



CITY HALL

MODIFIED SERVICES

The City of Rancho Santa Margarita appreciates your patience with the implementation of temporary changes to City operations and services. In order to do our part in helping to slow the spread of the COVID-19 virus, and in coordination with recent health guidelines, the City is modifying or suspending certain services. For the latest information, please access the City's website: cityofrsm.org.

Building and Safety	<p>To inquire about building permits, plan checks, or building inspections we provide the following options:</p> <ul style="list-style-type: none"> We will make every attempt to provide service over the phone or via email. For urgent or essential matters, in-person services may be available by appointment only. You may contact us by calling (949) 635-1800 x6101 or emailing lgreci@cityofrsm.org. Information is available online, visit http://www.cityofrsm.org/196/Building-Safety
Planning	<p>To inquire about land use or zoning matters we provide the following options:</p> <ul style="list-style-type: none"> We will make every attempt to provide service over the phone or via email. For urgent or essential matters, in-person services may be available by appointment only. 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>To inquire about engineering, encroachment permit, or capital projects we provide the following options:</p> <ul style="list-style-type: none"> We will make every attempt to provide service over the phone or via email. For urgent or essential matters, in-person services may be available by appointment only. 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 <p>To inquire about street maintenance or dog park facility maintenance:</p> <ul style="list-style-type: none"> Call (949) 635-1800 x6102 or email tgregory@cityofrsm.org.
City Clerk	<p>To inquire about public records requests, claims, agendas and minutes, and Political Reform Act filings we provide the following options:</p> <ul style="list-style-type: none"> We will make every attempt to provide service over the phone or via email. For urgent or essential matters, in-person services may be available by appointment only. You may contact us by calling (949) 635-1800 x6201 or emailing mbalsz@cityofrsm.org or (949) 635-1806 or emailing adiaz@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>