

**San Francisco Public Utilities Commission
Citizens' Advisory Committee**

MEETING MINUTES

Tuesday, April 19, 2016

5:30 p.m. – 7:00 p.m.

525 Golden Gate Ave., 3rd Floor Tuolumne Conference Room

Members:

Wendy Aragon, Chair (D1)

Suki Kott (D2)

Leslie DeTaillandier (D3)

Amy Zock (D4)

Ted Loewenberg (D5)

Mark Connors (D6)

Kelly Groth (D7)

Shalini Swaroop (D8)

Art Taylor (D9)

Marjorie Goodwin (D10)

Jennifer Clary (D11)

VACANT (M-Env. Group)

Nicole Sandkulla - (M-Reg'l Water Customers)

Rebecca Lee, (M-Eng./Financial)

Tamar Barlev (M-Lg Water User)

Eli Saddler (B-Small Business)

VACANT (B-Env Justice)

M = Mayoral appointment, B = Board President Appointment

Staff Liaison: Tracy Zhu, Jessie Buendia, and Afrodita Lopez

ORDER OF BUSINESS

1. Call to order and roll call

Members present at roll call (8): Aragon, Kott, DeTaillandier, Zock, Loewenberg, Connors, Barlev, Saddler

Members absent at roll call (7): Groth, Swaroop, Taylor, Goodwin, Clary, Sandkulla, Lee

Members of the public: Sumant Ranji, Usha Ranji, David Pilpel

SFPUC staff present: Kay Fernandez Smith, Juliet Ellis

2. Report from the Chair - Wendy Aragon, Chair

- Agenda item 8 on the resolution honoring Espanola Jackson was moved before item 7 on staff report.
- Marjorie is on maternity leave. Amy will be the interim Wastewater Chair.
- The terms for all the seats are ending on May 8. All members will need to submit a new application to their appointing officer. Tracy will send a follow up email with link to the application and the process for reappointment. Members can continue to fully participate and serve on the CAC as a holdover in the seat.

Public Comment: None.

3. Approval of the [March 15, 2016](#) meeting minutes

Motion was made (Zock) and seconded (Loewenberg) to approve the [March 15, 2016](#) meeting minutes.

The motion PASSED by the following vote:

AYES: (8) – Aragon, Kott, DeTaillandier, Zock, Loewenberg, Connors, Barlev, Eli.

NOES: (0)-

Edwin M. Lee
Mayor

Francesca Vietor
President

Anson Moran
Vice President

Ann Moller Caen
Commissioner

Vince Courtney
Commissioner

Ike Kwon
Commissioner

Harlan L. Kelly, Jr.
General Manager



ABSENT: (7) Groth, Swaroop, Taylor, Goodwin, Sandkulla, Lee, Clary.

Public Comment: none

4. **Public Comment:** members of the public may address the Committee on matters that are within the Committee's jurisdiction and are not on today's agenda

Public Comment:

- Public member Sumant Ranji raised concerns about the sale of PUC surplus property to a developer that is adjacent to his yard in Millbrae.
- Public member Usha Ranji [submitted a letter](#) regarding the sale of PUC surplus property.
- Public member David Pilpel thanked staff for sending the agenda and materials and noted typos in the agenda.

Info request: Chair Aragon requested that staff follow up on the role of CAC can play in the sale of surplus property that impacts homeowners.

Member Lee arrives at 5:53pm (9 members present, quorum maintained).

Member Clary arrives at 5:58pm (10 members present, quorum maintained).

5. **Presentation and Discussion: Agency-wide Strategic Plan**, Elinor Buchen, External Affairs

AGM Juliet Ellis provided an introduction and background on the strategic planning process.

The presentation included:

- **2020 SFPUC Strategic Plan**
 - 2020 SFPUC Strategic Plan Purpose
 - Elements to our Strategic Plan
 - Vision, Mission, and Values
 - 1. Reliable Service and Assets
 - 2. Organizational Excellence
 - 3. Effective Workforce
 - 4. Financial Sustainability
 - 5. Stakeholder and Community Interest
 - 6. Environmental Stewardship
 - Performance Measures Cascade
 - Next Steps

Topics of discussion:

