



WESTLAKE VILLAGE
2014 ANNUAL REPORT



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Cover Photos:

*Annual 4th of July Parade 1979 (Top)
and 2012 (Bottom)*

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: 8,341

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
Mark Rutherford	2017

Councilmembers

Ned E Davis	2015
Susan McSweeney	2017
Philippa Klessig	2015
Brad Halpern	2017

Cultural Recreation Advisory Board

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

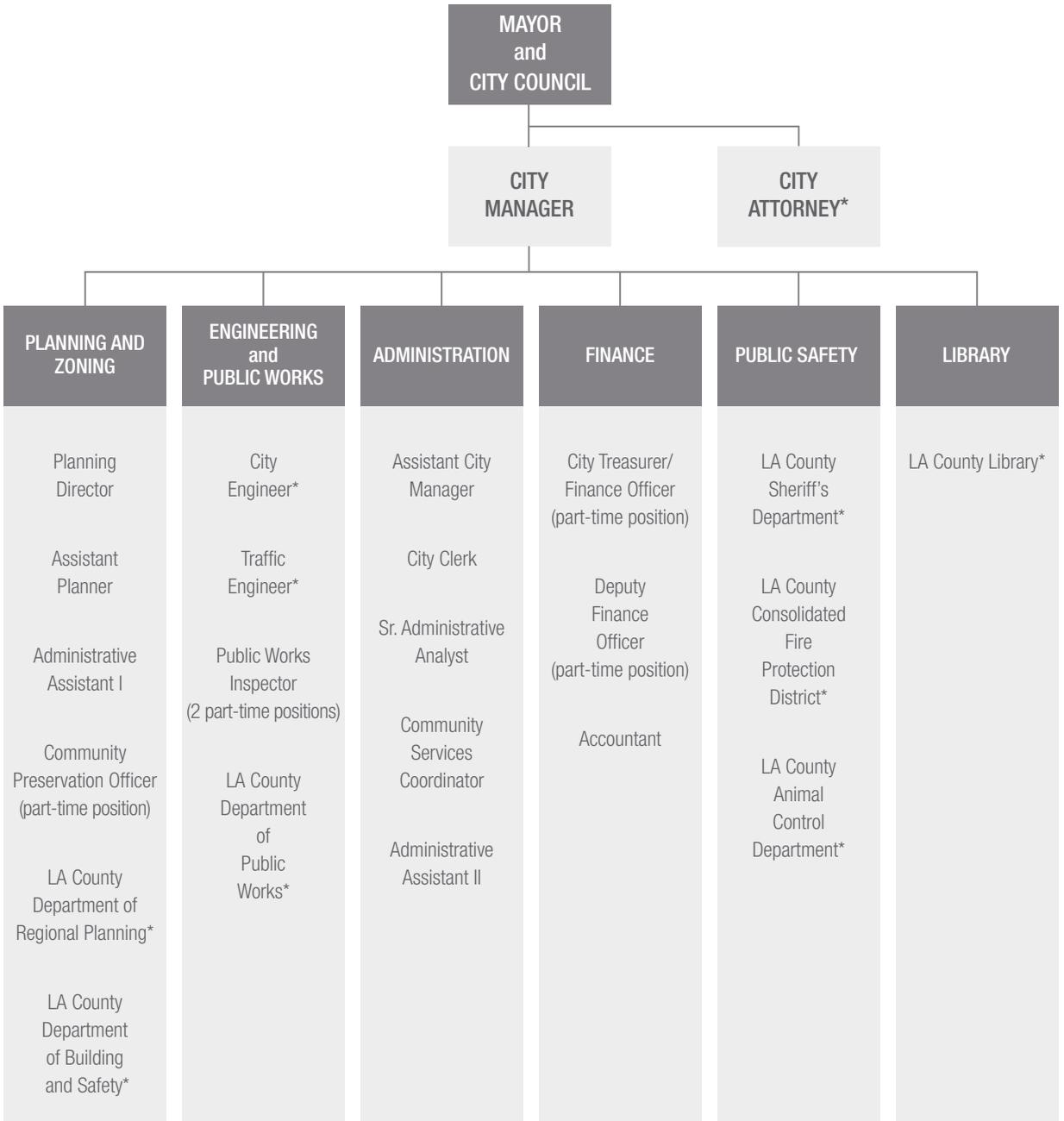
City Departments & Offices

Raymond B. Taylor	City Manager
Audrey Brown	Assistant City Manager
Scott Wolfe	Planning Director
John Novi	Assistant Planner
Beth Schott	City Clerk/Executive Assistant
Kerry Kallman	Senior 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*
Debby Gustafson	Community Preservation Officer*
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 2013 CITY ACCOMPLISHMENTS

