

# Mission Viejo Animal Services

Proudly Serving the City of  
Rancho Santa Margarita

Since 2017

## Contract Review

January 2017

to

June 2024



# The Department

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- Animal Care
- Customer Relations
- Field Services

**Provides comprehensive animal care and control services to:**

- Mission Viejo
- Aliso Viejo
- Laguna Niguel
- Laguna Hills
- Rancho Santa Margarita



# Animal Care



## Staffing

**6 Animal Care Technicians**

## Programs

- Animal Care for Shelter Animals
- Veterinary Medical Care
- Enrichment and Training
- Adoptions
- Mission 4 Home Program

# Animal Care



## Hours of Operations

**Animal Services Center Open to Public:**

**12:00 pm to 4:00 pm – Every Day**

**Animal Care Staff**

**8:00 am to 5:00 pm**

**2017-2024**

**Agency Total Intake:**

- 6,848 Dogs and Cats in Care
- 5,802 Wildlife Triaged and Transferred to Rehab

**Rancho Santa Margarita Intake:**

- 691 Dogs and Cats
- 753 Wildlife Intake

# Animal Care

2017-2024

## Agency Total Outcome:

- 3,311 Dogs and Cats Adopted
- 2,747 Dogs and Cats Returned to Owner



## Rancho Santa Margarita:

- 316 Adopted to RSM Residents
- 299 Returned to Owners in RSM



# Customer Relations



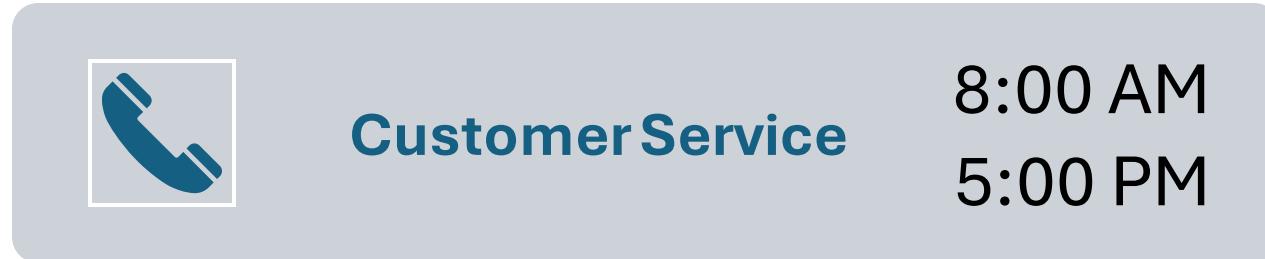
## Staffing

- 1** Animal Services Coordinator
- 6** Animal Services Representative

## Programs

- Animal Control Dispatch
- Customer Services – Front Desk & Phones
- Pet Licensing
- Volunteer Program
- Education and Outreach Programs

# Customer Relations



-  **Pet Licensing**
-  53,682 License Transactions Total
-  66% License Compliance Rate in RSM
-  **Volunteer Program**
-  **Animal Care Center Volunteer**
-  **Customer Relations Volunteers**
-  **Field Services Volunteers**

# Volunteers

- **Animal Care:**
  - Dog Walker
  - Cat Care / Socialization
  - Foster Program
- **Customer Relations:**
  - Front Desk
  - Greeter
  - Outreach & Education
- **Field Services:**
  - HOWL – Helping Out Wildlife Locally

**28** of our volunteers are residents of **Rancho Santa Margarita** and have collectively logged:

**5313.37 hours**

Since 2017



# Field Services



**Service with Compassion & Integrity**

## Staffing

**8** Animal Control Officers

## Programs

- Patrol
- Investigations
- Commercial Enforcement
- Wildlife Officer
- Public Education Officer

