

# **2019-2020 CAC Survey Summary**

**August 18, 2020**

**Tracy Zhu, Social Impact Partnership Manager**



# Mission of the CAC

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“The Citizens' Advisory Committee (CAC) **provides recommendations** to the San Francisco Public Utilities Commission General Manager and the Board of Supervisors regarding the **agency's long-term strategic, financial and capital improvement plans.**”(Admin Code 5.140-142)



# 2019-2020 Outcomes

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Outcome 1: Mission Fulfillment

Outcome 2: Diverse Representation

Outcome 3: Support & Empowerment

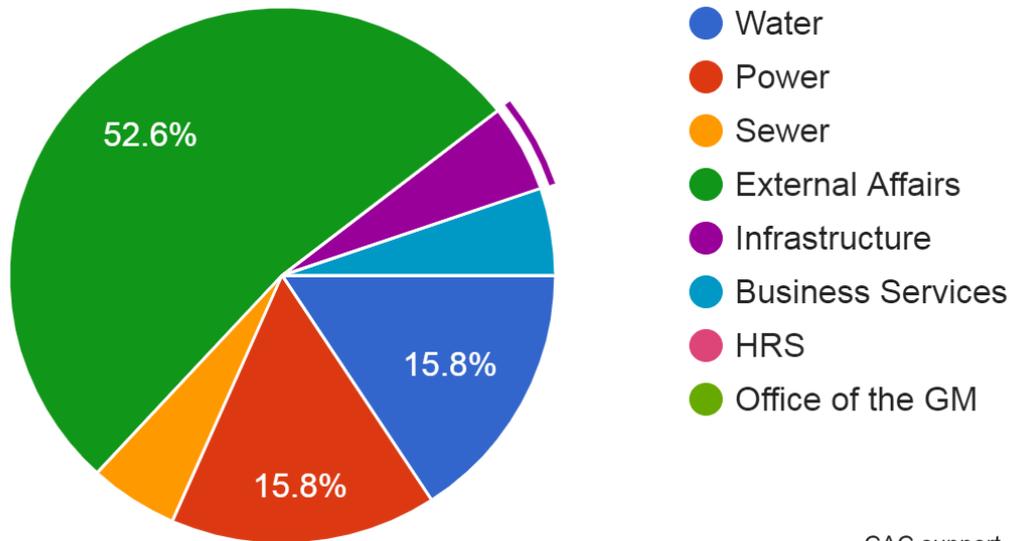


# Member Survey: 13 Respondents

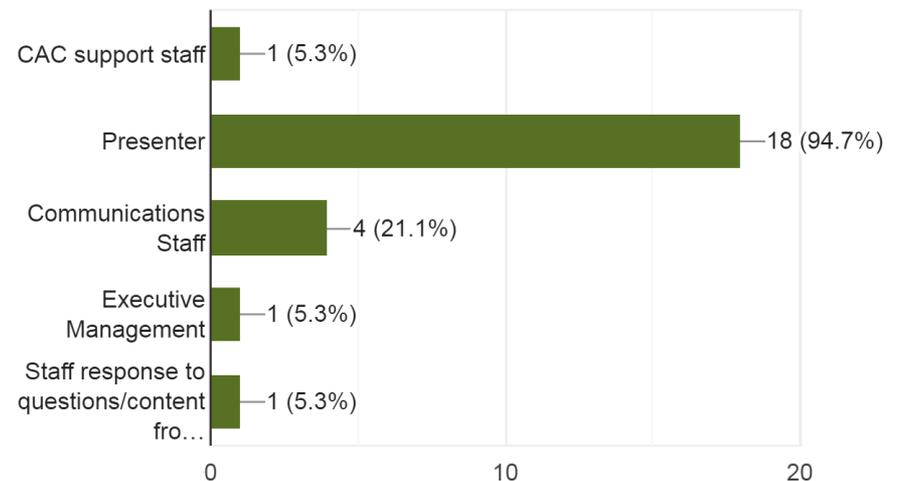
- ✓ District 1
- ✓ District 2
- ✗ District 3
- ✓ District 4
- ✓ District 5
- ✓ District 6
- ✗ District 7 – *VACANT*
- ✓ District 8
- ✓ District 9
- ✓ District 10
- ✓ District 11
- ✓ EJ Representative
- ✗ Small Business – *VACANT*
- ✓ Regional Water Customer
- ✓ Engineering/Financial Seat
- ✓ Large Water User
- ✗ Regional/Statewide Environmental Organization – *VACANT*

# Staff Survey: 19 Respondents

## Enterprise or Bureau



## Role in Relation to CAC



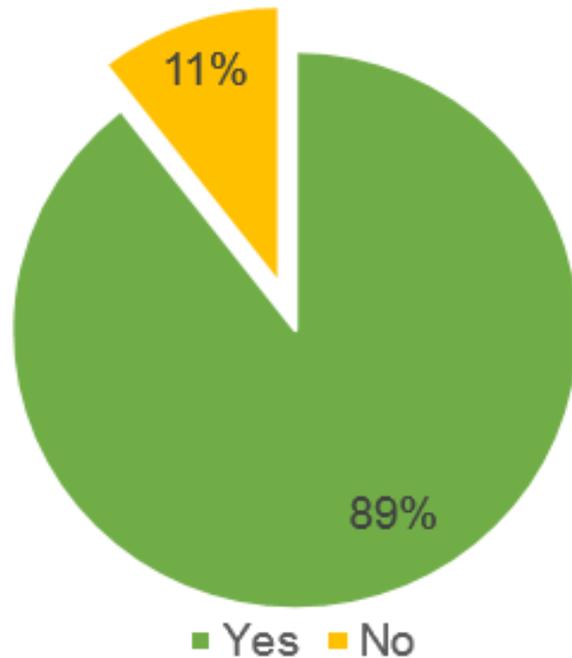
## Outcome 1

- CAC **fulfills its intended mission** to **provide recommendations** to the SFPUC to **improve** its long-term strategic, financial and capital plans.

Outcome 2: Diverse Representation

Outcome 3: Support & Empowerment

# Staff interactions with CAC add value to SFPUC projects, programs, & policies



"It's critical to get public input, and it's **hard to find people who are willing** to put in the time to come comment at public meetings. **Getting different perspectives** from the CAC is incredibly important."

