



Video Surveillance System Usage Policy & Procedures

Enacted by the USBID Board of Directors on November 21, 2019

Effective January 1, 2020

I. Purpose of System

The purpose of the Union Square Business Improvement District ("USBID") video surveillance system is to help make the USBID safer for visitors, residents, and employees by providing surveillance of key public space areas in an attempt to reduce crime and criminal activity. The primary purpose of the system is to allow for after-the-fact investigation of crimes committed within the public space or when the perpetrator has fled into the public space.

This document outlines the general policies and procedures for usage of the system.

II. Change of Usage Policy Terms

The USBID Board of Directors reserves the right to modify or change these policies at any time.

III. Basic System Information

- A. Cameras are currently installed around the public spaces (sidewalks, plazas, parks, alleys) within the Union Square Business Improvement District boundaries. These cameras overlook the public spaces. In the future, additional cameras may be added to other public spaces in the district.
- B. The following signage (or signage similar in nature) may be posted in or near areas that are under surveillance (with property owner approval) to inform the public that they may be recorded.

"THIS AREA MAY BE SUBJECT TO VIDEO RECORDING"

- C. 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 USBID will not use covert cameras or "dummy" or fake cameras. The Union Square BID also does not record any sounds or voices.

- D. USBID Member Services (“Member Services”) operates the USBID Security Camera Program 24/7. Member Services is operated by the USBID or its designees, Block by Block (“BxB”), at 323 Geary Street, Suite 318, San Francisco, California 94102. USBID Member Services Representatives on duty are responsible for checking all cameras daily for functionality and for handling all video requests received. USBID Member Services Representatives may monitor the live feed from time to time and have ability to control some of the cameras.

From 10pm to 6am daily, the USBID operates the USBID Live Overnight Monitoring Program (“live overnight monitoring”). USBID Member Services Representatives on duty will monitor the live security camera feeds and communicate with USBID Cleaning Ambassadors and Overnight Security Teams on duty. Software may be used to assist live overnight monitoring.

- E. Facial recognition technology will not be used in the system.
- F. The general public (visitors) and USBID members should be aware that a USBID Member Services Representative is not watching the cameras most of the time and they should not have an expectation that they are under continuous surveillance when they are within the range of a camera. For example, if a visitor to the area or a USBID member has a crime committed against them, they should not expect someone necessarily to come to their rescue because they are in front of a camera and they should call 911 (emergency) or the SFPD immediately.
- G. The general public, USBID members, and visitors should also be aware that the video surveillance system has limited coverage of the public space within the USBID and even when camera coverage exists, it may not provide the level of detail necessary to identify suspicious activity or criminals.
- H. The system is managed by the USBID and its contractors, Applied Video Solutions, Inc. (“AVS”) and BXB.

IV. General Principles and Policies

- A. The purpose of video surveillance and monitoring under this policy is to deter crime, assist in protecting the safety and property of persons and businesses within the district, and apprehending persons who have committed criminal activities. The use of the video surveillance and monitoring technologies for other purposes inconsistent with those identified in this policy are prohibited.
- B. Video surveillance and monitoring for the purposes identified in this policy will be conducted in a professional, ethical, and legal manner.
- C. Video surveillance and monitoring for the purposes identified in this policy will be conducted in a manner that does not violate reasonable expectation of privacy as defined by law.
- D. To maintain an informed public community and to further this policy's goals of reducing crime and 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 USBID to ensure that this policy's goals are continuously being met.

- E. System Users, as defined in Section VII, 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.
- F. System Users will not seek out or continuously view private offices, living areas, private spaces, or places of public accommodation not otherwise visible without technological assistance.
- G. System Users will not seek out or continuously view people being intimate in public areas.
- H. All recorded and archived video images, clips, or footage, including those referenced under Sections V.D. and VI.G, are subject to all the same policies set forth under this Section IV.
- I. The USBID will conduct a semi-annual review, with its contractor, AVS, of all video monitoring activities over the six months prior to the commencement of the audit. The activities to be reviewed will include compliance with the video retention policy, compliance with video request protocol and documentation, and review of authorized uses of all video/still images exported (including date/time of export and user name).

V. Policy for Requests for Video Surveillance, Video Footage Review, and Copies of Records

All video surveillance cameras are being recorded continuously by a digital video recording system (Avigilon Network Video Recorder (NVR)). Recorded video is used exclusively for the investigation of security and safety-related incidents and not for other purposes. The USBID and its designees, AVS and BXB, 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.

