

WESTLAKE VILLAGE
2013 ANNUAL REPORT



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Welcome to Westlake Village!

COMMUNITY PROFILE

The City of Westlake Village has a rich and varied history. The community is located on a portion of the former Albertson Ranch, whose cattle-grazing operation on the land ended in the mid-1960's when construction of Westlake Village commenced. The ranch was a portion of the former El Conejo land grant, the original boundary lines of which form what are the City's southern and eastern limits today.

The American Hawaiian Steamship Company developed Westlake Village as a master-planned community beginning in 1966, with development responsibilities subsequently passing to the Prudential Insurance Company. The community straddles the Los Angeles-Ventura County line. The Ventura County portion was incorporated as part of the City of Thousand Oaks in 1968. However, the build-out of the two halves has proceeded in a coordinated and interlinked manner, relatively indifferent to the corporate limits which separate them.



The City of Westlake Village was incorporated on December 11, 1981, as the 82nd city in Los Angeles County. Incorporation was supported by more than 80% of those voting on the issue. The primary impetus for incorporation revolved around maintaining the high quality of development within the City and preserving the general pattern of land uses and design standards envisioned in the master plan. In keeping with the vision of the incorporation movement, the original organization of the City government was intentionally kept small in terms of staffing, with a heavy emphasis on contract services, efficiency and customer service. That philosophy of governance continues today as the City has just ten full-time employees coupled with a contingent of contract staff and consultants.

As a master-planned community, Westlake Village is characterized by its wide, tree-lined boulevards, its cohesive, yet identifiable neighborhoods with interconnected greenbelts, its lakeside parks and promenades, and its diverse and thriving office and commercial centers. With a business friendly philosophy, the City is home to many large corporate employers providing more than 11,000 jobs.

STATISTICS



Incorporated: December 11, 1981, as the 82nd city in Los Angeles County

Form of Government: City Council/City Manager

Location: Bounded by the City of Agoura Hills on the east, Ventura County and the City of Thousand Oaks on the north and west, and the unincorporated Santa Monica Mountains on the south.

Population: 8,270 (based on the 2010 Census)

Age: The 2010 Census indicates that the median age of residents within Westlake Village is 48.7 years, exceeding Los Angeles County's median age of 34.8. Nearly half of the City's population is between the ages of 25 and 64.

Income: Based on the Census 2010, 56% of the City's households have incomes of \$100,000 or more.

Overall Education: Census 2010 indicates that 57.3% of the City's residents have obtained a bachelor's degree or higher.

Business Census: According to the last Chamber of Commerce business census (2010), a total of 792 businesses operate within the City.

Area: 5.4 square miles

Miles of streets: 29.5 miles

Parks: 5 parks (19.3 acres)

Public Elementary and Secondary Schools: White Oak Elementary (located in Westlake Village); Lindero Canyon Middle School (located in Agoura Hills); and Agoura High School (located in Agoura Hills)

Police Services: Los Angeles County Sheriff's Department

Fire Services: Los Angeles County Consolidated Fire Protection District

Libraries: 1 library (circulation: 165,704) operated under a service agreement with the Los Angeles County Library

Local Media:

Newspaper: Acorn; Daily News; Ventura County Star; L.A. Times

Radio: KVEN 1450 AM; KCLU 88.3 FM

Cable: Time Warner, ATT

Public Television: Westlake Village Government Channel 10

Utilities:

Water System: Las Virgenes Municipal Water District

Sewer System: Las Virgenes Municipal Water District

Refuse System: Waste Management, Inc.

Gas: Southern California Gas Company

Electric: Southern California Edison Company

Telephone: AT&T

CITY GOVERNMENT AT A GLANCE

City Council and Administration

Westlake Village was incorporated as a “General Law” city in 1981 and continues to operate under the California Government Code in that manner in contrast to some larger cities that operate under a “city charter.” Westlake Village also operates under a council-manager form of government which sees the City Council evaluate a broad range of issues and set policies with the day-to-day municipal activities directed and managed by the City Manager, a professional administrator appointed by the City Council. The City Manager keeps the City Council advised of the City’s financial condition and future needs, and provides recommendations on a wide range of policy issues for consideration and action by the City Council. The City offices are open for public business 8:00 a.m. to 5:00 p.m., Monday through Friday, while City Council meetings are held the second and fourth Wednesdays of each month, beginning at 6:30 p.m. City Council meetings can be seen live on WTV Channel 10, or viewed via the City’s website at www.wlv.org.

Elected Officials

Mayor	Term Expires
Philippa Klessig	2015

Councilmembers

Robert Slavin	2013
Mark Rutherford	2013
Ned E Davis	2015
Susan McSweeney	2013

Cultural Recreation Advisory Board

Kateri Alexander	Bernard Nisenholz
Aly Covington	Sybil Nisenholz
Bud Fish	Margie Price
Suzanne Gallant	Joanne Robinson
Kelly Honig	Maria Sanchez
Curt Knabe	Erin Tickin (<i>Youth Member</i>)
Sheldon Mende	Jemma Wildermuth
Michael Murray	