"The EJ programs takes community and resident input very seriously. It has **helped create** a community MOU for community air quality monitoring."



# Members join for different reasons

“a **number of contracts** being awarded and few locals seem to be on it”

“**accountability** to its customers, both in **financial & environmental justice** realms”

“to **represent wholesale customers** outside of SF that rely on SF RWS”

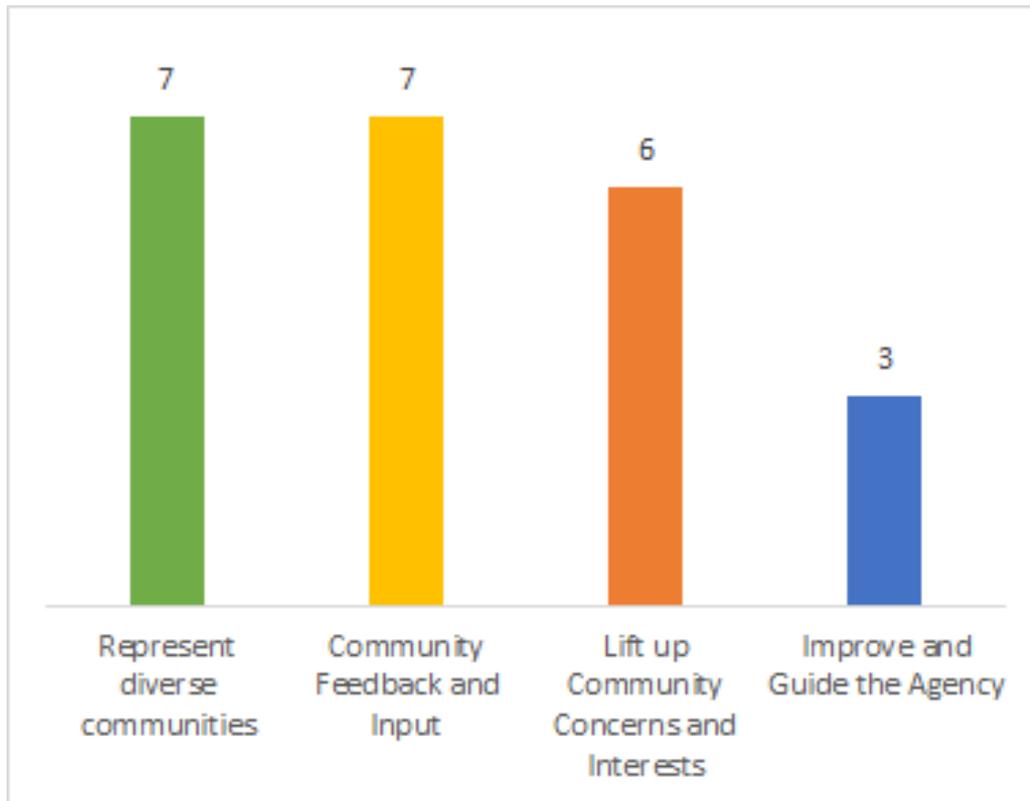
“**learn more about my community** and lean into **leadership opps**”

“represent **disadvantaged communities**”

“**Open line of communication** between community and major SFPUC projects in my area”

# Staff perspective on the CAC's role is consistent with its chartered mission

## Grouped thoughts on CAC role



## Others

- "Inform SFPUC Decision-making"
- "A link to community"
- "Meaningful input in a consistent forum"
- "To apply pressure to SFPUC to respond to comm needs"

# 2019-2020 Outcomes

Outcome 1: Mission Fulfillment

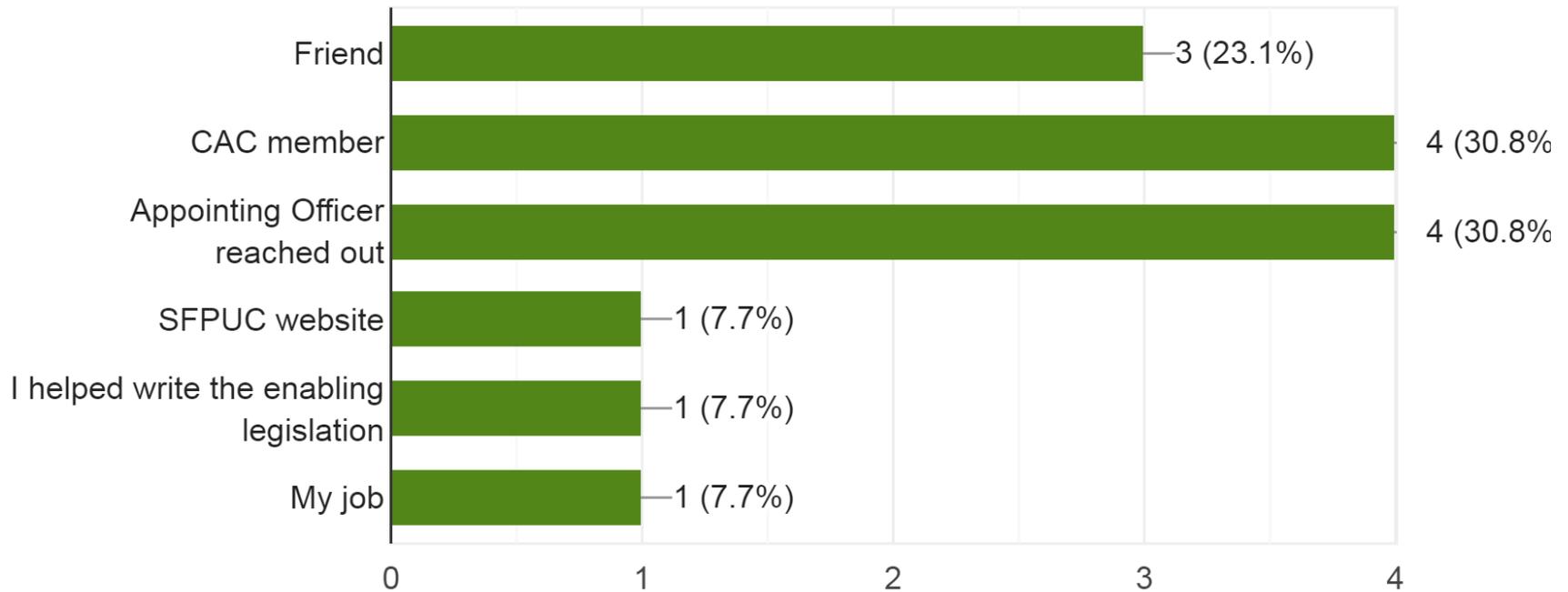
## Outcome 2

- Advisory bodies are **representative** of the **diverse stakeholders** that we serve in terms of race, gender, geography, interest groups, sectors, and subject matter expertise.

