

# Citizen Advisory Committee 2015 Survey Results

The Citizens Advisory Committee 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.

A survey was conducted to assess how well the committee members and supporting staff are functioning, the favorite topics presented in 2015, and the priorities for 2016. The survey was conducted using Survey Monkey from January to February of 2016, in which all 16 members provided feedback.

## Socioeconomic and Demographic Break Down of the Members

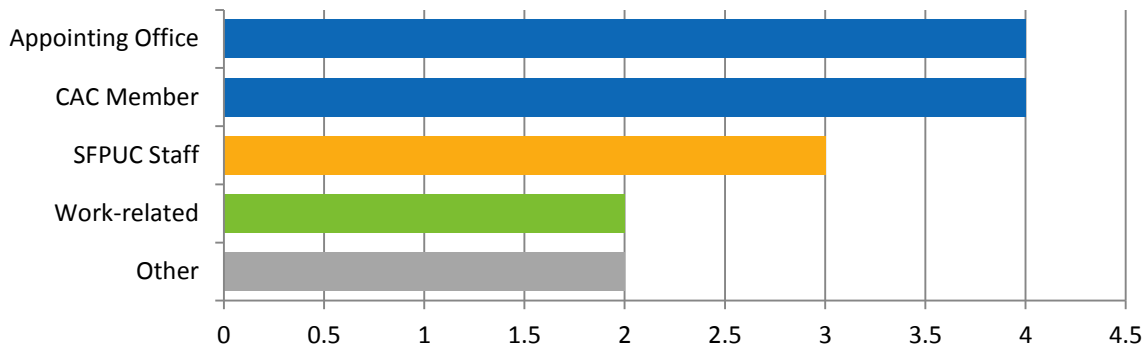
Gender	
Female	12/16
Male	4/16
Race	
Caucasian	7/16
Asian/Pacific Islander	4/16
Latino	1/16
African American	2/16
Mixed Race	1/16
Other	2/16
Age	
25-34	4/16
35-44	2/16
45-54	4/16
55-64	2/16
No response	4/16
Income	
\$50-100K	6/16
\$100-180K	1/16
180K-more	3/16
No response	6/16
Highest Level of Education	
4 Year Undergraduate Degree	6/16
Masters/Professional Degree	8/16
Doctorate	2/16

### Summary:

- 75% Female
- 25% Male
- 44% White
- 56% People of color or mixed race
- Diverse income status
- Largely mid-career professionals with an incredible amount of education
- Six CAC members have 4 year degrees
- Eight members have Masters or Professional degrees
- Two members have Doctorate degrees

