



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

**Outreach & Communications  
Subcommittee Meeting**

**November 13, 2017  
8:30 am – 9:45 am<sup>1</sup>**

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

<b><u>Agenda Item</u></b>	
1.	Non-Agenda Public Comment <sup>2</sup>
2.	Presentation: Customer Service Update – Mike Vogl
3.	Presentation: Human Resources Update – Maggie Wyatt
4.	Discussion: FY 2017 IROC Annual Report Preparation – David Akin
5.	Future Agenda Items
6.	Outreach & Communications Subcommittee Member Comments
7.	Adjournment

<sup>1</sup> Please note the meeting end time is estimated.

<sup>2</sup> 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 858-292-6324.