Outcome 3: Support & Empowerment



# Members hear about CAC openings through various avenues





# Strong Organizational Representation

Members represent **21+** political, advocacy, educational, environmental, cultural, professional, & recreational groups

## Political groups

- CA Dem Black Caucus
- New Aves Democratic Club
- District 2 Democratic Club
- Moms Demand Action
- Richmond District Rising
- Richmond District Democratic Club

## Education

- Oakland Promise
- SFSU

## Environment

- Surfrider
- Clean Water Action/Clean Water Fund
- San Francisco Tomorrow
- BAAQMD
- Urban Habitat
- BAWSCA

## Cultural

- Danza Xitlalli
- United Irish Cultural Center

## Professional

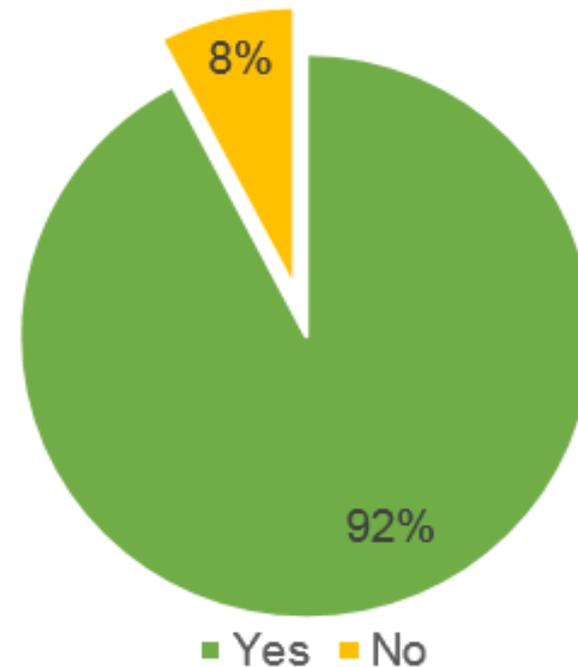
- International Association for Public Participation
- Society of Women Engineers
- Engineers and Scientists Acting Locally

## Recreational

- Northern California Women's Hockey League
- SF Bay Area Curling Association

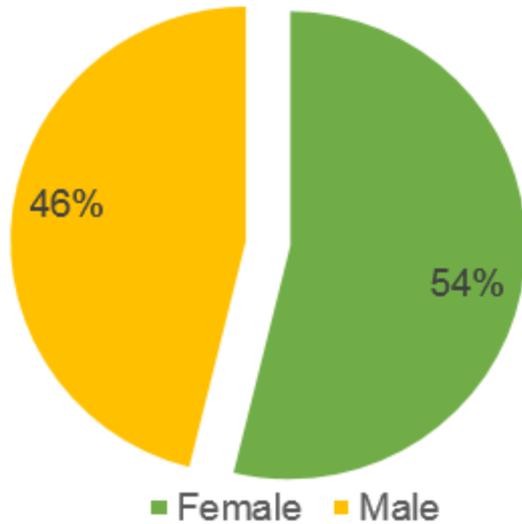
# The CAC reaches greater community

Have you taken what you've learned from the CAC **back to your work, community, or networks?**