# CAC Member Perspective

## How did you hear about the CAC?

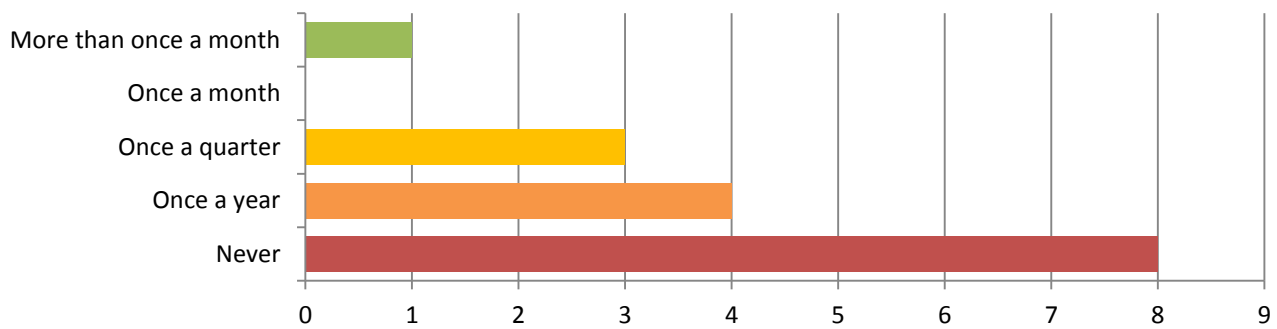


## Why did you seek appointment to the SFPUC CAC and what do you hope to accomplish?

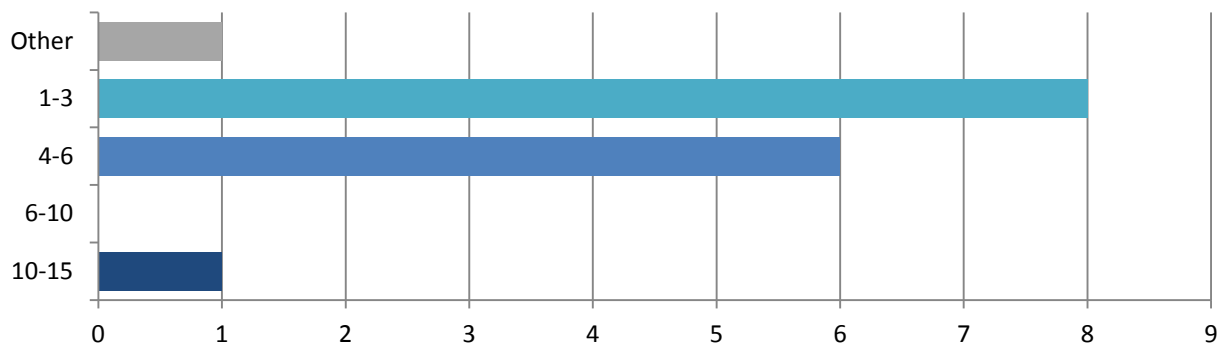
*All responses fell into three main categories:*

- To represent the interests of a community and stakeholder group
- To support a sustainability or environmental Justice goal
- To improve SFPUC's operations and increase its transparency

## On average, how often do you meet with your appointing officer in the course of a year?



## In addition to attending the FULL and subcommittee meetings, how many hours a month can you dedicate to SFPUC CAC-related activities in 2016?



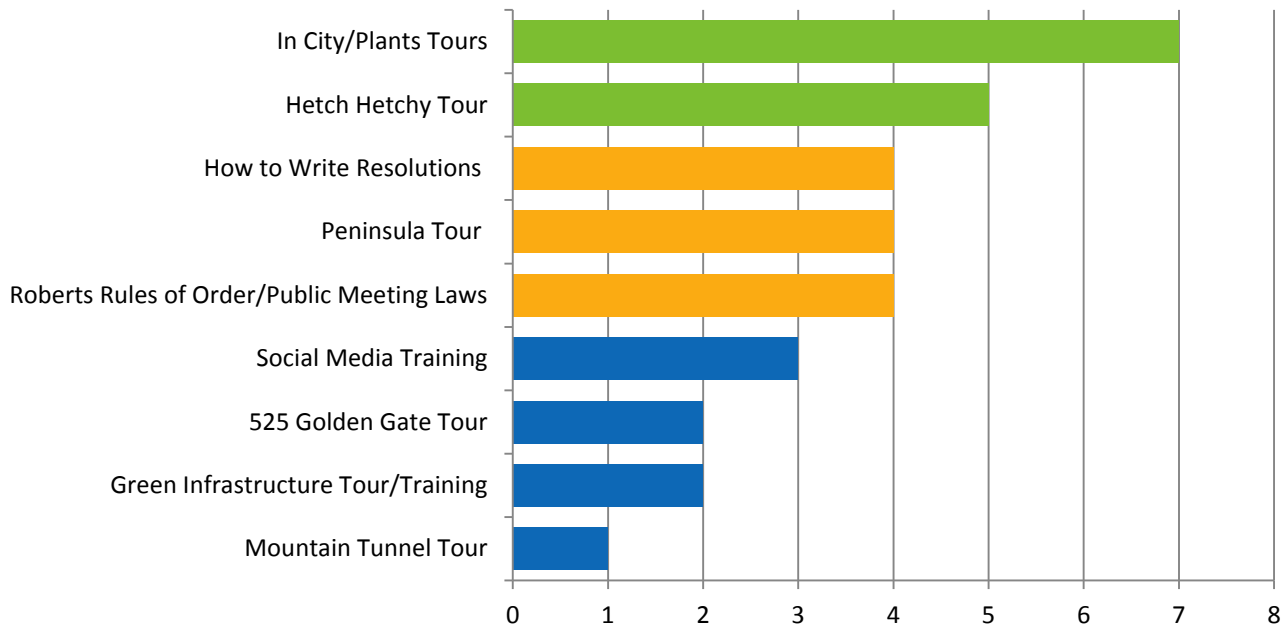
### **What expertise and/or talents do you bring to the SFPUC CAC?**

