



PLANNING COMMISSION MEETING CORRESPONDENCE 01/27/2020

ITEM NO. 3 – CONDITIONAL USE PERMIT NO. 2019-44 FOR THE PROPOSED PROJECT LOCATED AT 2920 SOUTH KILSON DRIVE

Comments received by 1:00 P.M. on 01/27/2020

First Name	Last Name	Organization	Favor	Oppose	General
Meredith	Adams		X		
Jan	Eldridge		X		
Lovinnia	Gotao		X		
Romi	Hirayama		X		
John/Diane	Hollenbeck		X		
Donna	Smith		X		
Christina	Snyder		X		
Annwe	Tufft-Miller		X		
TOTAL			8	0	0

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From: [Flores, Dora](#)
To: [Bernal, Sarah](#)
Subject: FW: Planning Commission Hearing -Canine Rehabilitation of Orange County
Date: Monday, January 27, 2020 11:53:14 AM

See ecomment below

-----Original Message-----

From: Meredith Adams [REDACTED]
Sent: Monday, January 27, 2020 11:14 AM
To: eComment <ecomment@santa-ana.org>
Subject: Planning Commission Hearing -Canine Rehabilitation of Orange County

To whom it may concern,

I am writing this email in regards to the hearing for the conditional use permit for Canine Rehabilitation of Orange County on 2920 Kilson Drive. As a veterinarian and resident of Santa Ana I feel this business would be of great benefit to our city. At least 50% of our population are dog owners and the number one injury is related to knees. An injury that is easily rehabilitated with underwater treadmill therapy and many other modalities this facility can offer. I have had many patients recover and benefit from Lauryn and the staffs hard work and dedication. While this company has been closed I feel that many patients have been suffering and not given the standard of care they deserve. It would be a disservice to the veterinary world to not have Canine Rehabilitation of Orange County as an option for our patients. Not only have I sent many patients to visit for rehab, I have personally witnessed the work done here. The facility was always quiet, no barking as all the animals are relaxed and happy, the cleanliness was unmatched, not once did I see any feces left for longer than 1 minute and any accident was promptly addressed by the support staff. These appointments also last about 2 hrs each. In this time the clients would go visit nearby restaurants and shopping districts. I feel that the influx of patrons would be a positive addition to the businesses surrounding the facility. We need Lauryn and this business in our veterinary world. I strongly urge you to support this quest to enrich the lives of these animals and bring a business that will add so much diversity to our growing and changing city.

Thank you for your consideration.

Meredith Adams, DVM

From: [Flores, Dora](#)
To: [Bernal, Sarah](#)
Subject: FW: Planning Commission
Date: Monday, January 27, 2020 8:20:39 AM

See ecomment below

-----Original Message-----

From: jan Eldridge [[mailto:\[REDACTED\]](mailto:[REDACTED])]
Sent: Monday, January 27, 2020 8:10 AM
To: eComment <ecomment@santa-ana.org>
Subject: Planning Commission

Hello

My email is concerning the implementation of a permit for the Canine Rehabilitation of Orange County. They are wonderful! My 12 year old dog now has his life back. He walks runs and plays ball like he was a pup again. I am so appreciative of this organization for helping our dogs. We will gladly make this drive for these helpful compassionate people. Please grant them the permit.


Thank you
Jan Eldridge
Rancho Mission Viejo

Sent from my iPhone

From: [Flores, Dora](#)
To: [Bernal, Sarah](#)
Subject: FW: Planning Commission (CROC)
Date: Monday, January 27, 2020 8:31:29 AM

See ecomment below

-----Original Message-----

From: Lov Gotao [[mailto:](#) 
Sent: Monday, January 27, 2020 8:29 AM
To: eComment <ecomment@santa-ana.org>
Subject: Planning Commission (CROC)

To whom it may concern,

I'm writing on behalf on Canine Rehabilitation of Orange County. When my dog had surgery for a torn knee, they helped us bring back his strength, energy and happiness to live his best life, They do this for so many older dogs who have no other option. Giving them a few more good months or years. We're hoping you allow them to operate in your city and give us back the only rehab center for our dogs. There aren't a lot who can do this for us. Lauryn and her staff are good caring people, the type of people you would want to operate a business in your city.

Thank you!


Lovinnia Gotao

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From: [Flores, Dora](#)
To: [Bernal, Sarah](#)
Subject: FW: Planning Commission
Date: Monday, January 27, 2020 8:22:08 AM

See ecomment below

-----Original Message-----

From: Romi Hirayama [[mailto:](#) 
Sent: Saturday, January 25, 2020 9:20 AM
To: eComment <ecomment@santa-ana.org>
Subject: Planning Commission

To Whom It May Concern,

My name is Romi Hirayama and I am the owner of a 7 year old Border Collie named Clutch. Clutch sustained a torn ACL while competing in a Dog Agility Competition and had ACL surgery back in September. Two weeks after surgery, we were advised to start rehab with a certified professional. My Board Certified Ortho Vet recommended Lauryn at CROC, so that's where we went! He was doing so well and his recovery was looking great! We've unfortunately had a few set backs since CROC had to move and find a new location. We tried other rehab facilities and we just weren't having the same progress and actually took steps backwards. Worried for my dog and if these places really had the experience, I stopped going and have been waiting for CROC to re-open. CROC has done so much for Clutch and his recovery, we cannot wait until they are able to work their magic and support us in his recovery again. I have been waiting and waiting to be able to take my dog back so he can get back on the road to recovery. Their knowledge, empathy, support and experience is the best around and I believe allowing them to work with dogs in need of their services will help so many dogs and families live a better, healthier and happier life.