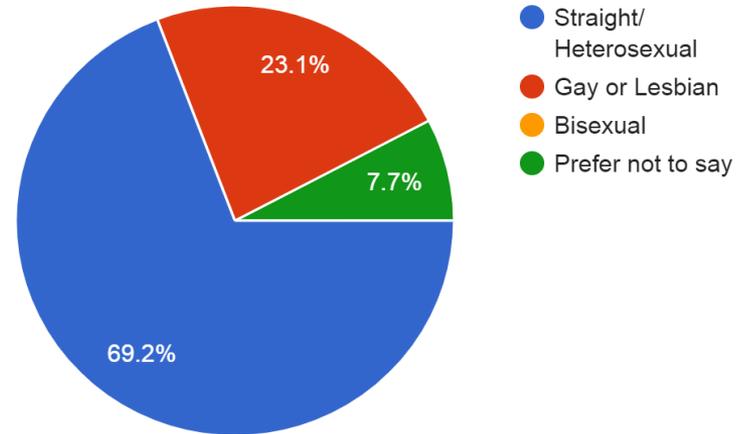


# Demographics

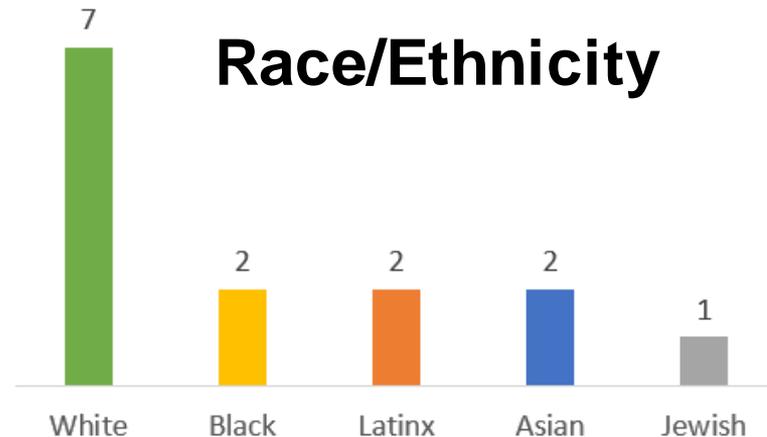
## Gender Identity



## Sexual Orientation

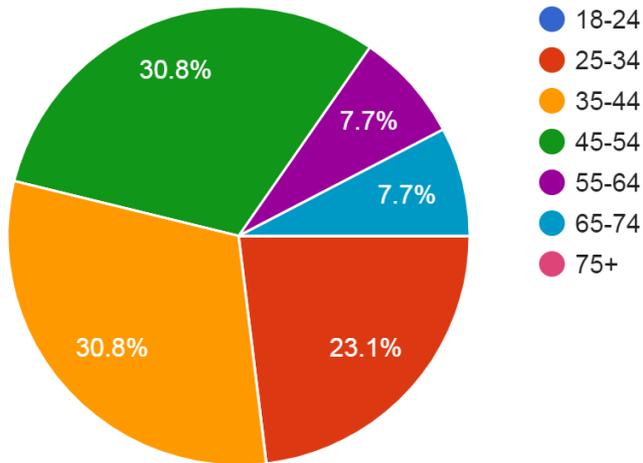


## Race/Ethnicity

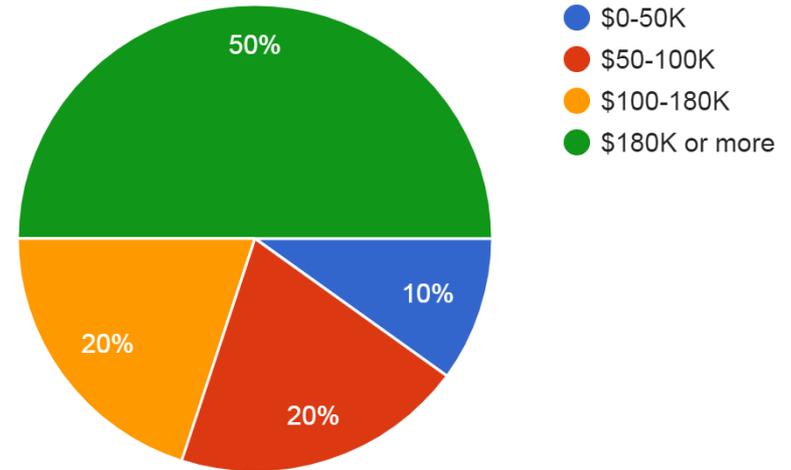


# Demographics

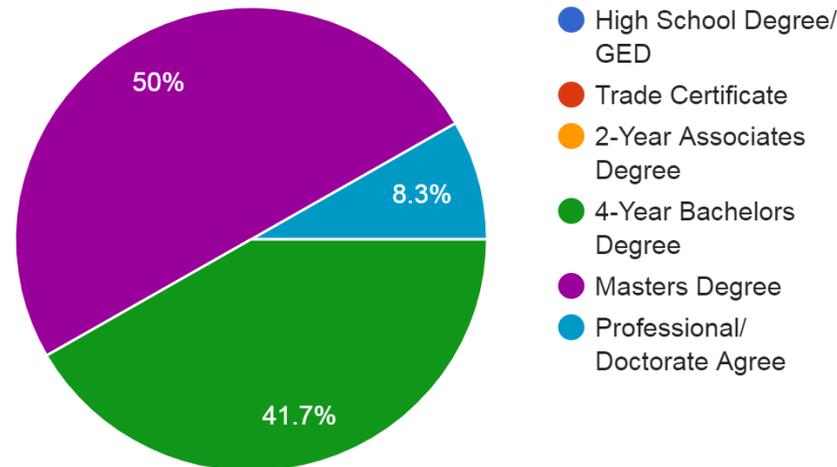
## Age Range



## Household Income

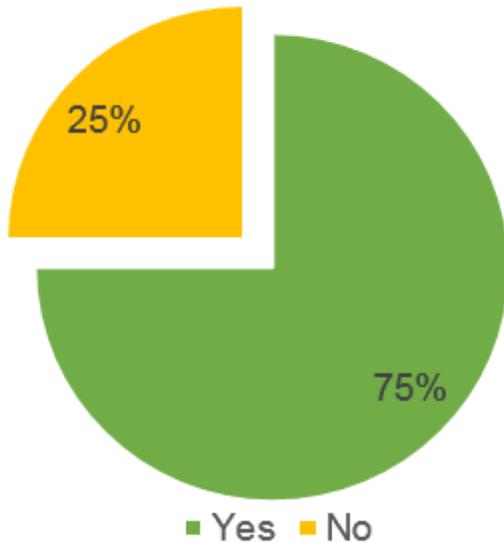


## Education Level

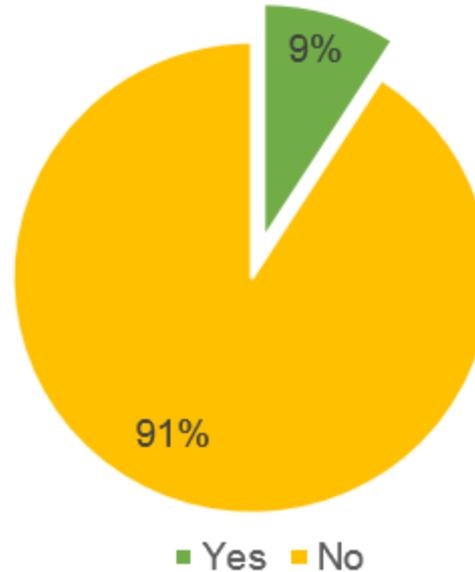


# Demographics

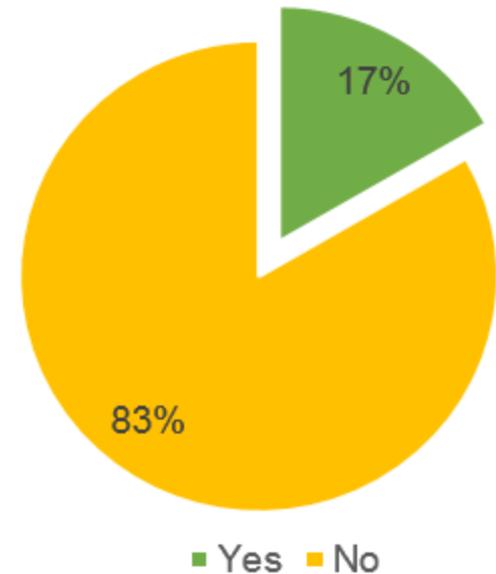
## Caregiver?