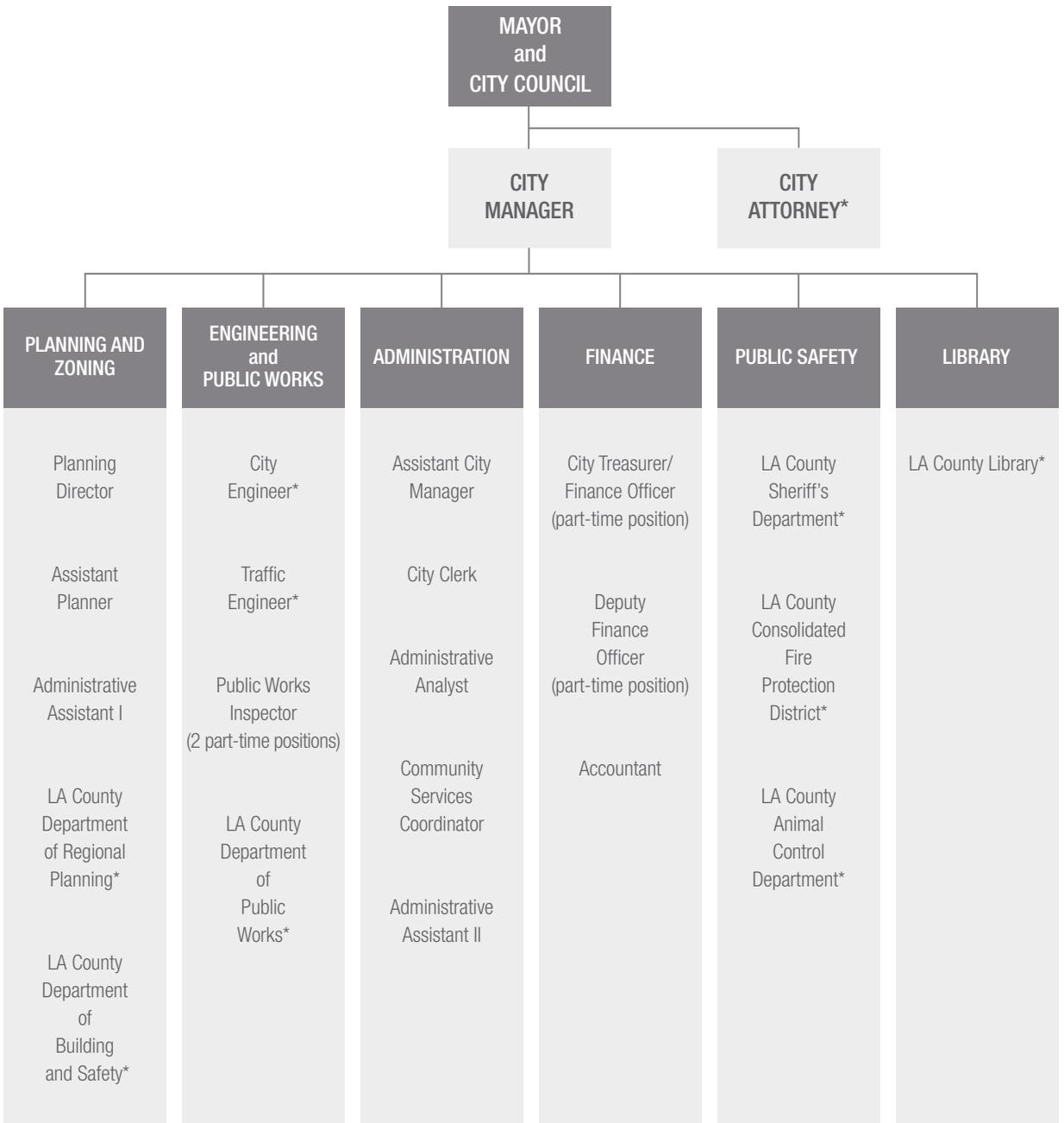
City Departments & Offices

Raymond B. Taylor	City Manager
Audrey Brown	Assistant City Manager
Scott Wolfe	Planning Director
Rick Casswell	Assistant Planner
Beth Schott	City Clerk/Executive Assistant
Kerry Kallman	Administrative Analyst
Carol Novak	Accountant
Brianne Anderson	Community Services Coordinator
Patti Thompson	Administrative Assistant II
Carol Kramer	Administrative Assistant I
Dennis Anderson	Public Works Inspector*
Jeff Friedman	Public Works Inspector*
Robert Biery	City Treasurer/Finance Officer*
Cynthia Borchard	Deputy Finance Officer*

* *connotes part-time position*



CITY OF WESTLAKE ORGANIZATIONAL CHART



* Either Contract Position or Contract Service Provider

SUMMARY OF 2012 CITY ACCOMPLISHMENTS

PLANNING/DEVELOPMENT

- » Held a full-day workshop on November 1 with community and business stakeholders, on the draft Westlake Village Business Park Specific Plan document.
- » Completed a total of five projects under the City's Residential Rehabilitation Program.
- » Completed preparation of, and City Council certified, a Supplemental Environmental Impact Report for the Westlake Village Community Park Project.
- » Conducted a Public Hearing on May 9 for the proposed Selleck Retail Project on Russell Ranch Road. Final EIR was certified and project was approved.
- » Prepared for City Council adoption an ordinance to regulate fences, walls, and other structures in hillside areas.
- » Prepared for City Council adoption an ordinance to add penalties for businesses which open and operate without required permits.
- » Held two Concept Reviews (March and September) for a proposed Leisure Care project at the former Westlake Medical Center property.

ANNUAL STREET MAINTENANCE

- » Undertook a rubberized asphalt overlay of Agoura Road covering the entire street length, from the City limit at Thousand Oaks to the City limit at Agoura Hills.

