

# **CAC Evaluation Results**

**February 21, 2017**

**Mia Lei, SF Fellow, Wastewater Enterprise**  
**Wendy Aragon, Chair, Citizen Advisory Committee**



# 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)

# 2016-17 Outcomes

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Outcome 1: Mission Fulfillment

Outcome 2: Diverse Representation

Outcome 3: Support & Empowerment



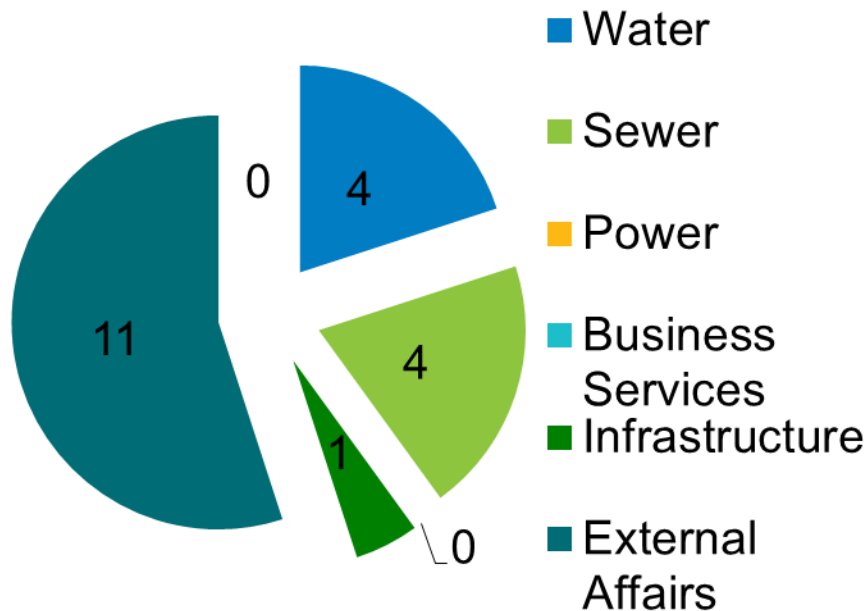
# Member Survey: 14 Respondents

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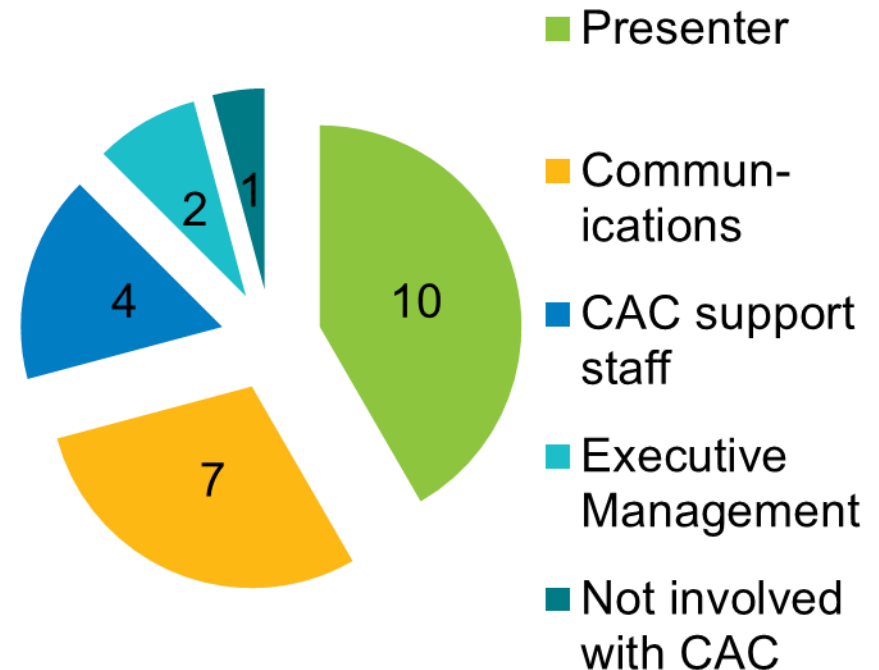
- ✓ District 1
- ✓ District 2
- ✓ District 3
- ✓ District 4
- ✓ District 5
- ✓ District 6
- ✓ District 7
- ✗ District 8 – *VACANT*
- ✓ District 9
- ✓ District 10
- ✓ District 11
- ✓ EJ Representative
- ✓ Small Business Seat
- ✓ Regional Water Customer
- ✓ Engineering/Financial Seat
- ✗ Large Water User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

