



CITY HALL

MODIFIED SERVICES

UPDATED MAY 18, 2020

Rancho Santa Margarita City Hall will reopen to the public on May 18, 2020

City Hall Hours: 8:00 – 5:00 Monday-Friday

Building/Planning/Public Works Counter Hours
8:00 – noon and 1:00 – 4:00 Monday-Thursday
8:00 – noon Fridays

**Services will continue to be offered via phone and email
to support social distancing**

Building and Safety	<p>For building permits, plan checks, or building inspections:</p> <ul style="list-style-type: none"> • Services are available by phone and email. You may contact us by calling (949) 635-1800 x6101 or emailing lgregi@cityofrsm.org. • Information is available online, visit http://www.cityofrsm.org/196/Building-Safety.
Planning	<p>For land use or zoning matters:</p> <ul style="list-style-type: none"> • Services are available by phone and email. You may contact us by calling (949) 635-1800 x6705 or emailing dbingham@cityofrsm.org. • Information is available online, visit http://www.cityofrsm.org/253/Planning.
Public Works	<p>For engineering, encroachment permit, or capital projects:</p> <ul style="list-style-type: none"> • Services are available phone and email. You may contact us by calling (949) 635-1800 x6506 or emailing wleung@cityofrsm.org. • Information is available online, visit http://www.cityofrsm.org/170/Public-Works-Engineering • To inquire about street maintenance or dog park facility maintenance call (949) 635-1800 x6102 or email tgregory@cityofrsm.org.
City Clerk	<p>For public records requests, claims, agendas and minutes, and Political Reform Act filings:</p> <ul style="list-style-type: none"> • Services are available phone and email. You may contact us by calling (949) 635-1800 x6201 or emailing mbalsz@cityofrsm.org or (949) 635-1806 or emailing adiasz@cityofrsm.org. • Information is available online, visit http://www.cityofrsm.org/162/City-Clerks-Office
Public Safety	<p>Please contact our public safety partners:</p> <ul style="list-style-type: none"> • Orange County Sherriff's Department: (949) 770-6011 or www.ocsd.org. • Orange County Fire Authority: (714) 573-6000 or www.ocfa.org. • Animal Care: Mission Viejo Animal Care Services: (949) 470-3045 or http://www.cityofrsm.org/530/Animal-Care-Services
Community Services	<p>To inquire about classes, reservations, senior programs, meals, Boys & Girls Club, class and facility rental refunds we provide the following options:</p> <ul style="list-style-type: none"> • Community Services: (949) 216-9700 x 0 • Age Well Senior Services: (949) 709-7592 • Boys and Girls Club: (949) 709-7595 • For urgent or essential matters, please contact wredington@cityofrsm.org or call (949) 635-1834
Passport Acceptance Services	<p>Passport Acceptance Facility Services are temporarily suspended.</p>