CAPITAL PROJECTS

- » Renovated the Agoura Road and Lindero Canyon Road medians. Work consisted of completely renovating the center median's irrigation, landscaping, and drainage along Agoura Road between Knightsgate Road and the eastern City limit, and along Lindero Canyon Road between Via Colinas and Thousand Oaks Boulevard.
- » Renovated Berniece Bennett Park Basketball Courts. Project involved the removal and replacement of the existing two basketball courts with a new concrete surface and the construction of an improved drainage swale to deter any surface water from draining over the court surface.
- » Completed a renovation of the Russell Ranch Park tot lot. Project involved the removal and replacement of the existing play structure and play surfaces.
- » Refurbished the City's bus benches. Work involved the sanding, surface preparation, and repainting, of all the benches and trellises located at various bus stops throughout the City.
- » Undertook LED Safety Light Retrofit project. City utilized an Energy Efficiency Community Block Grant from the state of California to retrofit all safety lights at signalized intersections with an energy efficient LED fixture.
- » Upgraded the traffic signal system at the Lakeview Canyon Road - Agoura Road intersection to provide video detection, near-side signal displays, new conduit, and repainting of all signal poles and equipment.
- » Constructed new sidewalk sections in two locations: (1) north Via Colinas from Lindero Canyon Road to Dole Drive; and (2) south Agoura Road between Lindero Canyon Road and west Oak Crest Drive.

PUBLIC SAFETY

- » Coordinated the deployment of Sheriff's Deputies, Volunteer in Policing and Disaster Response Team members to the Three Springs neighborhood during Halloween.
- » Provided funding for two additional Sherriff's Deputies to patrol Westlake Marketplace and adjacent retail centers for one week during the holiday period.
- Hosted a community workshop titled "How to Co-Exist with Wildlife."
- Disaster Response Team participated in four City Community Emergency Response Team (CERT) refresher training in Malibu.

COMMUNITY PARK

- » Completed the installation of the retaining walls along the park access roads.
- » Initiated construction of the Community Park access roads.

LANDSCAPE/STREETSCAPE IMPROVEMENTS

- » Completed the Ridgeford Parkway landscape improvements. Project consisted of the installation of the remaining portion of landscape for the parkway located at the easterly end of Ridgeford Drive at Canterhill Drive.
- » Completed Phase II of the Lindero Canyon Channel Improvements which included new vine plantings along the entire length of the new channel fencing and modifications to the existing irrigation system.
- » Assisted three homeowner associations (Watergate, Westlake Pointe and Westlake Trails) with improvement projects through the City's Neighborhood Beautification Program: (1) Watergate renovated an existing greenbelt area and replaced it with landscaping and included a neighborhood identification sign; (2) Westlake Pointe replaced a large willow tree at their front corner located at Ridgeford Drive and Lindero Canyon Road (this tree was the center point of this landscaped corner); and (3) Westlake Trails added additional landscape features behind their new improvements at Rustic Oak Drive and Foxfield Drive along Lindero Canyon Road.

COMMUNITY SERVICES/RECREATION

- » Co-Sponsored the Westlake Village Reads Program during the months of January and February featuring ten programs around the theme of "Food."
- » Co-sponsored the Westlake Village Rotary Club Street Faire (April 22).
- » Co-sponsored the Senior Expo at the Agoura Hills/Calabasas Community Center (April 25).
- » Co-sponsored the Triunfo YMCA's local Soap Box Derby event (May 6).
- » Conducted the City's ninth annual TGIF series which featured seven events throughout the summer.
- » Conducted the City's tenth annual City Celebration (October 20).
- » Provided City sponsorship of the Annual Memorial Day event held at Pierce Brothers Cemetery (May 28).
- » Conducted 4th of July parade and special holiday program at Berniece Bennett Park on that date. (43rd annual)
- » Held a City volunteer appreciation event recognizing City volunteers (February 22).
- » Supported the Conejo Valley Community Concert and Jazz Band (Performances were held on May 6 and October 21).
- » Awarded \$90,500 in grant funds to twenty local non-profit organizations and seven local school programs through the City's Community Services Grant Program.
- » Offered on-line registration for Senior Recreation and Summer Youth recreation programs.
- » Continued to offer a full Senior Recreation program in the Community Room at the Civic Center.
- » Offered a comprehensive Youth Summer Recreation Program at White Oak Elementary School featuring a full-day summer camp, specialty week-long camps, and enrichment classes. Each week the program presented emergency preparedness lessons for all registered campers.
- » Extended the agreement with Oaks Christian School that continues availability for the City to schedule the use of Oaks Christian Fields during after- school and weekend hours for youth sports organizations.
- » Continued to offer the City's Senior and Disabled Dial-A-Ride program through an agreement with the City of Thousand Oaks.
- » Offered on-line bus pass sales for Westlake Village Transit.
- » Offered a transportation program that supported students attending summer school.

LIBRARY

- » Hosted a variety of free children's programs including art classes, toddler story time, children book discussion group, chess club, puzzle day, and cartooning class.
- » Offered a lunchtime book discussion group "Brown Bags and Books" that met a total of eleven-times throughout the year.
- » Participated in "International Gaming Day" on November 3.
- » Celebrated 100 years of the LA County Library System on September 8 with cake, children's activities, and family programs.
- » Processed for check-out 161,984 in library materials and issued 990 new library cards during the year.
- » Offered an annual "Children's Summer Reading Program" with a total of 252 participants. Programs included twelve weekday special events that featured magic shows, bubblemania, professional story tellers, live animal shows, a movie night, and 94 Teen Book Reviews.