- Environmental Science
- Legal Expertise
- Community Outreach
- Experience with SFPUC
- Group Facilitation
- Communication
- Strategic Planning
- Process Implementation
- Energy and Water Efficiency
- Labor Relations
- Community Relationships
- Water Policies
- Energy Policies
- Analytical Thinking
- Financial Review of Utility Infrastructure Projects
- Engineering
- Business and Marketing
- Technical/IT
- Environmental Planning
- Green Infrastructure and School Facilities
- Linking People with Useful Resources
- Nonprofit Management
- Youth Development
- Grant-making and Fundraising
- Program Development
- Kayaking
- Environmental Justice
- Water Resources Engineer
- Construction
- Local Politics and City Government
- Environmental Sustainability
- Community Choice Aggregation

### **What organizations or associations are you affiliated with?**

- OceanHealth.org
- Surfrider Foundation
- Public Policy Institute of California
- Clean Water Action
- SF Tomorrow
- Bay Area Water Stewards
- Sustainable Watersheds Alliance
- Treasure Island Community Watch
- Bay Area Organizational Development Network
- Emerald Cities Coalition
- California Public Utilities Commission
- Haight-Ashbury Improvement Association
- Women Get It Done
- Good Ol Girls
- San Francisco Women's Political Committee
- San Francisco Unified School District
- Kayaks Unlimited
- BAWSCA
- NextGen Climate
- JustPeace Labs
- SF Women's Political Committee
- ACLU of Northern California
- Berkeley Law School
- Marin Clean Energy
- South Asian Bar Association
- Women of Color Attorney Network

**What tours and trainings would you like to participate in this coming year?**



**Favorite 2015 Full CAC Topics:**

- Community Benefits Program
- Treasure Island Utilities Master Plan
- Southeast Community Facility Revitalization
- General Manager Annual Report
- Budget Presentation
- Sewer System Improvement Program
- Environmental Justice Update
- Balboa Reservoir Update
- Underutilized Properties Update
- Drought Awareness
- Emergency Preparedness
- SF Water Meter Resolution
- Biosolids Update
- Commissioner Update: Ann Moller Caen
- Groundwater Resolution
- K-12 Education

**Favorite 2015 CAC Subcommittee Topics:**

- Southeast Community Facility Update
- Clean Power SF Resolution
- Groundwater Resolution
- Environmental Justice Analysis for Biosolids Project
- Power Enterprise Budget
- SF Water Meter Resolution
- Wastewater 9910 Program
- Innovative Pilot Programs in Energy Efficiency
- Water Quality Update
- Policy and Government Affairs Update
- Power Enterprise Business Plan
- Water Supply Update
- Water-Energy Nexus
- Wastewater Enterprise Budget
- Interim Plan for Odor Improvements at the Southeast Plant
- Water Enterprise Budget Overview
- Biosolids Digester Update