- General discussion on timeline for strategic plan for the CAC to review and provide feedback - Member Clary
- General discussion on agendizing for a future CAC meeting future planning documents connected to the strategic plan, for example the enterprise business plans – Member Clary
- General discussion on Goal 4 and how the agency manages debt service in particular in emergency response – Member Clary
- General discussion on Goal 5, specifically improving internal communications between enterprises – Member Clary
- General discussion on Goal 6 on environmental stewardship goal and recommendation to include Natural Resources Director
- General discussion on Goal 1 and using stronger language to prioritize proactive maintenance – Member Barlev
- General discussion on Goal 5 and increased external communications and coordination especially with other city departments – Member Barlev

Public Comment: None

6. **Presentation and Discussion: SFPUC [Technology Policy](#) and [Information Security program](#),**

Presenters:

- Eric Sandler, AGM Business Services/CFO
- Ken Salmon, IT Director

The presentation included:

- **Technology Policy Progress Report**
 - Policy Governance and Implementation
 - Coordination and Collaboration
 - Policy Assessment & recommendations
- **Information Security Program**
 - Information Security Agenda
 - Information Security concerns
 - Information Security Program Design
 - Security Organization
 - Security Group
 - Technical Operations (TechOps)
 - Security Policies

Topics of discussion:

- General discussion on the comparison of the PUC to other cities' information security programs – Member Zock
- General discussion of the ability for the agency's technology to function in the event of a power outage – Member DeTaillandier
- General discussion telecom communications in the case of emergency – Member Lee
- General discussion on external communications to customers in case of emergency – Member Lee
- General discussion on cyberattacks on remote facilities – Member Loewenberg
- General discussion on requiring employees to change their passwords regularly – Member Loewenberg
- General discussion on malware attacks from jump drives – Member Loewenberg
- General discussion on staffing plan and continuity of operations in emergency events – Member Clary
- General discussion on the security of satellite phone – Member Barlev
- General discussion on availability of landlines – Member DeTaillandier

Public Comment: none.

7. **Discussion and Possible Action: [Resolution honoring Espanola Jackson](#),**
Chair Aragon

The Motion was made (Clary) and seconded (Loewenberg) to adopt the resolution.

The motion PASSED by the following vote:

AYES: (10) – Aragon, Kott, DeTaillandier, Zock, Loewenberg, Connors, Clary, Lee, Barlev, Eli.

NOES: (0)-

ABSENT: (5) Groth, Swaroop, Taylor, Goodwin, Sandkulla.

Public Comment: None.

- General discussion on following up on adopted resolutions. Member Loewenberg suggested adding to the agenda quarterly an item to report back on adopted resolutions. Chair Aragon requested that the adopted resolution be sent to Espanola's family with a card.

8. Staff Report

- Upcoming events that CAC members are invited to:
 - Hetch Hetchy tours are being offered to the community this summer. Tracy will send Eventbrite sign up links to CAC members who have not attended yet.
 - College Hill Learning Garden Open House is on April 20, 1-5pm
 - Southeast Community Facility Commission is hosting a mixer at 1800 Oakdale on April 27 from 5:30-7pm
 - If CAC members are interested in volunteering at community events and festivals that the PUC will have a presence at, Tracy will send out a quarterly list of events for members to sign up and will connect interested members with the Communications team.

Public Comment: None.

9. Future Agenda Items and Resolutions

- Chair Aragon: May 17 full CAC meeting will be a special meeting on flooding and stormwater management. Communications will be partnering with the CAC to host an open house following the meeting for members of the public to attend. Wastewater CAC members have indicated that flooding is an important issue that the CAC should support and do outreach for.
- Member Clary asked about the availability of strategic plan by the May 17 full CAC meeting to review and discuss.
- Member Barlev requested an update on follow up to the Balboa Reservoir resolution and Chair Aragon's presentation to the May 10 Commission.

Upcoming months

- Environmental Justice Update (*June*)
- Water Supply/Drought Update (*July*)
- Mountain Tunnel (*tentative September*)

Public Comment: None.

10. Announcements/Comments

- The next regularly scheduled meeting for the Full CAC will take place at our regularly scheduled time on Tuesday, May 17, 2016.
- Members Zock and Connors shared SFPUC's new Adopt-A-Drain app that was presented to the Wastewater CAC and encouraged members to adopt a drain to clean and maintain.

Public Comment: none.

11. Adjournment

Motion was made (Clary) and seconded (Loewenberg) to adjourn meeting

Public Comment: none.

Meeting adjourned at 7:15pm