OTHER ACCOMPLISHMENTS

- » Launched the new City website on July 12.
- » Honored "Wade's Wines" as the first recipient of the "Business Recognition Program" in conjunction with the Greater Conejo Valley Chamber of Commerce.
- » Unveiled the original pen and ink drawing by renowned artist Carlos Diniz of the Westlake Village region as it was envisioned prior to development at the 10th Annual City Celebration on October 20.
- » Eight runs, walks, or bike rides held in the City during 2012, coordinated by a variety of local non-profit groups.
- » Promoted bike safety for young riders utilizing the Lost Hills Sheriff Stations' Bike Safety City at the 4th of July event.
- » Launched the Westlake Village Monthly Video Newsletter featuring detailed interviews with staff, volunteers, and other partner agencies on topics of interest to Westlake Village residents.

Westlake Village, CA - Official Website

http://www.wlv.org/

Westlake Village, CA - Official We...

+myConnections: Engage your community - connect to news, events and information you care about. [View more information...](#) Sign In

VIEW CURRENT WEATHER

Search our site

CITY GOVERNMENT RESIDENTS BUSINESS VISITORS LIBRARY CITY DEPARTMENTS

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Online City Council Meetings

Municipal Code

City Capital Projects

Public Works Project Bids

Minutes & Agendas

Facilities

Green City

Frequently Asked Questions

Links

FEATURED NEWS

2013 Summer Entertainment Schedule is Now Available!
Be the first to check out this summer's TGIF and Saturday in the Park Line-up! [Please click here for the 2013 schedule!](#)

[VIEW ALL NEWS](#)

CALENDAR

Wed, Mar. 20
Kids Chess @ the Library

Thu, Mar. 21
Music in Motion for Babies & Toddlers, at the Library

Wed, Mar. 27
Cartooning for Kids @ the Library

Wed, Apr. 3 - Mon, Apr. 1
Brown Bags & Books - Adult Book Club @ the Library

Thu, Apr. 4
Music in Motion for Babies & Toddlers, at the Library

[VIEW ALL EVENTS](#)

CITY SPOTLIGHT

WESTLAKE VILLAGE CHANNEL 10

CITY NEWS

MONTHLY VIDEO NEWSLETTER

City Newsletter Transforms Into A Television Program
The City's monthly newsletter is transformed each month into a thirty minute "interview style" television program to be aired on the City's community television station, Channel Ten. This monthly program will air at 6:30pm Thursday and Friday evenings, and other times throughout the week.

2012-2013 CITY BUDGET

Financial Information

Westlake Village has long been recognized as one of the best-managed cities in California. It has one of the highest credit ratings of a city its size in the State. Westlake Village is committed to its mission of delivering the highest quality services in the most effective manner.

2012-2013 City Finances/Budget

Expenditures for all funds and programs total \$20.9 million

General Fund operating expenses pegged at \$7.6 million

Capital Improvement Program (CIP) expenditures total \$5.1 million

Revenues for all funds estimated to total \$18.8 million

Projected year-end balances in selected funds:

-General Fund: \$5,325,730

-CIP Fund: \$5,387,435

-Building & Maint. Fund: \$439,700

-Landscaping District Fund: \$316,060

-Lighting District Fund: \$283,285

Administrative expenditures total \$1,356,080, or 17% of General Fund operations

Public safety costs of \$2.14 million represent largest share of General Fund operating costs

Funding for Community Services Grant Program totals \$90,500

\$32,000 budgeted to cover Sunday Library hours

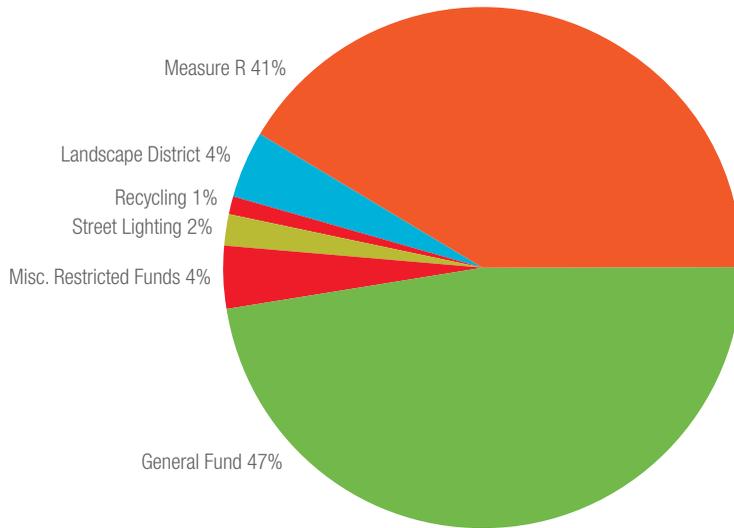
\$135,000 budgeted to cover third year costs of a three-year study addressing a new specific plan for an approximate 75 acre aging and underutilized business park/industrial area north of the freeway

At the heart of our dynamic community is a local economy sustained in part by a number of companies and businesses some of which have made Westlake Village the location of their national and world headquarters.

