

**APPROVED MINUTES
SOUTHEAST COMMUNITY FACILITY COMMISSION
Wednesday, May 28, 2025
6:00 P.M.**

1. **Land Acknowledgement:** *Chair Posey* read the Land Acknowledgement.
2. **Call to Order and Roll Call:** *Chair Posey* called the meeting to order at 6:03 p.m. and staff called roll.
Present: *Chung, Fromer, Mezie, Posey, Windley*
Excused: *Tran*
3. **Adoption of Minutes:** April 23, 2025
Moved: *Windley* **Second:** *Chung*
Ayes: *Chung, Posey, Mezie, Fromer, Windley*
The minutes for April 23, 2025, were adopted.

4. **General Public Comment:**
None.

5. **Report of the Chair:** (*Fromer*)
Chair Posey welcomed the community and provided information regarding the restructuring of the Committees as follows:

Chair Posey appointed Commissioners Chung, Fromer, and Posey to the Facility & Design Advisory Committee. The committee will meet on the 2nd Thursday of each odd numbered month i.e. January/March/May/July/September/November

Chair Posey appointed Commissioners Windley, Mezie, and Tran to the Community Programs Advisory Committee. The committee will meet on the 2nd Thursday of each even numbered month i.e. February/April/June/August/October/December

Public Comment: None.

6. **Access Program Impact Report:**
Thedo Butler, Digital Career Navigator, Five Keys Schools & Programs introduced Jenny Rubio, Digital Equity Program Manager of the Access Program administered by Five Keys Schools & Programs.

Ms. Rubio said the program was born because too many southeast residents lack internet access and basic tech skills. This digital crisis blocks access to essential needs such as jobs, education, housing applications, benefits, and healthcare. The Access Program is a free, community-based digital equity initiative that offers digital literacy classes, career training, tech access, and one-on-one support.

For a copy of the full presentation please contact cvaughn@sfwater.org.

Questions and Comments from Commissioners:

The Commissioners thanked the presenters for their report and asked if additional language support would be provided?

Daniel L. Lurie
Mayor

Damien Posey
Chair

Dr. Gina Fromer
Vice-Chair

Karen Chung
Commissioner

Chika Mezie
Commissioner

Marlene Tran
Commissioner

Vacant
Commissioner

Vacant
Commissioner

Emily Pharr
Executive Director

Carla Vaughn
Commission Secretary



- Access Program staff responded they offer limited programming in Cantonese, and they work with senior members of the community to ensure they're not victims of online scams.

Commissioners asked how long does it take to comfortably use the internet?

- Access Program staff responded 2 or 3 sessions are needed to comfortably introduce community members to the computer. The sessions are approximate 1.5 hours each.

Commissioners commented the program is wonderful and they wanted to know about the availability of the classes. The commissioners suggested visiting churches or community centers to get the word out about the program.

- Access Program staff responded they provide outreach to the community and pass out flyers whenever possible.

Commissioners suggested increasing outreach efforts and they offered to support the program.

Public Comment:

Queen Vanessa, community member thanked the presenters for the program. She expressed her support for the program and offered to help to get the word out to the public.

7. **SFPUC Customer Assistance Program (CAP) and updates on Resumption of Shut Offs and Lien Collections**

Deidre Andrus, SFPUC, Customer Services Director provided information and updates as follows:

- Background of the Shut Offs and Lien Collections
- Customer Assistance Program Update
- Four-year Arrearage Financial Impact
- Customer Support Timeline (2020-2025)
- Extenuating Circumstance Exemption
- Customer Assistance Past and Current
- Current Resumption Highlights

Ms. Andrus reported the water service requirement of the California Health and Safety Code Section 116900 adopted by SFPUC Resolution #19-0237 was discontinued December 2019. In March 2020 late payment penalties were suspended along with shut offs of water service for non-payment. In May 2020 temporary emergency relief was provided due to COVID and in July 2020 the moratorium was extended. Additional moratorium extensions were provided in February and September 2022. In July 2023 there were changes in the CAP program that allowed tiered discounts. Eligibility was determined by 30-40% area medium income, as well as an extenuating circumstance exemption requirement. In March 2025 collection and shut offs for non-payment resumed.

Post enrollment verification was required by February 2025 and denial letters were implemented in August 2024. This work was started without a Customer Assistance Program Administrator, however Dr. Dela Morris was recently hired and started in the position in May 2025.

The Customer Assistance Program is funded through nonrevenue funds and the data is driven through focused strategies. The program explores additional support for vulnerable populations through Federal, State, and local funding. There is a plan to develop nonprofit partnerships and to find and align customers with available resources. Programs will be tailored to seniors and veterans.

For a copy of the full presentation please contact cvaughn@sfwater.org.

Questions and Comments from Commissioners:

Commissioners had questions regarding who was held responsible for subsequent payments and are there any options for the consumer other than shut offs?

- SFPUC staff responded liens were sometimes issued.

Commissioners asked questions regarding the maximum income requirements and where the information could be found?

- SFPUC staff referenced the following website:
<https://www.sfpuc.gov/accounts-services/bill-relief/customer-assistance-program-waterwastewater>

Commissioners suggested partnering with the Access Program to provide information about the CAP program to more community members.

Commissioners asked how someone would pay a giant bill that had accrued and what the payment plans might look like?

- SFPUC staff responded the payment plans would vary based on the individual need.

Commissioners asked about the percentage of applications approved or denied through the CAP program?

- SFPUC staff responded that as of April 30, 2025, enrollment had reached 8,142 and 1,307 had been denied.

Public Comment:

Members of the public asked if payments could be made online?

- SFPUC staff said there is currently a challenge in this area.

Executive Director Pharr asked about the application process to apply for the Customer Assistance Program.

- SFPUC staff said the application process is online and the verification is just starting. There will be various ways to look at the verification of income.

In closing Ms. Andrus offered to return in 6 months and provide an update

8. SECFC Executive Director's Report

Emily Pharr, Executive Director reported the community center hosted 104 events in May with approximately 3,900 plus visitors. The investigation regarding the source of where the water leakage is coming from in the Alex Pitcher Pavilion is ongoing. The lights for the sculpture should arrive in the middle of June and will be installed at that time.

Questions and Comments from Commissioners: None

Public Comment: None.

9. Future Agenda Items Initiated by Commissioners

Commissioners advised they were interested in hearing back from the SFPUC CAP program in 6 months with an update that would include a through outreach plan.

They also want to extend an invitation to Mayor Daniel Lurie.

Commissioners requested sending an invitation to SFMTA to provide information regarding the Bayview Transportation plan. With so much construction happening in the community there needs to be a transportation plan.

Commissioners said the invitation to Mayor Lurie should include a request for information regarding his budget and the plans for District 10 to support the plans for homeless shelters in the community.

Commissioners noted the community was talking about the new housing developments that were breaking down. Residents were not able to go up and down the elevators and this directly affects the elderly and community members with disabilities.

Questions and Comments from Commissioners:

Commissioners said they would like to see more community presence on social media.

Public Comment: None.

10. Announcements

Commissioners announced various Juneteenth events in District 10 and throughout the City.

Commissioner Mezie announced there will be an event to teach community members how to expunge their records as well as an introduction into the Electricians Union on June 26.

Questions and Comments from Commissioners: None.

Public Comment: None.

11. Adjournment

The meeting adjourned at 7:50 p.m.

The next meeting of the Southeast Community Facility Commission will be Wednesday, June 25, 2025.

Carla Vaughn, Commission Secretary