## Person w/ Disability?



## Language other than English?



# 2019-2020 Outcomes

Outcome 1: Mission Fulfillment

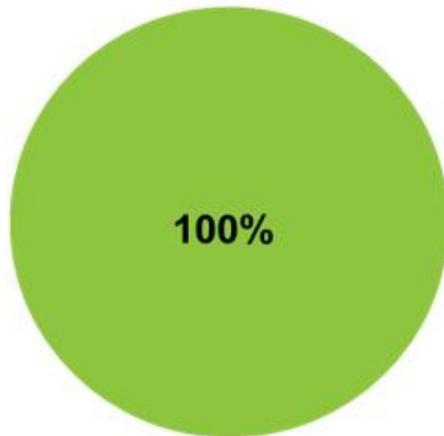
Outcome 2: Diverse Representation

## Outcome 3

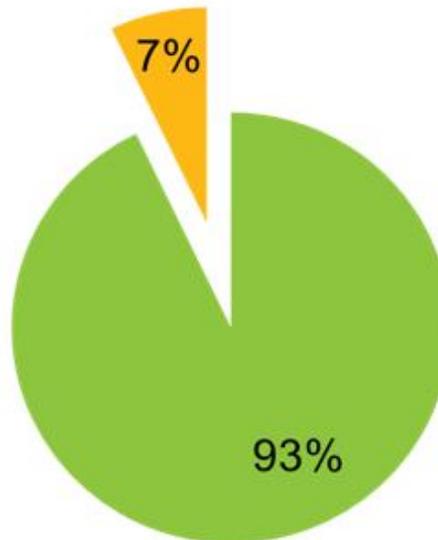
- The Citizen Advisory Committee is **supported** and **feels empowered** to fulfill its mission.

