

**San Francisco Public Utilities Commission (SFPUC)  
Citizens' Advisory Committee (CAC)**

**MEETING MINUTES**

**Tuesday, June 19, 2018**

**5:30 p.m. – 7:00 p.m.**

**525 Golden Gate Ave., 3<sup>rd</sup> Floor Tuolumne Conference Room**

**Mission:** The purpose of the SFPUC CAC is to provide recommendations to the SFPUC General Manager, the SFPUC Commission, and the Board of Supervisors regarding the agency's long-term strategic, financial, and capital improvement plans ([Admin Code 5.140-142](#)).

**Members:**

**Amy Zock (D3)**

Wendy Aragon, Chair (D1)

Suki Kott (D2)

Jim McHugh (D4)

Ted Loewenberg (D5)

Matthew Steen (D6)

Jasmine Conrad (D7)

Amy Nagengast (D8)

Ernesto Martinez (D9)

Anietie Ekanem (D10)

Jennifer Clary (D11)

Maggie Thomas (M-Env.Group)

Nicole Sandkulla (M-Reg'l Water Customers)

Mark Tang (M-Eng./Financial)

Nathaniel Kinsey (M-Lg Water User)

Owen O'Donnell (B-Small Business)

Misty McKinney (B-Env Justice)

M = Mayoral appointment, B = Board President Appointment

Staff Liaisons: Tracy Zhu, Alexandra Johnson

**ORDER OF BUSINESS**

1. **Call to order and roll call:** The meeting was called to order at 5:33

**Members present at roll call: (11)** Zock, Aragon, Kott, Steen, Nagengast, Clary\*\*, Thomas, O'donnell, Ekanem, Kinsey, McKinney

**Members Absent: (6)** Conrad, Martinez, Tang, Loewenberg, McHugh, Sandkulla

**Members of the public:** None

2. **Approve [May 15, 2018](#)** Meeting Minutes

Motion was made (O'Donnell) and seconded (Kott) to approve [May 15, 2018](#) meeting minutes.

AYES: (11) Zock, Aragon, Kott, Steen, Nagengast, Clary, Thomas, O'Donnell, Ekanem, Kinsey, McKinney

NOES: (0)

ABSENT: (6) Conrad, Martinez, Tang, Loewenberg, McHugh, Sandkulla

**Mark Farrell**  
Mayor

**Ike Kwon**  
President

**Vince Courtney**  
Vice President

**Ann Moller Caen**  
Commissioner

**Francesca Vietor**  
Commissioner

**Anson Moran**  
Commissioner

**Harlan L. Kelly, Jr.**  
General Manager

\*\* Member arrived after roll call.

**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.



**\*\*Member Clary arrived at 5:53pm, quorum maintained.**

3. **Report from the Chair** - Chair
  - Welcome members of the public and staff
  - Annual CAC Leadership Retreat in late July
  - Annual CAC Member Survey
  - Full CAC Meeting for July will be cancelled
4. **Public Comment:** None.
5. **Presentation and Discussion:** [Evaluation Process for Community Benefits](#), Alexandra Johnson, Budget and Strategic Planning Analyst, Community Benefits, External Affairs

**Presentation Topics:**

- Evaluation Process
- Presentation Objectives
- Mission Statement
- Why Evaluate
- History
- Identifying Metrics
- 250+ Ways to Measure Performance
- Education
- Youth Workforce
- Art
- Land Use

**Discussion Summary:**

- *Member Ekanem* stated that he would like to see total spending on projects as well as the number of people who are being served. *Staff Johnson* responded that investment data are currently being used only as an internal tool.
- *Member Ekanem* informed the committee that District 10 would like to see a Return on Investment (ROI) measurement metric for programs.
- *Member Clary* asked how to measure education metrics and wanted the metrics to capture what programs have accomplished. *Member Johnson* responded that it's difficult to track interns and informed the committee about the potential of tracking through the LinkedIn accounts.
- *Member Clary* asked for an art metric that displayed where the artists were from. *Staff Johnson* replied that it's difficult to track artists and see where they are currently living. She informed the committee that they will implement this information moving forward by getting the data upfront rather than retroactively.
- *Member Aragon* asked how to engage communities more who are impacted by land use. *Staff Johnson* responded that there is data in other departments that shows that information
- *Member O'Donnell* asked about metrics that show air and water quality in the Bayview. *Staff Johnson* responded that metric is being developed by Environmental Justice, and they do not have the data yet.
- *Member O'Donnell* pointed out that the education programs only focused on youth. He stated that he wanted to see more education opportunities for adults seeking re-entry into the work force (e.g. released prisoners).