Several of the largest private employers include:

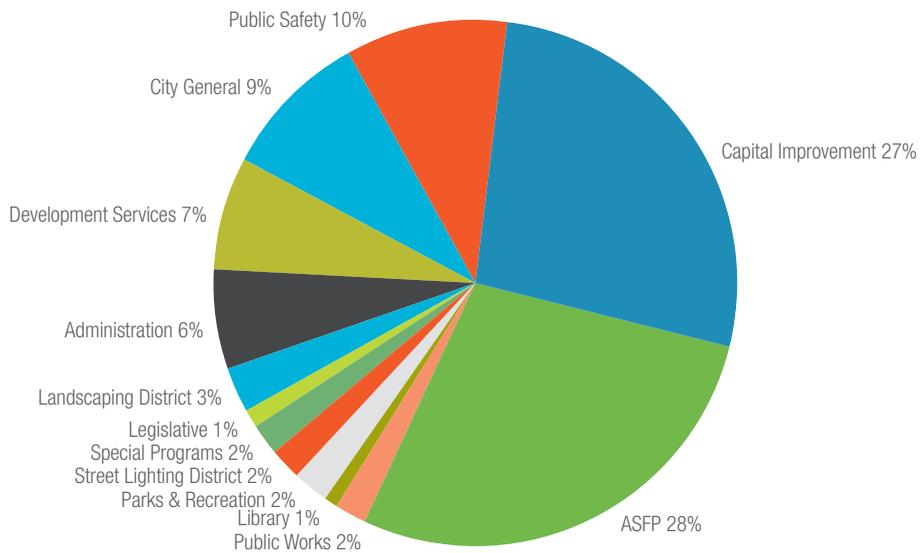
- 1 Bank of America
- 2 Four Seasons Hotel
- 3 Costco Wholesale Corp.
- 4 Move, Inc.
- 5 K-Swiss, Inc.
- 6 Dole Food Co.
- 7 Farmers Insurance
- 8 Westlake Village Inn
- 9 Digital Insight Corp.
- 10 Securitas Security Service

Summary of Revenue FY 2012-2013



The following account for less than 1% of 2012-2013 Revenue: Air Quality, Prop A Park Bond, Westlake Transit, Airport Shuttle, Traffic Safety Fines, TDA - Article-3, investment earnings.

Summary of Expenditures FY 2012-2013



NOTABLE WESTLAKE VILLAGE PROJECTS/ ACTIVITIES IN 2013

Here's a briefing of what to look for in 2013 regarding pending development projects, City street improvements, park projects, landscape/streetscape enhancements, and other important capital improvements.

PENDING OR RECENTLY COMPLETED DEVELOPMENT PROJECTS

WESTLAKE VILLAGE BUSINESS PARK SPECIFIC PLAN - Planning Department staff are currently overseeing the completion of the draft Westlake Village Business Park Specific Plan and the Program Environmental Impact Report to address the future reuse of properties between the freeway and Thousand Oaks Boulevard, west of Lindero Canyon Road.

PLANNING AREA C DEVELOPMENT - Planning Department staff are monitoring the progress of the approved Russell Ranch Road Retail Project. Grading of the site has begun, and construction will begin later in the year, with the opening of the center scheduled for March of 2014.

FORMER WESTLAKE VILLAGE MEDICAL CENTER PROJECT - The City continues to work with applicant One-Eighty (Leisure Care) to develop a plan for the former Westlake Medical Center site at 4415 Lakeview Canyon Road. The current proposal calls for the development of a 130 unit senior citizen residential project. One focus of the City Council with regard to this project has been the provision of a public benefit by the applicant. At a third Concept Review in February, One-Eighty proposed a dedication of land to the City of approximately two acres, along with providing additional parking for Westminster Presbyterian Church. Staff and the Former Westlake Medical Center Property Ad Hoc Committee have continued to meet with the applicant following this Concept Review and will work to bring this project to hearing.

HOUSING REHABILITATION PROGRAM – In 2013, the City will provide up to five \$5,000 grants to assist eligible residents with necessary health and safety repairs to their home.

ANNUAL STREET WORK

In conjunction with the City's on-going road resurfacing program, two principal maintenance practices are used by the City: rubberized asphalt overlay and slurry seal. With an overlay, a street is provided with a new wearing surface for cars and bicyclists to drive on. Overlays in Westlake Village are accomplished with the use of recycled rubberized asphalt and are typically about 1.5 to 2 inches in thickness. On the other hand, the primary purpose of a slurry seal, which is an oil-based substance, is to protect the existing pavement surface. Asphalt loses its oils and becomes brittle over time due to exposure to ultraviolet light and vehicle wear and tear. The result is surface raveling, or the loss of the finer rock particles from the pavement, and block cracking. A slurry seal is intended to replace the wearing surface and seal the cracks in the existing pavement; thereby extending the useful working life of the asphalt. Such a treatment also provides a side benefit by creating a new appearance to the street.

This year's resurfacing program includes a slurry application on Lindero Canyon Road in two sections: the northern City limit to Thousand Oaks Boulevard, and Triunfo Canyon Road to Ridgeford Drive. Within the City's business park area, slurry work is scheduled for La Baya, Via Colinas, and Cedar Valley Drive.

LANDSCAPE AND STREETScape IMPROVEMENTS

As part of a long-range master plan, 2013 will see the City continue to reinvest in its infrastructure, particularly in the areas of landscaping and streetscapes as described below:

City/Neighborhood Beautification Grant Program: This program provides funding for collaborative projects with local homeowner's associations through City-issued grants to encourage neighborhood beautification projects visible from the public right-of-way.

Lindero Canyon Channel Improvement: This year's project will include the design and engineering of the complete project from Agoura Road to Foxfield Drive. This area will include renovated landscaping and an enhanced pedestrian path.

Sidewalk Inspection and Replacement Program: Each year during the months of October and May, the City performs inspections of all sidewalks in the City. Based on the results of these inspections, a list of sidewalks in need of repair is prepared and scheduled within the year. Repairs are accomplished by two different maintenance methods: replacement and grinding. With grinding, a special machine is used to grind down the high point in the sidewalk. The second method involves the removal and replacement of the sidewalk panels. These repairs occur at various locations throughout the City.