Thanks for your time,
Romi Hirayama

From: [Flores, Dora](#)
To: [Bernal, Sarah](#)
Subject: FW: Attn: Planning Commission, re: CROC business application
Date: Monday, January 27, 2020 8:21:59 AM

See ecomment below

From: John Hollenbeck [mailto: [REDACTED]]
Sent: Saturday, January 25, 2020 7:57 AM
To: eComment <ecomment@santa-ana.org>
Subject: Attn: Planning Commission, re: CROC business application

To whom it may concern at the Santa Ana Planning Commission:

By now you've no doubt received many positive messages regarding the business permit application for Canine Rehab of Orange County, the majority of which include stories about how beneficial - even life-saving - their therapy services are for dogs. Ours is no different. Our 14-year-old English Lab suffers from severe arthritis, and we credit CROC's therapy for keeping her as mobile as she is. Their recent loss of lease for their previous location and subsequent closure have been a hardship on us and may others who rely on them for a very specialized service. We're anxious for them to resume operations as soon as possible.

Our story is important to us, but hardly unique. CROC provides a unique and vital service for dogs that's not available anywhere else in the county, and there are many people who rely on them for their dog's continued health and survival. Allowing CROC to open in your city places them as close to the center of Orange County as possible, making it even more convenient for dog owners throughout the county to bring their business to Santa Ana. CROC's owner/operators are honest people who run a business that benefits not only their multitude of clients, but also any city where they're located. Allowing them to operate in yours can only be a win/win situation for all parties involved. We hope you will approve their application as quickly as possible.

Thank you for your consideration,
John and Diane Hollenbeck

From: [Flores, Dora](#)
To: [Bernal, Sarah](#)
Subject: FW: Planning Commission re: Canine Rehab of OC
Date: Monday, January 27, 2020 8:31:16 AM

See ecomment below

-----Original Message-----

From: Donnasmith64@verizon.net [[mail](#)] [REDACTED]
Sent: Monday, January 27, 2020 7:51 AM
To: eComment <ecomment@santa-ana.org>
Cc: caninerehaboc@gmail.com
Subject: Planning Commission re: Canine Rehab of OC

To whom it may concern:

Canine Rehab of OC is a unique and necessary entity in our county. It is a place where “man’s best friend” receives skilled hands on attention and individualized care. My golden retriever, Cisco, is receiving excellent treatment there for canine hip dysplasia. It is a place of healing and love.

I urge the Planning Commission to grant the conditional use permit to allow operation of Canine Rehab of OC.

Please do not delay, many canines with injuries and diseases are awaiting treatment.

Sincerely,
Donna Smith

Sent from my iPhone

From: [Flores, Dora](#)
To: [Bernal, Sarah](#)
Subject: FW: Planning Commission re CANINE REHABILITATION OF ORANGE COUNTY
Date: Monday, January 27, 2020 8:22:34 AM

See ecomment below

From: Christina Snyder [mailto: [REDACTED]]
Sent: Thursday, January 23, 2020 7:02 PM
To: eComment <ecomment@santa-ana.org>
Subject: Planning Commission re CANINE REHABILITATION OF ORANGE COUNTY

To: Santa Ana City Planning Commission
Re: **Canine Rehabilitation of Orange County**
@2920 Kilson Dr Santa Ana

My dogs have been seeing Lauryn and CROC for almost 5 years. I have 2 senior dogs and one almost senior dog. Lauryn and her team have lovingly addressed each of my "kid's" physical issues. They are very professional, organized and efficient. They run a fabulous tight ship. As long as I have been coming to see them I have never heard dogs barking or witnessed any unruly behavior from a dog or a dog parent. Because it's a drop-off/pick-up situation, parking is never an issue.

We all are looking very forward to the approval of their Conditional Use Permit and CROC's subsequent re-opening so we can get back to seeing them regularly. Lauryn and her team will be a wonderful addition to the City of Santa Ana.

Thank you for your consideration.

Christina Snyder



[REDACTED]

From: [Flores, Dora](#)
To: [Bernal, Sarah](#)
Subject: FW: Authorization
Date: Monday, January 27, 2020 8:21:07 AM

See ecomment below

-----Original Message-----

From: Anne Tufft-Miller [[mailto:\[REDACTED\]](mailto:[REDACTED])]
Sent: Sunday, January 26, 2020 9:37 AM
To: eComment <ecomment@santa-ana.org>
Subject: Authorization

I strongly urge you to authorize the use application for Canine Rehabilitation of Orange County. Our dog received excellent treatment at the previous location. It was always immaculate and quiet. Our dog loved going and greatly benefitted from the excellent, individual care provided by the wonderful staff.

Sincerely,

Anne Tufft-Miller

Sent from my iPhone