

# Community Benefits Annual Report Fiscal Year 2021-2022



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# Community Benefits Annual Report

## Fiscal Year 2021-2022

### Executive Summary

#### Community Benefits

At the San Francisco Public Utilities Commission, our mission is to provide our customers with high quality, efficient and reliable water, power, and sewer services in a manner that is inclusive of environmental and community interests, and that sustains the resources entrusted to our care. We strive to be a good neighbor and we work to support a healthy environment and create vibrant communities. We are proud to be the first utility in the nation to pass Environmental Justice (2009) and Community Benefits (2011) policies that demonstrate our responsibility and commitment to serving community. These two forward-thinking policies have formed our Community Benefits Division. In recent years, our agency also passed the Racial Justice Resolution (2020), which condemns systemic racism and promotes racial justice for Black, Indigenous, and People of Color (BIPOC) staff and communities.

Our Community Benefits team created this Annual Report for our valued stakeholders to build awareness of our programs and communicate the positive impact these programs and partnerships can have on our communities. This report is one of the many ways our Community Benefits team is dedicated to excellence, transparency, and accountability in a manner that's measurable and accessible to our stakeholders.

#### Program Areas

Our robust program areas fulfil the outcomes outlined in our Community Benefits policy:

- **Southeast Community Center** – Built to honor a cultural and historical legacy in the Bayview neighborhood, the Southeast Community Center is a local resource-hub that promotes the health, well-being, cultural, educational, and financial empowerment of southeast residents. This year, we supported the City's COVID-19 response and recovery efforts and opened

the new, LEED Gold-certified, state-of-the-art Southeast Community Center at 1550 Evans.

- **Arts** – To implement the City and County's 2% for the Arts Ordinance, we partner with local artists that have meaningful connections to the communities we serve and are inspired by the rich history of San Francisco and beyond. This year, we installed **40 artworks by 30 artists** at the Southeast Community Center with each piece having a meaningful connection to the Bayview neighborhood.
- **Environmental Justice and Land Use** – We advocate for environmental justice across San Francisco to raise awareness, address inequities, and celebrate diverse cultures while stewarding our natural resources. We partner with community organizations to transform underutilized SFPUC properties through secondary land uses. This year, we advanced environmental justice in SFPUC and citywide policies, plans and programs in areas such as climate change and green infrastructure.
- **Education** – We provide free environmental education and learning opportunities so that all youth can be active participants in stewarding natural resources. Our field trips at College Hill Learning Garden have been a transformative experience where youth of all ages learn about watersheds, food systems, habitats and much more. This year, we hosted **34 field trips** reaching **19 K-12th grade classes** from **10 San Francisco schools**. Our SFUSD Water, Power, Sewer themed science curricula reached **40,142 K-12 students taught by 1,623 teachers**.
- **Youth Workforce** – We prepare youth and young people to for careers in government and the utility industry by providing opportunities in various engaging workforce programs. We aim to cultivate a skilled and diverse workforce through our partnerships with the school district and a multitude of community organizations. This year, our partnership with John O'Connell High School provided **284 students** with career

exposure and education on water, power, and sewer concepts.

- **Social Impact Partnerships** – This unique program is a collaboration across public, private, and nonprofit sectors to transform communities throughout our service area. Firms doing business with SFPUC partner voluntarily participate to fund the program. This year, **25 firms provided a total of \$431,480 in financial contributions, \$4,316 in in-kind donations, and 2,081 in volunteer hours** directly to schools and organizations to assist communities in overcoming systemic disparities by providing opportunities in education, jobs, environmental justice, housing, and small business support.

## Agency-wide Partnerships

Our team also collaborates with other groups across the SFPUC on a variety of initiatives and programs that advance racial, social, and environmental justice:

- **Racial Equity and Justice** – Guided by the SFPUC [Racial Justice Resolution](#) and the SFPUC's [Racial Equity Action Plan](#), our agency has been working to advance and implement Racial Equity (RE). The Community Benefits team has provided core support for this critical work, ensuring that long-term resourcing is in place and that there is support of cross-functional collaboration.
- **Affordability and Access** – In partnership with the Financial Justice Project, our Community Benefits team developed and launched the Customer Affordability and Arrearage Management Pilot Program (CAAMPP). This 6-month pilot program provided steep discounts—**up to 90% off**—on water and wastewater bills for eligible customers with low incomes. With support from grant funding, the SFPUC was able to **forgive \$25,084.25 in customer debt**. Community Benefits staff participates in SFPUC workgroups on the affordability and accessibility of our services, such as the Customer Assistance Program (CAP) to assist low-income customers.

## Staying Engaged

Our report is one of the many ways we'd like to stay connected to our community and stakeholders. We invite everyone to stay connected and join our mission to advancing Community Benefits and Environmental Justice for all.

Email our team: [CommunityBenefitsOutreach@sfpuc.org](mailto:CommunityBenefitsOutreach@sfpuc.org). Follow us on social media @MySFPUC

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# A Message From Our Leadership

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With much appreciation and excitement, it is a pleasure to share our Community Benefits Annual Report with you. It is a privilege to work at an agency that honors and celebrates our communities. Serving community is the heart of public service, and it's the thoughtful programs run by our Community Benefits team that elevate our agency's impact to the next level.

I would like to acknowledge that we couldn't have done this fantastic work alone. It is the partnerships and collaborations with community members, organizations, nonprofits, firms, government agencies and beyond that have contributed to our success. Partnership with and accountability to our stakeholders is one of the many reasons our communities thrive.

As an agency, we are committed to being a "utility of the future" and are driven by innovation that has the power to transform everyone's day-to-day lives. Each and every one of our staff are champions in advocating for equitable access to our services

and programs. Whether that's by educating youth across our service area about the natural resources entrusted to our care, building a pipeline of talent for careers in the utility industry, investing in a state-of-the-art community center, ensuring equitable access to gardens and green spaces, engaging with communities and local artists to design our public art, or collaborating across sectors to strengthen our impact — every day we strive for excellence in achieving our mission to provide water, power, and sewer services while centering equity, inclusion, and justice. This is just the tip of the iceberg into what our agency does, and I am filled with joy, admiration, and excitement to share more with you.

With my sincerest gratitude, thank you for reading,

A handwritten signature in blue ink that reads "Dennis Herrera". The signature is stylized and fluid.