# CAC Members Feel Supported By...

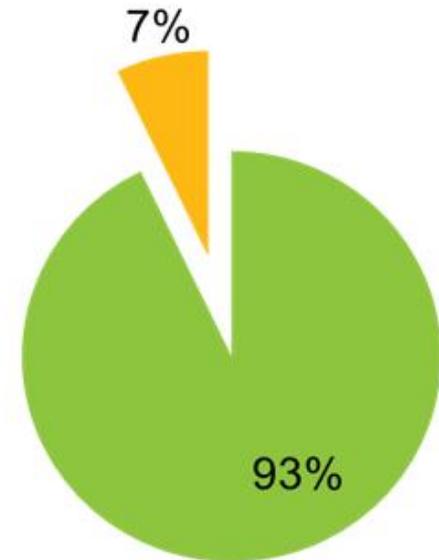
...Other CAC Members



...CAC Leadership



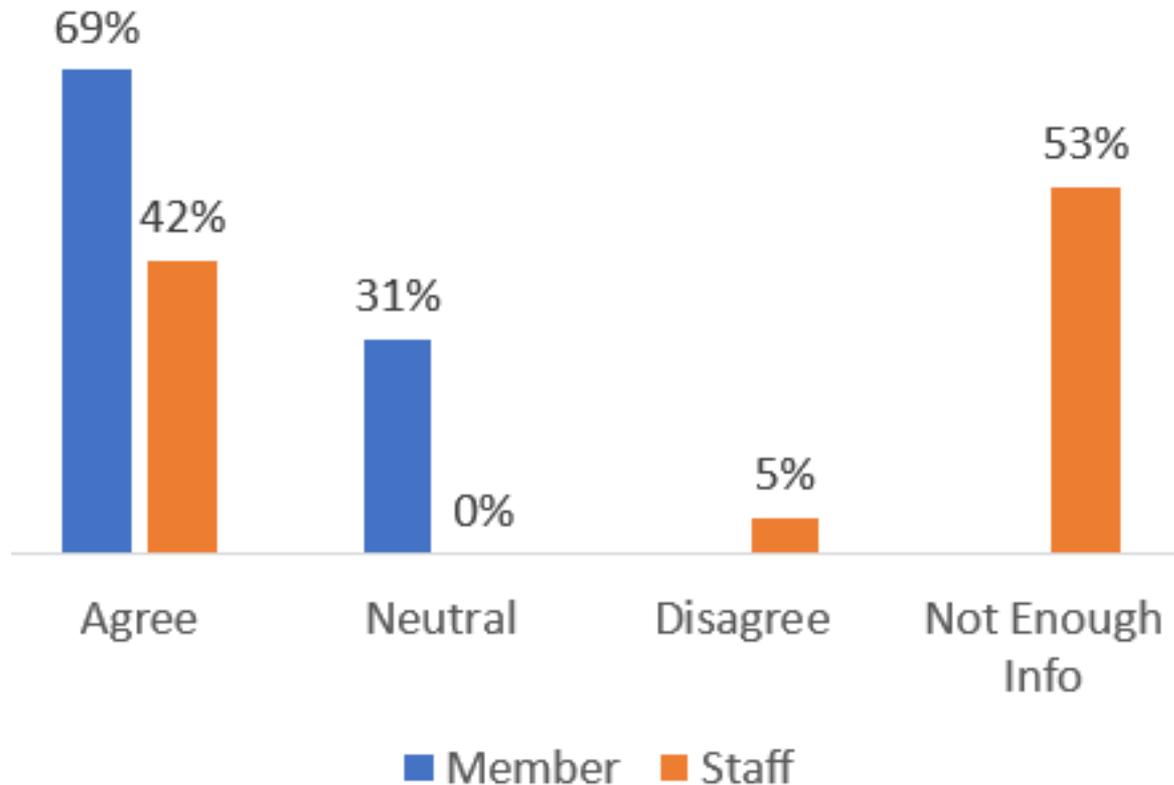
...CAC Staff



■ Agree / Completely Agree
 ■ Neutral
 ■ Disagree

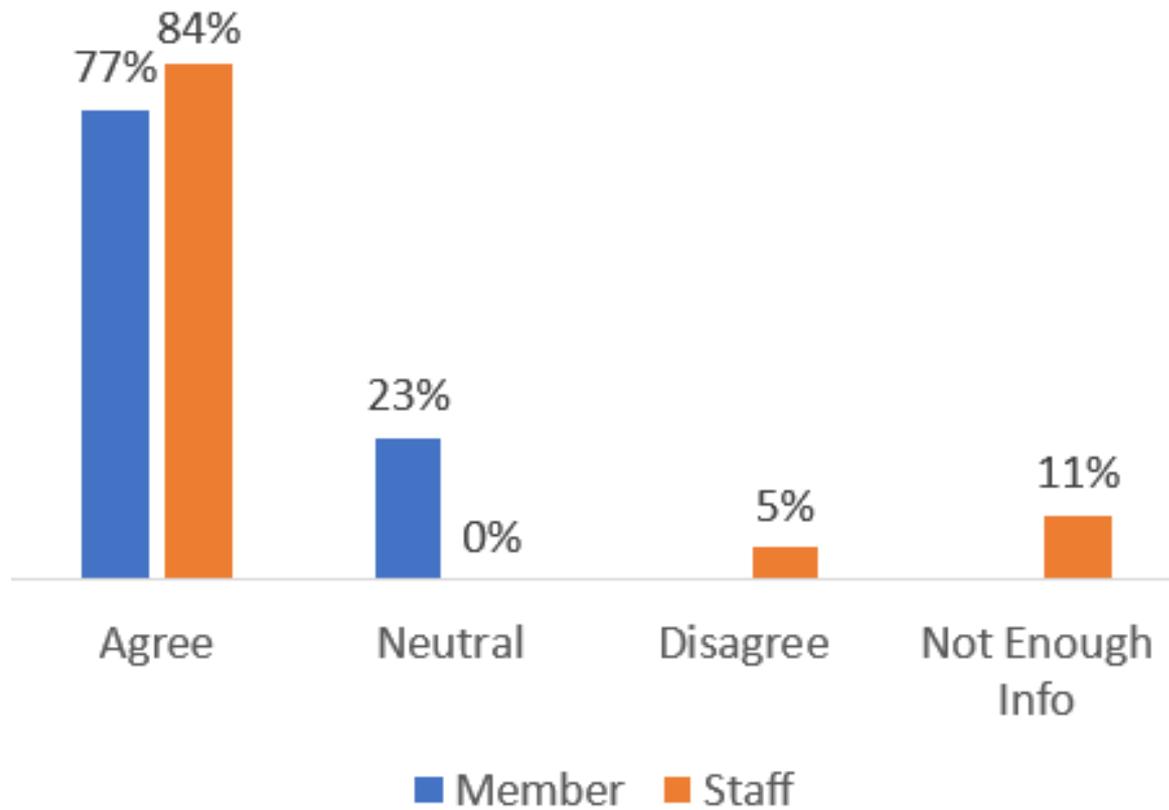
# CAC Members Feel Supported, Recognized & Respected...

## ... By their Appointing Officer



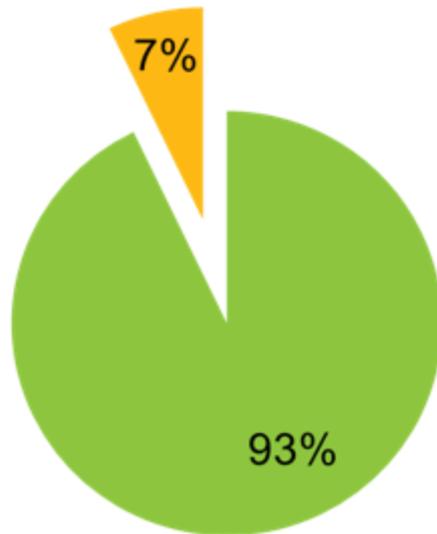
# CAC Members Feel Supported, Recognized & Respected...

## ... By SFPUC Leadership



# Member Perspective: CAC Member Preparedness & Empowerment

*Respond to this Statement:* I feel prepared & empowered to speak up on issues & hold people accountable at CAC meetings



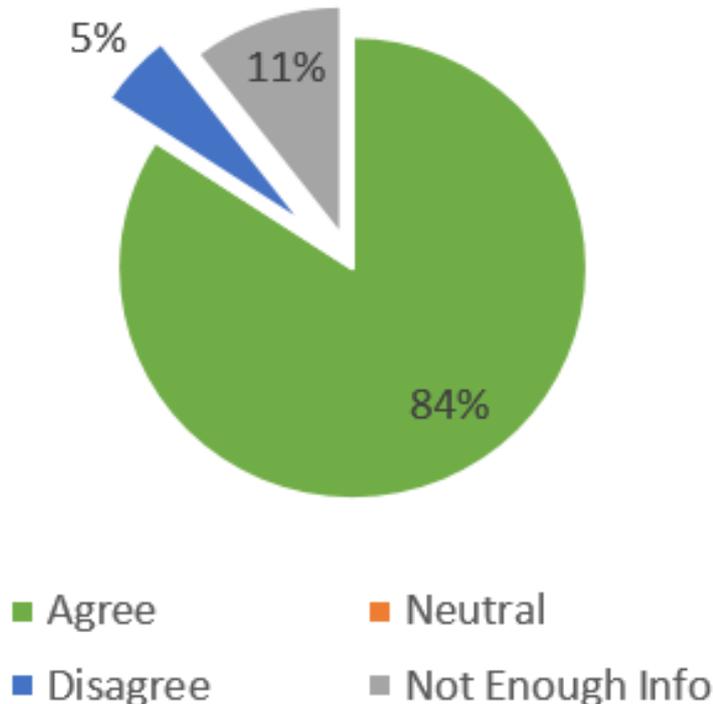
■ Agree ■ Neutral

“I’m consistently impressed with the staff and leadership at SFPUC, and the **kindness and professionalism** of my fellow members.”

“I do sometimes wish that the presentations can be sent to us earlier, so that **we can be better prepared for what is presented**. Sometimes the first time I see supporting documents is at the meetings.”

