



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

MEETING MINUTES

**Tuesday, May 10, 2022
 5:30 p.m. – 7:00 p.m.**

PARTICIPATE VIA ZOOM VIRTUAL CONFERENCE SOFTWARE

Meeting URL

<https://sfwater.zoom.us/j/83364188984?pwd=ajd0MEVXa3FKaVdFa2VuWGk1ZEhSZz09>

Phone Dial-in

669.219.2599

Find your local number: <https://sfwater.zoom.us/j/kbdd1mqWQ>

Meeting ID / Passcode

833 6418 8984 / 819734

This meeting is being held by Teleconference Pursuant to the Governor's Executive Order N-29-20 and the Sixteenth Supplement to Mayoral Proclamation Declaring the Existence of a Local Emergency Dated February 25,2020

During the Coronavirus Disease (COVID-19) emergency, the San Francisco Public Utilities Citizens' Advisory Committee's (SFPUC CAC) regular meeting room, 525 Golden Gate Ave., 3rd Floor Tuolumne Conference Room, is closed. CAC Members and SFPUC staff will convene CAC meetings remotely by teleconference. Members of the public are encouraged to submit their public comment on agenda items in advance of the teleconference meeting by emailing comments to cac@sfwater.org. Comments submitted no later than 12 PM Tuesday the day of the meeting will be read into the record by SFPUC CAC Staffing Team members during the teleconference meeting and will be treated as a substitute to providing public comment during the meeting. Persons who submit written public comment in advance on an agenda item or items will not be permitted to also provide public comment on the same agenda item(s) during the meeting.

Mission: The Wastewater Subcommittee shall review sewage and stormwater collection, treatment, and disposal system replacement, recycling, and other relevant plans, programs, and policies ([Admin. Code Article XV, Sections 5.140 - 5.142](#)).

Members

Amy Nagengast, Chair (D8)
 Douglas Jacuzzi (D4)

Maika Pinkston (M-Enviro. Org)
 Moisés García (D9)

Michelle Pierce (B-Enviro. Justice)

D = District Supervisor appointed, M = Mayoral appointed, B = Board President appointed

London N. Breed
 Mayor

Anson Moran
 President

Newsha Ajami
 Vice President

Sophie Maxwell
 Commissioner

Tim Paulson
 Commissioner

Dennis J. Herrera
 General Manager

OUR MISSION: To provide our customers with high-quality, efficient and reliable water, power and sewer services in a manner that values environmental and community interests and sustains the resources entrusted to our care.



ORDER OF BUSINESS

1. Call to order and roll call at 5:32 pm

Members present at roll call: (4) Nagengast, García, Jacuzzi, and Pierce

Members Absent: (1) Pinkston

Staff presenters: Greg Norby, Emma Maack, Ryan Batjiaka, and Jonathan Wolf

Members of the Public: None

*Member Pinkston joined at 6:06 pm. Quorum maintained.

2. Approve [January 11, 2022](#) Minutes

Motion was made (García) and seconded (Pierce) to approve the January 11, 2022 Minutes.

AYES: (4) Nagengast, García, Jacuzzi, and Pierce

NOES: (0)

ABSENT: (1) Pinkston

Public Comment: None

3. Report from the Chair

- Welcome members, staff, and the public
- Welcome and introduction of new members District 4 representative Douglas Jacuzzi and District 9 representative Moisés García

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 (*2 minutes per speaker*)

Public Comment: None

5. Discussion: Update on Wastewater Enterprise Levels of Service, Greg Norby, Assistant General Manager; Emma Maack, Senior Administrative Analyst, Wastewater Enterprise

Introduction

AGM Norby gave a brief introduction on the meaning of the term Levels of Service (LOS). Norby clarified that the term has a pragmatic intent for this discussion. Norby stated that the framework that the

Wastewater Enterprise is using and under development contains widely recognized best industry practices, which connect customer interface and the services provided to consistent business plan metrics. Those metrics will then connect to the widely used industry framework, which is referred to as the EUM (Effective Utility Management) Framework. Most of the work to put the structure together and attract metrics has been led by Staff Maack. That, in turn, supports their tracking and progress assessment on their two-year business plan.