General Manager, Dennis Herrera

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# About Community Benefits



## Our History

At the San Francisco Public Utilities Commission (SFPUC), we strive to be a good neighbor and we work to support a healthy environment and create vibrant communities. We are proud to be the first utility in the nation to pass [Environmental Justice](#) (2009) and [Community Benefits](#) (2011) policies that demonstrate our responsibility and commitment to serving community. These two forward-thinking policies have formed the Community Benefits Division that we have today. In recent years, our agency also passed the [Racial Justice Resolution](#) (2020), which condemns systemic racism and promotes racial justice for Black, Indigenous, and People of Color (BIPOC) staff and communities.

These three policies are a guiding framework for our agency to achieve our goals in advancing social, environmental, and racial equity. Our Community Benefits team is passionate about our work and determined to ensure the fair treatment of people of all races, cultures, and incomes. We advocate for justice and strongly believe that no group of people should bear a disproportionate share of negative

environmental consequences resulting from our operations, programs, or policies. But mitigating negative consequences is not enough - we must also make positive impacts in our communities that are responsive to community needs.

## Our Mission

At the SFPUC, our mission is to provide our customers with high quality, efficient and reliable water, power, and sewer services in a manner that is inclusive of environmental and community interests, and that sustains the resources entrusted to our care. Our Community Benefits programs are intentionally designed and connected to our purpose as a utility agency. Whether that's providing career awareness and training in the utility industry, educating community members of all ages on how to care for our environment, transforming under-utilized land into vibrant learning gardens and community centers, or increasing private contractors' commitments to community, these programs further our mission, deepen our impact, and demonstrate our commitment to being a good neighbor.



## About Our Report

Our Community Benefits Annual Report timeframe is aligned with the City and County of San Francisco's Fiscal Year 2021-2022 which covers July 1, 2021 to June 30, 2022. Our report highlights the programs, activities, partnerships, and accomplishments of our team during this timeframe. This report is one of many ways our team aims to be accountable to and transparent with our stakeholders and ratepayers. Our hope in sharing this report is to educate and inspire our readers with a transformative vision and to illuminate the responsibility an anchor institution has on the environment and community.

## Our Priorities

The Community Benefits team has many ambitions, and this year was no exception. A top priority for our team was the planning and preparation for opening our new Southeast Community Center located at 1550 Evans Avenue in the Bayview neighborhood of San Francisco. The Southeast Community Center (SECC) is a hub for a variety of community benefits programming and is designed to promote the health, well-being, cultural, educational, and financial empowerment of San Francisco's Southeast residents. The SECC is an asset to our community that we're proud to see come to life.

As our team evolves over the years, another priority for us is making sure we have the adequate systems, procedures, operations, and staff support to effectively achieve our goals in the long run. We had many internal initiatives that made us more efficient administratively and improved our processes to successfully deliver on our programs.



## Our Upcoming Goals

In the future, we aspire to strengthen our ability to expand our partnerships and programs. We can't do this work alone so our ability to collaborate with like-minded partners is key to increasing our social impact.

Working for a large multifaceted government utility agency has its own unique challenges and complexities. It is an ongoing commitment for our team to be proactive and responsive to the needs of our stakeholders and governing bodies. We will continuously provide our staff with the right tools, techniques, and resources to deliver on our programs while fulfilling our legal and regulatory obligations.



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# Our Program Areas

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Each of our Program Areas are committed to implementing and achieving the outcomes and goals stated in our Community Benefits and Environmental Justice Policies.



## Southeast Community Center

A local resource-hub built by a historical legacy and vision



## Education

Environmental education in water, power, and sewer concepts



## Art

Connecting public art to people and place



## Workforce

Preparing youth for careers in government and the utility industry



## Environmental Justice and Land Use

Centering culture and justice while stewarding our natural resources



## Social Impact Partnerships

Collaboration across public, private, and nonprofit sectors, and unions to transform communities throughout our service area





# Southeast Community Center

## A Cultural Legacy



## The Legacy

Our agency has a commitment to fostering meaningful partnerships with the communities in our service areas, and the Southeast Community Facility (SECF) at 1800 Oakdale Avenue is our most visible example of that commitment.

The SECF was born out of the Southeast Mitigation Agreement, which established the community facility to mitigate the adverse environmental and social impacts of constructing the Southeast Water Pollution Control Plant and its expansion projects during the 1970s and 1980s. The Mitigation Agreement was the result of community activism in Southeast communities and is an extraordinary example of what civic engagement can achieve.

In 1987 the SECF was established to serve as a local resource hub and honors the historical legacy of community and civil rights activists known as “The Big Six.” The Big Six led the movement for our community facility and we proudly say their names:

Alex Pitcher, Harold Madison, Ethel Garlington, Dr. Espanola Jackson, Shirley Jones, and Eloise Westbrook.

The SECF Commission is a seven-member, mayoral-appointed leadership body that provides community feedback to the SFPUC and San Francisco Board of Supervisors. We are privileged to receive the SECF Commission’s guidance on strategic, financial, and capital improvement plans, programming, and operations for the SECF.

## A Year in Transition

Fiscal Year 2021-22 was a transitional year for the SECF. In addition to supporting the City’s COVID response and recovery efforts, we were eagerly engaged in multidisciplinary work that would ensure the new center at 1550 Evans would be well-positioned to open in the Fall with meaningful programming and operational capacity.

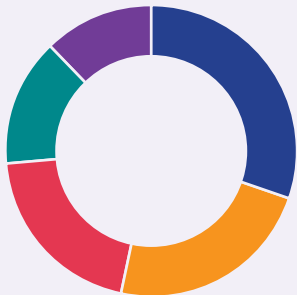
## Covid-19 Response and Recovery

Our partnerships are the key to the success of the Southeast Community Facility (SECF). Since 2020, the SECF at 1800 Oakdale Avenue has partnered with the San Francisco Department of Public Health, Rafiki Coalition, Young Community Developers, Latino Task Force, Mega Black, and other local nonprofit partners to help provide COVID-19 testing and vaccinations, workforce development programs, food accessibility, and housing services for the community. It can be a challenge for Southeast communities to access essential services, but our partnerships have helped our neighbors by removing barriers.