# Staff Perspective: CAC Member Preparedness & Empowerment

*Respond to this Statement: CAC members are prepared and empowered to speak up on SFPUC's priority issues*

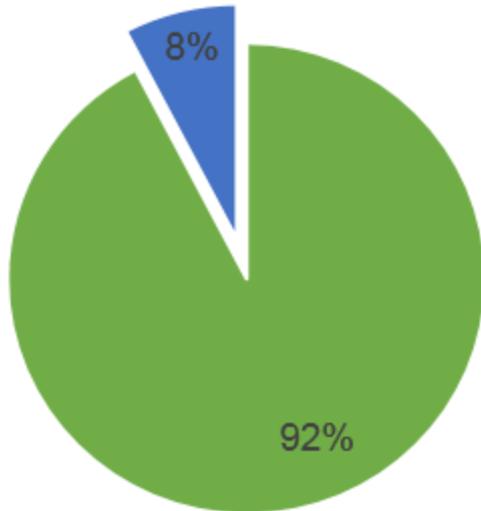


"The CAC is doing a great job integrating **environmental justice & equity** in every topic that comes in."

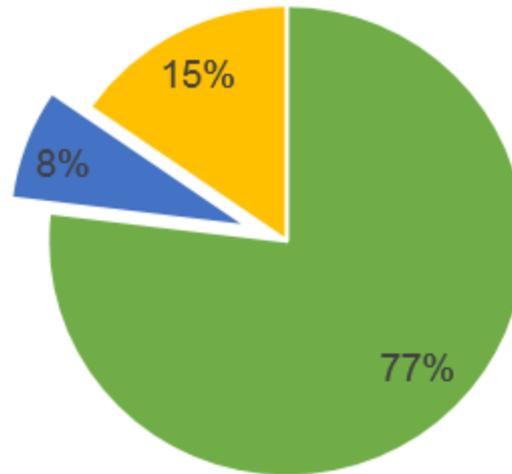
"Leadership recognizes value of sharing with CAC. Would love more CAC feedback on what other community groups we should engage with/for the CAC to also share with us more of what **they've been hearing from their respective circles.**"

# Alignment of CAC & SFPUC

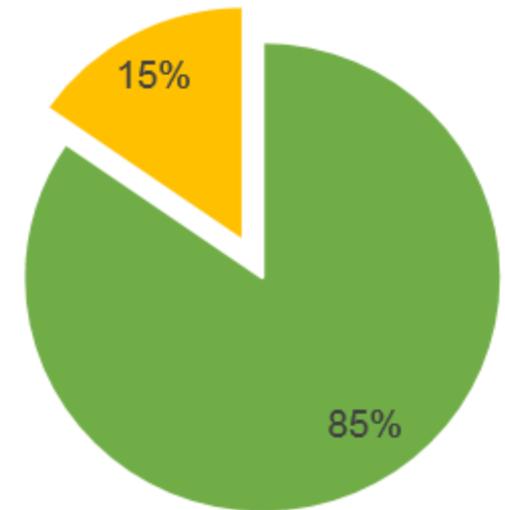
## Members Feel Informed



## CAC & SFPUC Collaborates



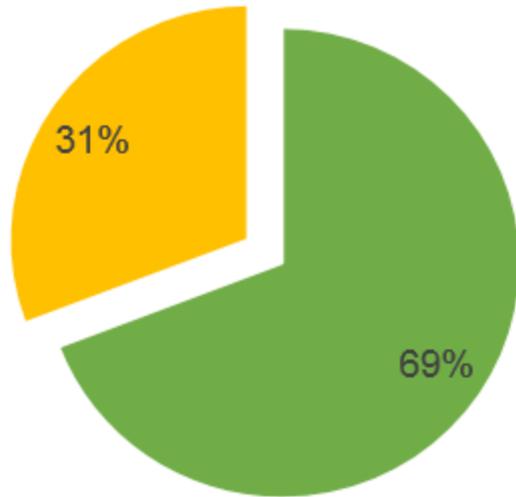
## CAC Vision Aligns with SFPUC



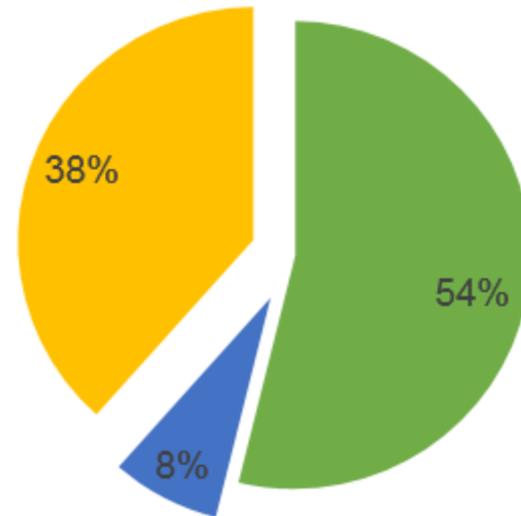
■ Agree / Completely Agree   
 ■ Neutral   
 ■ Disagree

# Members Perception of SFPUC

## Members feel SFPUC is Transparent



## Members feel Ownership over SFPUC Activities



■ Agree / Completely Agree   
 ■ Neutral   
 ■ Disagree

# Favorite Topics of 2019-2020

## Full CAC Topics

- Emergency Firefighting Water System (EFWS)
- Emergency Customer Assistance Programs
- Southeast Treatment Plant Air Quality Monitoring

## Water Topics

- Time-series plots of groundwater water quality
- Emergency Firefighting Water System (EFWS)

## Wastewater Topics

- Southeast Community Center
- Southeast Community Air Monitoring Efforts
- Tour of Northpoint Wet Weather Facility

## Power Topics

- Public Power Options
- Policy and Government Affairs Update
- CleanPowerSF Equity Working Group

# Reflections in the Face of COVID-19

## 2019-2020 Reflections

### Challenges

- COVID-19
- Inability to meet in-person

### Accomplishments

- Meeting virtually and addressing COVID-19 issues
- Meeting with staff outside of

- meetings on air quality monitoring
- Leadership pipeline, empowering members to champion topics
- Public comment on Balboa Reservoir and at SFPUC Commission
- Adopted resolution on emergency customer programs
- Keeping CAC focused on equity

