2019-2020 CAC Survey Summary

August 18, 2020

Tracy Zhu, Social Impact Partnership Manager
Mission of the CAC

“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

Outcome 1: Mission Fulfillment

Outcome 2: Diverse Representation

Outcome 3: Support & Empowerment
Member Survey: 13 Respondents

✓ District 1
✓ District 2
✓ District 4
✓ District 5
✓ District 6
✓ District 8
✓ District 9
✓ District 10
✓ District 11
✓ EJ Representative
✓ Regional Water Customer
✓ Engineering/Financial Seat
✓ Large Water User
✓ Regional/Statewide Environmental Organization – VACANT

X District 3
X District 7 – VACANT
X Small Business – VACANT
Staff Survey: 19 Respondents

Enterprise or Bureau

- Water: 52.6%
- Power: 15.8%
- Sewer: 15.8%
- External Affairs: 15.8%
- Infrastructure: 5.3%
- Business Services: 5.3%
- HRS: 5.3%
- Office of the GM: 5.3%

Role in Relation to CAC

- Presenter: 18 (94.7%)
- Communications Staff: 4 (21.1%)
- Executive Management: 1 (5.3%)
- Staff response to questions/content from...: 1 (5.3%)
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

- **Represent diverse communities**: 7
- **Community Feedback and Input**: 7
- **Lift up Community Concerns and Interests**: 6
- **Improve and Guide the Agency**: 3

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

- Friend: 3 (23.1%)
- CAC member: 4 (30.8%)
- Appointing Officer reached out: 4 (30.8%)
- SFPUC website: 1 (7.7%)
- I helped write the enabling legislation: 1 (7.7%)
- My job: 1 (7.7%)
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

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

**Cultural**
- Danza Xitlalli
- United Irish Cultural Center

**Recreational**
- Northern California Women's Hockey League
- SF Bay Area Curling Association
Have you taken what you’ve learned from the CAC back to your work, community, or networks?

- Yes: 92%
- No: 8%
Demographics

Gender Identity
- 46% Female
- 54% Male

Sexual Orientation
- 69.2% Straight/Heterosexual
- 23.1% Gay or Lesbian
- 7.7% Bisexual
- Prefer not to say

Race/Ethnicity
- 7 White
- 2 Black
- 2 Latinx
- 2 Asian
- 1 Jewish

Mission | Representation | Support & Empowerment
Demographics

Age Range
- 18-24: 30.8%
- 25-34: 30.8%
- 35-44: 7.7%
- 45-54: 7.7%
- 55-64: 7.7%
- 65-74: 23.1%
- 75+: 50%

Household Income
- $0-50K: 50%
- $50-100K: 20%
- $100-180K: 20%
- $180K or more: 10%

Education Level
- High School Degree/ GED: 50%
- Trade Certificate: 41.7%
- 2-Year Associates Degree: 8.3%
- 4-Year Bachelors Degree: 50%
- Masters Degree: 20%
- Professional/ Doctorate Agree: 10%
Demographics

Caregiver?
- Yes: 75%
- No: 25%

Person with Disability?
- Yes: 9%
- No: 91%

Language other than English?
- Yes: 17%
- No: 83%
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: 100%

...CAC Leadership: 93%

...CAC Staff: 93%

Agree / Completely Agree  Neutral  Disagree

Mission  Representation  Support & Empowerment
CAC Members Feel Supported, Recognized & Respected…

… By their Appointing Officer

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<tr>
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<th>Member</th>
<th>Staff</th>
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<tr>
<td>Agree</td>
<td>69%</td>
<td>42%</td>
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<td>Disagree</td>
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<tr>
<td>Not Enough Info</td>
<td>53%</td>
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CAC Members Feel Supported, Recognized & Respected…

… By SFPUC Leadership

Mission > Representation > Support & Empowerment
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

“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.”
"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
- Green: Agree / Completely Agree (92%)
- Blue: Disagree (8%)

CAC & SFPUC Collaborates
- Green: Agree / Completely Agree (77%)
- Yellow: Neutral (15%)
- Blue: Disagree (8%)

CAC Vision Aligns with SFPUC
- Green: Agree / Completely Agree (85%)
- Yellow: Neutral (15%)
Members feel SFPUC is Transparent

- Agree / Completely Agree: 69%
- Neutral: 31%

Members feel Ownership over SFPUC Activities

- Agree / Completely Agree: 54%
- Neutral: 38%
- Disagree: 8%
Favorite Topics of 2019-2020

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

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

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

**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
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
5. Alternative Water Supplies – Jennifer, Amy N, Eli*

*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
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

* 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

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**