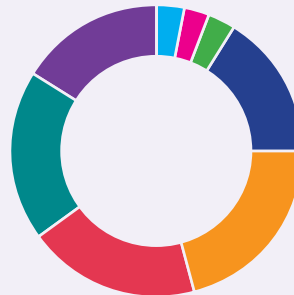
Southeast Community Center Executive Director, Emily Rogers-Pharr, receiving her COVID-19 vaccine at SECF.

## From 2020 to 2022, 10,400+ COVID-19 vaccines were administered at SECF!



Ethnicity

Ethnicity	% of Vaccines	# of Vaccines
Asian	30%	3,143
White	23%	2,452
Hispanic	20%	2,140
Other	14%	1,430
Black	12%	1,304



Age Range

Age Range	% of Vaccines	# of Vaccines
6 months - 4	0.1%	14
5 - 11	3%	365
12 - 15	3%	351
16 - 19	3%	295
20 - 29	16%	1,637
30 - 39	21%	2,215
40 - 49	19%	1,960
50 - 59	19%	1,937
60+	16%	1,697

## Getting Ready for the Big Move

The new Southeast Community Center (SECC) at 1550 Evans Avenue is a hub for the local community to gather, learn, play, and grow. This partnership between San Francisco’s Southeast communities and the SFPUC is designed to promote the health, well-being, cultural, educational, and financial empowerment of residents in Southeast neighborhoods.

SECC is more than just a beautiful building. The SECC is a vibrant and highly activated center that serves as a landmark for the Bayview community – put simply, it’s the place to be.

Our Southeast Community Center team has worked hard to ensure the new center would open on time and was ready to serve the community. To build that vision, we conducted a series of extensive engagement campaigns to learn about the programming and amenities community members expected to see at the new center. Our approach included several surveys, community meetings,

door-to-door interviews, and 60+ construction site tours for community members and other local organizations. These outreach and engagement efforts kept our community informed about our progress with the new center; we created buzz and the community was hyped! In all, we reached more than 1,000 community residents and organizations throughout the 3rd Street corridor. We used the information gathered from our robust community engagement efforts to inform a meaningful program framework, strengthen partnerships with stakeholders, and to meet the community's self-determined needs.

## Outreach and Engagement



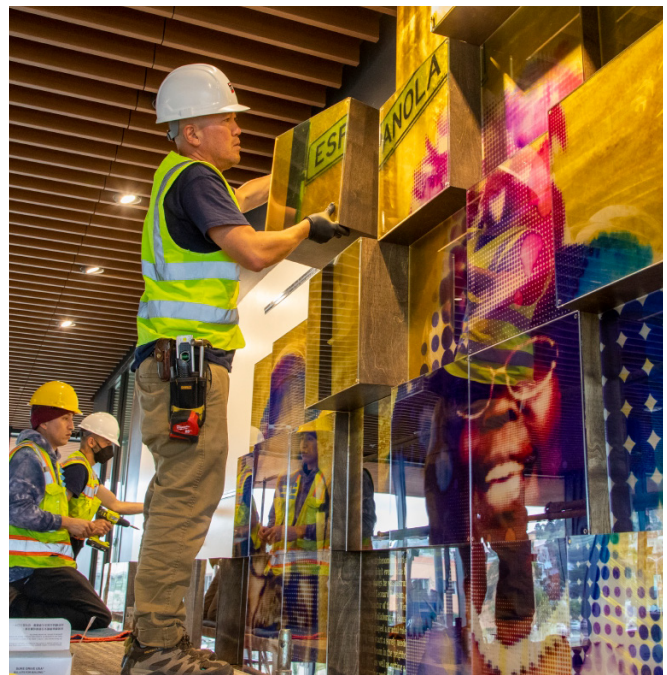
**60+**  
construction site tours



**1,000+**  
community members and organizations reached



Opening the new Southeast Community Center required collaborative support from departments across the agency and a robust set of community serving non-profits to help ensure the center's operational stability and readiness. Our focus was on non-construction-related activities such as business planning, operations and maintenance, activation, program development, promotion, and grand opening planning.





## Business and Operations:

We developed a business plan, increased our operational budget to support the new center, and adopted a rigorous program framework informed by the Southeast Mitigation Agreement.



## Staff Support:

We grew our team and hired additional staff to support in operations, facilities management, and program analytics.



## Activation:

We brought in a vendor to run the café at the new center, and have solicited proposals from qualified community-serving nonprofit organizations to lease space in the new building.



## Digital Equity:

In partnership with the Mayor's [Office of Digital Equity](#), we secured \$125,000 to create a technology lending program, called the Access Program, to help bridge the digital divide experienced by communities located in Southeast San Francisco neighborhoods - a disparity exasperated by the COVID-19 pandemic.



## Environmental Justice:

Our EJ and Land Use team helped us reimagine a vacant field into a paved open-air pavilion that can host a variety of outdoor activities such as a farmers' market, artists' marketplace, food truck events, and group fitness activities. We also tapped into the EJ team's expertise to partner with local environmentalist groups to install air quality monitors on the roof of the new center.



## Grand Opening:

With tremendous support from our Communications team, we planned every detail for a festive Block Party Grand Opening Event at the new center. A celebration with art, music, entertainment, food, tours of the center, and family-friendly activities that would ultimately be attended by more than 500 community members.

## The Legacy Realized: Now Open!

You all are invited to come see what's new in the Bayview! The new [Southeast Community Center](#) is now open. Stop by and take in art, enjoy a picnic lunch, or plug in your laptop and do some work. Are you planning a family celebration or need space for an important community meeting? Make your reservations at the new center [here](#).

## Built for Us, By Us



It was important to the SFPUC that the new Southeast Community Center serve community not only after it was built, but during. That's why we exceeded our local hire goals and ensured

that Southeast Community residents worked on the construction project from the beginning. Meet Di'Angelo Gleaves, a native from Bayview who served as a Project Engineer Intern with Pankow Builders, Inc. the developer of the new Southeast Community Center at 1550 Evans Avenue. Di'Angelo studies Civil Engineering at San Francisco State University, where he accepted an internship with Pankow to work on the new center. Di'Angelo is very proud to be a part of the community and to have had the opportunity to work on a project of this significance for the neighborhood. Di'Angelo will obtain his bachelor's degree in the spring of 2023 and plans to continue working with Pankow.