# Field Services



## Hours of Operations

**Animal Control Officers are on duty:**

**7:00 am to 9:30 pm**

Available **24 hour** for emergencies

**2017-2024**

**Agency Total:**

88,688 Calls for Service

**Rancho Santa Margarita:**

11,286 Service Calls – 13%

1,200 Wildlife Calls

284 Snake Calls

1,570 Proactive Patrols of Parks and Trails

Impounded 753 Injured Wild Animals

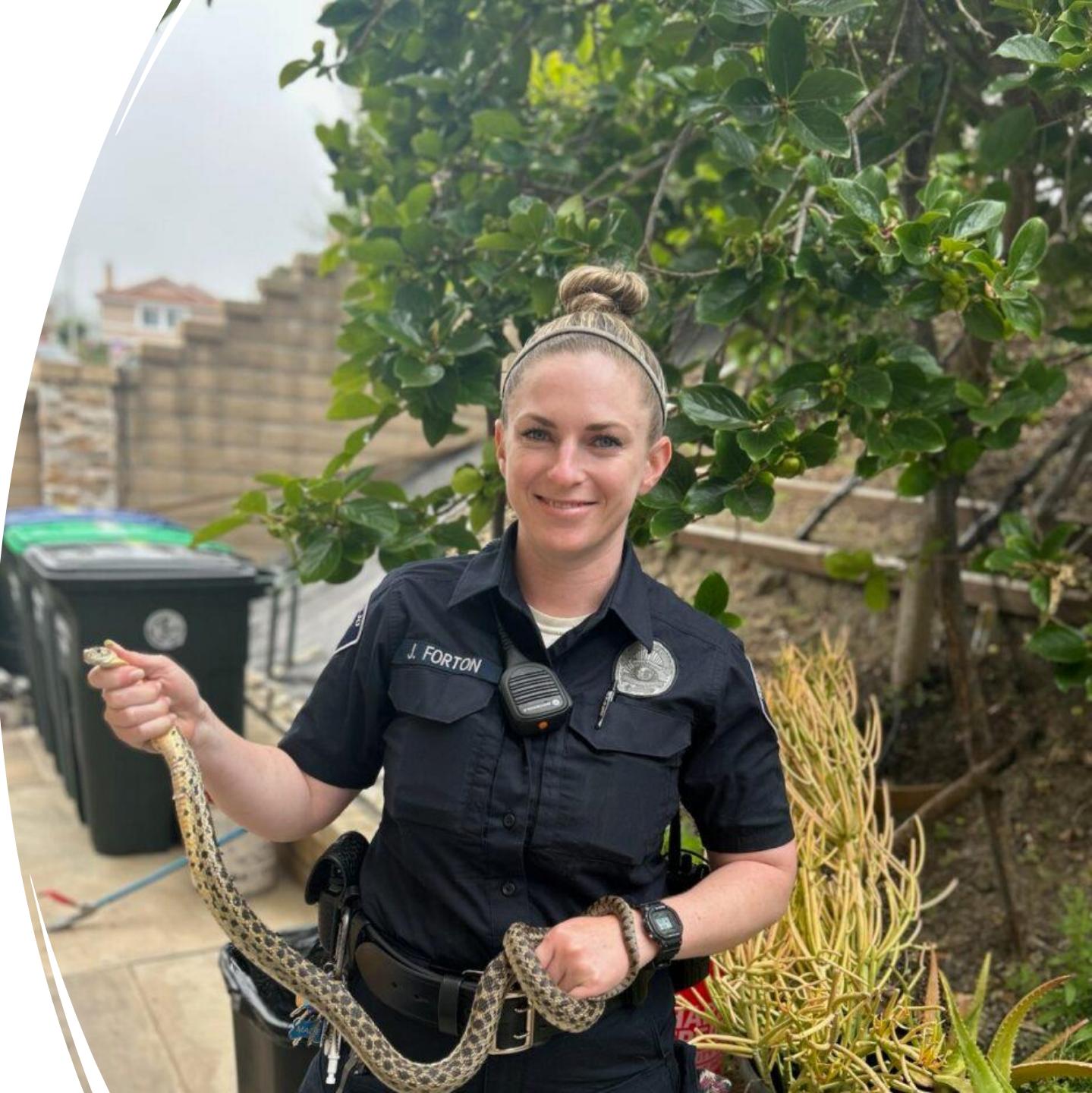
Removed 658 Deceased Animals

# Field Services

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## Average Response Time:

- **Emergencies:** 29 minutes
- **Routine:** 1 hour 10 min
- **Deceased Animals:** Under 2 hours



# Field Services

## Rancho Santa Margarita 2017-2024

### 🔍 Investigations & Enforcement

🐶 10 Founded Animal Cruelty

🐾 13 Potentially / Vicious Dangerous Dog Incidents

⚖️ 16 Court Citations

📄 593 Administrative Citations

✓ 239 Compliance Notices

### 📅 Commercial / Residential and Event Permits

🏢 102 Commercial Permits Issued

🏡 11 Residential Permit

🐶 20 Potentially Dangerous / Vicious Dog Permits



# Mission 4 Home

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**Transferred from High Intake Shelters:**

- **Dogs:** 993
- **Cats:** 227

**1,220** Dogs and Cats pulled from high intake shelters 2017-2024.



# Wildlife Response

- Respond to All Wildlife Incidents
- Coordinate with CA Fish & Wildlife
- Track Coyote Activity
- Mitigate Conflict through education and outreach programs and direct canvassing
- Online Wildlife Sighting Reporting



# Emergency Response

## Provided Mutual Aid Disaster Response

- Butte County
- El Dorado County
- Maui

## Responded locally to

- Laguna Hills Fire
- Laguna Niguel Fire

MVAS is prepared to respond to all incidents locally and through mutual aid.



# Dedicated Animal Welfare Group (DAWG)

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Provides Approximately \$150,000 in support to MVAS annually.

- Supports Veterinary Medical Care for Shelter Animals
  - Supports the Mission 4 Home Program



**From the entire Mission Viejo Animal Services team, we look forward to continuing to serve the amazing community of Rancho Santa Margarita and their pets.**

Striving to balance public safety, compassionate care and wildlife conservation throughout our service area.

## **Mission Viejo Animal Services**

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