DEM Biannual Surveillance Report 2026

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.

Security Cameras: Department of Emergency Management operates a security camera system at the Combined Emergency Communications Center (CECC), located at 1011 Turk Street. Cameras are deployed at building entry and exit points and throughout the facility to support facility security and safety. Exterior cameras monitor areas including vehicle entry and travel paths to the underground parking garage, the balcony area on the east side of the building, the walkway along the west side of the building adjacent to Turk Street, and the buffer protection area adjacent to the Recreation and Parks Department facilities and Margaret Hayward Playground.
DEM currently operates a total of 37 security cameras, 12 of which capture exterior areas.

Social Media Monitoring Software: The only social media monitoring technology that meets the definition in the City's Social Media Monitoring Software Surveillance Technology Policy is Meta Business Manager/Suite. The Department of Emergency Management External Affairs Division uses this technology.

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.

Security Cameras: During the reporting period, the Department used security camera footage primarily to support the safety and security of the Combined Emergency Communications Center (CECC) facility, its personnel, and property. Camera footage was also reviewed, as needed, in support of internal Human Resources and facilities-related investigations involving activities or incidents occurring at or around the facility. On a less frequent basis, recorded footage was provided to the San Francisco Police Department (SFPD) and/or San Francisco Sheriff's Office (SFSD) in response to requests associated with law enforcement investigations. All uses of the camera system were for authorized security, administrative, or investigative purposes consistent with DEM's approved Surveillance Technology Policy.

Social Media Monitoring Software: The technology is used to post to the Department's Facebook, Instagram, and Threads accounts and monitor analytics. This includes metrics of views, engagements, comments, shares, and direct messages to those accounts. It is also used to run digital ads for the Department's ReadySF campaign targeting all San Francisco residents. ReadySF is the Department's public education and outreach campaign designed to help San Francisco residents prepare for, respond to, and recover from emergencies and disasters by providing accessible information, resources, and guidance to strengthen community preparedness and resilience.

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.

Security Cameras: The security camera system has been effective in supporting the safety and security of 1011 Turk St, which operates 24 hours a day, seven days a week. Sheriff personnel use the system to monitor the safety of employees as they travel to and from their vehicles and to view individuals requesting access to the facility through the main entrance. The cameras also provide visibility into the buffer protection zone between the facility and the adjacent Recreation and Parks Department facilities and Margaret Hayward Playground. Recorded footage has also been useful when reviewing security, facility, and other incidents occurring on or near the property.
The system does have limitations that can affect the usefulness of recorded footage. In some instances, footage has been too blurry to clearly identify relevant details, incidents have occurred outside the cameras' fields of view, or landscaping and trees have obstructed visibility. Image quality and visibility can also be reduced during nighttime conditions. These limitations are considered when evaluating the effectiveness of the existing system and identifying potential future camera or infrastructure improvements.

Social Media Monitoring Software: The technology serves a straightforward and limited purpose, allowing the Department of Emergency Management (DEM) to efficiently manage communications across three of its seven social media channels. It enables staff to simultaneously publish content to Facebook, Instagram, and Threads, while accommodating each platform's unique character limits, image requirements, and video formatting specifications.

The software also centralizes analytics and engagement metrics, including post views, impressions, comments, shares, and direct messages. This functionality allows the Department to evaluate the reach and effectiveness of its public communications, identify opportunities to improve community engagement, and refine its outreach strategies.

Additionally, the technology supports digital advertising for the Department's ReadySF public preparedness campaign, helping the Department reach San Francisco residents with information about emergency preparedness, disaster response, and community resilience. These capabilities support the Department's broader mission of providing timely, accessible, and effective public safety information to the communities it serves.

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.

Security Cameras: Within the last six-months, SFPD requested camera footage from the Department's Custodian of Records on one occasion in support of a law enforcement investigation. Requests for the Departments security camera footage from outside law enforcement agencies are infrequent. As additional context, between July 1, 2024 and June 30, 2026, approximately 3 police incidents were reported along Turk Street between Gough Street and Laguna Street, in the vicinity of the facility. Reported incidents included vandalism and non-injury complaints. While these incidents do not necessarily involve the Department's property or areas captured by the cameras, the data provides context regarding public safety activity in the immediate area surrounding the facility.

Social Media Monitoring Software: The Department tracks social media engagement as an annual performance measure reported to the San Francisco Controller's Office. This measure includes social media interactions, views, and impressions across the Department's platforms. Historical performance data shows approximately 22.5 million engagements, hits, and impressions in fiscal year 2019–2020 and 37.1 million in fiscal year 2020–2021, demonstrating the significant reach of the Department's digital communications. The social media monitoring software supports the collection and analysis of these metrics, helping the Department evaluate the effectiveness of public safety messaging, emergency preparedness outreach, and its ReadySF campaign. Included is a link to the Controller's Report: https://www.sf.gov/san-francisco-performance-program

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?

None. The Department received no complaints or concerns from the public regarding its security camera system, nor its Social Media Monitoring tools during the reporting period.

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

N/A

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

None. The Department's security camera system does not utilize facial recognition technology, and the Department does not perform facial recognition analysis on video captured by the system. The Social Media Monitoring tools do not use facial recognition technology.

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

N/A

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