Presentation

- Update on WWE Levels of Service (LOS)
- Agenda
- Purpose of the LOS
- Effective Utility Management (EUM)
- WWE Version of EUM 10 Attributes
- Examples of draft LOS statements
- Examples of metrics associated with LOS
- WWE Key Metrics Report

Discussion

- **Chair Nagengast** asked whether the Levels of Service metrics and targets were intended to be met every year or every five years.

AGM Norby responded that they vary. Norby exemplified that overall treatment effluent to the bay or to the ocean would have different metrics and frequency than employee retention or development. might require a different frequency. The metrics vary in terms of time because some might be monthly, and some might be quarterly.

- **Chair Nagengast** asked whether these are big goals that will take ten years to achieve or are they goals that can be achieved within one to two years. Chair Nagengast then asked if she could be given a sense of duration in terms of when the goals could be achieved.

Staff Norby responded that many of these are perpetual metrics that do not have an end goal because they are repetitive business services. They are unlike a big capital project that has an end date. Most of the metrics they have developed so far, though, are recurring business metrics that are cyclical.

Staff Maack added that the targets they are working with consider annual cycles or specific metrics, such as how many miles of sewer the Wastewater Enterprise wants to inspect each year. The inspection project might change, and they might move the needle on the mileage of inspections per year. That would be more of a one-time effort to move the needle and not a recurring metric.

Chair Nagengast commented that it was helpful to know that these are annual metrics.

- **Member Jacuzzi** commented that it would be helpful for Staff Maack and AGM Norby to have slides that show how these metrics are displayed or graphed over time to see how they compared to last year, or the last five or ten years. Jacuzzi commented that it would be helpful to see how the metrics are monitored.

Chair Nagengast commented that Jacuzzi's suggestion would elevate transparency. Chair Nagengast added that it is important to note how the results are achieved for big and small projects over time.

- **Member García** asked whether the monthly reporting was shared among management or shared with the SFPUC Commission and if it would be added to the advance calendar.

AGM Norby responded that so far it has just been used with Wastewater management.

Staff Maack commented that they are planning to do an annual report at the end of this fiscal year.

AGM Norby commented that it will be the first time that the Wastewater Enterprise would be sharing this as an informational item with the Commission. AGM Norby would like to compare notes with other enterprises as well because they are all doing different things in that area. Norby added that the plan is to have the report available online when it is ready. Norby also commented that the effort of generating the metrics helps them see where they have gaps in their business information flow.

Member García commented that he has seen metrics for the SFPUC on datasf.org. There is not much there, but it is a place that he goes to for information that is not SFPUC related.

- **Chair Nagengast** asked if this is the first time that the Wastewater has had Levels of Service fulfilled.

AGM Norby responded that they have had Levels of Service for different forums since the early days of the system. The current effort is more detailed. The SSIP Levels of Service already existed and were big things like earthquake resiliency. They are now looking at Levels of Service at a much more granular, business process, customer centric level.

- **Chair Nagengast** commented that she was hoping for a bit of translation between Levels of Service she had heard about before and this. Chair Nagengast asked why this came up now and what challenge are they trying to solve that prompted this effort six months ago.

Staff Norby responded that it has been in the works for quite a while, but it has just been tough to get a bit of traction on it because the last couple of years have been a roller coaster. They had been working on this in one form or another close to three years. They made a big decision to shift their business planning to the OKR (Objective Key Results) framework. Once they had another generation of the two-year business plan under their belt using the OKRs and the business strategy team that Staff Maack and others are members of, they decided this was a framework that would work well for them, which is why they decided to build it.

Chair Nagengast commented that she was curious about the level of effort it took to put this together. It sounds like they have done this every month and are the ones leading it.