## Art

### Connecting Public Art to People and Place



*Artist Mildred Howard and her sculpture Promissory Notes for the Southeast Community Center*

of the communities we serve. Guided by the [City's 2% for the Arts Ordinance](#) and working in partnership with the San Francisco Arts Commission (SFAC), the SFPUC's public art program centers its Community Benefits, Environmental Justice, and Racial Justice Policies at every opportunity.

### Partnering with Local Artist

This year our team's top priority was to partner with local artists for the production of site-specific artworks for the new Southeast Community Center. Following extensive community engagement by both the SFPUC and the artists, these artworks tell the story of people and place through an artistic lens. This multiyear effort resulted in 40 Artworks by 30 artists installed at the new community center with each piece having a meaningful connection to the Bayview neighborhood.

### Celebrating Community Stories Through Art

Innovation at the SFPUC includes our approach to supporting public art. Each new aboveground capital improvement project launches a new public artwork, and each new public artwork project begins with an intentional effort to align our investment in public art with local communities and the environmental mission of the SFPUC. Through thoughtful engagement and partnership with communities, our approach strives to support public art connected to people and place.

Every community has meaningful stories to tell and at the SFPUC we recognize public art's unique potential to celebrate and showcase these stories. As we embark on historic capital improvements for the City's water, power, and sewer infrastructure, we are ensuring that public art tells the story of the environmental mission of the SFPUC and the stories

### Inspired by History, San Francisco and Beyond

Our commitment to public art extends to wherever capital projects are underway, including outside of San Francisco. In our service area in Sunol, we have supported the creation of 1 large-scale sculpture commissioned for the Alameda Creek Watershed Center, selected in partnership with the Muwekma Ohlone Tribe. The selected artist created an artwork deeply inspired by the history, stories, and values of the Muwekma Ohlone Tribe.

### Meaningful Connections to the Communities we Serve

The SFPUC's historic investment in public art is creating unique opportunities for local artists. In partnership with the San Francisco Arts Commission, and in accordance with the City and County's 2% for



the Arts Ordinance, the SFPUC helped launch the [Bayview Artist Registry](#) which has over 300 artist submissions to-date.

Artist registries are essential as we seek to support local artists with meaningful connections to the communities we serve. This same registry has been used for 2 community-specific murals installed along Evans Avenue in San Francisco, part of a series of 4 SFPUC-sponsored artworks which are the first in the history of the City and County of San Francisco to include a youth internship in the fabrication of the mural.

## Looking Forward

As we build on the incredible success of the artworks commissioned for the Southeast Community Center, the SFPUC's Public Art Program is turning its attention towards the 2 new public art projects at SFPUC's Wastewater Treatment Plant on Treasure Island and the artwork at the new SFPUC City Distribution Division building. We have learned that public art connected to people and place is the roadmap to creating these beautiful and impactful artworks for our communities.



*Top left: Artist Kenyatta A.C. Hinkle and her artwork Navigating The Historical Present: Bayview-Hunters Point for the Southeast Community Center. Top right: Artist Phillip Hua and his artwork Building a Better Bayview for the Southeast Community Center. Bottom right: Artist Walter Kitundu and his artwork for the Alameda Creek Watershed Center*



# Environmental Justice and Land Use

Justice for People and Land



## Addressing Inequities

It is an honor to be the first utility in the nation to pass an Environmental Justice (EJ) Policy. We are serious about upholding environmental justice: we take great measures to prevent, mitigate, and lessen the disproportionate environmental impacts of our activities and ensure that public benefits are shared across all communities. Our EJ policy follows the spirit of the Southeast Mitigation Agreement, enacted in the 1970s to lessen the environmental and social impacts of the Southeast Treatment Plant on the surrounding neighborhoods.

As an agency, we own a great deal of land in Northern California and are fortunate to have the opportunity to use this land in a variety of meaningful ways, such as creating community gardens and learning spaces. The Community Benefits team currently supports three land-use sites – [Garden for the Environment](#), [College Hill Learning Garden](#), and [Hummingbird Farm](#) which provide fresh food production, watershed education, and other community benefits.

The EJ and Land Use Program works to address inequities in the community and collaborates with our Education, Workforce, Southeast Community Center, and Arts Program Areas to improve access and opportunities for economic and workforce development, green space, environmental education, urban stewardship, local artwork and cultural programming, and environmental quality monitoring.

## Advocating for Environmental Justice City Wide

This year the EJ and Land Use team provided a series of presentations to help our SFPUC colleagues understand what environmental justice is and what it means for their work and the communities we serve. On the community side, our team worked with the grassroots environmental justice organization [PODER \(People Organizing to Demand Environmental and Economic Rights\)](#), San Francisco Department of Public Works, and other partners to complete the Hummingbird Farm Master Plan. This plan is the community's vision for the future of the farm.

Our team facilitated and improved collaboration between PODER, SFPUC's Natural Resources Land Management Division, and the San Francisco Parks and Recreation Department to strengthen native grasslands stewardship at Hummingbird Farm and the surrounding areas of McClaren Park.




The focus of our advocacy work has involved partnering with other Community Benefits teams and across the SFPUC to integrate EJ and equity considerations into policies and programs involving climate change, green infrastructure, utility access and affordability, and the Southeast Community Center. An exciting example is our work to develop a policy that addresses climate change impacts on more vulnerable residents through the SFPUC C5 (Climate Change Coordination and Collaboration Committee). Effective policies have the power to change lives and we continue to work with our Policy and Legislative Affairs team and with industry associations to advocate for underserved communities.

