours.
- **Physical Safeguards:** Data can only be accessed onsite at SFDCSS – 617 Mission Street or, in the event of a disaster, our secondary backup appliance is stored at SFO. The data and data systems are secured during transmission and during rest in accordance with Federal, State and Local regulations.

## C. Fiscal Analysis of Costs and Benefits

The Department's use of surveillance cameras yields the following business and operations benefits:

<b>Benefit</b>	<b>Description</b>
<input checked="" type="checkbox"/> Financial Savings	Department Security Camera Systems will save on building or patrol officers.
<input checked="" type="checkbox"/> Time Savings	Department Security Camera Systems will run 24/7, thus eliminating building or patrol officer supervision

X Staff Safety Security cameras help identify violations of Department Patron Code of Conduct and provide assurance that staff safety is emphasized and will be protected at their place of employment.

X Data Quality Security cameras run 24/7/365 so full-time staffing is not required to subsequently review footage of security incidents. Data resolution can be set by level and is currently set to high resolution.

Number of FTE (new & existing)	2 guards *40hr/week*52 weeks*\$31.84hr	
Classification	N/A (Security guard contractor hired by HSA)	
	<b>Annual Cost</b>	<b>One-Time Cost</b>
Software	\$0	
Hardware/Equipment	\$7,290.42	
Professional Services	\$4,872.24	
Training	\$0	
Other	\$0	
Total Cost	\$144,662.66	

The Department funds its use and maintenance of the surveillance technology through state and federal subvention and receives no county general fund dollars.

**COMPARISON TO OTHER JURISDICTIONS**

Sonitrol Security System are currently utilized by other governmental entities for similar purposes.

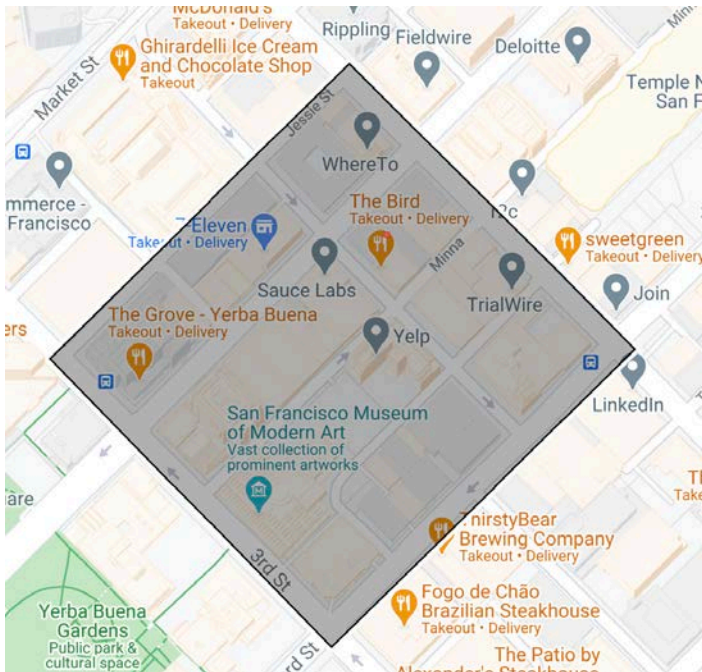
## Appendix A: Crime Statistics

Department: Child Support Services

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 Child Support Services Department operates a total of 8 Security Cameras at the following locations:

- 617 Mission Street, San Francisco, CA 94105



[Image description: The image shows a screenshot of a mapped area around the Child Support Services building.]

Incident Category	Number of SFPD Incidents	Percent
	2	0.004751
Arson	1	0.002375
Assault	33	0.078385
Burglary	48	0.114014
Disorderly Conduct	6	0.014252
Drug Offense	1	0.002375
Fire Report	2	0.004751
Fraud	13	0.030879
Homicide	1	0.002375
Larceny Theft	111	0.263658

Lost Property	11	0.026128
Malicious Mischief	50	0.118765
Miscellaneous Investigation	2	0.004751
Missing Person	3	0.007126
Motor Vehicle Theft	12	0.028504
Non-Criminal	25	0.059382
Offences Against The Family And Children	4	0.009501
Other	4	0.009501
Other Miscellaneous	39	0.092637
Other Offenses	1	0.002375
Recovered Vehicle	3	0.007126
Robbery	17	0.04038
Stolen Property	3	0.007126
Suspicious Occ	3	0.007126
Traffic Collision	2	0.004751
Traffic Violation Arrest	6	0.014252
Vandalism	3	0.007126
Warrant	11	0.026128
Weapons Carrying Etc	3	0.007126
Weapons Offense	1	0.002375

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 which is available on request.