Improvements at the Agoura Road/Lakeview Canyon Road and Agoura Road/ Lindero Canyon Road Intersections: Construction will commence this year with the installation of new, decorative crosswalks and sidewalk treatments at the Lakeview Canyon and Agoura Road intersection and the Lindero Canyon and Agoura Road intersection. The crosswalks and sidewalk will receive a beige colored stamped concrete finish with a faux stone appearance.

Agoura Road Advance Street Name Sign Lighting: This work will involve the installation of lighting fixtures along Agoura Road to illuminate the advance street name and entry monument signs.



OTHER MAJOR CAPITAL PROJECTS

Progress on two other important projects will continue in 2013. The first entails the completion of the infrastructure improvements associated with the eighteen-acre master pad that will eventually result in a new eight-acre community park, located on the north side of Thousand Oaks Boulevard, just west of Lindero Canyon Road. The second project includes improvements to the Lindero Canyon Road corridor, between Via Colinas and Agoura Road, designed to improve traffic flow and congestion. This latter project is part of the City's Arterial System Finance Program (ASFP), and it is funded by Metropolitan Transportation Authority Measure R fund and capital improvement fund reserves.



New Community Park: This project will be built in two distinct phases with the development of a graded level pad of approximately 18 acres and the site infrastructure, followed by the construction of above-ground improvements. A landscape design firm has been retained to complete the design of the Community Park improvements which include active sports fields and various other recreational improvements such as tot lots, jogging trails, picnic areas, and a skateboard park. Installation of the parking lot is expected to occur in late 2013. Construction of the above-ground improvements for the second phase will follow, although it has currently not been determined when that will actually occur as the City continues to seek additional funding opportunities through grants and fund-raising activities to offset overall project costs.



Lindero Canyon Road Corridor (ASFP) Improvements: The ASFP work program in 2013 will include the commencement of overpass widening on Lindero Canyon Road over the 101 Freeway, and related improvements such as the continuation of the existing multi-purpose pathway along the east side of Lindero Canyon Road from its current terminus at Russell Ranch Road/Via Colinas intersection to extend it across the freeway and down to Agoura Road. The road widening will also result in an added travel lane in each direction on Lindero Canyon Road between the freeway ramps and Agoura Road.



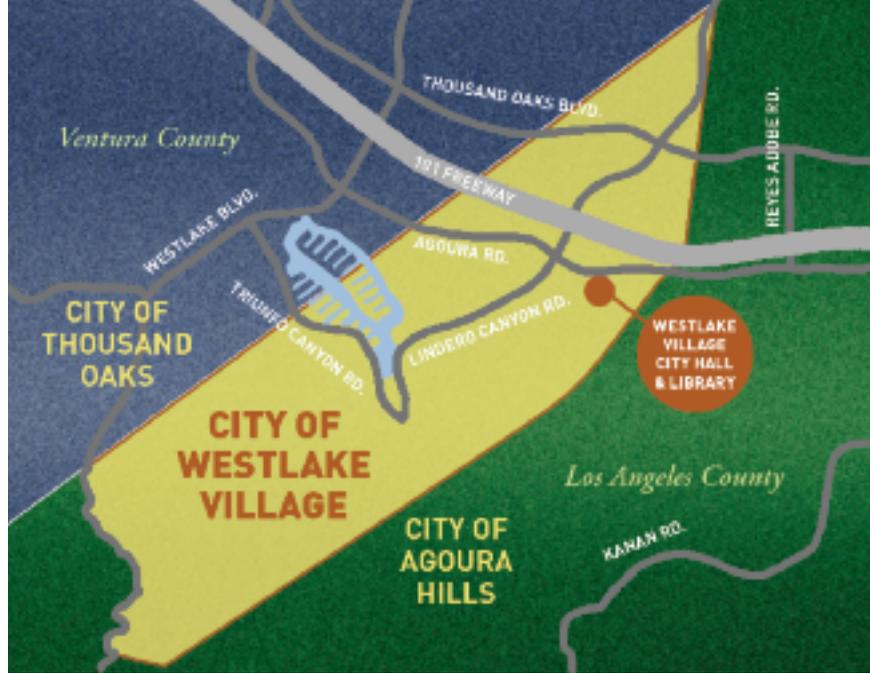
SPECIAL EVENTS

11th ANNUAL CITY CELEBRATION - This annual celebration of our community and local non-profit organizations will take place on October 19, 2013.



SUMMER ENTERTAINMENT SERIES - The annual summer entertainment series will be back for its 10th year with concerts and performances at TGIF events and the Saturday in the Park Concert Series. The events are held at both the Westlake Village Civic Center and Berniece Bennett Park.

USEFUL CITY INFORMATION— FREQUENTLY ASKED QUESTIONS (FAQ's)



GENERAL

Is Westlake Village located in Los Angeles County or Ventura County? This is a tricky question as the greater Westlake Village area, when it was originally developed, spans these two counties. However, the answer is straightforward enough: if you reside in the incorporated area of the City of Westlake Village, you are located in Los Angeles County, and if you reside in the Westlake Village section of Thousand Oaks, your residence is in Ventura County. A complete list of streets located in the City of Westlake Village can be found at www.wlv.org.

Do I need a City business license to operate a business in the City of Westlake Village? The City does not have a business license requirement, however, business owners must check with the City's Planning Department to determine if there are any other requirements. In certain cases, the City of Westlake Village, the County of Los Angeles, the State of California and/or other public entities may require a particular license and it is the responsibility of the business owner to research and obtain any required license(s).

If I would like to get more involved in my City, what opportunities are available? The City always encourages and welcomes your involvement in civic activities which can take the form of participation on City committees, task forces, volunteer programs like the Disaster Response Team or the Volunteers in Policing Programs, special projects and other programs. Please contact the City Manager's Office at (818) 706-1613 for more information.