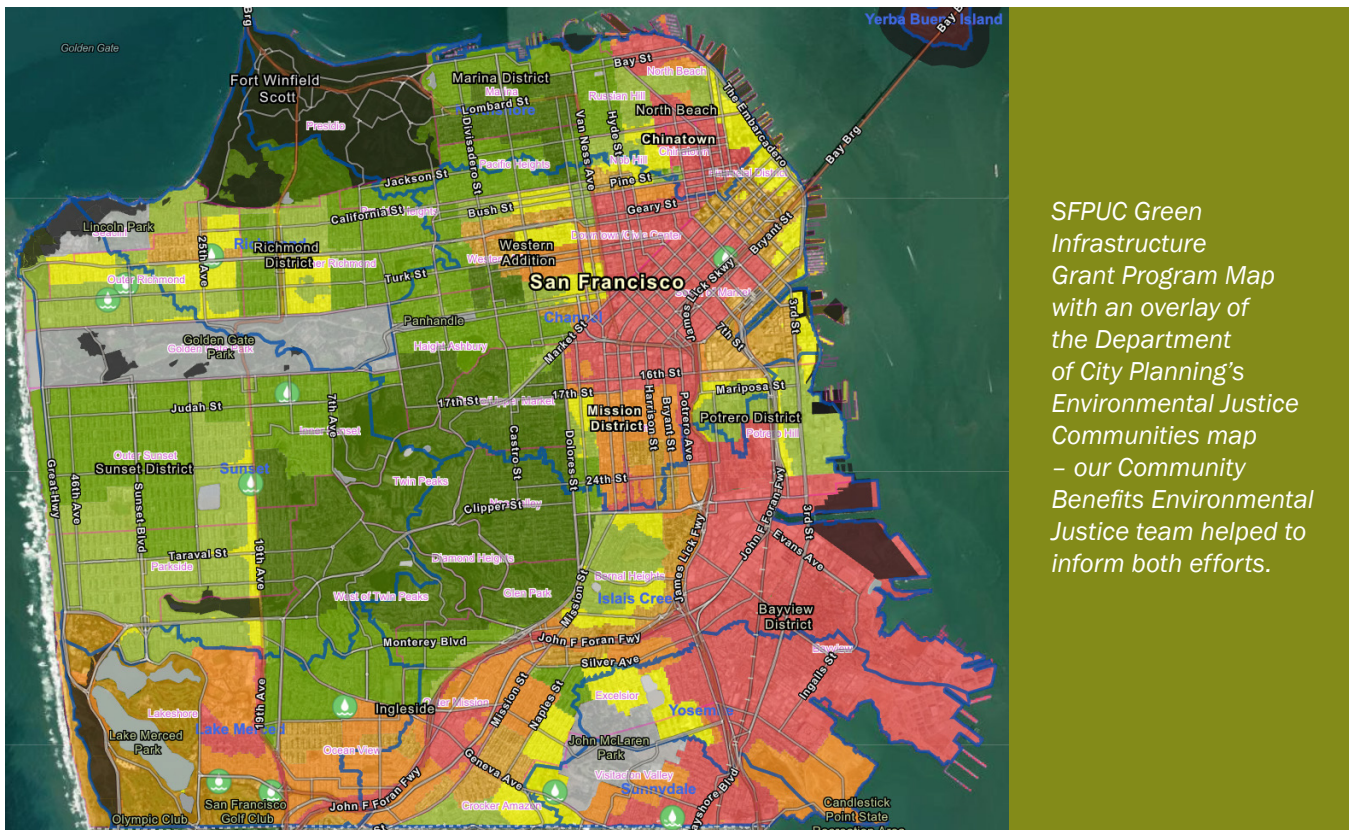
To promote EJ in citywide plans and policies, our team provides feedback and consultation on the San Francisco Department of City Planning [Environmental Justice Framework](#) and the Port of San Francisco [Waterfront Resilience Program](#).

## Raising Awareness

The EJ and Land Use Team actively raises awareness among SFPUC staff about environmental justice and how to consider EJ principles in their own work. This year, the EJ and Land Use team gave a series of presentations to staff across bureaus and enterprises at SFPUC. We also engaged University of California students and San Francisco's George Washington High School students on environmental justice at SFPUC.

### Environmental Justice Education

-  **6 internal presentations**
-  **140 staff attendees**
-  **125+ student attendees**



SFPUC Green Infrastructure Grant Program Map with an overlay of the Department of City Planning's Environmental Justice Communities map – our Community Benefits Environmental Justice team helped to inform both efforts.





## Celebrating Land and Culture

The SFPUC’s Hummingbird Farm site transformed underutilized land into a community farm with the goal of supporting the health and wellness of residents in communities that have less access to fresh food and green space. The farm aims to teach water conservation and sustainable food practices to communities located in the Southeast neighborhoods of San Francisco, while training community leaders to promote growing and eating healthy food. This year our community partner, PODER, hosted 188 gardening days, cultural

celebrations, community workshops, and field trips reaching over 2,300 participants and over 1,000 garden volunteers. These events included ceremonies to honor ancestral land traditions, plant education, leadership development, film screenings, dance performances, and more. In alignment with our career awareness and exposure goals, PODER also hosted 5 apprenticeships to develop agricultural and land stewardship skills.

## Looking Forward

Collaboration within, across, and outside the SFPUC is key to advancing environmental justice. This year, we gained insight into the complexity of land use decisions relating to our secondary land use sites and helped see that existing institutional practices and policies facilitate community stewardship of natural resources. We also pushed institutional boundaries and are continuing to identify opportunities to embed environmental justice throughout our agency. We are incorporating environmental justice into SFPUC efforts like the [Green Infrastructure Program](#), and updating equitable engagement guidelines that will inform SFPUC staff on how we can meaningfully reach and engage the communities we serve. In the future we look forward to diving deeper to advance environmental justice through policy development

The number of event attendees and garden volunteers represent the number of attendees participating in an event or gardening day, these numbers do not represent distinct individuals

### Hummingbird Farm Activities Hosted by PODER

-  **180+** events and workshops
-  **2,300+** event and workshop attendees
-  **1,000+** garden volunteers
-  **5** apprentices



and implementation.

## Our Community Partner, Xochitl Flores

Xochitl is the Hummingbird Farm Manager with PODER, our partner grassroots EJ organization demonstrating community and indigenous stewardship of SFPUC-owned land.

“The collaboration at Hummingbird Farm with the SFPUC and PODER has been a meaningful experience that has challenged how I integrate my technical skills in ecological restoration with the social elements of community organizing. Having a consistent relationship with and support from the SFPUC, we’ve been able to produce the Hummingbird Farm Master plan, taking into account the voices, concerns, and aspirations of the community that uses the space. Together we’ve been working on innovative land management practices where the local community can make ecological and cultural investments while taking an active role in restoring, shaping, and stewarding SFPUC-owned land.”





# Education

An Environmental Education for Every Child



## Free Environmental Education and Learning Opportunities

Caring for our environment begins with learning about the environment. At the SFPUC, we offer a multitude of transformative educational programs so that all youth may become active participants in the stewardship of natural resources.

Our education team works in partnership with the San Francisco Unified School District (SFUSD) by offering students free environmental education

fieldtrips at the SFPUC College Hill Learning Garden and every year we invite an entire freshman class to the San Francisco's environmental over-night camp, Camp Mather.