# Staff Survey: 20 Respondents

## Enterprise or Bureau



## Role in Relation to CAC



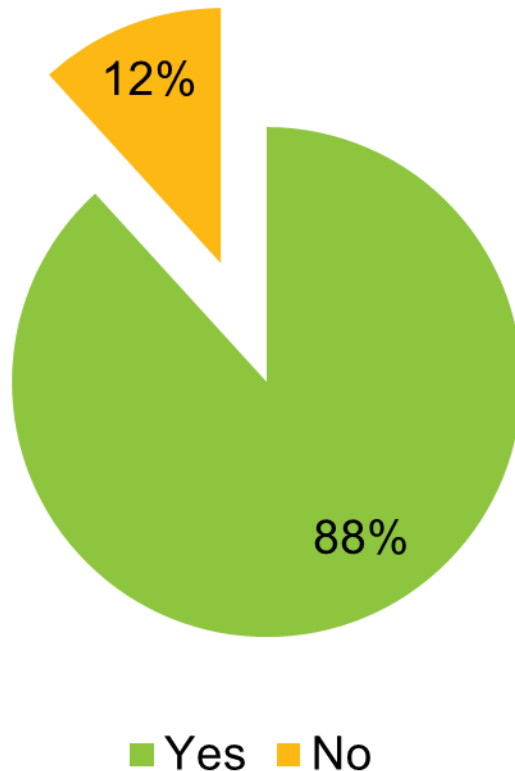
## Outcome 1

- 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

# 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**”

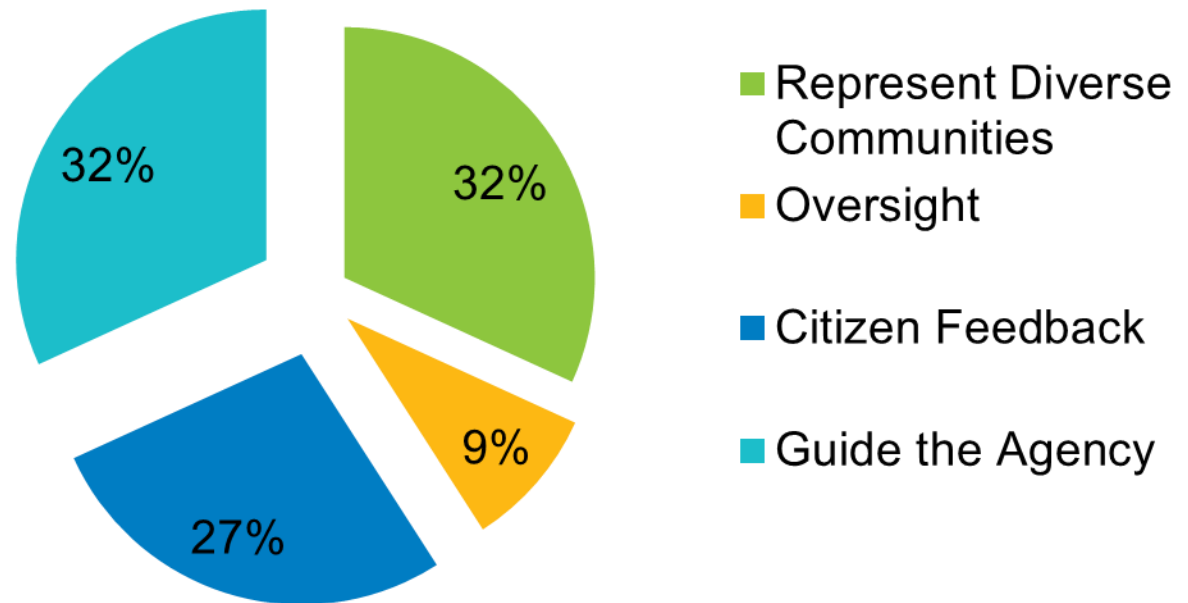
“issues facing disproportionately **disadvantaged communities**”

