Video Surveillance System
Usage Policy & Procedures

Enacted by the Alliance Board of Directors on January 23, 2025
Effective February 1, 2025

I. Purpose of System

The purpose of the Union Square Alliance ("The Alliance") video surveillance system is to enhance safety for visitors, residents, and employees in the Union Square district by providing surveillance of critical public areas, with the aim of preventing criminal activities and reducing crime. The primary objective of the system is to enable retrospective examination of any crimes that occur in public spaces or involve suspects who have sought refuge in such areas.

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

II. Change of Usage Policy Terms

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

III. Basic System Information

A. At present, surveillance cameras have been installed in various public areas, including sidewalks, plazas, parks, and alleys, within the Union Square Alliance district boundaries. These cameras are positioned to monitor the respective public spaces. It is possible that more cameras will be installed in other public areas within the district in the future.

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. The cameras installed within The Alliance district do not have a particular focus on safeguarding private properties, nor are they placed in areas where people would reasonably

have an expectation of privacy, such as public restrooms. Additionally, The Alliance will not use covert or fake cameras. The Alliance does not record any audio, including voices or sounds.

D. The Alliance Security Camera Program is administered by The Alliance Member Services Dept, which operates 24 hours a day and 7 days a week. The program is administered by The Alliance or its agents, such as Allied Universal (“AUS”), located at 870 Market Street, Suite 582, San Francisco, California 94102. The Member Services Representatives on duty are tasked with inspecting all cameras on a daily basis to ensure they are in working order. They are also responsible for managing all requests for video footage. Additionally, the Member Services Representatives may periodically monitor the live camera feeds and have limited control over some cameras.

   From 10pm to 6am daily, the Alliance operates the Alliance Live Overnight Monitoring Program (“live overnight monitoring”). Alliance Member Services Representatives on duty will monitor the live security camera feeds and communicate with Alliance 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. It is important for Alliance members and the general public to understand that The Alliance cameras are not continuously monitored. Therefore, individuals within the range of a camera should not assume they are under responsive surveillance. For instance, if a visitor or an Alliance member becomes a victim of a crime, they should not expect immediate intervention solely because they are within camera view. Instead, they should immediately contact emergency services, such as 911 (emergency) or SFPD.

G. The general public, Alliance members, and visitors should also be aware that the video surveillance system has limited coverage of the public space within the Alliance 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 Alliance and it’s contractor, Applied Video Solutions, Inc. ("AVS") and BxB

IV. General Principles and Policies

A. The objectives of this policy on video surveillance and monitoring include deterring criminal activities, documenting both legal and potentially illegal or inappropriate interactions, safeguarding the safety and assets of individuals and businesses within the district, and facilitating the identification of individuals involved in both legal and potentially illegal or inappropriate acts. Any use of video surveillance and monitoring technologies that contravenes the purposes delineated in this policy is strictly 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. In line with the objective of keeping the public informed and supporting this policy's aim of minimizing criminal activities within the district, The Alliance may, at its discretion, share video recordings with relevant public safety agencies. This is intended to ensure that the policy's goals of reducing crime and criminal activity continue to be achieved.

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. Twice a year, the Alliance will carry out an audit, in collaboration with its contractor, AVS, to examine all video monitoring operations conducted during the previous six months. The audit will assess adherence to the video retention policy, conformity to video request protocol and documentation, and examination of approved uses of all video/still images that have been exported (including date/time of export and username).

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 Alliance and its designee, AVS, 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. The Alliance is only required to provide recorded video to the general public if mandated by law. The Alliance will also adhere to its contractual obligations with the City and County of San Francisco regarding record-keeping. If a crime or security incident occurs in an area where video surveillance is in place, individuals should report the incident to the SFPD. The SFPD can then request the appropriate video from The Alliance Member Services Dept. If relevant footage is available, it may be provided to the SFPD or other law enforcement agency, in accordance with the procedures outlined in this policy. Requests for video recordings from law enforcement agencies will be managed by The Alliance Member Services Dept. and/or AVS. The Alliance and AVS will comply with all court orders or subpoenas for video recordings. However, The

Alliance and AVS are not responsible for investigating crimes or conducting searches for general inquiries. Requests for video recordings must reasonably describe the desired footage and follow the procedures outlined in Section VI of this policy. AVS will provide support for requests involving large amounts of footage (over 2 hours) or other complex requests, while all other requests will be processed by the Member Services staff.

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**
Requests to Observe Real Time Video Surveillance	Restricted and not subject to requirements set forth by the California Public Records Act.	Granted to the SFPD by the Board of Directors in January 2025 until revoked. Requests by other agencies 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.	*Will be evaluated subject to requirements set forth by the California Public Records Act.*

C. Requests from the media for video records will be evaluated on a case-by-case basis and will be subject to the requirements of the Public Records Act. The Alliance will respond to such requests within 10 calendar days. The Alliance may choose to deny the requested video records if it determines that the public interest in non-disclosure outweighs the public's interest in disclosure, such as cases where releasing the video records may jeopardize a police investigation.

D. Video recordings are typically retained for 30 days before being deleted, erased, or destroyed, unless they have been copied for a security or safety-related request. Recordings related to a specific security incident or event may be converted into a permanent video clip and stored for one year. If video clips are potential evidence in a civil or criminal proceeding, they may be retained until the conclusion of the legal proceedings.

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

A. This Alliance 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 Alliance 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 Alliance Member Services located at 870 Market Street, Suite 582, San Francisco, CA 94102 or to the Alliance Member Services Representative on duty, via email at Video.Request@UnionSquareAlliance.com, or by phone at (415) 781-4456. The Alliance or its designees will typically provide the video or respond to the request within 10 calendar days. When the video request is completed, video footage may be picked up at the Alliance office at 870 Market Street, Suite 582, San Francisco, CA 94102 or requesters may receive the video through DropBox. The Alliance reserves the right to require requesters to come in person to pick up the video.

D. Alliance 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. Alliance 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 The Alliance premises only. Copies of all video records and images provided are to be retained by The Alliance (or its designees) on premises for period of one year. The Alliance (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 Alliance or their designees.

I. The Alliance 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 The Alliance 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 The Alliance 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. The Alliance 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	Live Video Access Archive Video Access Video and Still Export of Recorded Footage PTZ Control Camera setup, naming and image control	Applied Video Solutions designees as system administrators Alliance Director of Services
Group B	Live Video Access Remote Access to Live Video Archive Video Access On-Site Only Video Export On-Site Only PTZ Control Only	The Alliance Member Services Authorized System Users (Member Services Representatives) The Alliance Executive Staff (Chief Operating Officer, Chief Financial Officer or Chief Executive Officer) AUS General Manager and AUS Operations Supervisors.
Group C	Live Video Access Remote Access to Live Video	The Alliance Executive Staff The Alliance Services Committee Chair
Group D	Remote Mobile Access	Determined on case-by-case basis and limited to the individuals listed in other groups with approval of Chief Executive Officer of The Alliance.
Group E	Live Video On-Site Access Live Video Remote Access Recorded Video Access	Designee of property owner where cameras are located. Designee of tenant (where applicable) where cameras are located.

EXHIBIT B

Union Square Alliance 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	
ALLIANCE 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 Alliance Received**
Date	**Time Alliance Completed**
Date	**Time retrieved from Alliance**
Quick Notes:	