- A. Recorded video will be made directly available to the general public only to the extent required by law. The USBID will also comply with all provisions in its contract with the City and County of San Francisco related to USBID records. In the event of 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 USBID Member Services. If relevant video is available, a video clip of the incident may be produced and made available to the SFPD (or other law enforcement agency) in accordance with the policies set forth herein. All requests for video recordings by law enforcement agencies shall be coordinated by USBID Member Services, BXB, and/or AVS and the correct form submitted to the USBID Member Services located at 323 Geary Street, Suite 318, San Francisco, CA (as outlined below). The USBID and its designees will cooperate fully with all court orders or subpoenas for video recordings. The USBID, BXB and AVS are not crime investigators and may not provide video or conduct searches for general non-specific inquiries. Video recordings will be provided in response to requests reasonably describing the desired recordings in accordance with the process provided under Section VI. AVS will assist and support USBID/BXB with requests for large amount of video recordings (more than 2 hours) or other complex requests in accordance with the terms and procedures of this usage policy. All other requests will be processed by BXB and the Member Services staff accordingly.

- B. 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:

	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.	<i>Will be evaluated subject to requirements set forth by the California Public Records Act.</i>

- C. 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 USBID 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.
- D. 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.

VI. Procedure for Requests for Video Surveillance, Video Footage Review, and Copies of Records

- A. This USBID policy does not guarantee provision of records upon request.
- B. All internal and external requests for footage review and copies of records are to be documented using the USBID Request for Video Retrieval Form, attached as Exhibit B. The form is also to be used to document progress of the video retrieval process and is designed to help measure and improve system performance and operating procedures.
- C. Video requests should be submitted to USBID Member Services located at 323 Geary Street, Suite 318, San Francisco, CA 94102 to the USBID Member Services Representative on duty during normal business hours, from 9:00 a.m. – 5:30 p.m. Monday-Friday, via email at Video.Request@UnionSquareBID.com, or by phone at (415) 781-7880. The USBID or its designees will typically provide the video or respond to the request within 10 calendar days. When the video request is completed, all video footage must be picked up at the USBID office at 323 Geary, Suite 203, San Francisco, CA 94102.

- D. USBID 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 Request for Video Retrieval Form (Exhibit B) if the person does not wish to do so. Although preferable, the Request for Video Retrieval Form need not be fully completed in order to initiate the request. USBID shall respond to all requests for footage review and copies of records in the timeframes required by applicable laws and regulations.
- E. All video footage review is to be carried out by and/or under direct supervision of authorized System User(s).
- F. All copies of video records are to be made by authorized System User(s) only.
- G. Copies of all video records and images are to be made on USBID or BXB premises only. Copies of all video records and images provided are to be retained by USBID (or its designees) on premises for period of one year. USBID (or its designees) may retain a copy of any video record or image provided to a third party beyond one year or until all legal proceedings are concluded.
- H. Copies of all request forms may be retained by USBID or their designees.
- I. The USBID 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.

VII. Authorized System Users

A. System Users

- i. 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 USBID 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.
- ii. All System Users are to have their own unique login name and password. All credentials are to be kept securely on file by USBID or its designees.

B. System Administrators

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

C. 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.

D. Real Time Video Viewing and Monitoring

- i. All System Users are to use their own personal username/password when accessing video surveillance system and it is their responsibility to protect their username/password and not to share it with other individuals.
- ii. USBID Member Services users are to login at the beginning of their monitoring session and log out at the end of the session.

EXHIBIT A

User Rights Groups

Group	Group Rights	User Description
Group A	<p>Live Video Access</p> <p>Archive Video Access</p> <p>Video and Still Export of Recorded Footage</p> <p>PTZ Control</p> <p>Camera setup, naming and image control</p>	<p>Applied Video Solutions designees as system administrators</p> <p>USBID Director of Services</p>
Group B	<p>Live Video Access</p> <p>Remote Access to Live Video</p> <p>Archive Video Access On-Site Only</p> <p>Video Export On-Site Only</p> <p>PTZ Control Only</p>	<p>USBID Member Services Authorized System Users (Member Services Representatives)</p> <p>USBID Executive Staff (Executive Director & Deputy Director)</p> <p>BXB Director of Operations and BxB Operations Supervisor</p>
Group C	<p>Live Video Access</p> <p>Remote Access to Live Video</p>	<p>USBID Executive Staff</p> <p>USBID Services Committee Chair</p>
Group D	<p>Remote Mobile Access</p>	<p>Determined on case-by-case basis and limited to the individuals listed in other groups with approval of Executive Director of the USBID.</p>
Group E	<p>Live Video On-Site Access</p> <p>Live Video Remote Access</p> <p>Recorded Video Access</p>	<p>Designee of property owner where cameras are located.</p> <p>Designee of tenant (where applicable) where cameras are located.</p>

EXHIBIT B

**Union Square Business Improvement District
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	
USBID 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	Time Submitted

Date	Time USBID Received
Date	Time USBID Completed
Date	Time retrieved from USBID
Quick Notes:	