“**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



# 2016-17 Outcomes

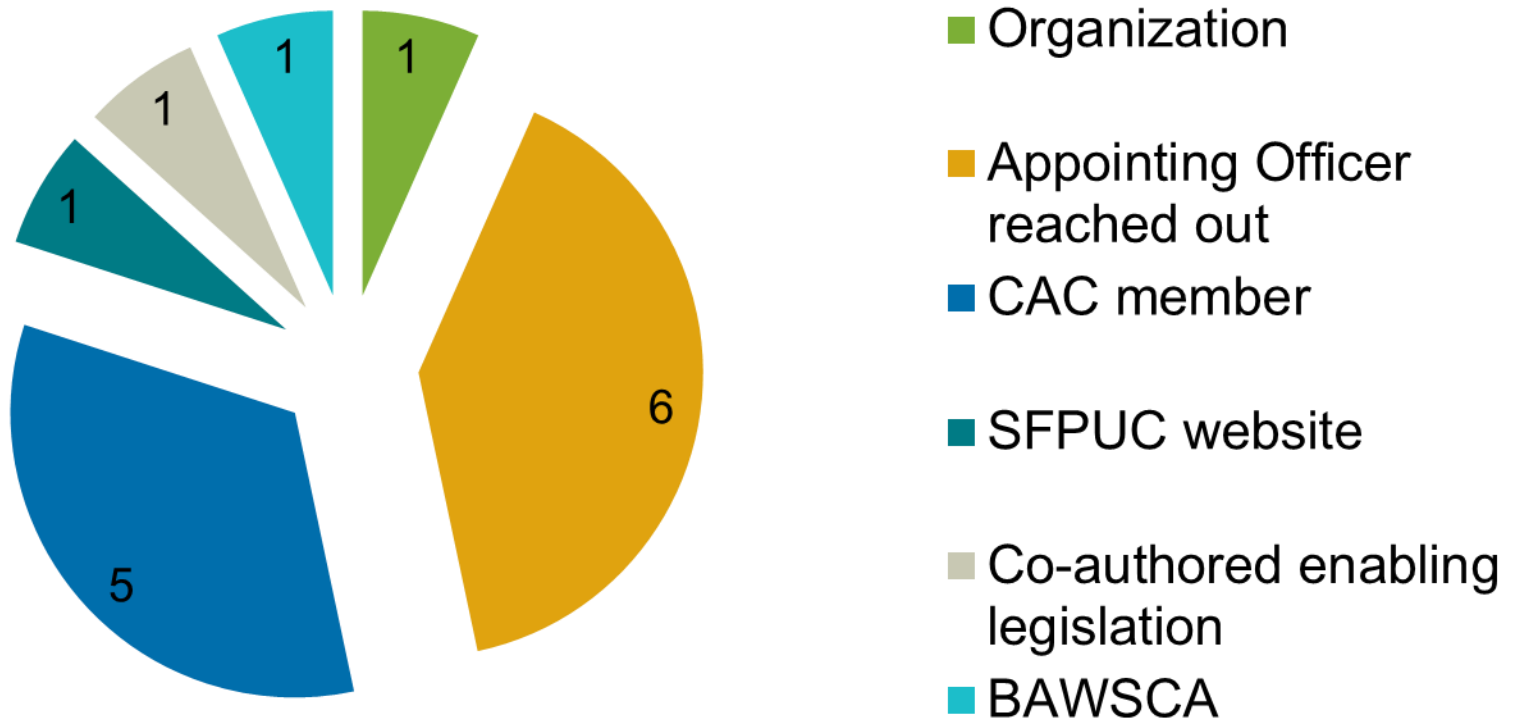
Outcome 1: Mission Fulfillment

## 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 limited avenues





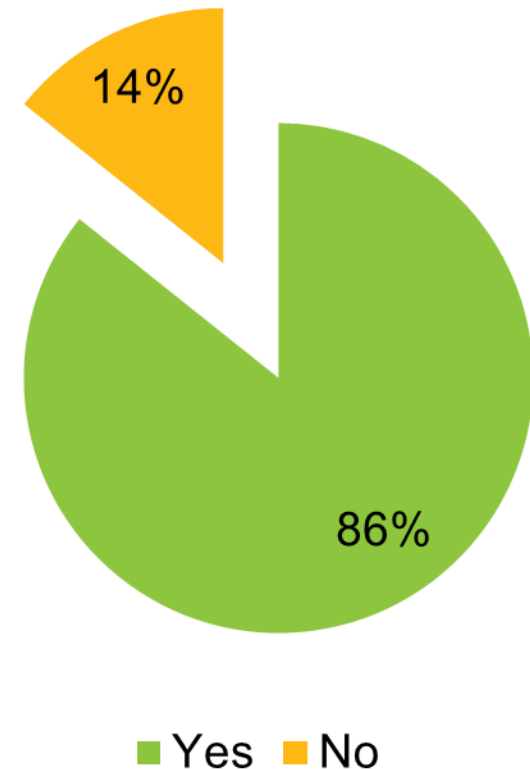
# Strong Organizational Representation

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

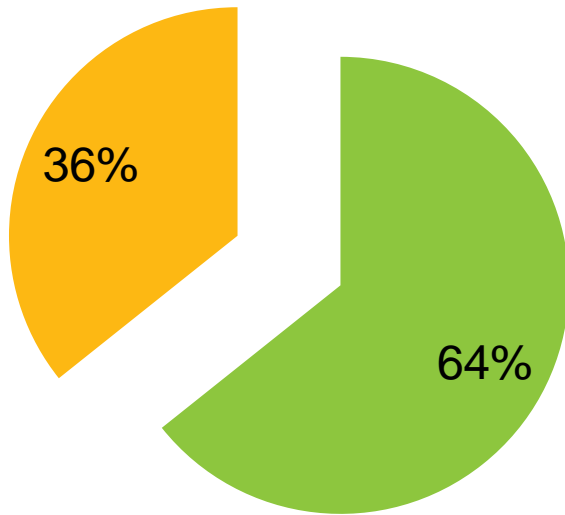
