

**City of San Diego  
Independent Rates Oversight Committee (IROC)**

**Public Outreach, Education & Customer Service  
Subcommittee Meeting**

**February 8, 2010  
8:30 a.m. – 10:00 a.m.**

**Meeting Location:  
Metropolitan Operations Complex II, **Conf. Room 1D**  
9192 Topaz Way  
San Diego, CA 92123  
(858) 292-6300**

**AGENDA**

<b>Agenda Item</b>	
1. Non-Agenda public comment*	
2. Approval of Minutes from December 14, 2009	
3. Discussion: Development of the FY09 IROC Annual Report.	
4. Discussion: Department's PIO efforts, comparison of resources with other Agencies	
5. Public Outreach for IPR Projects	
6. Potential future Agenda items	
7. Subcommittee Member Comments	
8. Adjournment	

\* This portion of the agenda provides an opportunity for members of the public to address the Subcommittee. Comments are limited to three (3) minutes per individual. Please complete a Speaker's Slip in advance of the start of the meeting. For alternative format or disabled accommodations, please call Monica Musaraca at 858-292-6305.