

Mission Viejo Animal Services

Proudly Serving the City of
Rancho Santa Margarita

Since 2017

Contract Review

January 2017

to

June 2024



MISSION VIEJO
ANIMAL SERVICES

The Department

- 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



**Animal Control
Dispatch**

8:00 AM
8:00 PM



Customer Service

8:00 AM
5:00 PM



**Customer Service
Staff Handled**

**96,000
Transactions**



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 volunteer 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

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

Transferred from High Intake Shelters:

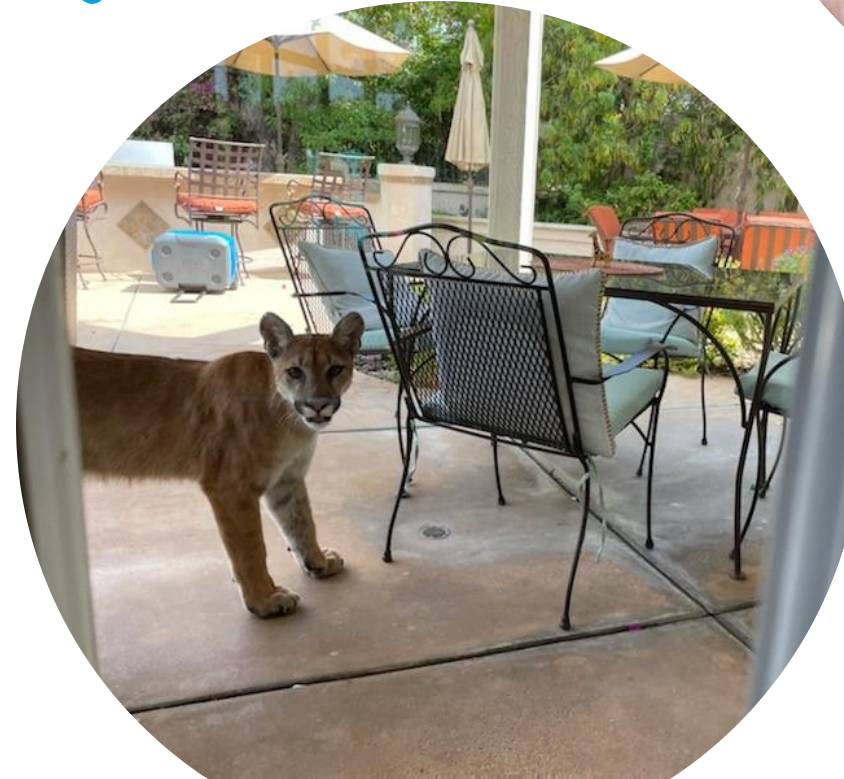
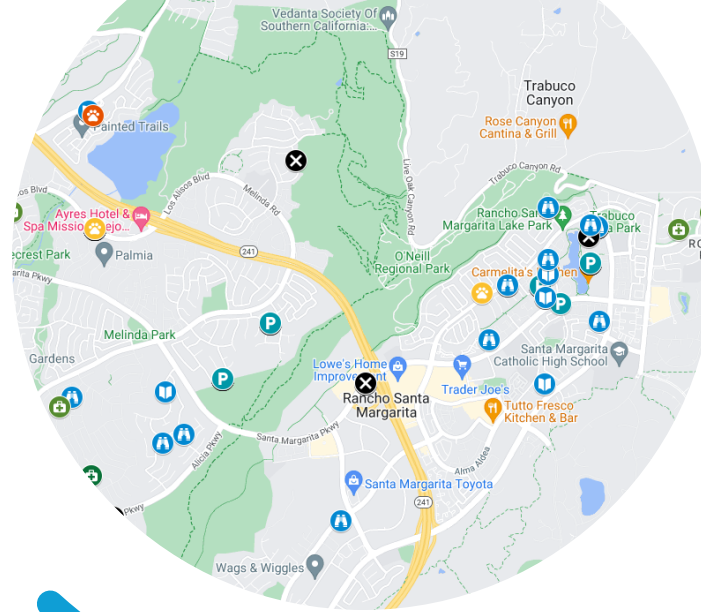
- **Dogs:** 993
- **Cats:** 227

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)

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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MISSION VIEJO
ANIMAL SERVICES