Our partnership with California Academy of Sciences uplifts public-school union teachers by offering free learning and development opportunities through our Bayview Science Institute Program. This program is designed to provide in-depth and on-going support to elementary-school teachers and their teaching of science in communities closest to SFPUC's Southeast Treatment Plant.

At the SFPUC, conservation of resources starts with education about resources, one student at a time and one teacher at a time. Our unique approach to environmental education centers the SFPUC's Community Benefits, Environmental Justice, and Racial Equity Policies in every program that we support. Further, we strive to establish an awareness of careers within the utility sector through thoughtful curriculum.

## A Successful Re-Opening for Students and Teachers

The Coronavirus Pandemic has been especially difficult for students, teachers, and families. This year our team's top priority was to ensure that the SFPUC's College Hill Learning Garden was ready to resume in-person fieldtrips for students when parents, teachers, and public health officials deemed it safe. We are thrilled that the resumption of in-person fieldtrips has been a transformative success for students and teachers.

## College Hill Learning Garden Field Trips



**34 Field Trips**



**645 K-12 Field Trip Attendees**



**19 Classes**



**10 Schools**

## What We Are Writing Home About

This year we completed a multiyear partnership with the San Francisco Unified School District (SFUSD) to

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The number of field-trip attendees represent the number of attendees participating in a field trip, these numbers do not represent distinct individuals.

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incorporate real-world examples from the SFPUC's water, power, and sewer operations into curricula for all SFUSD student. Building on the [SFPUC's Big Ideas](#) educational framework, which is a free resource for teachers, these age-appropriate lessons bring the work – and the workers – of the SFPUC into classrooms across San Francisco.

## SFUSD Water, Power, Sewer Themed Science Curricula



**40,142 K-12 Students Reached**



**Taught by 1,623 Teachers**

## Looking Forward

As the need for climate change resiliency and preparedness increases, environmental education programs for youth have never been more important than they are now. At the SFPUC we understand this critical importance and are seeking to deepen connections between the educational programs we support, and the resources entrusted to our care. Looking forward we will expand in-person fieldtrips at the SFPUC's College Hill Learning Garden in accordance with public health guidelines, and expand educational resources available on the SFPUC's website to continue offering support to teachers for the teaching of science.

Do you know a 3rd, 4th, or 5th grade class that would like to visit the College Hill Learning Garden? You can book a fieldtrip on SFPUC's College Hill Learning Garden [website](#).



## Don't Take Our Word For It

*"BSI [Bayview Science Institute] has really changed the way I approach many subjects in my classroom and has renewed my focus on inquiry and capitalizing on students' questions and interests. It has really transformed my teaching, and I think the way my students look at the world. I have been very proud to watch them self-identify as scientists. I also approach many other subjects as a scientist myself, whether it is discipline and classroom management, or assessment and instruction."*

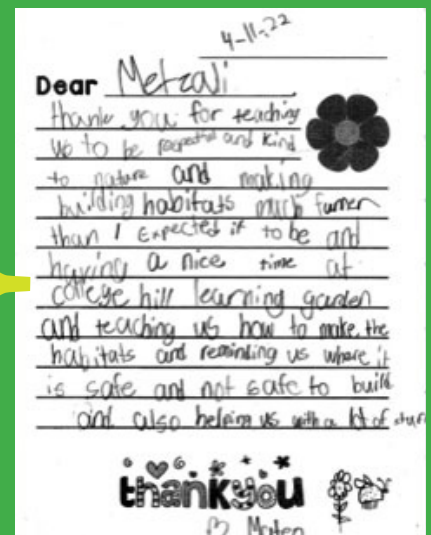
**-1st-grade teacher** at Malcolm X Academy in San Francisco who participated in the Bayview Science Institute Program

*"Thank you for teaching us to be respectful and kind to nature and making building habitats much funner than I expected it to be and having a nice time at college hill learning garden and teaching us how to make the habitats and reminding us where it is safe and not safe to build and also helping us with a lot of stuff"*

**-Mateo**, 1st grade – College Hill Learning Garden fieldtrip attendee

*"Metzali was a great facilitator. She worked with us to reschedule after the original date got rained out. She is professional, courteous and works well with students."*

**-Joel Reber**, 1st grade teacher, Francis Scott Key Elementary – College Hill Learning Garden fieldtrip attendee





# Workforce

Building a Pipeline of Utility Careers



## Cultivating a Skilled and Diverse Workforce

Our Workforce team is dedicated to coordinating internal and external [workforce programs](#) and planning long-term recruitment and retention strategies that cultivate a skilled and diverse workforce.

At the SFPUC, we plan ahead, and we are mindful that a large percentage of our workforce is becoming eligible for retirement in the coming years. We proactively work to connect youth in our service areas to pathways that will lead to careers in the utility industry to ensure intentional succession planning while simultaneously diversifying our own workforce.

We are one of the City's largest employers and are committed to fostering a skilled and diverse workforce so that communities are connected to stable jobs with family-sustaining wages that will set them on a path towards economic mobility.

## Providing Opportunities

Our goal is to provide youth and young adults from underserved communities with educational and employment programs that foster the next generation of environmental stewards and civil servants. To amplify our reach, we engage with our service area residents, school districts, nonprofits, City departments, and beyond.

### Project Learning Partnership Grant Program



**\$1.8M** invested



**18** community partners



**500+** program participants

## Our Signature Program

This year our top priority was developing and launching a new and improved cycle of our Project Learning Partnership Grant Program (PLG), which has been one of our signature programs since 2013. We collaborated with the California Academy of Sciences to enhance our project-based learning curriculum to incorporate modern utility concepts like emergency planning, water conservation, and drought prevention while connecting youth to union represented jobs at career fairs.

We kicked off the new grant cycle with 18 local community-based organizations. Together, we serve 500+ youth and young adults from underserved communities annually.