How and where do I register to vote? You may register by completing a Los Angeles County registration-by-mail form available at City Hall or on-line at http://www.lavote.net/VOTER/Voter_Registration.cfm. Please call the Los Angeles County Registrar/Recorder's Office at (562) 466-1310.

Where do I obtain a building permit? Building permits are obtained through the Los Angeles County Building and Safety Department located at 26600 Agoura Road, Suite 110, Calabasas, California 91302. Office hours are Monday through Thursday, 7:00 a.m. to 5:30 p.m., Telephone (818) 880-4150.

Where do I obtain an encroachment permit? All Encroachment Permits are processed at City Hall. For more information contact the City's Engineering Department at 818-706-1613 or visit the City website at www.wlv.org/encroachmentpermits.

PUBLIC SAFETY

When is it appropriate to call 911 or the Sheriff's Station directly? IN AN EMERGENCY, always call 911! When calling from a land-line or cell phone in our area, your call will be answered by the Lost Hills Sheriff's Station. When calling 911 from cell phones on or near the freeway, your call will be answered by the California Highway Patrol, and then rerouted to the appropriate public safety agency (i.e., Sheriff or Fire). If your call is NOT AN EMERGENCY, call the Lost Hills Sheriff's Station's business line at (818) 878-1808.

What do you recommend I do if I see someone speeding or driving recklessly in the community? Residents are encouraged to contact the Lost Hills Sheriff's Station's STTOP Program at (818) 880-5420 to report the incident, the make of the car and the license plate number, if possible. The program is designed to intervene when a young driver or even an adult displays poor judgment or dangerous driving behavior. Upon receipt of the information, a Sheriff's Deputy will be assigned to make contact with the offending party to address and correct the bad-driving practices. Such contact does not result in the issuance of a ticket for enforcement purposes, but rather is geared toward helping the individual better understand the importance and need to correct some aspect of their driving behavior.

Does the City impose any requirements for door-to-door solicitation? Yes. Solicitors in the City are required to have a license from Los Angeles County, and solicitation activities are prohibited during the hours of 5:00 p.m. and 9:00 a.m. except during Daylight Savings Time when it is prohibited from 7:00 p.m. to 9:00 a.m. If suspicious of any solicitation activities, please call the Lost Hills Sheriff's Station at (818) 878-1808.

Does the City sponsor any volunteer public safety groups?The City has two such groups. The Westlake Village Disaster Response Team (DRT) is a CERT trained group of volunteers that assists the City in Emergency Preparedness and Response. The Volunteers in Policing (VIP) serve as the "eyes and ears" of the Sheriff's Department. Members are given a special uniform, training and access to a marked patrol vehicle. For additional information or to join one of these volunteer programs, contact City Hall at 818-706-1613.

PUBLIC WORKS

How do I report a street light outage?You can contact the City offices directly (818) 706-1613 or simply report the problem to Southern California Edison either electronically at www.SCE.com/Forms/ReportStreetLightOutage.aspx, or by telephone at (800) 611-1911.

How do I report a service request to the City such as a pot hole, a damaged street sign, a traffic signal malfunction, a broken sprinkler head, etc.?You can either call the City offices at (818) 706-1613 or log onto the City's website at www.wlv.org and access the CityCare online system to report a variety of service needs. The City's website now features a new online, electronic service request form that allows residents to report any type of problem directly to the City, and information submitted will be forwarded to the appropriate City staff member for action and resolution.



LOCAL TRANSPORTATION SERVICES

What transportation programs does the City provide for its residents? The City provides three very important transportation services, as described below:

Senior Citizen/Disabled Dial-A-Ride: This is a general dial-a-ride service for residents over the age of 65 years or for those unable to drive due to a disability. Rides are \$3.00 one way to all locations within Westlake Village and Thousand Oaks and to designated stops in Agoura Hills. Riders must pick up a free dial-a ride identification card at City Hall prior to first use. Please call (818) 707-2900 to arrange for service.

Westlake Village Transit: This is a fixed-route system designed primarily around the schedules of White Oak Elementary, St. Jude School, Lindero Canyon Middle School, and Agoura High School. Annual bus passes may be purchased at City Hall or individual one-way rides may be purchased for \$2.00 at the time of the ride. Westlake Village Transit operates a summer route with up to two routes that follow LVUSD's summer school schedules.

Airport Shuttle Service: Residents may purchase discounted vouchers for transportation to and from either Burbank or LAX airports. Vouchers must be purchased at City Hall at least 48 hours prior to transportation by cash or check.

REFUSE COLLECTION AND RECYCLING

Does the City provide any household hazardous waste recycling programs for its residents? Yes. The City offers several programs described as follows:

Small Battery Drop-Off Program: Residents may drop off small used batteries, rechargeable NiCad batteries, and Lithium Ion batteries at City Hall during regular business hours.

Door-To-Door Hazardous Waste Program: Residents can arrange to have waste picked-up at their home by calling the City's recycling hotline at (800) 579-4979; pick-ups will be scheduled on a first-come, first-serve basis.

Bulky Item and E-Waste Recycling: Residents can either call (805) 522-9400 to schedule this cost-free service for a pick-up of two bulky items twice per year or call the City's recycling hotline at (800) 579-4979 for other e-waste options.

PARKS | RECREATION

When do the City's parks open and close each day? Three Springs Park and Berniece Bennett Park which feature basketball courts with lights, are open from 6:00 a.m. to 10:00 p.m. daily (except during the months of June, July, August, and September when these two parks are open to 10:30 p.m daily). The City's other three parks, Canyon Oaks, Foxfield and Russell Ranch, are open daily from dawn to dusk.