Staff Maack responded that she was just in a meeting earlier that day about the version 2.0 of this for next year to see what they can automate to remove some of that effort. They have a consultant who has been doing much of the leg work on the aggregation because they have been working with an excel workbook format that requires tinkering. Each of the data providers who provided data across the whole enterprise are doing their own number crunching to get the number that goes into the report at the end. For some of those folks, it can be hours of their time each time to crunch those numbers and do the quality assurance to provide that. In total, it could be tens of staff hours at a minimum. That is part of the reason why they wanted to shift to the frequency to quarterly.

- **Chair Nagengast** provided a link to SFO's zero-annual report https://www.flysfo.com/sites/default/files/2021_Zero_Annual_Report.pdf. Nagengast then asked when the Wastewater CAC should follow up on the Levels of Service report or dashboard.

AGM Norby responded that the end of the first quarter of the upcoming fiscal year would be a good time.

Public Comment: None

6. Presentation and Discussion: [Update to the CAC on PFAS, Microplastics, and BPA](#), Ryan Batjiaka, Resource Recovery Specialist, Wastewater Enterprise

Presentation

- Update to the CAC on PFAS, microplastics, and BPA
- PFAS – Background
- PFAS
- PFAS – R2
- PFAS – Source Control
- PFAS – Legislation, producer phase outs, consumer awareness
- Microplastics – Background
- Microplastics – Measurement
- Microplastics – Methods and Strategy
- BPA

Discussion

- **Chair Nagengast** asked whether the SFPUC has an advocacy arm and if the SFPUC submitted any comments to the bills on PFAS.

Staff Batjiaka responded that the SFPUC submitted comment letters to Bills related to PFAS. CASA (California Association of Sanitation Agencies) is the co-sponsor of Bill 2247 (disclosure) and they are the SFPUC's regulatory advocate. The SFPUC has also tried to reach out to other organizations who might have an interest in supporting these bills and asked them to submit letters of support.

- **Member García** asked for the PFAS related bill numbers and if the Mayor, Board of Supervisors, or the SFPUC have taken positions on those bills.

Staff Batjiaka responded that AB 2771 is legislation for cosmetics, AB 1817 is legislation for textiles, and AB 2247 is the disclosure law. The

Bills related to cosmetics and textiles would be great for the health of California, and the disclosure law would allow people to make their own decisions about how much PFAS (Polyfluorinated Alkyl Substances) they want to be exposed to. It would also allow states to understand how much PFAS exists as it is not being measured.

- **Member Jacuzzi** commented that Staff Batjiaka mentioned a partitioning of the PFAS between the effluent and the biosolids. Jacuzzi then asked if that is good because the biosolids are more easily controlled than effluent which is released to the ocean.

Staff Batjiaka responded that it would be hard to say where it would be better for it to go because the biosolids are a valuable resource and are used as a fertilizer. They would not want to see the PFAS in either the effluent or the biosolid. In terms of them partitioning, the microplastics will partition to biosolids preferentially. For the PFAS compounds, it depends on the specific compounds whether they will be more likely to concentrate in the biosolids or the effluent. The longer chain compounds might be more likely to end up in the solids fraction, but there will still be some in the effluent. The shorter chain compounds might be more likely to end up in the effluent. The chain length is the number of carbon atoms. The longer chain PFAS and PFOAs (Perfluorooctanoic Acid) have been banned or phased out.

Member Jacuzzi commented that the presentation mentioned tire particles and asked if SFPUC monitors roofing material degradation.

Staff Batjiaka responded that the SFEI (San Francisco Estuary Institute) reports are accessible, and Staff Batjiaka offered to share these reports that try to identify the source of these compounds. In the storm water, the majority is tires. The method is not great, but there were so many of these tire fibers that were distinct from everything else, so they were able to pinpoint that. They might mention something about roofing materials in their report, but Staff Batjiaka was not sure. In terms of the wastewater, it is far away different types of synthetic fibers, which makes sense because of washing machines and their input into the wastewater treatment plant.