\*Listed in order of popularity

## What agenda topics and resolutions would you like the CAC to cover next year?

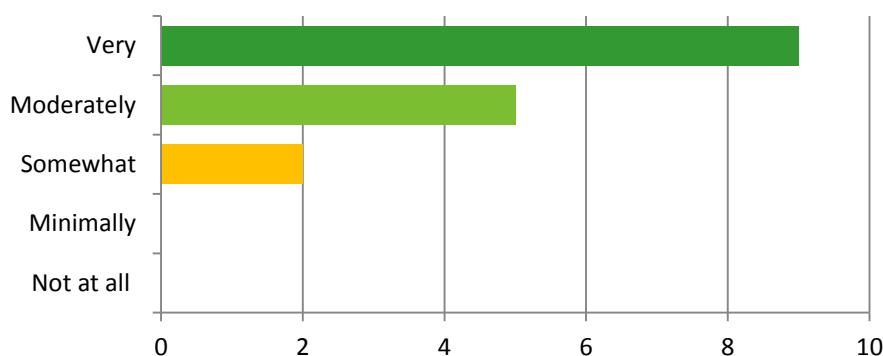
- 10 Year Capital Plan Presentation
- Sewer System Improvement Program Presentation
- Lake Merced West Revitalization
- Drought Presentation
- Cyber Security Presentation
- Ocean Beach Master Plan Update
- Mountain Tunnel Presentation
- Stormwater Management Presentation
- Workforce Development in Water System Improvement Program/Lessons Learned for Sewer System Improvement Program
- Follow Up on Groundwater Resolution
- Follow Up on the Southeast Community Facility Resolution
- Follow Up on Clean Power SF Resolution
- Follow Up on Treasure Island Utility Needs
- More Collaboration with the Southeast Community Facility Commission
- Balboa Reservoir Project and Resolution

## CAC Evaluation and Feedback

### Evaluation Summary:

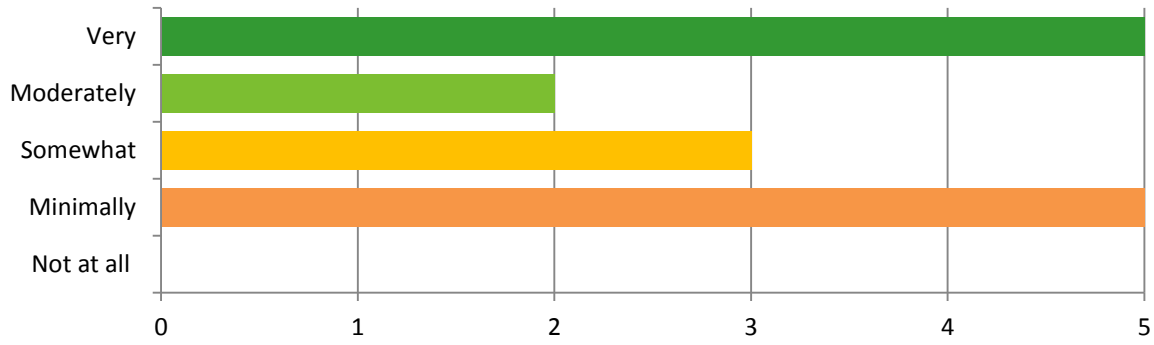
- A majority of members felt very engaged at the CAC meetings.
- Members had a diverse range of how supported they felt by appointing officers.
- A majority of members felt very supported by the CAC Leadership.
- A majority of members felt very supported by SFPUC CAC staff.
- A majority of members felt very supported by other CAC members.

### How engaged do you feel as CAC meetings?

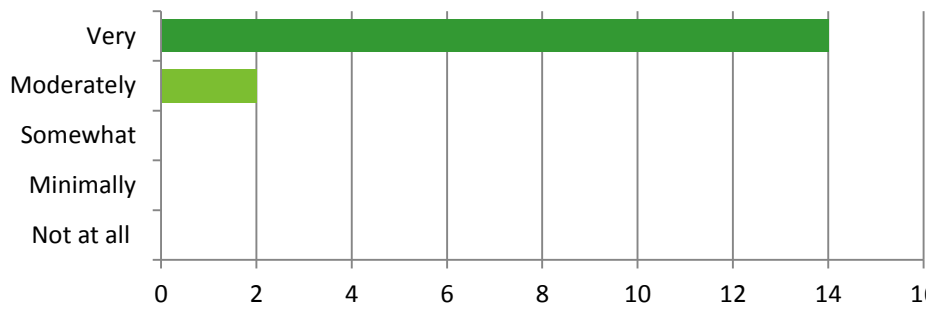


“Much of the material is technical - This is new exposure for me”