# The CAC reaches greater community

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



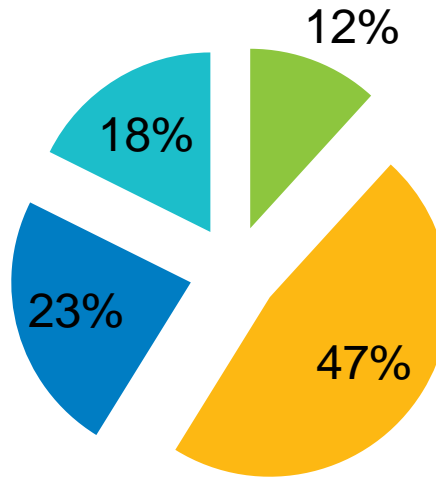
# Demographics

## Gender Identity



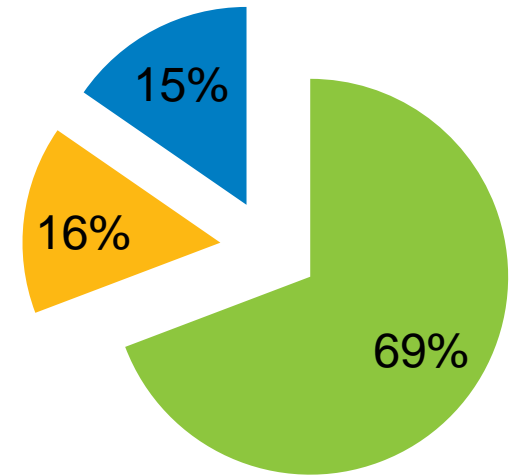
■ Woman ■ Man

## Racial/Ethnic Heritage



■ Black  
■ White  
■ East Asian  
■ Hispanic/Latino

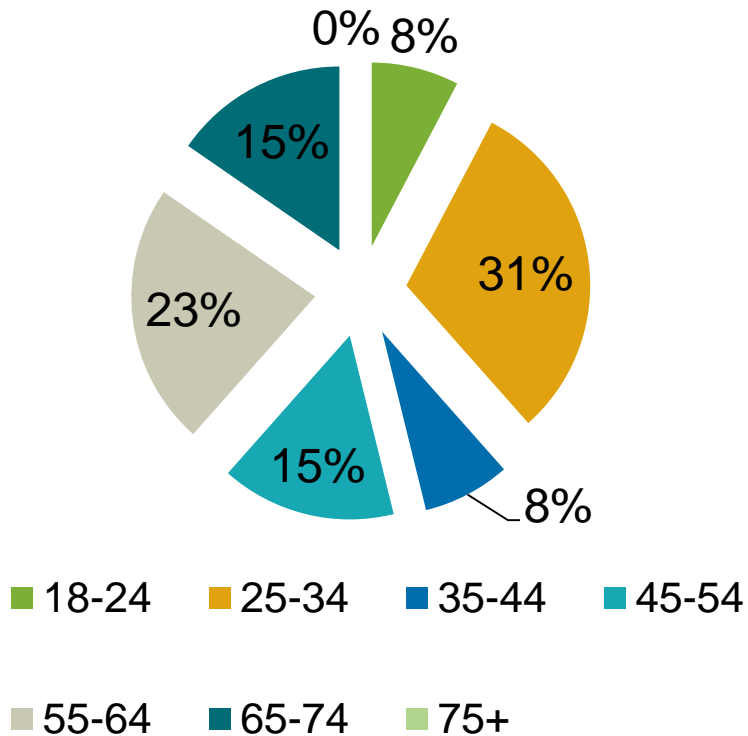
## Household Income Range



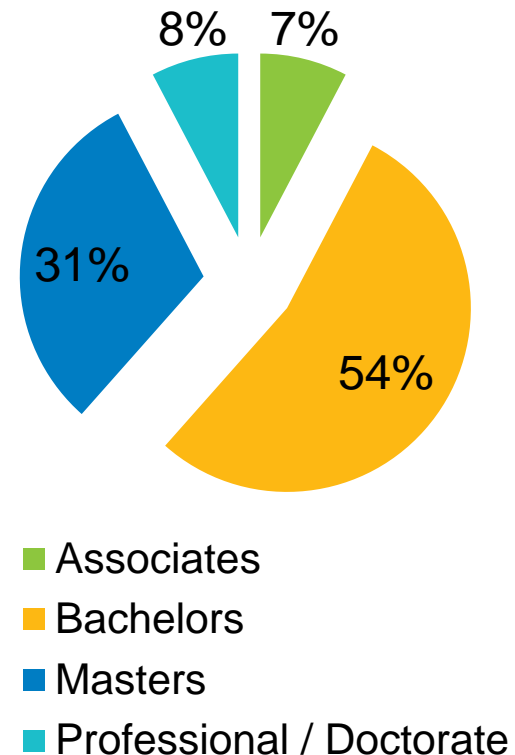
■ \$50-100K  
■ \$100-180K  
■ \$180K or more