PLANNING/DEVELOPMENT

- » Conducted a Public Hearing on July 24 for the proposed Leisure Care (180) Senior Housing Project at 4415 Lakeview Canyon Road. The project was denied by the City Council.
- » Completed preparation of a Draft Environmental Impact Report for the Leisure Care (180) Senior Housing Project.
- » Completed the Administrative Draft Environmental Impact Report for the draft Westlake Village Business Park Specific Plan document.
- » Undertook and completed a total of four projects under the City's Residential Rehabilitation Program.
- » Prepared an ordinance to regulate firearms and archery equipment which was adopted by the City Council.
- » Prepared an ordinance pertaining to housing policy which was adopted by the City Council.
- » Prepared an ordinance to regulate digital signage which was adopted by the City Council.
- » Processed a permit for the Sign Program at the Russell Ranch Road Retail Center (Shoppes at Westlake Village).
- » Processed permits for In-N-Out Burger to be constructed at the Russell Ranch Road Retail Center (Shoppes at Westlake Village).
- » 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 street resurfacing program which involved a slurry application on Lindero Canyon Road in two sections: the northern City limit to Thousand Oaks Boulevard, and Triunfo Canyon Road to Ridgford Drive. Slurry work was also completed within the City's business park area on La Baya, Via Colinas, and Cedar Valley Drive.

CAPITAL PROJECTS

- » Commenced construction of the overpass widening on Lindero Canyon Road over the 101 Freeway.
- » Renovated the play area at Russell Ranch Park involving the installation of new playground equipment.

COMMUNITY PARK

- » Initiated construction of the parking lot improvements at the new Community Park site.
- » Processed for City Council approval the final design and construction program for the new Community Park project.



LANDSCAPE/STREETSCAPE IMPROVEMENTS

- » Initiated the design and engineering of the Lindero Canyon Road parkway project adjacent to the existing flood control channel (from Agoura Road to Foxfield Drive).
- » Assisted four homeowner associations (Parkwood Estates, Watergate, Lakeshore, and Southshore) with improvement projects through the joint City/HOA Neighborhood Beautification Program: (1) Parkwood Estates renovated their two entries along the southerly side of Triunfo Canyon Road at Golden Leaf and Twin Lake Ridge; (2) Watergate renovated their entire exterior perimeter with new trees and a number of individual shrubbery and groundcover plantings; (3) Lakeshore improved two walkway entries along Lake Harbor Lane with new plantings, new walkway benches and trash receptacles, and HOA identification signs; and (4) Southshore installed two entry monuments and landscaping along Triunfo Canyon Road in the median adjacent to Mainsail and Capstan Circle.
- » Installed forty-two new catch basin inlet screens north of the 101 freeway.
- » Initiated design work on the Agoura Road/Lakeview Canyon Road intersection improvements to include enhancements at the crosswalks, and adjacent corner monuments.

PUBLIC SAFETY

- » Coordinated the deployment of Sheriff's Deputies, Volunteers in Policing and Disaster Response Team members to the Three Springs neighborhood during Halloween.
- » Provided funding for two additional Sheriff's Deputies to patrol the Westlake Marketplace and adjacent retail centers for one week during the holiday period.
- » Participated (i.e., City Staff) in a half-day Emergency Operations Center activation training.
- » Participated (i.e., Disaster Response Team) in four City Community Emergency Response Team (CERT) refresher training programs in Malibu.



Pen and Ink Sketch of early Westlake Village by Carlos Diniz (1966)

COMMUNITY SERVICES/RECREATION

- » Co-sponsored the Westlake Village Reads Program during the months of January and February featuring seven programs around the theme of "Optimize Your Brain - A Smart Read."
- » Co-sponsored the Westlake Village Rotary Club Street Faire (April 14).
- » Co-sponsored the Senior Expo at the Agoura Hills/Calabasas Community Center (April 24).
- » Co-sponsored the Triunfo YMCA's local Soap Box Derby event (May 5).
- » Conducted the City's tenth annual summer entertainment series which featured seven events throughout the summer.
- » Conducted the City's eleventh annual City Celebration (October 19).
- » Provided City sponsorship of the Annual Memorial Day event held at Pierce Brothers Cemetery (May 27).
- » Conducted 4th of July parade and special holiday program at Berniece Bennett Park on that date (44th annual).
- » Held a City volunteer appreciation event recognizing City volunteers (February 27).
- » Supported the Conejo Valley Community Concert and Jazz Band (performances were held on May 11 and October 20).
- » Awarded \$90,500 in grant funds to nineteen local non-profit organizations and seven local school programs through the City's Community Services Grant Program.
- » Offered approximately 100 classes through the City's Senior Recreation Program.
- » Conducted a comprehensive Youth Summer Recreation Program at White Oak Elementary School featuring a full-day summer camp and specialty week-long camps.
- » Extended the agreement with Oaks Christian School that provides over 1900 hours of sports field time for 14 youth sports organizations.
- » Provided over 2300 rides to City's Senior and Disabled residents through the Dial-A-Ride program.
- » Sold over 220 bus passes through the Westlake Village transit program.