Our current Project Learning Grant partners are:

- Bay Area Video Coalition
- Bayview-Hunters Point Foundation for Community Improvement
- BAYCAT
- Chinatown Community Development Center
- Community Youth Center of San Francisco
- CommunityGrows
- Enterprise for Youth
- Lavender Youth Recreation & Info Center
- Literacy for Environmental Justice
- Mission Neighborhood Centers, Inc
- Northridge Community Gardens
- Old Skool Café
- PODER (People Organizing to Demand Environmental and Economic Rights)
- San Francisco Conservation Corps
- Sunset District Community Development (DBA Sunset Youth Services)
- YMCA of San Francisco (Bayview-Hunters Point YMCA branch)
- Youth Art Exchange
- Youth Leadership Institute

## Partnering with San Francisco Unified School District (SFUSD)

We partner with SFUSD in various ways to expose young people to the careers available in the utility industry and to foster their understanding of environmental stewardship.

We supported teachers at John O'Connell High School in the Mission District to incorporate water and sewer concepts in their classrooms and invited SFPUC employees and subject matter experts as guest speakers, reaching 284 students in the 2021-2022 school year.

### John O'Connell High School Partnership



**284 youth served**



*Building and Construction builds Green Infrastructure models*

This year, our partnership with the San Francisco Unified School District's Career Technical Education Office hosted two students in an 8-week summer internship at the College Hill Learning Garden.

We also hosted our annual Teacher Externship Program for SFUSD teachers to learn about different ways to integrate SFPUC concepts into their classrooms while introducing students to the breadth of careers available in the utility industry. Fourteen SFUSD teachers toured our City Distribution Facility and our College Hill Learning Garden to learn about concepts like using wastewater to detect virus outbreaks. “Wonderful week,” said Gianne Souza, a teacher at Abraham Lincoln High School. “Looking forward to implementing the lesson plan and making the San Francisco water system a highlight in my Biology class!”

In collaboration with Jewish Vocational Service, we offered a 2-day externship to auto shop students at George Washington High School to learn more about relevant careers at the SFPUC like our machinist and engineering positions. One student shared their key takeaway that “water and agriculture are important to maintaining a healthy society,” and that they appreciated learning “how many jobs in the PUC they could apply for in the future.”

## Our Summer Intern

We have been fortunate to partner with internship programs to meet wonderful students like Geri Urgel, an enthusiastic SFUSD Summer Intern at our College Hill Learning Garden who is currently an Environmental Studies and Marine Biology double major at UC Santa Barbara.

*“It is difficult to choose my favorite memory from my experience here because I loved every part of it but... I want to highlight when we got to harvest alpine strawberries and lemons at the College Hill Learning Garden,” says Geri. “I highly recommend participating in SFPUC’s internship programs.”*





## Collaboration is Key

Looking ahead, we are excited to continue working with our extraordinary partners to create opportunities for young people to gain the knowledge, skills, and opportunities that will foster environmental stewardship and career awareness in the utility industry.

Collaboration is key and we aim to prioritize internal coordination as much as external partnerships in the next year. We will convene colleagues throughout our agency that are focused on workforce development strategies to identify ways in which we can better support and strengthen our shared goal.



*Summer interns, Ti'Anee and Kit, designing signage at the College Hill Learning Garden.*



*SFUSD Teachers visit College Hill Learning Garden.*



# Social Impact Partnerships (SIP)

Meaningful, Positive Impacts in the Communities We Serve



Artist, Nancy Cato, and her temporary mural titled *Jamari's Journey* located at the SFPUC Southeast Treatment Plant.

## Uplifting Local Communities

Partnerships are essential to the success of our work. Our Social Impact Partnership (SIP) program creates an opportunity for our firm partners to actively demonstrate their corporate social responsibility values by voluntarily contributing financial donations and/or volunteer hours to nonprofit organizations and/or public education providers in the communities we operate in. The Social Impact Partnership program is funded by participating firms and its primary objective is to bring about positive change in communities and individuals through impactful programs and services.

Our program centers and upholds our guiding Environmental Justice, Community Benefits, and Racial Justice policies by addressing environmental, racial, social, and economic inequities. We invite our firm partners who have contracts with the SFPUC valued over \$5 million to voluntarily participate in our program

and offer financial or volunteer commitments that increase positive impacts on our communities. Our firm partners also benefit from their contributions – the pride and fulfillment that comes with serving their communities is a treasure to be cherished and why firms choose to participate year after year.

## Our Firm Partners' Impact



**25 Firms**



**\$431,480  
Financial Contributions**



**\$4,316  
In-Kind Contributions**



**2,081 Volunteer Hours**

The Social Impact Partnership data is a snapshot recorded on Feb 28, 2023. The data represents contributions made between FY21-22, (July 1, 2021 – June 30, 2022) and does not reflect contributions made after this timeframe.

## Overcoming Systemic Disparities

Our positive social impact is the result of a deliberate set of activities that uplift communities by supporting them in overcoming the systemic social disparities that they have identified. In alignment with SFPUC’s mission, our guiding policies, and our responsibility as a utility agency we provide a framework for our firm partners to focus their contributions on any of these vital areas: Job Exposure, Awareness, and Internships, Small Business support, Education, Housing, Environment and Community Health.

## Our Impact by Area

Program Area	Financial	In Kind	Volunteer
Education	\$154,167.13	\$3,911.00	933.5
Environment	\$60,500.00	\$405.00	235
Housing	\$92,813.00	\$0.00	0
Jobs	\$82,000.00	\$0.00	912.5
Small Business	\$42,000.00	\$0.00	0

### Job Exposure, Awareness, and Internships:

Provides internship opportunities, career exposure and awareness, job training programs, and removes barriers to employment.



Our firm partner, Emerson, hosted 20 CIWI (Construction Industry Workforce Initiative) interns to tour the SFPUC Bruce Flynn Pump Station where Emerson has installed its Ovation process control system.

**Small Business:** Supports small local businesses through a variety of services that lead to sustainability, growth, job creation, and the promotion of neighborhood economic health and wealth.



The Vegan Hood Chefs catering at Bayview Bistro



En2Action supporting local businesses

The Social Impact Partnership data is a snapshot recorded on Feb 28, 2023. The data represents contributions made between FY21-22, (July 1, 2021 – June 30, 2022) and does not reflect contributions made after this timeframe.

**Education:** Supports public schools, school districts, and out-of-school public programs from pre-school through college level.



Robotics Program at Willie Brown Jr. Middle School.

**Environment and Community Health:** Supports initiatives that address environmental justice and health inequities.



Sundt/Walsh JV, along with community partners Young Community Developers (YCD), Community Awareness Resource Entity (C.A.R.E.), and the residents partnered to transform blighted, open space within the Potrero Hill Public Housing development in District 10 into beautiful community gardens, while teaching workforce development skills.



