



Animal Care Services

FY 2017 Open Communication Plan



ACS strives to provide a variety of opportunities in which we communicate departmental updates. Below are a few avenues that are available for citizens to gain additional understanding, ask appropriate questions, and provide constructive feedback regarding ACS programs and services.

ACS Advisory Board Meeting

The ACS Advisory Board is composed of 14 members – 11 members appointed by City Council representing their respective districts and 3 ex-officio members. The Board meets every other month and serves in an advisory capacity to the City of San Antonio regarding Animal Care Service through recommendations and reporting of departmental statuses. The Advisory Board Meeting is a meeting open to the public in which citizens can learn what is happening both in their District and City-wide as it relates to animal care. Upcoming Advisory Board meeting schedule and agenda (made available the beginning of the meeting week) is available [here](#).

Meet the Staff: ACS Division Managers will be available 45 minutes prior to the start of the Advisory Board meeting to answer any questions citizens may have regarding various divisions within ACS.

Citizens to be Heard: During the latter portion of the ACS Advisory Board Meeting, an opportunity will be available for individuals to share their thoughts as part of the Citizens to be Heard portion of the meeting. Citizens must be signed up to speak no later than 6:30pm. In accordance with standard procedures for all official City meetings, Board Members and City Leaders are not able to provide immediate response or back-and-forth during the meeting itself.

Asilomar Report

In order to facilitate the data collection process and assure consistent reporting and transparency across agencies, the Asilomar Accords are a national reporting standard for classifying the intake and outcome of dogs and cats in animal shelters. This report allows citizens to see the department's accounting of animals that come into our care. Access the previous month's Asilomar Report [here](#).

Meet the Community

ACS provides departmental support at local neighborhood association meetings where we can provide updates on ACS programs and services as well as address any concerns of specific neighborhoods. Citizens can request ACS presence (subject to departmental availability) at your local community meeting by contacting ACS [here](#).

Meet the Director

During each off month of the ACS Advisory Board Meeting, the ACS Director will hold an informal forum to "Meet the Director" with an opportunity to have respectful, open discussion about ACS. This is an opportunity for citizens to provide input and feedback to the Department Director. Find out when the next Meet the Director will be held [here](#).

Quarterly/Annual Performance Report

The department releases a Quarterly/Annual Report which provides information regarding select performance measures and updates on focused initiatives within the department. Access the Department's Quarterly Performance Report [here](#).

Rescue Partner Summit

Forum held three times a year for approved ACS Rescue Partners to have open discussion regarding the rescuing of pets in the community. This is an opportunity for our Rescue Partners to provide valuable feedback and offer suggestions regarding the ACS Rescue Program.



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Fiscal Year 2017 <i>(October 2016 – September 2017)</i>					
	Monday	Tuesday	Wednesday	Thursday	Friday
Week 1					
Week 2		ACS Rescue Partner Summit (Nov, Mar, & Jul)			Asilomar Statistical Report (Monthly)
Week 3			ACS Board Meeting (Meet the Staff & Citizens to be Heard) (Oct, Dec, Feb, Apr, Jun, & Aug)		
			Meet the Director (Nov, Jan, Mar, May, Jul, & Sep)		
Week 4					Quarterly/Annual Performance Report (Jan, Apr, Jul, & Oct)

Meet the Community:

Schedule varies based upon local neighborhood association meetings, and are subject to departmental availability.