Member Jacuzzi commented that he is interested in finding whatever he can on degrading roofing materials and the particles that are ending downstream.

Staff Batjiaka responded that it goes to green infrastructure. Whenever there is a drainpipe that is tied directly to the sewer system, it is a shame. The water could be well used in local landscaping around that building. It is not great for that material to go anywhere, but it would be better for it to be transported further from the building rather than reaching the bay or treatment plant when it is captured right there.

Member Jacuzzi responded that that is a debatable concept, but it is a conversation for another time. Jacuzzi added that Westside Water Resources does silicone roof coatings because the silicone is not affected by the UV rays.

Staff Batjiaka responded that not having the problem in the first place would be the best course of action.

- **Member García** asked for more information on the Bills that address PFAS.

Staff Batjiaka responded that he could work with Staff to retrieve and share the letters.

- **Chair Nagengast** asked when the Wastewater Subcommittee should follow up on this topic.

Staff Batjiaka responded that the SFPUC address these issues on its own. It is all about building coalitions, figuring out who else has shared interests, to then approach the State legislature and ask for action via regulation or legislation.

Public Comment: None

7. Staff report

The CAC will continue to meet remotely until new guidance from the Mayor.

Public Comment: None

8. Future Agenda Items and Resolutions

- Upper Islais Creek Watershed Study Update – *tentatively* July
- Wastewater Training – *tentatively* July
- Level of Service Goals Update and Annual Report
- Regulation and Legislation for PFAS, Microplastics, and BPA
- Westside Water Resources Presentation – *tentatively* September
- Floodwater Grant Program
- Treasure Island and Wastewater
- Southeast Treatment Plant Update
- Nano plastics in the Bay – Monitoring
- Environmental Justice Analysis briefing
- Environmental Justice in Capital Projects
- Watershed Stewardship Grants
- Next Generation Green Infrastructure
- Racial Equity Plan – Funding to Support the Plan
- Job Creation at the Plant – City Works and Apprenticeship Program
- Wastewater CAC staff
- Asset Management Integration – Wastewater policy and capital projects
- Green Infrastructure Program and Resolution Update
- Wastewater Communications Update
- Stormwater Management Ordinance and the Southeast Treatment Plant
- Upcoming Construction
- Workforce Programs and Qualifications
- Treasure Island Field Trip

Adopted Resolutions for Follow Up

- Resolution in Support of SFPUC Class A Biosolids Local Distribution Program [adopted August 21, 2018](#)
- Resolution in Support of Cityworks Interns Recommendations [adopted on November 21, 2017](#)
- Resolution in Support of Equitable Green Infrastructure Implementation throughout the Southeast Sector of San Francisco and throughout the City [adopted on June 20, 2017](#)
- Resolution Urging SFPUC Commission to Initiate Planning and Environmental Review for Building a New Community Center at Third

and Evans and to Direct Staff to Develop an Interim Greenhouse Environmental and Workforce Development Program [adopted on October 18, 2016](#)

- Resolution Supporting the SFPUC to Conduct Robust Community Engagement to Determine the Community's Preference for Remodeling Southeast Community Facility at 1800 Oakdale or Building a New Community Center at 1550 Evans [adopted on January 19, 2016](#)

Public Comment: None

9. Announcements/Comments Visit www.sfpuc.org/cac for final confirmation of the next meeting date.

- **Chair Nagengast** mentioned an upcoming public workshop: [Making Conservation a Way of Life: How forthcoming efficiency standards may impact local wastewater management](#). Chair Nagengast added that she will engage with SFPUC staff to schedule a presentation on this topic.

Public Comment: None

10. Adjournment

Motion was made (Nagengast) and seconded (Jacuzzi) to adjourn the meeting.

Meeting was adjourned at 6:54 pm.