CAC Evaluation Results

February 21, 2017

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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)
2016-17 Outcomes

Outcome 1: Mission Fulfillment

Outcome 2: Diverse Representation

Outcome 3: Support & Empowerment
Member Survey: 14 Respondents

- District 1
- District 2
- District 3
- District 4
- District 5
- District 6
- District 7
- District 9
- District 10
- District 11
- EJ Representative
- Small Business Seat
- Regional Water Customer
- Engineering/Financial Seat
- Large Water User - VACANT
- Regional/Statewide Environmental Organization – recently appointed
Staff Survey: 20 Respondents

Enterprise or Bureau:
- Water: 11
- Sewer: 1
- Power: 4
- Business Services: 4
- Infrastructure: 1
- External Affairs: 0

Role in Relation to CAC:
- Presenter: 10
- Communications: 7
- CAC support staff: 2
- Executive Management: 1
- Not involved with CAC: 0
2016-2017 Outcomes

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
Interactions with the CAC add value to SFPUC projects, programs, & policies

“[Our project] requires a public review process. The CAC represented a key group that we needed to reach out to comply with that requirement”

“Presenting to the CAC prior to public meetings helps prepare teams for engagement with the general public and answering questions”
Members join for different reasons

“direct oversight of a vital City process”

“create a more responsive and transparent relationship”

“to raise awareness of the power outage issues on Treasure Island”

“represent my neighborhood”

“issues facing disproportionally disadvantaged communities”

“Bring information back to District residents”
Staff perspective on the CAC’s role is consistent with its chartered mission.

Grouped Staff Thoughts on Role of CAC

- Represent Diverse Communities: 32%
- Oversight: 32%
- Citizen Feedback: 27%
- Guide the Agency: 9%

Mission | Representation | Support & Empowerment
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 limited avenues

- Organization: 6
- Appointing Officer reached out: 1
- CAC member: 5
- SFPUC website: 1
- Co-authored enabling legislation: 1
- BAWSCA: 1

Mission
Representation
Support & Empowerment
Strong Organizational Representation

Members represent 31 environmental, leadership, direct service, advocacy, civic, educational, & community groups

- BAWSCA
- NextGen Climate
- Stop Smart Meters
- ANSWER (Action to Stop War and End Racism)
- SF Pride Board of Directors
- 3rd Street Youth Center Board of Directors
- SF SAFE Board of Directors
- NERT Coordinator
- 5800 3rd Street HOA Chairperson
- Clean Water Action
- San Francisco Tomorrow
- Haight-Ashbury Improvement Association
- Cole Valley Improvement Association
- SPOSFI
- San Francisco State University
- Mission Economic Development Agency
- John O'Connell High School
- San Francisco Latino Democratic Club
- New Avenues Democratic Club
- Good Ol' Girls
- SafeHouse
- EFF
- STAND
- US Green Building Council
- CPUC
- Sierra Club
- SF Bicycle Coalition
- Neighborhood Democratic Club
- San Francisco Women's Political Committee
- The Save City College Coalition
- Urban Habitat's Boards and Commissions Leadership Institute
The CAC reaches greater community

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

- Yes: 86%
- No: 14%
Demographics

Gender Identity
- Woman: 64%
- Man: 36%

Racial/Ethnic Heritage
- Black: 18%
- White: 23%
- East Asian: 47%
- Hispanic/Latino: 12%

Household Income Range
- $50-100K: 69%
- $100-180K: 16%
- $180K or more: 15%
Demographics

**Age Range**
- 18-24: 31%
- 25-34: 15%
- 35-44: 15%
- 45-54: 23%
- 55-64: 8%
- 65-74: 7%
- 75+: 0%

**Highest Level of Education**
- Associates: 8%
- Bachelors: 31%
- Masters: 54%
- Professional / Doctorate: 7%
Demographics

Primary Household Language
- English: 36%
- Non-English: 64%

A Person with Disability?
- Yes: 14%
- No: 86%

Consider Yourself a Parent?
- Yes: 43%
- No: 57%

Mission Representation Support & Empowerment
2016-17 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%
7%

...CAC Staff
93%
7%

Agree / Completely Agree  Neutral  Disagree

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

…By Their Appointing Officer

79% Agree, 75% Agree
14% Neutral
7% Disagree
CAC Members Feel Supported, Recognized & Respected…

...By SFPUC Leadership

<table>
<thead>
<tr>
<th></th>
<th>Member</th>
<th>Staff</th>
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<tbody>
<tr>
<td>Agree</td>
<td>79%</td>
<td>89%</td>
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<tr>
<td>Neutral</td>
<td>21%</td>
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<tr>
<td>Disagree</td>
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<td>11%</td>
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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

“When I first came on to the CAC, I didn't feel like I was in my comfort zone to speak up or even sound confident in my questions. I am glad that the CAC is now a place where people are brought in feeling welcome and that they immediately have a place.”

“I can think of a couple instances where I wanted to push back on things I was hearing from presenters and I didn't out of respect. I still don't feel comfortable pushing back in this group.”
"I have seen a **definitive increase in the capacity and effectiveness** of the CAC to support SFPUC priority issues, while at the same time having giving **an authentic and empowered voice to our broader communities.**"

"I respect them, but they are a **limited cross section of people who all have their own, frequently strongly held opinions**"
Alignment of SFPUC & CAC

Members Feel Informed
- Agree: 79%
- Neutral: 21%

CAC Collaborates with SFPUC
- Agree: 33%
- Neutral: 67%

CAC & SFPUC Visions Align
- Agree: 54%
- Neutral: 46%

Agree / Completely Agree  Neutral  Disagree

Mission  Representation  Support & Empowerment
Measures of Public Engagement

Members feel SFPUC is Transparent
- Agree / Completely Agree: 71%
- Neutral: 29%

Members feel Ownership over SFPUC Activities
- Agree / Completely Agree: 50%
- Neutral: 50%

Agree / Completely Agree  Neutral  Disagree
Favorite Topics of 2016

**Full CAC**
- Flood Resilience Study
- Environmental Justice
- Green Infrastructure
- Water/Sewer Rate Study

**Power CAC**
- LED Streetlight Replacement Program
- CleanPowerSF Updates
- Treasure Island Electrical Infrastructure

**Wastewater CAC**
- Adopt-A-Drain
- Green Infrastructure Walking Tour
- Southeast Community Facility Outreach
- Ocean Beach Master Plan

**Water CAC**
- Groundwater
- Water Quality Strategic Plan
- Water Resources Planning
2017 Trainings & Topics of Interest

### Trainings
- Communicating with your district
- Writing and passing a resolution
- How to have constructive critical dialogue with presenters
- Viewing utilities with an equity lens

### Topics
- Stormwater management
- Flood resiliency
- CleanPowerSF
- LED streetlights & cellular antennas
- Tuolumne River flow needs & Substitute Environmental Document
- Water access in East Palo Alto
- Water quality
- Environmental justice
- Small Business Scorecard
- Contracts and commitments in 2018
- Compliance with Prop 218
- Inter-agency collaboration
THANK YOU!
DISCUSSION TIME