# Demographics

## Age Range

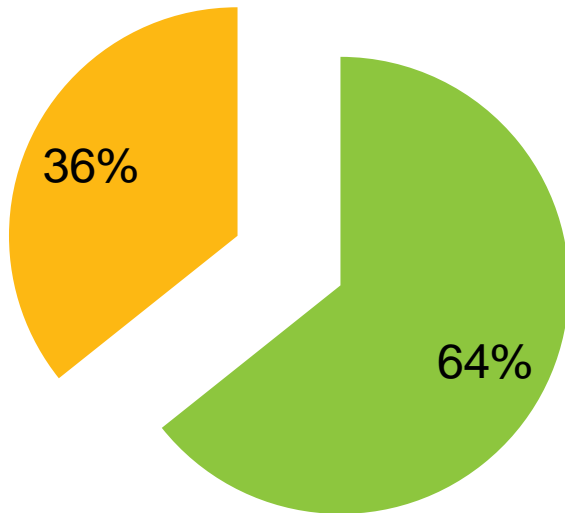


## Highest Level of Education



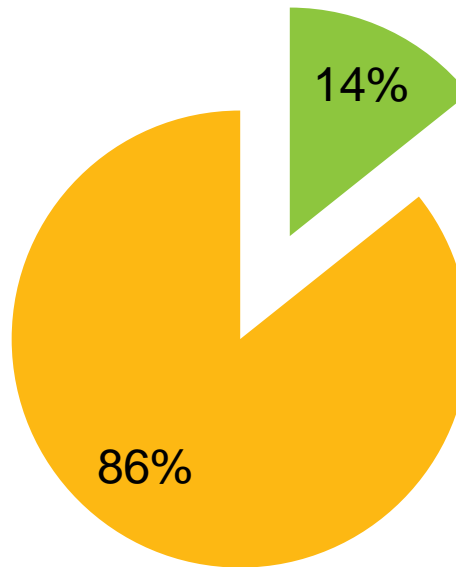
# Demographics

## Primary Household Language



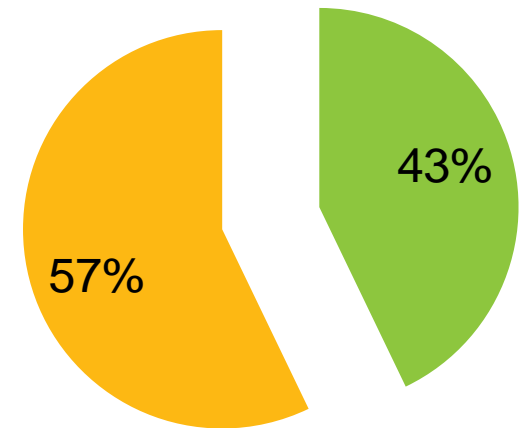
■ English ■ Non-English

## A Person with Disability?



■ Yes ■ No

## Consider Yourself a Parent?



■ Yes ■ No



# 2016-17 Outcomes

Outcome 1: Mission Fulfillment

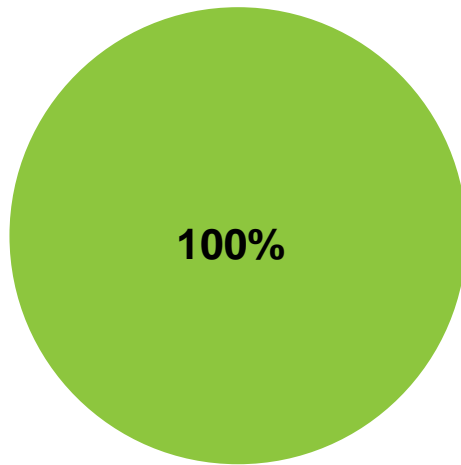
Outcome 2: Diverse Representation

## Outcome 3

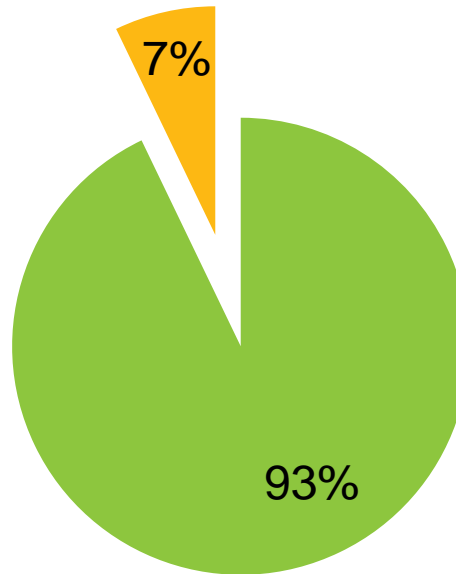
- The Citizen Advisory Committee is **supported** and **feels empowered** to fulfill its mission.