The Maisin Scholar Class of 2022 gathers at the War Memorial Building before the awards ceremony.



Our firm partner, Carollo Engineers, proudly named an academic scholarship in honor of Dr. Espanola Jackson (1933-2016), a champion of community-based and civil rights activism.



With \$5,000 in Financial Contributions, our firm partner Brown and Caldwell and the project team at SRT provided direct funding for a mural project at the Telegraph Hill Neighborhood center (TEL HI).

# Transparency

Transparency has been our top priority this year:	
<b>Transparency in firm communication</b>	Increased our number of contacts with firms
<b>Transparency in reporting</b>	Developed user-friendly templates for firms to report progress towards commitments
<b>Transparency in accessibility</b>	Updated the SIP <a href="#">website</a> with helpful tools and information
<b>Transparency in SIP commitments and beneficiaries</b>	Created a <a href="#">public dashboard</a> to easily access information and visualize data
<b>Transparency of the SIP Program</b>	Received full authorization by SFPUC Commission and San Francisco Board of Supervisors for this program

## Small Victories Lead to Great Accomplishments

This year our SIP team diligently worked to improve the program’s effectiveness, efficiency, and long-term sustainability.



### Technology Improvements:

We improved the data platforms used by our staff and are improving how we measure the social impact of our programs.



### Policies and Procedures:

We developed an external handbook for firms and an internal procedures handbook for staff.



### Staff Support:

We grew our team and hired additional staff to support in administrative functions and are actively planning to expand our team.



### Interdepartmental Relationship Building:

We invested our time in relationship building with other SFPUC departments to increase inclusion and collaboration for the program.



### Reporting:

We standardized our reporting forms and developed templates to make our program reporting uniformed and consistent.



### Contracting Process:

We standardized the Request for Proposal requirements to ensure accountability.

## Vision Forward

Our Social Impact Partnerships team will carry its values and initiatives around transparency into the future, not just for transparency's sake but to be accountable in our programming and to our stakeholders. Sharing our impact with verifiable data through public dashboards demonstrates our pledge and responsibility to running our program with integrity. Utilizing and maximizing data with improved technology systems will ensure program reliability and efficiency.

We are excited to continuously invest in relationship-building and improve communications with our stakeholders. Implementing our newly adopted policies will allow us to expand our program areas and we hope to grow our team to support us in our mission. We envision the future of our Social Impact Program to be a national model for how utility agencies can be a leader in good governance by facilitating corporate social responsibility investments for our communities.

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# Partnerships Beyond Community Benefits

Outside of our Community Benefits team, our agency and our City runs a variety of programs that also have positive impacts on our communities. Our Community Benefits team collaborates with these internal and external partners to increase our impact and achieve our collective mission.



## Condemning Systemic Racism and Promoting Racial Justice

Guided by the [SFPUC Racial Justice Resolution](#) and the [SFPUC's Racial Equity Action Plan](#), our agency has been working to advance and implement Racial Equity (RE) priorities within each enterprise and bureau to make long-term systemic change that employees, particularly Black, Indigenous, and People of Color (BIPOC) employees, can see and feel. Equity and Inclusion staff under Community Benefits have provided core support for this critical work, ensuring that long-term resourcing is in place, that SFPUC is responsive to external reporting and requirements from the San Francisco Office of Racial Equity, and that there is support of cross-functional collaboration with RE Leads and Working Groups for aligned progress on racial equity priorities. Our efforts include creating working groups around equitable contracting and engagement, developing progress reports, and launching an internal resource library. As our work expands, we plan to increase our staff and partnership support to make transformative change in advancing racial justice.



## Championing Equitable Access and Affordability

The SFPUC is committed to providing safe, reliable, and affordable water and sewer services for San Francisco's residents. Our Community Benefits team has contributed to various agency-wide efforts to implement creative strategies to achieve this goal.

In partnership with the [Financial Justice Project](#), our Community Benefits team developed and launched the Customer Affordability and Arrearage Management Pilot Program (CAAMPP). CAAMPP was developed to test the effectiveness of various strategies to support customers pay off their utility debt and maintain a positive payment relationship with the SFPUC. This 6-month pilot program provided steep discounts—up to 90% off—on water and wastewater bills for eligible customers with low incomes. A portion of those residents were randomly selected to receive debt forgiveness for up to \$1,000 using funds granted by the San Francisco Foundation. Thanks to these funds, the SFPUC was able to forgive \$25,084.25 in customer debt. The pilot showed us that customers paid more money more frequently over the six months when bills were discounted, more customers reengaged with the SFPUC and started making payments after a period of making no payments, and also that lowering customer bills did not result in increased usage of water.



**90% discount on Water and Wastewater bills**



**\$1,000 debt forgiveness of back payments**



**\$25,000+ in total customer debt forgiveness**



Community Benefits staff participated in workgroups on the affordability and accessibility of our services.

In March of 2022 SFPUC launched an updated [Customer Assistance Program \(CAP\)](#) which reduced barriers to application. Eligible customers with low incomes can receive a 25% discount on their water and wastewater bills and a 30% discount on Hetch Hetchy Power bills by enrolling in the program. After investing in a large culturally competent outreach campaign led by Communications staff, we increased CAP program enrollment by over 200%.

Since 2010, the SFPUC has worked with other City departments to install bottle-filling stations and drinking fountains in public areas across San Francisco. We will continue to expand public access to water resources in the coming years, in partnership with community groups to identify and meet local needs.



**200% increase in program enrollment**



**25% discount on Water and Wastewater bills**



**30% discount on Hetchy and Power bills**



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# How to Stay Engaged



Our report is one of many ways we'd like to stay connected to our community and stakeholders. We'd like to hear from YOU about what you'd love to learn more about and the different ways you'd like to stay engaged. Whether you're a member of the community, a student, a volunteer, a nonprofit organization, foundation, firm, or government agency – we invite everyone to stay connected and join our mission to advancing Community Benefits and Environmental Justice for all.

## Stay engaged via Social Media

Follow Us  
@MySFPUC



[Email Our Team](#)

Learn more about other programs, resources, support, and opportunities at the San Francisco Public Utilities Commission.



[Grants](#)



[Contractors Assistance](#)



[Customer Assistance Program \(CAP\)](#)



[Careers](#)