

1 [Administrative Code - Surveillance Technology Policy - Human Services Agency - Call  
2 Recording Technology]

3 **Ordinance approving Surveillance Technology Policy for Human Services Agency use**  
4 **of Call Recording Technology.**

5 NOTE: **Unchanged Code text and uncodified text** are in plain Arial font.  
6 **Additions to Codes** are in single-underline italics Times New Roman font.  
7 **Deletions to Codes** are in ~~strikethrough italics Times New Roman font~~.  
8 **Board amendment additions** are in double-underlined Arial font.  
9 **Board amendment deletions** are in ~~strikethrough Arial font~~.  
10 **Asterisks (\* \* \* \*)** indicate the omission of unchanged Code  
11 subsections or parts of tables.

12 Be it ordained by the People of the City and County of San Francisco:

13 Section 1. Background.

14 (a) Terms used in this ordinance have the meaning set forth in Administrative Code  
15 Chapter 19B ("Chapter 19B").

16 (b) Chapter 19B regulates City Departments' acquisition and use of Surveillance  
17 Technology. Under Administrative Code Section 19B.2(a), Departments must obtain Board of  
18 Supervisors ("Board") approval by ordinance of a Surveillance Technology Policy before: (1)  
19 seeking funds for Surveillance Technology; (2) acquiring or borrowing new Surveillance  
20 Technology; (3) using new or existing Surveillance Technology for a purpose, in a manner, or  
21 in a location not specified in a Surveillance Technology ordinance; (4) entering into agreement  
22 with a non-City entity to acquire, share, or otherwise use Surveillance Technology; or (5)  
23 entering into an oral or written agreement under which a non-City entity or individual regularly  
24 provides the Department with data or information acquired through the entity's use of  
25 Surveillance Technology.

1 (c) Under Administrative Code Section 19B.2(b), the Board may approve a  
2 Surveillance Technology Policy ordinance if: (1) the Department seeking Board approval first  
3 submits to the Committee on Information Technology (“COIT”) a Surveillance Impact Report  
4 for the Surveillance Technology to be acquired or used; (2) based on the Surveillance Impact  
5 Report, COIT develops a Surveillance Technology Policy for the Surveillance Technology to  
6 be acquired or used by the Department; and (3) at a public meeting at which COIT considers  
7 the Surveillance Technology Policy, COIT recommends that the Board adopt, adopt with  
8 modifications, or decline to adopt the Surveillance Technology Policy for the Surveillance  
9 Technology to be acquired or used.

10 (d) Under Administrative Code Section 19B.4, the City policy is that the Board will  
11 approve a Surveillance Technology Policy ordinance only if it determines that the benefits that  
12 the Surveillance Technology Policy authorizes outweigh its costs, that the Surveillance  
13 Technology Policy will safeguard civil liberties and civil rights, and that the uses and  
14 deployments of the Surveillance Technology under the Policy will not be based upon  
15 discriminatory or viewpoint-based factors or have a disparate impact on any community or  
16 Protected Class.

17 (e) The Human Services Agency (“HSA”) operates telephonic service centers to aid  
18 client access to HSA. Following the COVID-19 pandemic, use of telephonic services has  
19 increased across HSA service centers.

20  
21 Section 2. Surveillance Technology Policy Ordinance for Human Services Agency Use  
22 of Call Recording Technology.

23 (a) Purpose. HSA seeks Board of Supervisors authorization under Section 19B.2(a) to  
24 use call recording technology at HSA call centers to record and store audio phone calls. HSA  
25 will use these recordings to: (1) ensure equitable and consistent service delivery to all of its

1 clients by conducting quality assurance evaluations; and (2) deliver services to its clients more  
2 efficiently by enabling telephonic signature to access and maintain HSA services.

3 (b) Surveillance Impact Report. HSA submitted to COIT a Surveillance Impact Report  
4 for call recording technology. A copy of the HSA Surveillance Impact Report for call recording  
5 technology is in Board File No. 240048.

6 (c) Public Hearings. On March 23, 2023 and June 15, 2023, COIT and its Privacy and  
7 Surveillance Advisory Board conducted public hearings at which they considered the  
8 Surveillance Impact Report referenced in subsection (b) and developed a Surveillance  
9 Technology Policy for HSA's use of call recording technology. A copy of the Surveillance  
10 Technology Policy for HSA's use of call recording technology ("Human Services Agency Call  
11 Recording Technology Policy") is in Board File No. 240048.

12 (d) COIT Recommendation. On June 15, 2023, COIT voted to recommend that the  
13 Board of Supervisors adopt the HSA Surveillance Technology Policy, referenced in  
14 subsection (c), for the use of call recording technology.

15 (e) Findings. The Board hereby finds that the stated benefits of HSA's use of call  
16 recording technology outweigh the risks of use of such Surveillance Technology; HSA's  
17 Surveillance Technology Policy for the use of call recording technology will safeguard civil  
18 liberties and civil rights; and that the uses and deployments of call recording technology, as  
19 set forth in HSA's Surveillance Technology Policy for the use of call recording technology, are  
20 not and will not be based upon discriminatory or viewpoint-based factors or have a disparate  
21 impact on any community or a Protected Class.

22  
23 Section 3. Approval of Policy. The Board of Supervisors hereby approves HSA's  
24 Surveillance Technology Policy for the use of call recording technology.  
25

1 Section 4. Effective Date. This ordinance shall become effective 30 days after  
2 enactment. Enactment occurs when the Mayor signs the ordinance, the Mayor returns the  
3 ordinance unsigned or does not sign the ordinance within ten days of receiving it, or the Board  
4 of Supervisors overrides the Mayor's veto of the ordinance.

5  
6  
7 APPROVED AS TO FORM:  
8 DAVID CHIU, City Attorney

9 By: /s/ Henry L. Lifton for \_\_\_\_\_  
10 CHARLES L. BRUCE  
11 Deputy City Attorney

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**City and County of San Francisco**  
**Tails**  
**Ordinance**

City Hall  
1 Dr. Carlton B. Goodlett Place  
San Francisco, CA 94102-4689

**File Number:** 240048

**Date Passed:** June 04, 2024

Ordinance approving Surveillance Technology Policy for Human Services Agency use of Call Recording Technology.

May 13, 2024 Rules Committee - RECOMMENDED

May 21, 2024 Board of Supervisors - PASSED ON FIRST READING

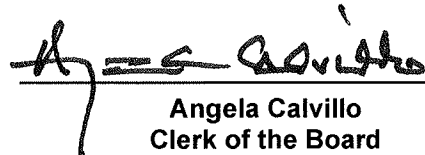
Ayes: 11 - Chan, Dorsey, Engardio, Mandelman, Melgar, Peskin, Preston, Ronen, Safai, Stefani and Walton

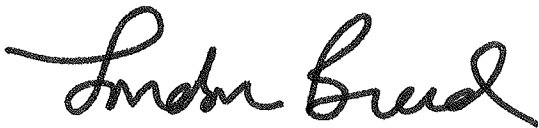
June 04, 2024 Board of Supervisors - FINALLY PASSED

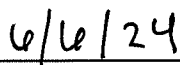
Ayes: 11 - Chan, Dorsey, Engardio, Mandelman, Melgar, Peskin, Preston, Ronen, Safai, Stefani and Walton

File No. 240048

**I hereby certify that the foregoing Ordinance was FINALLY PASSED on 6/4/2024 by the Board of Supervisors of the City and County of San Francisco.**

  
Angela Calvillo  
Clerk of the Board

  
London N. Breed  
Mayor

  
Date Approved