

County of Santa Clara
Countywide Video Security Cameras
Annual Surveillance Report
July 1, 2022 - June 30, 2023

1. Description

Departments within the County of Santa Clara utilize various video security camera systems to monitor the safety of employees, visitors, clients, and patients. This technology allows authorized staff to monitor access and activities in public and restricted areas of facilities; to create a safer environment for those who visit and work at its facilities; to prevent nonauthorized person(s) from entering restricted sites; to respond to law enforcement inquiries and provide local authorities with images or video clips of potential suspicious activity; and to serve as a deterrence for potential malicious intent such as vandalism or theft of County property. The security camera systems can capture images of members of the public that are not suspected of engaging in unlawful conduct. Existing safeguards to address concerns regarding privacy, civil liberties, and rights impacted by surveillance footage include easily observable posted signs, secure maintenance of recorded data, password protected system access, and limiting the number of staff with authorized access. Following are specific details about each of the video security cameras that falls under the Countywide Video Security Cameras Surveillance Use Policy.

The Office of the County Executive's Oakland Road Warehouse:

- The public-safety camera system at the Oakland Road Warehouse has not yet been implemented due to the other location installation priorities. The camera installation is currently in the design phase. The cameras have not been installed therefore no footage nor still photographs were downloaded.

The Office of the County Executive's West Tasman Campus:

- The public-safety camera system at the West Tasman Campus was used in compliance with the Board-approved Surveillance Use Policy. The campus has four County facilities (110, 130, 150, 180) but only the facilities located at 130, 150 and 180 West Tasman have security cameras operational; many of the buildings were not completed in time for earlier camera installations. The 110 Facility did not have operating security cameras during the requested time because building construction is not complete. During the period covered by this Annual Report, authorized staff from the Division of Facilities Security and FAF monitored security cameras in real-time (live footage) and could review stored data footage.
- Footage was reviewed for an internal theft incident at the 180 Facility warehouse in the late April and early May 2023 timeframe – footage was not shared with outside agencies.

- Data is stored on a Network Video Recorders (NVRs) locked in server rooms at the campuses. Only select managers have been granted access to review footage for their respective departments as well as the two members of County Facilities Security

The Facilities and Fleet Department, managed by Technology Services and Solutions (TSS):

- Security cameras are used for monitoring access to and activities within and around the County's facilities, as a deterrence to malicious intent such as vandalism or theft of County property, and to create a safer environment for those who visit and work at its facilities. The cameras are used in public areas as a deterrent and do not have active monitoring.
- The cameras located at 2265 Junction and 2310 N. First St. were not operational during the reporting period due to needed maintenance and anticipated replacements.

The Office of the County Executive's Vietnamese American Service Center

- Since its soft opening on July 1, 2022, the Vietnamese American Service Center (VASC) has assisted hundreds of residents. Services which include, but are not limited to, a senior nutrition program, wellness activities and classes, behavioral health support and navigation, medical services, social services benefits application assistance, and rental assistance.
- For the time period of July 1, 2022, to June 30, 2023 the security camera system at the Vietnamese American Service Center was used as intended and approved by the Board; video security cameras at the VASC will be used to monitor: Common area lobbies, elevator lobbies, exit doors, entrances, specialty rooms, day care room, kitchen, stairwells, heavy traffic hallways, pharmacy, and exterior parking lots.
- The VASC building was fitted with video security cameras to enhance VASC services and the safety of staff, patients/clients, visitors and neighbors. Additionally, the video security camera system can also assist with locating lost or missing children within the vicinity of the VASC.
- The described cameras will allow VASC management and security staff to observe the area surrounding the building, monitor and investigate what is happening inside and outside the building in real time, deter potential crimes from being committed and record any crimes that may occur onsite, assist in catching criminals if a crime occurs, and determine the exact time a crime may have been committed.
- They are not used to record audio or private workspaces.
- The video security camera system captured digital recorded video of daily activity around the outside perimeter of the VASC and throughout the interior. It captured video of members of the public, VASC clients, County and non-County employees who may not be suspected of engaging in unlawful conduct. The safeguards that exist to address concerns regarding privacy, civil liberties and rights impacted by the surveillance footage are easily observable signs posted throughout the VASC notifying visitors they are being monitored by surveillance cameras; and all recorded data was securely maintained, and password protected with only authorized VASC management, VASC security personnel, and the CEO Facilities Security Manager having direct access to it.
- The Privacy Office in consultation with the Office of the County Counsel has determined that the video security cameras at the VASC at 2410 Senter Road are eligible for coverage under the Countywide Surveillance Use Policy for Video Security Cameras

(“Policy”). This policy was approved by the Santa Clara County Board of Supervisors under the Countywide Policy on March 22, 2022.

