

**ANIMAL ADVISORY BOARD  
AGENDA ACTION ITEM**

MEETING DATE: March 2, 2006

AGENDA ITEM: Adopt the sample protocol and forms for accepting and responding to citizen inquiries

STAFF

RECOMMENDATION: Adopt the proposed forms and procedure

FROM: Dave Young, Interim Director

BACKGROUND:

With the Board of Supervisors and Chief Executive's Office wanting to reaffirm one of the purposes of the Advisory Board as outlined in Board Resolution #91-1344, the Advisory Board needs to adopt a standardized method of accepting citizen inquiries and responding to those inquiries.

Staff has provided a sample protocol and forms that can be adopted now. The protocol and forms can be amended in the future as we determine how effective they are.

This protocol will serve as a guide for Animal Services, the Animal Advisory Board and for citizens, to help foster effective communication and insure that citizens receive a timely and documented response to their concerns and suggestions.