



COMMUNITY ADVISORY COMMITTEES

Annual Meeting

Seattle Municipal Tower 4050/60

March 11, 2009

3:30 p.m. – 5:30 p.m.

(Doors open at 3:00 p.m. for networking and refreshments)

Time	Activity	Presenter
3:30 – 3:35	Welcome Comments Recognition	Nancy Ahern, Deputy Director Utility Systems Management Branch
3:35 - 4:20	Priorities and Challenges – 2009 and Beyond Question and Answer	Ray Hoffman, Acting Director Sherri Crawford, Finance Division Director
4:20 – 4:30	Overview of the CAC Survey Results	Nancy Ahern
4:30 – 4:55	Small Group Discussion <ul style="list-style-type: none"> ○ What suggestions do the Committees have for making sure that SPU is getting input from the diverse ratepayers it serves, including those who tend not to participate in public meetings, etc.? ○ What more can the committees do to communicate about utility programs and issues to the neighborhoods and constituencies they represent? Please provide 2 suggestions. ○ Are there other ways that the CACs could be providing SPU with more timely or useful advice on important policy and program issues? Please provide 3 suggestions. 	Tim Croll, Solid Waste Director Dave Hilmoe, Water Director Trish Rhay, Drainage and Wastewater Director
4:55 – 5:25	Report Out	Rachel Cardone, WSAC Chair Cheryl Klinker, CDWAC Chair Mike McComber, SWAC Chair
5:25 – 5:30	Wrap Up and Close	Nancy Ahern

Community Advisory Committee Survey Overview

Purpose

- To evaluate how well the committees are meeting its purposes.
- To assist Seattle Public Utilities in planning related to the committees.

Participation

Committee Member

23 out of 28 CAC members took time to give their opinions in the CAC survey. WSAC took first place with the biggest percentage by number of member participation.

- CDWAC – 26%
- SWAC – 22%
- WSAC – 52%

SPU Leadership

38 SPU leadership staff took a slightly different version of the survey. They self identified as:

- 42% Exec/Leadership Team, Planners
- 29% SPU Service Delivery
- 29% Other

Selected Observations

1. The committees feel well supported: all parts of question #5 received ratings of 92 – 100% Good/Excellent.
2. The CACs are providing timely input to SPU on policy and program issues.
 - CAC respondents: 70 % Good/Excellent
 - SPU Leadership: 82% Fair/Good
3. CAC and SPU responses to question #4, addressing member characteristics, showed diversity getting the lowest rating by both groups. Range of interests had the most difference in rating. *Note: for SPU Leadership, the percent is per the number of those who chose to respond to the question.*

Question 4 Element	Poor	Fair	Good	Excellent
range of interests				
CACs	4%	22%	35%	39%
SPU Leaders	9%	45%	27%	18%
variety of expertise				
CACs	4%	30%	43%	22%
SPU Leaders	10%	24%	52%	14%
diversity (racial/ethnic/socio-economic)				
CACs	52%	30%	17%	0%
SPU Leaders	26%	52%	13%	9%
neighborhoods				
CACs	13%	39%	35%	13%
SPU Leaders	18%	41%	24%	18%

Zoomerang Survey Results

Community Advisory Committee Efficiency and Effectiveness Survey

Filter: SWAC Results

1. 1. Please check the CAC you are a member of:

Solid Waste Advisory Committee	5	100%
Creeks, Drainage and Wastewater Advisory Committee	0	0%
Water System Advisory Committee	0	0%

2. Please provide a rating for each of the individual items below.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Poor	Fair	Good	Excellent
Receives issues and topics from Seattle Public Utilities in a timely fashion.	0 0%	0 0%	4 80%	1 20%
Receives issues and topics from Seattle Public Utilities that you feel are important to the community.	0 0%	0 0%	4 80%	1 20%
Your committee provides input to Seattle Public Utilities in a timely fashion.	0 0%	1 20%	4 80%	0 0%
How well is the committee able to represent the needs of the community it serves?	0 0%	1 20%	4 80%	0 0%

3. One of the duties of the committee members is to support and promote SPU programs, policies and services within the community. How well do you think you have supported and promoted SPU in your community?

Poor	0	0%
Fair	1	20%
Good	3	60%
Excellent	1	20%
Prefer to skip this question	0	0%
Total	5	100%

4. SPU is committed to ensuring committee makeup is representative of different interests, expertise, diversity (racial/ethnic/socio-economic) and communities. How well do you feel the committees you are associated with represent and meet these objectives?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Poor	Fair	Good	Excellent
Represents Range of Interests (e.g., business, average citizen, environmental)	1 20%	1 20%	2 40%	1 20%
Variety of Expertise	1 20%	1 20%	3 60%	0 0%
Meets Diversity (racial/ethnic/socio-economic)	3 60%	1 20%	1 20%	0 0%
Different Neighborhoods (geographical locations)	2 40%	2 40%	1 20%	0 0%

5. SPU Support of the Community Advisory Committees. SPU is committed to ensuring that the CAC members feel that their committees are fully supported so that each member can participate effectively. Please rate SPU on the following items.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Poor	Fair	Good	Excellent
SPU staffing of the committee (advance agenda and presentation materials, meeting summaries, good communication, good facilitation)	0 0%	0 0%	3 60%	2 40%
SPU program oversight of all the committees (Charter / operational procedures, communication protocols, staff responsiveness, annual gathering)	0 0%	0 0%	3 60%	2 40%
SPU staff who are invited to educate on work plan topics.	0 0%	0 0%	1 20%	4 80%
SPU staff who are invited to orient around your committee's line of business.	0 0%	0 0%	3 60%	2 40%