The County of Santa Clara Health System (CSCHS)

- The County of Santa Clara Health System (CSCHS) used Video Security Cameras at CSCHS Facilities to monitor ingress, egress, and activities in the public areas of the CSCHS facilities (e.g., County hospitals, medical clinics, medical centers, etc.) in order to monitor the safety of employees, patients, and visitors. CSCHS posted signage on-site where video security cameras were in use to indicate the presence of video monitoring and limit any expectation of privacy.
- There were approximately 1,850 security cameras at CSCHS facilities. Santa Clara Valley Medical Center (SCVMC) Protective Services Office, O’Connor Hospital, Allied Universal Security, St. Louise Regional Hospital (SLRH) Facility Department, and Facilities-IT have access to the video security camera footage data. Other departments have view-only access to the video security camera footage in real-time. There are no audit trails available on the legacy system. On the new system, all access is logged via audit trails and all requests for video security camera footage are logged by the Facilities-IT team or SCVMC Protective Services.
- The system allows CSCHS to monitor the safety of employees, patients, and visitors to assess or investigate activities that reasonably appear to be unauthorized, illegal, or in violation of department or County policies. There were two types of security cameras in use at CSCHS facilities: 1) legacy systems on an older platform and scheduled to be replaced and 2) the upgraded system. The security cameras are used to monitor exterior and interior of CSCHS facilities and were deployed both public and protected areas including parking building, entrances, exits, waiting lobbies, and hallways. They are not capturing private areas such as restrooms and employee offices.
- There have been no reports of misuse, and the systems are functioning properly and used as defined in the Surveillance Use Policy (SUP).

The Social Services Agency:

- Seventy-three (73) new cameras were installed at SSA Facilities during this reporting period, bringing the SSA total camera inventory in operation to Two Hundred and Forty- One (241). The video footage (images and audio) was used to create a record of individuals, both members of the public and County employees, who entered and exited the facility, and acts committed in violation of SSA or County policy, illegal, or in furtherance of illegal activity, if any, and any potential or real threats to the security and safety of the SSA workforce and clients in service areas and surrounding real estate.
- Security cameras utilized by the Social Services Agency were used to protect and secure areas in and surrounding at the Agency offices listed below:
 - 333 W Julian St, San Jose, CA 95110: , 48 cameras , (Installed previously)
 - 353 W Julian St, San Jose, CA 95110: , 64 cameras , (Installed previously)

- 373 W Julian St, San Jose, CA 95110: , 35 cameras , (Installed previously)
- 1919 Senter Rd, San Jose, CA 95112: , 21 cameras , (Installed previously)
- 1877 Senter Rd, San Jose, CA 95112: , 27 cameras , (New Installation)
- 1879 Senter Rd, San Jose, CA 95112: , 21 cameras , (New Installation)
- 7933 Wren Ave, Gilroy, CA 95020: , 10 cameras , (New Installation)
- 7949 Wren Ave, Gilroy, CA 95020: , 7 cameras , (New Installation)
- 7951 Wren Ave, Gilroy, CA 95020: , 8 cameras , (New Installation)

2. Data Sharing with Outside Entities

All data sharing requests from outside entities were tracked, recorded, and audited by individual Departments in compliance with the surveillance use policy.

As of June 30, 2023, no data has been shared with outside entities from the following Departments' video security camera systems:

- The Office of the County Executive's Oakland Road Warehouse
- The Facilities and Fleet Department
- The Social Services Agency

The following three Departments reported instances of sharing data with outside entities:

- The Office of the County Executive's West Tasman Campus reviewed footage of the above theft was only shown to the contractor whom the employee, who committed the theft, was employed with by Director of Facilities Security, Doug Feliciano, in support of the investigation. No footage was shared during this period.
- The Office of the County Executive's Vietnamese American Service Center reported two incidents during the reporting period. On 8/11/22 there was an off campus incident not involving County staff – the footage was released to SJPD. On 11/21/22 a client's bike was stolen at VASC – the footage was released to the Sheriff's Office. No other footage was reviewed or release.
- The County of Santa Clara Health Systems (CSCHS) shared video security camera footage with three outside law enforcement agencies for evidence relating to criminal activities on campus including Palo Alto Police Department, Sunnyvale Police Department, and California Highway Patrol. CSCHS also did share video security camera footage with five agencies within the County of Santa Clara for safety and investigation purposes, Santa Clara Valley Medical Center, Behavioral Health Services Department, Public Health Department, Sheriff's Office, and The Office of County Counsel.