Can I reserve a City park for a birthday party? City parks may not be reserved as they are required to remain open to the public. However, you are more than welcome to have a birthday party in one of the City's parks. Please remember that one small inflatable device, such as a slide or moon-bounce, is permissible in City parks as long as you provide the City with a Certificate of Insurance from the company providing the equipment. The City also requests that all trash or debris in the area be properly disposed of in park trash containers.

I've heard the City acts as a clearing-house for sports organizations wishing to reserve a field at Oaks Christian School. Is that true? Yes, the City serves to coordinate after-school usage of several of the baseball, softball and soccer fields at this school through a unique and collaborative agreement with OCS. The City is pleased to work with "umbrella"-type organizations such as AYSO, Westlake Pony Baseball and Westlake/Agoura Girls Softball to help schedule usage by these major organizations who, in turn, schedule specific play and practice times with their respective individual teams.



GET IN TOUCH WITH YOUR CITY

ACCESS WESTLAKE VILLAGE AND ALL THAT IT OFFERS!

Customer Service: Call City Hall at (818) 706-1613 during office hours 8:00 a.m. to 5:00 p.m., Monday through Friday. For after-hours service concerns, residents may contact City Hall's answering service via the main phone number (818) 706-1613. Information will be forwarded to City staff for appropriate follow up.

City Website: Learn about City services, browse the site for information on City programs, projects, activities, watch City Council meetings live, connect to various links, subscribe to the City's Newsflash, sign up for City RSS (Real Simple Syndication) for new information on City's website and send requests for services all from the comfort of your home: access online at www.wlv.org.

City Television: View live City Council meetings, peruse the City's daily bulletin board containing a host of City information, and enjoy public service announcements on WWT Channel 10

City Newsletter: Your source for information on upcoming City events, programs and projects: watch for the 'Westlake Village City News' mailed monthly.

Video Newsletter: View information on current City programs and projects. The Video Newsletter features interviews with City staff and community members as well as demonstrations and other important public information. The Video Newsletter is filmed twelve times per year and is broadcast on Channel 10 (Time Warner Cable) and the City website.

Emergency contacts: Call 911 in the event of a police, fire or medical emergency

CityCare: Keeps you in touch 24/7 to alert the City of any maintenance or service concerns. Access CityCare online at www.wlv.org or by calling City Hall at (818) 706-1613.



IMPORTANT TELEPHONE NUMBERS

Westlake Village City Hall	(818) 706-1613	Los Robles Hospital & Medical Center	(805) 497-2727
Sheriff's Station Non Emergency	(818) 878-1808	Marriage License (Los Angeles County)	(818) 376-3700
Firestation #144 Non Emergency	(818) 889-1626	Medicare	(800) 633-4227
Westlake Village Library	(818) 865-9230	Mosquito Abatement	(310) 915-7370
EMERGENCY DIAL	911	Passport Information	(310) 575-5700
LA County Social Services Information	211	Post Office Agoura Hills	(818) 889-8392
Directory Assistance	411	Post Office Thousand Oaks	(805) 497-1641
Agoura Hills/Calabasas Community Center	(818) 880-2993	United States Post Office	(800) 275-8777
Animal Control (Los Angeles County)	(818) 991-0071	Santa Monica Mountains Conservancy	
Business License (Los Angeles County)	(213) 974-2011	(Information on Recreation Areas)	(805) 370-2300
Cable TV - Time Warner	(888) 892-2253	Social Security Office	(800) 772-1213
Calabasas Landfill	(818) 889-1430	Southern California Edison Company	(800) 655-4555
Chamber of Commerce		Southern California Gas Company	(800) 427-2200
(Greater Conejo Valley)	(805) 370-0035	Storm Water Discharge -	
Conejo Recreation & Park District		Illegal Dumping Hotline	(888) 253-2652
(Thousand Oaks)	(805) 495-6471	Street Light Outage	
(Dos Vientos Center)	(805) 375-1003	(Southern California Edison)	(800) 611-1911
Department of Unemployment (EDD)	(800) 300-5616	Tax Assessor	
Department of Motor Vehicles (DMV)	(800) 777-0133	(Los Angeles County)	(818) 901-3455
Dial-A-Ride	(818) 707-2900	Trash Hauling & Disposal	
First Neighborhood Community Center	(818) 889-0632	Waste Management	(818) 767-6180
Goebel Senior Center	(805) 381-2744	Twice a year (curbside) Bulky Item Pick-up	(805) 522-9400
Health Department (Los Angeles County)	(213) 240-8101	E-Waste Recycling	(800) 579-4979
Household Hazardous		Household Hazardous Waste Hotline	
Waste Hotline (Door-to-Door)	(800) 579-4979	(Door-to-Door)	(800) 579-4979
Internal Revenue Service Office (IRS)	(800) 829-1040	Vector Control (Los Angeles County)	(310) 915-7370 x 225
Las Virgenes Municipal Water District	(818) 251-2100	Westlake Lake Management Association	(818) 889-5377
Las Virgenes Unified School District	(818) 880-4000		
Agoura High School	(818) 889-1262		
Lindero Canyon Middle School	(818) 889-2134		
White Oak Elementary School	(818) 889-1450		





THE CITY OF WESTLAKE VILLAGE
31200 Oak Crest Drive, Westlake Village, CA 91361 www.wlv.org



*White Oak Elementary Choir
Performing at 2012 City Celebration.*