## 2020-2021 Trainings

- Roberts Rules of Order
- Sunshine Ordinance

- Crystal Springs Watershed Hike
- Hetch Hetchy and Wastewater Treatment Tours

# DISCUSSION TIME

# **SFPUC Citizen Advisory Committee's 2020 Leadership Retreat Summary**

**Anietie Ekanem, Full CAC Chair**  
**Amy Nagengast, Vice Chair**  
**Mark Tang, Secretary**  
**Jennifer Clary, Water CAC Chair**  
**Moises Garcia, Power CAC Chair**  
**Misty McKinney, Wastewater CAC Chair**

# Purpose of Annual CAC Leadership Retreat

*On August 13 and 15, 2020, the Leadership reflected on the past year's successes and set annual priorities for the Full CAC and the Subcommittees.*





# Virtual Agenda

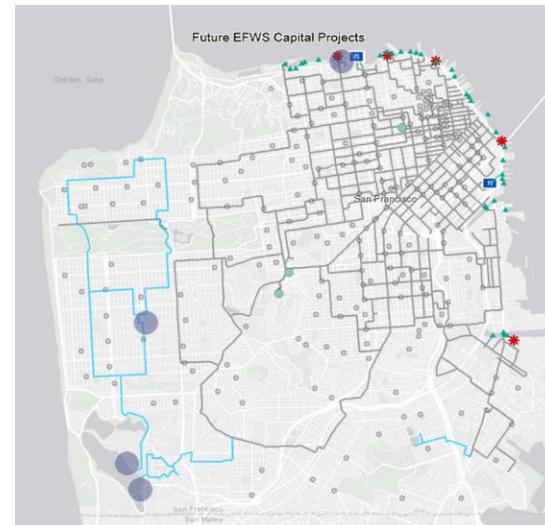
- Get to Know Each Other
- Review
  - 2019-20 Annual CAC Survey results, focusing on CAC Member Interests
  - 2020-21 Priorities for each Enterprise and Bureau
  - 2020 Supervisor and SFPUC Commission Priorities
- Focus and Alignment: Priority Setting and Strategies for FY20-21
  - Water CAC
  - Power CAC
  - Wastewater CAC
  - Full CAC
- Discussion on Capacity Building for Membership
  - Strategize on Recruitment
  - Elevating Member's Skills and Expertise
  - Succession Planning



# Water CAC Priorities for FY20-21

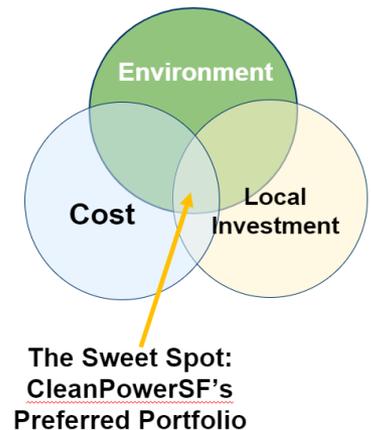
1. Bay Delta Plan/Voluntary Settlement – Eli\*, Nicole\*
2. Water Quality – Suki\*
3. Groundwater – Amy Nagengast
4. Emergency Firefighting Water System – Ted
5. Alternative Water Supplies – Jennifer, Amy N, Eli\*
6. Racial Justice Resolution Implementation – Jennifer

\* *Tentative leads*



# Power CAC Priorities for FY20-21

1. Power and Power Enterprise 101 – Moises
2. Policy and Regulatory Landscape – Moises
3. Customer Programs – Jim\*
4. Equity Framework for CPSF – Mark
5. Treasure Island – Anietie
6. Electrification Implementation – Mark
7. Strategic Investments in Infrastructure



\* *Tentative*

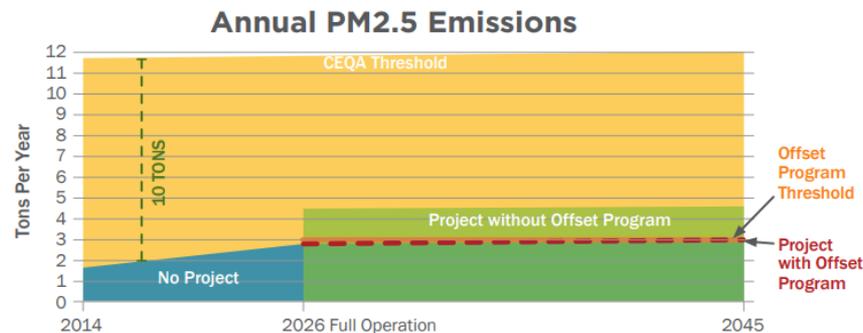
HETCH HETCHY  
POWER

CleanPowerSF

# Wastewater CAC Priorities for FY20-21

1. Succession Planning – Anietie, Wendy\*
2. Air Quality Monitoring – Anietie
3. Environmental Justice Recommendations – Misty
4. Green Infrastructure – Misty
5. Biosolids Program – Amy Nagengast
6. Education Programs – Misty
7. Inter-Enterprise Coordination – Amy Nagengast

\* *Tentative*



# Full CAC Priorities for FY18-19

1. Racial Equity – Anietie
2. Affordability – Jennifer
3. Workforce Equity – Anietie, Wendy\*
4. Infrastructure Investments  
(10 Year Capital Plans) – Suki\*
5. Grants – Anietie
6. CAC Priorities in the Budget – Subcommittee Chairs and Full CAC Chair
7. Follow up on Resolutions – Subcommittee Chairs and Full CAC Chair

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available [click here](#) or call 415-551-3000



\* *Tentative*

# Discussion Questions

- Verify leadership of CAC leads for topics
- Are there any topics that weren't listed as a priority that you would like to elevate?
- How can we empower members to share more of what CAC does with their communities/networks and appointing officials?
- What are strategies to have more effective meetings?



# Next Steps

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1. Agendize Racial Equity for Full CAC and Subcommittees
  - Discuss the implementation of the citywide Racial Equity Ordinance for each Enterprise and Bureau i.e. the mandate for the Office of Racial Equity (Resource: RE Ordinance [factsheet](#))
2. Subcommittee Chairs will work with members to define what success looks like for each priority
3. Identify Treasure Island's challenges for long-term planning and equity
  - Focus on recruiting a TI resident for an appointed seat or public member
4. Outreach and recruit new members among your networks for appointed seats and public members for Subcommittees