3. Community Complaints or Concerns

All community complaints regarding the surveillance technology are routed to each Department's Director or upper-level management for investigation and response, while administrative staff in each Department track and maintain the associated records. Some

Departments have a division dedicated to handling complaints, such as Customer Relations or a Compliance Team. During this reporting period, there have been no reported community complaints or concerns regarding this surveillance technology for any Departments included under this Countywide Policy.

4. Non-Privileged Internal Audits/Policy Violations

Departments have established processes to inform relevant personnel of the Surveillance Use Policy and confirm understanding, to audit access logs and request/complaint trackers, to monitor for potential violations, and to ensure compliance with the Policy. Departments with new or recently installed video security cameras are in the process of creating similar processes to comply with the Policy

On January 25, 2023, the Compliance Office and Facilities-IT were notified by the County Information Security Office that they discovered 588 surveillance cameras at Human Health and Services (HHS) which did not have appropriate password protection or was using default vendor password. Due to the lack of secure password protection, if someone was logged into the County network and knew the cameras IP address, they could have watched the live feed. There was no evidence that anyone logged into these cameras to view the live feeds so there was no intrusion or security breach. CSCHS Chief Compliance Officer reported the finding to Director of Facilities Security, County's Chief Privacy Officer, and CSCHS Operations Technology Manager. The Facilities-IT team immediately began to work on the remediation to ensure that all cameras had a secure password. As of May 23, 2023, all 588 cameras have been updated to include a secure password.

As of June 30, 2022, all other Departments report there have been no allegations or findings of policy violations, and therefore no related sanctions. Record retention parameters have also been adhered to across the reporting Departments.

5. Effectiveness in Achieving Identified Purpose

The video security cameras in each reporting Department have continued to monitor specific areas of each facility by capturing and recording images that include employees, visitors, clients and patients. This surveillance technology has been generally effective in monitoring daily activities and creating a safer environment for all who visit and work at the facilities. It has also served as an effective deterrent for malicious intent and unlawful activities.

6. Public Records Act Requests

The Health System Ethics, Privacy & Compliance Office tracked all California Public Records Act (CPRA) requests for CSCHS, and CSCHS did share video security camera footage for two CPRA requests when the assigned attorney at The Office of County Counsel examined the videos footage and approved to produce to the requesters. One of them

requested for a vehicle collision incident on January 3, 2023. The other request was for video footage of a missing iPad on November 17, 2022.

The Office of the County Counsel and each County Department, have established processes to receive, investigate, track, and respond to Public Records Act Requests. During this reporting period, there have been no public records act requests for information about, or collected from, video surveillance cameras located at any other Department included under this Countywide Policy.

7. Annual Costs

During this reporting period, most Departments reported no annual costs because many camera systems were already in place with little to no maintenance in the recent timeframe. Some Departments incurred nominal costs for maintenance, repair, or system software updates. Most Departments report that any costs in the coming year are expected to be absorbed within each Department's existing Board-approved operating budget.

The following Departments reported specific costs:

- The County of Santa Clara Health System incurred \$540,000 (the source of funding is from Budget Unit 921 which is an enterprise fund) in maintenance costs during the reporting period broken down as follows:
 - Hardware (Camera and Recorder): \$380,000
 - Maintenance/Support: \$50,000
 - Application Administrator: \$110,000
 - The next reporting period includes several new projects to upgrade obsolete systems as well as ongoing replacements with a cost of \$2,500,000 broken down as follows:
 - Security Cameras upgrade projects: \$2,000,000
 - Operational hardware (cameras): \$330,000
 - Internal resources: \$98,000
 - Moves/Adds/Changes: \$72,000
- The Social Services Agency renewed licenses for 241 cameras. The licenses allow the Agency access to software support, software/firmware updates and one annual system check-up for the Milestone camera system. As the licenses are good for two years from date of purchase. For the current reporting period:
 - New installation costs amounted to: **\$503,013.30.**
 - No ongoing maintenance costs were incurred to support use of the existing security system technology.
- As license renewals will be required for the 241 cameras that were renewed during the previous reporting period, ongoing TSS funding for license renewals will be used to support this cost.
- The Office of the County Executive's Vietnamese American Service Center:
 - During the reporting period, there were costs or funds expended to maintain the video security cameras. Any costs in the coming year are expected to be absorbed within the existing Board-approved budget for the VASC.