

# ART Social Media Monitoring Technology Annual Surveillance Report 2024

Fields marked with an asterisk (\*) are required.

## Change In Authorized Use Cases ▼



**1.1 In the last year, did your department have use cases which differed from your “approved use cases” in your BOS-approved policy?**

No

## Change in Authorized Job Titles ▼



**2.1 Does the list of “authorized job titles” in your BOS-approved policy need to change? (i.e. Do you need additional job titles to be authorized to access the data, or do you need to remove any current job titles?)**

No

## Change in Number and/or Type of Technology ▼



Replacement of Old Technology

**4.1 Has any technology listed in the policy been replaced?**

No



Addition of New Technology

**5.1 Has any technology been added which is not listed in the policy?**

No



Ceased Operation of Technology

**6.1 Is any technology listed in the policy no longer in use?**


Yes

**6.2 Why is the technology no longer used?**

Our agency no longer uses Meltwater and have not renewed our contract once it expired.

**6.3 Please list how many units have ceased operation.**

1.0

 Services or Equipment Sources

**7.1 List any and all entities, companies or individuals which provide services or equipment to the department which are essential to the functioning or effectiveness of the Surveillance Technology (list "N/A" if not applicable): \***

Meta for Meta Business Manager and Business Suite, and CivicPlus for Archive Social

**Surveillance Technology Goals** ▾



**8.1 Has the surveillance technology been effective at achieving its identified purpose?**

Yes

**8.2 In 3-5 sentences, please explain how the technology has or has not been effective**

The social media monitoring technology has allowed us to inform and educate the public in a timely and organized manner about the services of our department and to engage and interact with members of the public in a timely manner.

**Data Sharing** ▾



**9.1 Has data acquired through the surveillance technology been shared with entities outside of the department?**

No

**9.4 Was the data shared with entities outside of city and county government?**

No

**Accidental Receipt of Face Recognition Data** ▾



**10.1 Did your department inadvertently or unintentionally receive, retain, access or use any information obtained from Face Recognition Technology?**

No

**Complaints** ▾



**11.1 Has your department received any complaints and/or concerns from community members about this surveillance technology?**

No

**Violations** ▾



**12.1 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

**12.4 Has your department conducted any internal audits of the technology?**

No

### Statistics and Information about Public Records Act Requests ▾



**13.1 Has your department received any public records act requests for this surveillance technology?**

No

### Total Annual Costs for the Surveillance Technology ▾



**14.1 List the number of FTE (new & existing).**

2.0

**14.2 Are there one-time costs for Fiscal Year 2024-2025?**

Yes

**14.3 Are there one-time Salary and Fringe costs?**

No

**14.5 Are there one-time Software costs?**

No

**14.7 Are there one-time Hardware/ Equipment costs?**

No

**14.9 Are there one-time Professional Services costs?**

No

**14.11 Are there one-time Training costs?**

No

**14.13 Are there one-time "Other" costs?**

Yes

**14.14 List total one-time "Other" costs for FY 2024-2025:**

\$1,200

**14.15 Are there annual costs for Fiscal Year 2024-2025:**

No

**14.28 What source of funding will fund the Surveillance Technology for FY 2024-2025?**

General Administration Fund

**14.29 Have there been any changes to the one-time costs from your department's approved Surveillance Impact Report?**

Yes

**14.30 Why have the one-time costs changed?**

Paid Meta Ads for Social Media Posts

**14.31 Have there been any changes to the annual costs from your department's approved Surveillance Impact Report?**

Yes

**14.32 Why have the annual costs changed?**

We no longer have an active Meltwater subscription/contract, resulting in a cost savings of \$14,137.