# CAC Members Feel Supported By...

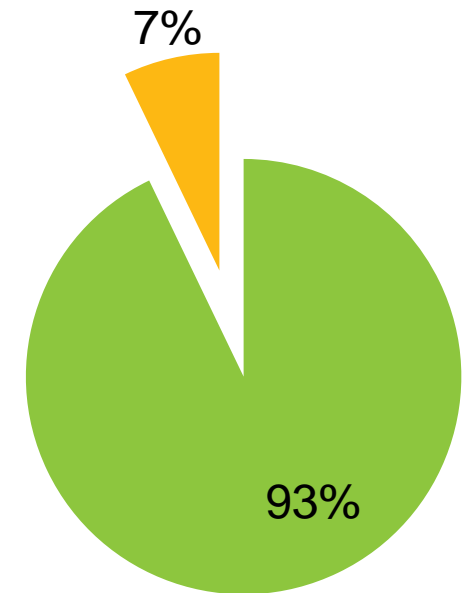
...Other CAC Members



...CAC Leadership



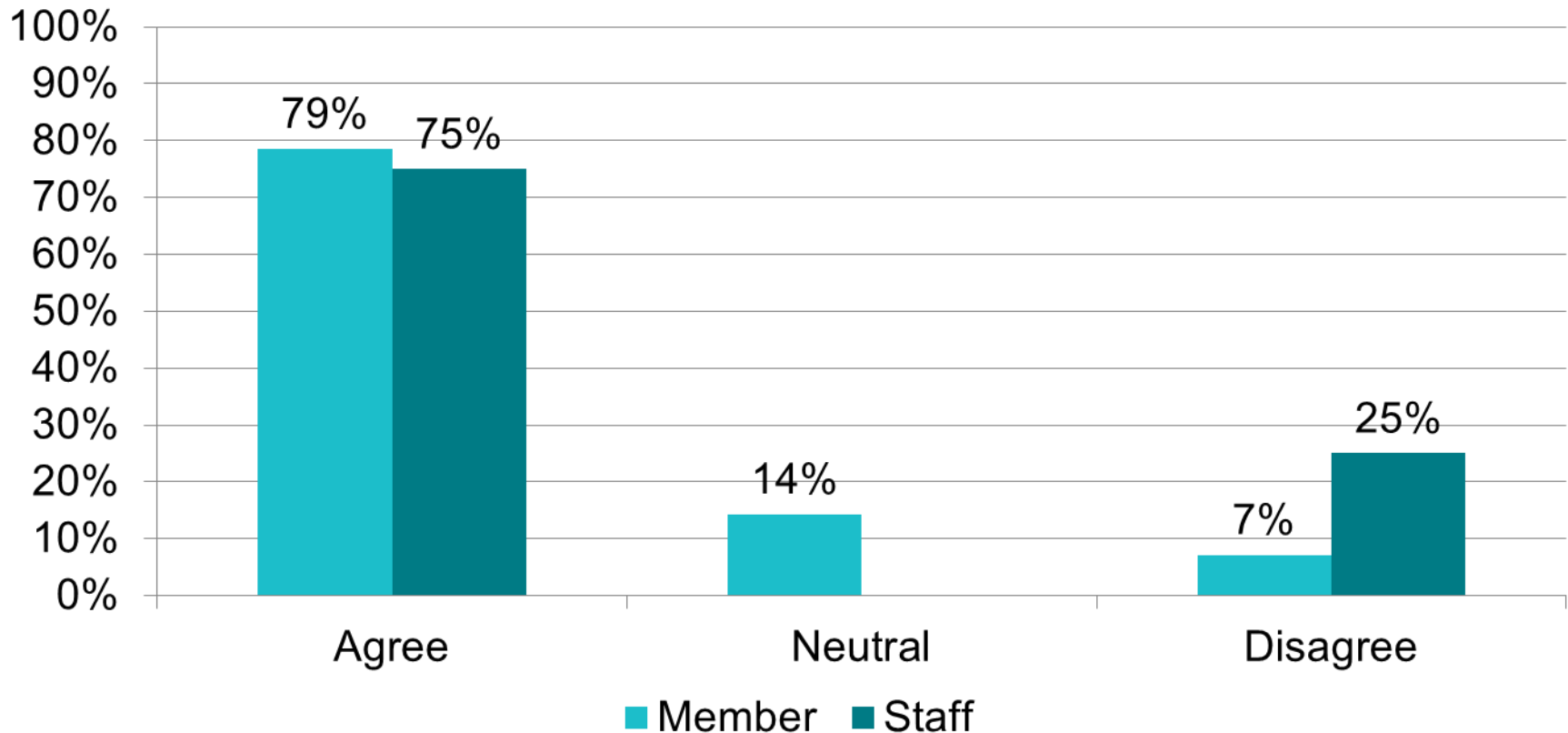
...CAC Staff



■ Agree / Completely Agree   ■ Neutral   ■ Disagree

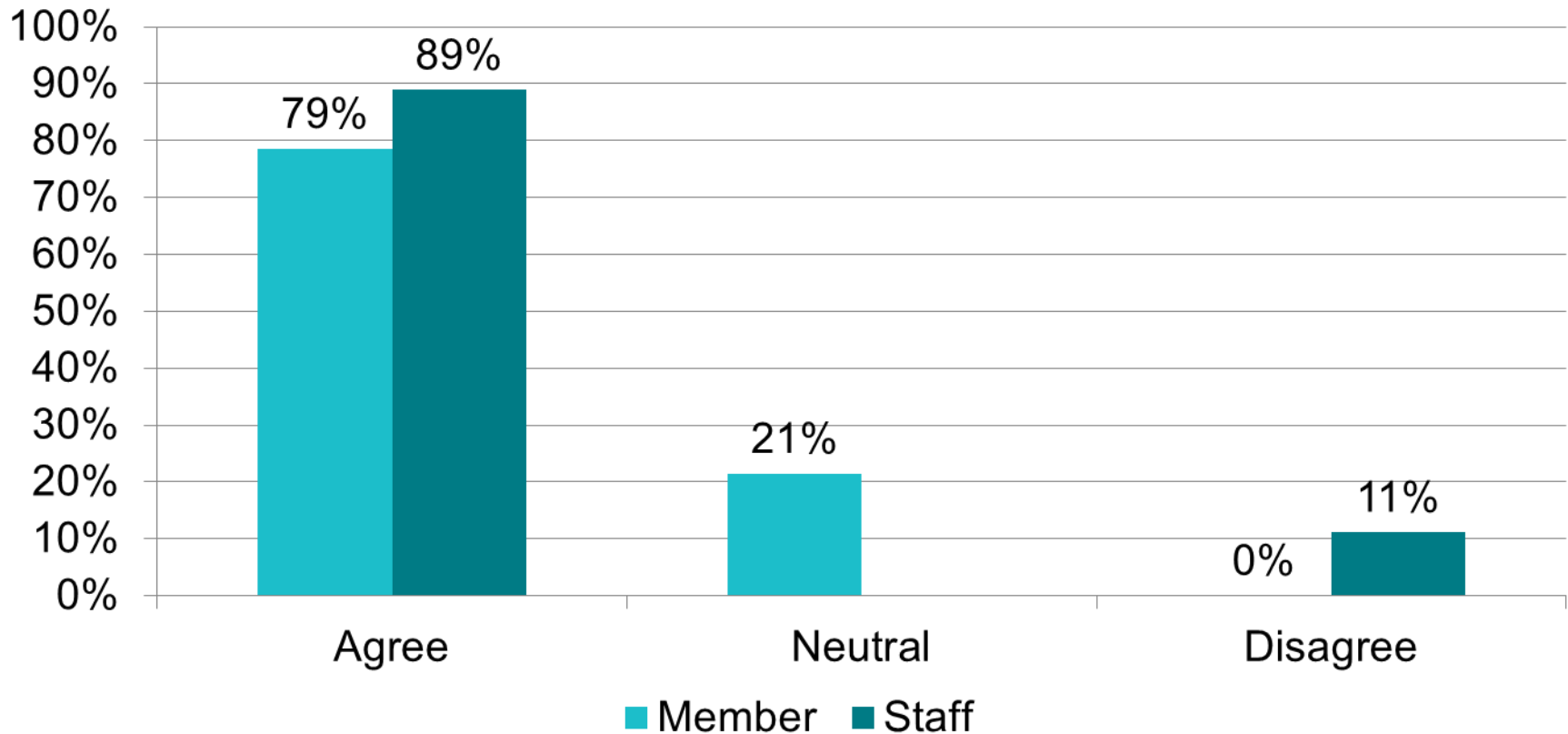
# CAC Members Feel Supported, Recognized & Respected...