**How supported do you feel by your appointing officer?**

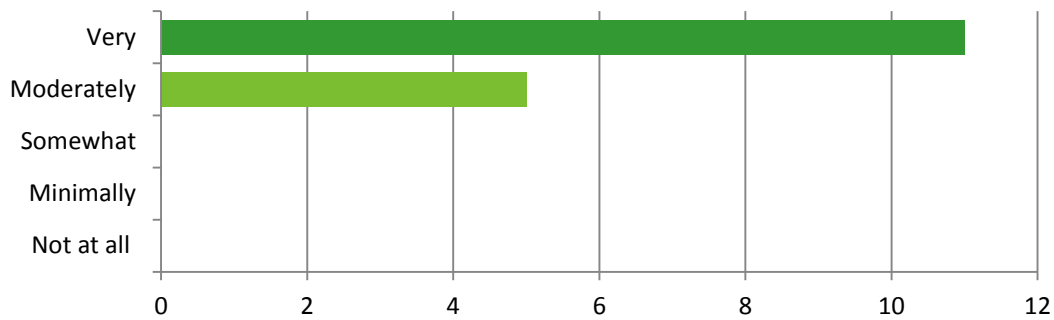


**How supported do you feel by CAC Leadership?**



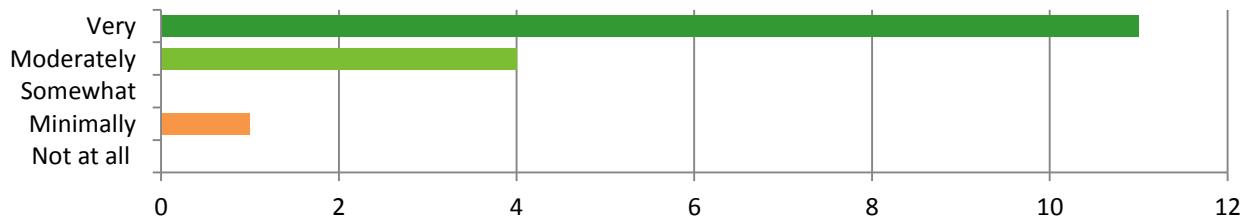
“Wendy has done an excellent job!”  
 “I feel encouraged to share and offer thoughts and suggestions.”  
 “Wendy and Jennifer are amazing leaders. Trying to learn from Jennifer as much as I can!”

**How supported do you feel by CAC Staff?**



“The staff is excellent!”  
 “Communication has gotten a lot better.”

**How supported do you feel by other members of the CAC?**



**If you could give the Commissioners, General Manager, CAC Leadership, CAC Staff, or each other any feedback, what would it be?**

"The CAC is a very important and valued resource to SFPUC that studies critical issues, hears from the public on issues important to them, receives information on independent research, and reviews/advise on staff reports and recommendations. This advisory bodies function of discussing, analyzing, formulating, and forward well-developed, thoughtful recommendations should continue and be seen as a value to our open informed process of transparency and engagement."

"I would be interested in learning how the CAC's resolutions are taken into account by the Commission and SFPUC. Otherwise, the CAC staff and leadership have been spectacular and excellent at communicating with the CAC."

"Continue to do your very best for those who are underserved and underresourced in the community. Continue to be transparent in your community endeavors."

"It would be great if there were a lower bar to participate or if we could get help writing resolutions."

"Be better at incorporating community input—there is always room for improvement."