*Staff Johnson* acknowledged that the Community Benefits strategy focuses on youth and pointed out that there are other departments that focus on the issue of adults.

- *Member Steen* asked if census tracts were being looked at. *Staff Johnson* answered that only zip codes or districts are used.
- *Member Steen* expressed a desire to see program expenditure and proposed budgets as well as a metric for addition or subtraction from the urban forest canopy.
- *Member McKinney* wanted to see metrics regarding program longevity. She cited the example of concrete being paved over gardens a few years after the gardens were installed as a part of community benefits program. *Staff Johnson* responded that they are tracking the use of the Big Ideas curriculum in schools.
- *Member Thomas* expressed curiosity about the absence of climate change in the presentation. Furthermore, she asked about how Community Benefits will adapt once data are collected in order to create the best metrics possible. *Staff Johnson* stated that climate change is on their radar but is the focus of Environmental Justice and that the implementation of data changes were currently in progress.

6. **Presentation and Discussion:** [2020 Strategic Plan Update](#), Grace Kay, Senior Special Projects Analyst, External Affairs

**Presentation Topics:**

- Strategic Planning Process Overview
- Mission, Vision and Values
- Strategic Goals
- Elements to our Strategic Plan
- Implementation Structure
- Performance Measurement Development
- Goal Statement and Key Concepts
- Alignment Efforts

**Discussion Summary:**

- *Staff Kay* asked, "Are these performance measures on track to ensuring the agency meets its Strategic Plan Goals?"
- *Member Ekanem* pointed out that smell and odor were important metrics for District 10 given its proximity to the Southeast treatment plant. Also asked for an air quality comparison relative to California state wide metrics.
- *Member O'Donnell* inquired about getting a metric that measures how citizens are reducing their personal Carbon Footprint
- *Member Nagengast* proposed the use of marketing metrics such as click rate and open rate as new ideas to reach out to public.
- *Member Kinsey* suggested that there should be a Hetch Hetchy power and CleanPower SF combined metric.
- *Member Clary* expressed concern over the goals and lack of progress in the 2020 strategic plan metrics. She would like to see baseline information to understand if proposed measures are adequate. *Staff Zhu* responded that the slides were not meant to be comprehensive data as there were many other SFPUC operatives not depicted there.
- *Member Clary* declared that there was not enough information of engagement and expressed her to desire to understand why certain items are high priorities.

*Staff Tracy* stated that this plan is publicly available to inform the public and depicts what the executive team has identified as priorities.

- *Member Kinsey* suggested that the baseline section of data could be changed to baseline in development to help with confusion.
- *Member Ekanem* pointed out the importance of identifying the makeup of the Kinder to Career pipeline as well as keeping track of who is leaving government jobs.

#### 7. Staff Report

- New CleanPowerSF website ([www.cleanpowersf.org](http://www.cleanpowersf.org)) and outreach for upcoming enrollment of commercial customers
- 2019-2022 Water Rates, Wastewater Rates, and Revised Capacity Charges will go into effect July 1, 2018

#### 8. Future Agenda Items and Resolutions

- CAC Leadership Retreat (TBD July)
- CAC Annual Survey Results (tentative August)
- Biosolids Resolution (August)
- Southeast Community Facility
- Agency-wide Planning on Climate Change and Climate Adaptation Planning
- SSIP Resolution City Works
- Groundwater Resolution
- Human Resources
- Contracting Process
- Communications/ Website Redesign
- Education Resolution
- Social Impact Partnerships
- PUC Properties and City Department Partnerships
- Water Equity and Water Access for Homeless
- Workforce Programs
- Water Rights and Raker Act
- Water Use and Parks
- Flooding Protection
- Water Quality Report

9. **Announcements/Comments** – The next meeting for the Full CAC will be on August 21, 2018. Check [www.sfwater.org/cac](http://www.sfwater.org/cac) for the next scheduled meeting.

#### 10. Adjournment

Motion was made (Aragon) and seconded (Steen) to adjourn the meeting.

Meeting was adjourned at 7:23pm