## ...By Their Appointing Officer



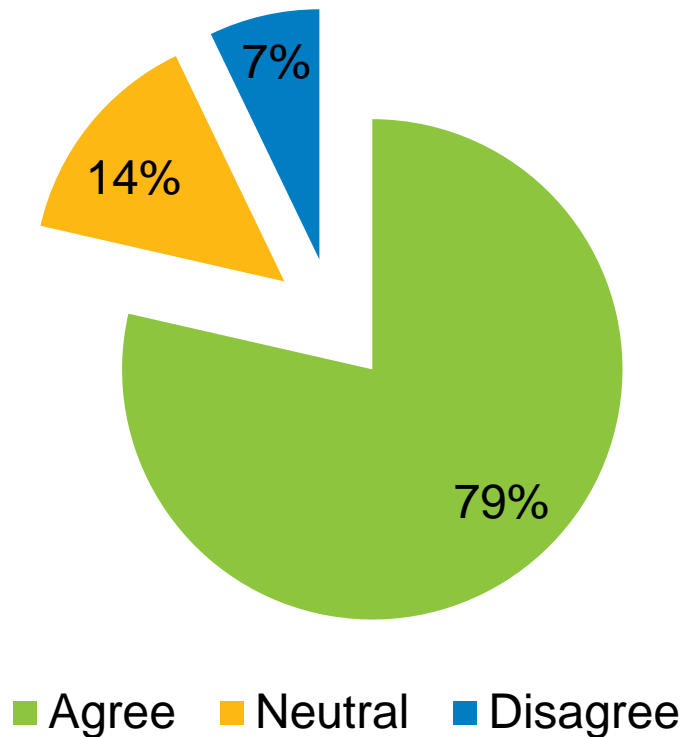
# CAC Members Feel Supported, Recognized & Respected...

## ...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*

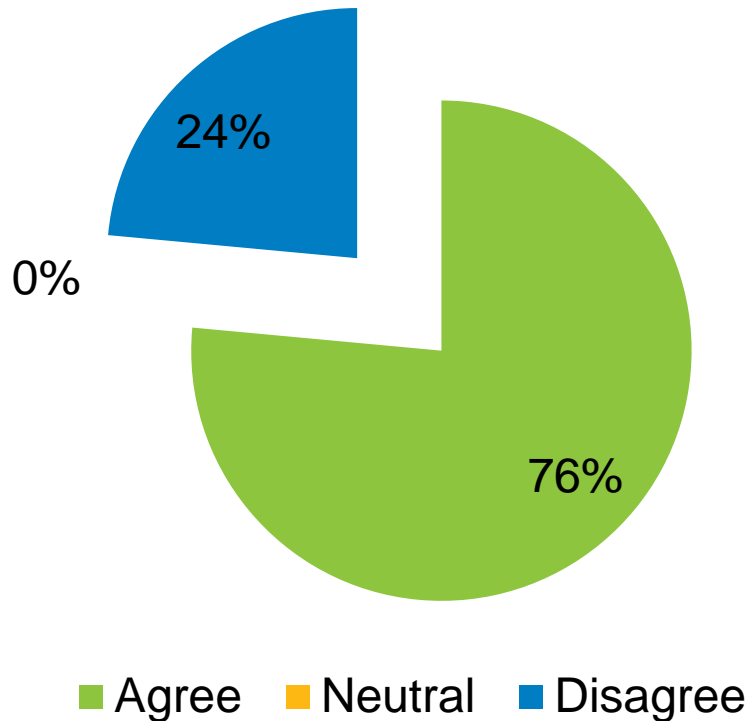


“When I first came on to the CAC, I didn't feel like I was in my comfort zone to speak up or even sound confident in my questions. I am glad that **the CAC is now a place where people are brought in feeling welcome and that they immediately have a place.**”

“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.”

