

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

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

**AGENDA**

**July 11, 2011  
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**

<b>Agenda Item</b>	
1.	Non-Agenda public comment*
2.	Approval of Minutes from April 11, 2011
3.	Public Utilities Human Resources Presentation: <ul style="list-style-type: none"><li>• Overview (Susan LaNier)</li><li>• Human Resources Management (Margaret Wyatt)</li><li>• Strategic Support Services (John Gavares)</li><li>• Training (Stuart Karasik)</li><li>• Safety Program (Jim Van Norman)</li></ul>
4.	Potential future Agenda items
5.	Subcommittee Member Comments

\* 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 Foster at 858-292-6305.