6. Approximately what percent of the meetings do you attend?

All or almost all	5	100%
About 3/4	0	0%
About 1/2	0	0%
Less than 1/2	0	0%
Total	5	100%

Zoomerang Survey Results

Community Advisory Committee Efficiency and Effectiveness Survey

Filter: CDWAC Results

1. 1. Please check the CAC you are a member of:

Solid Waste Advisory Committee	0	0%
Creeks, Drainage and Wastewater Advisory Committee	6	100%
Water System Advisory Committee	0	0%

2. Please provide a rating for each of the individual items below.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Poor	Fair	Good	Excellent
Receives issues and topics from Seattle Public Utilities in a timely fashion.	0 0%	1 17%	5 83%	0 0%
Receives issues and topics from Seattle Public Utilities that you feel are important to the community.	0 0%	1 17%	3 50%	2 33%
Your committee provides input to Seattle Public Utilities in a timely fashion.	0 0%	4 67%	2 33%	0 0%
How well is the committee able to represent the needs of the community it serves?	1 17%	3 50%	2 33%	0 0%

3. One of the duties of the committee members is to support and promote SPU programs, policies and services within the community. How well do you think you have supported and promoted SPU in your community?

Poor	0	0%
Fair	3	50%
Good	3	50%
Excellent	0	0%
Prefer to skip this question	0	0%
Total	6	100%

4. SPU is committed to ensuring committee makeup is representative of different interests, expertise, diversity (racial/ethnic/socio-economic) and communities. How well do you feel the committees you are associated with represent and meet these objectives?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Poor	Fair	Good	Excellent
Represents Range of Interests (e.g., business, average citizen, environmental)	0 0%	0 0%	3 50%	3 50%
Variety of Expertise	0 0%	1 17%	2 33%	3 50%
Meets Diversity (racial/ethnic/socio-economic)	1 17%	4 67%	1 17%	0 0%
Different Neighborhoods (geographical locations)	0 0%	2 33%	3 50%	1 17%

5. SPU Support of the Community Advisory Committees. SPU is committed to ensuring that the CAC members feel that their committees are fully supported so that each member can participate effectively. Please rate SPU on the following items.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Poor	Fair	Good	Excellent
SPU staffing of the committee (advance agenda and presentation materials, meeting summaries, good communication, good facilitation)	0 0%	1 17%	2 33%	3 50%
SPU program oversight of all the committees (Charter / operational procedures, communication protocols, staff responsiveness, annual gathering)	0 0%	1 17%	3 50%	2 33%
SPU staff who are invited to educate on work plan topics.	0 0%	0 0%	2 33%	4 67%
SPU staff who are invited to orient around your committee's line of business.	0 0%	0 0%	4 67%	2 33%

6. Approximately what percent of the meetings do you attend?

All or almost all	4	67%
About 3/4	2	33%
About 1/2	0	0%
Less than 1/2	0	0%
Total	6	100%

Zoomerang Survey Results

Community Advisory Committee Efficiency and Effectiveness Survey

Filter: WSAC Results

1. Please check the CAC you are a member of:

Solid Waste Advisory Committee	0	0%
Creeks, Drainage and Wastewater Advisory Committee	0	0%
Water System Advisory Committee	12	100%

2. Please provide a rating for each of the individual items below.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Poor	Fair	Good	Excellent
Receives issues and topics from Seattle Public Utilities in a timely fashion.	1 8%	4 33%	4 33%	3 25%
Receives issues and topics from Seattle Public Utilities that you feel are important to the community.	0 0%	1 8%	5 42%	6 50%
Your committee provides input to Seattle Public Utilities in a timely fashion.	0 0%	2 17%	8 67%	2 17%
How well is the committee able to represent the needs of the community it serves?	1 8%	5 42%	4 33%	2 17%

3. One of the duties of the committee members is to support and promote SPU programs, policies and services within the community. How well do you think you have supported and promoted SPU in your community?

Poor	1	8%
Fair	5	42%
Good	4	33%
Excellent	1	8%
Prefer to skip this question	1	8%
Total	12	100%

4. SPU is committed to ensuring committee makeup is representative of different interests, expertise, diversity (racial/ethnic/socio-economic) and communities. How well do you feel the committees you are associated with represent and meet these objectives?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Poor	Fair	Good	Excellent
Represents Range of Interests (e.g., business, average citizen, environmental)	0 0%	4 33%	3 25%	5 42%
Variety of Expertise	0 0%	5 42%	5 42%	2 17%
Meets Diversity (racial/ethnic/socio-economic)	8 67%	2 17%	2 17%	0 0%
Different Neighborhoods (geographical locations)	1 8%	5 42%	4 33%	2 17%

5. SPU Support of the Community Advisory Committees. SPU is committed to ensuring that the CAC members feel that their committees are fully supported so that each member can participate effectively. Please rate SPU on the following items.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Poor	Fair	Good	Excellent
SPU staffing of the committee (advance agenda and presentation materials, meeting summaries, good communication, good facilitation)	0 0%	0 0%	7 58%	5 42%
SPU program oversight of all the committees (Charter / operational procedures, communication protocols, staff responsiveness, annual gathering)	0 0%	1 8%	7 58%	4 33%
SPU staff who are invited to educate on work plan topics.	0 0%	1 8%	3 25%	8 67%
SPU staff who are invited to orient around your committee's line of business.	0 0%	0 0%	4 33%	8 67%

6. Approximately what percent of the meetings do you attend?

All or almost all	8	67%
About 3/4	4	33%
About 1/2	0	0%
Less than 1/2	0	0%
Total	12	100%