# Staff Perspective: CAC Member Preparedness & Empowerment

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

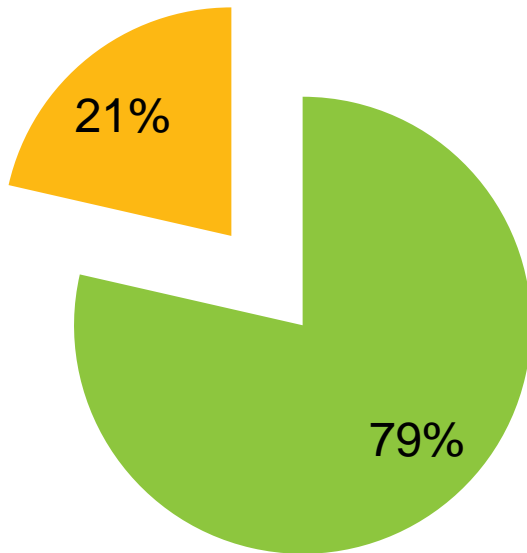


“I have seen a **definitive increase in the capacity and effectiveness** of the CAC to support SFPUC priority issues, while at the same time having giving an **authentic and empowered voice to our broader communities.**”

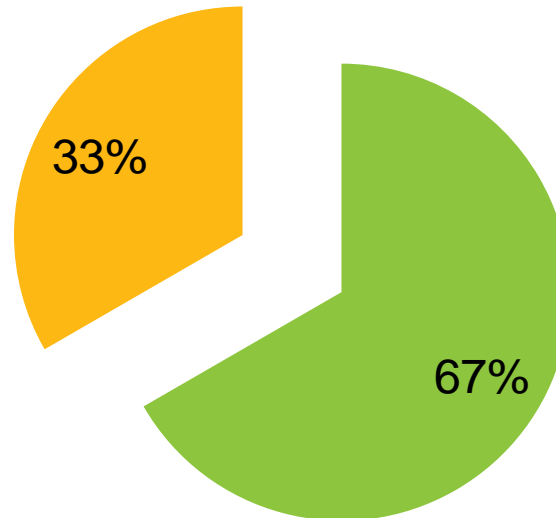
“I respect them, but they are a **limited cross section of people who all have their own, frequently strongly held opinions**”

# Alignment of SFPUC & CAC

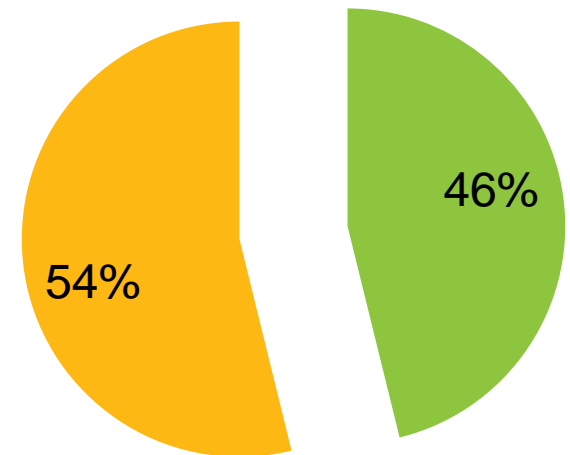
## Members Feel Informed



## CAC Collaborates with SFPUC



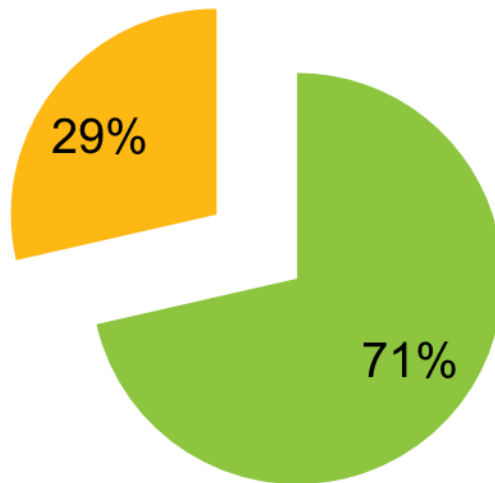
## CAC & SFPUC Visions Align



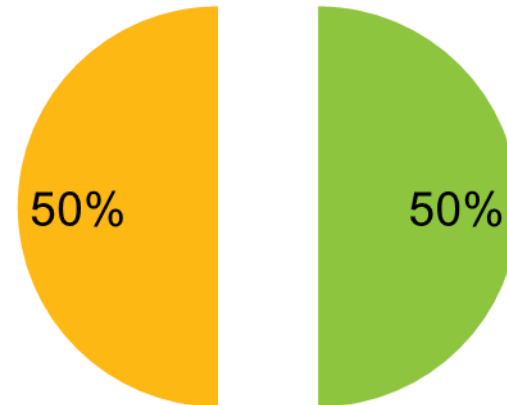
■ Agree / Completely Agree   
 ■ Neutral   
 ■ Disagree

# Measures of Public Engagement

## Members feel SFPUC is Transparent



## Members feel Ownership over SFPUC Activities



■ 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**