OTHER ACCOMPLISHMENTS

- » Coordinated the Rotary Community Service Day that saw the installation of drain marker medallions at City drain inlets and the planting of trees on the City's playfield at Yerba Buena Elementary School.
- » Conducted the November 5 General Municipal Election, and aired a live 2-hour election coverage show on Channel 10.
- » Produced and aired twelve Video Newsletters including a Mayor's "Year in Review" in December.
- » Planned and coordinated the ground breaking ceremony for the Lindero Canyon/101 Bridge reconstruction project.
- » Processed permits for eight runs, walks, or bike rides in the City during 2013, coordinated by a variety of local non-profit groups.



2013-2014 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.

2013-2014 City Finances/Budget

Expenditures for all funds and programs total \$27.6 million

General Fund operating expenses pegged at \$7.8 million

Capital Improvement Program (CIP) expenditures total \$11.5 million

Revenues for all funds estimated to total \$23.2 million

Projected year-end balances in selected funds:

-General Fund: \$5,738,460

-CIP Fund: \$5,622,745

-Building & Maint. Fund: \$464,700

-Landscaping District Fund: \$236,020

-Lighting District Fund: \$361,170

Administrative expenditures total \$1,407,745, or 18% of General Fund operations

Public safety costs of \$2.19 million represent largest share of General Fund operating costs

Funding for Community Services Grant Program totals \$100,000

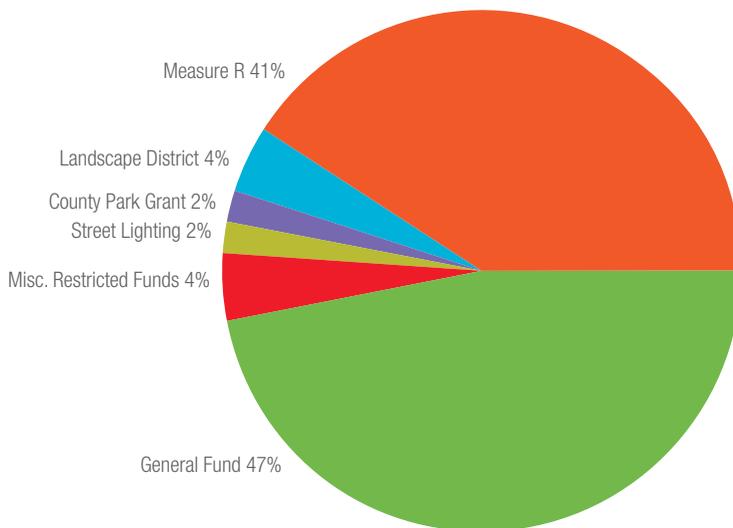
\$33,000 budgeted to cover Sunday Library hours

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:

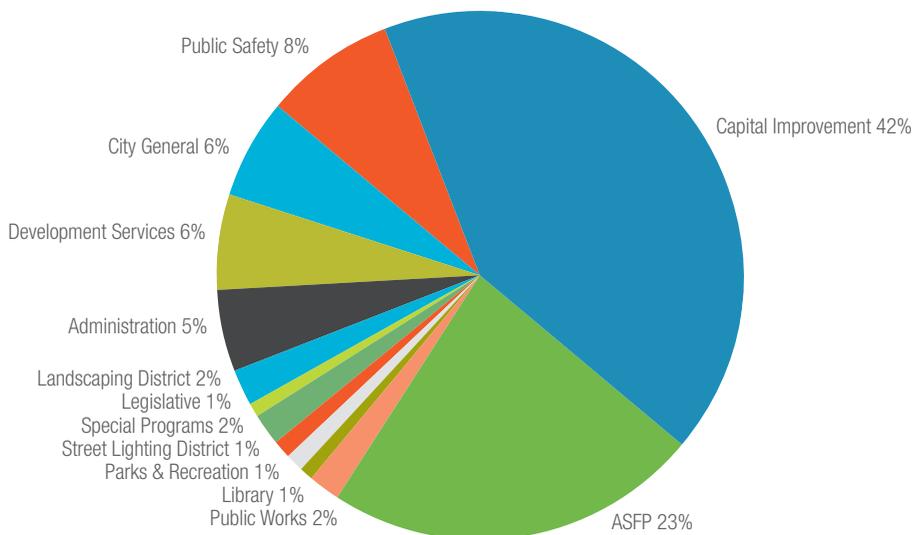
- 1 Bank of America
- 2 Four Seasons Hotel
- 3 Costco Wholesale Corp.
- 4 Move, Inc.
- 5 K-Swiss, Inc.
- 6 Dole Food Co.
- 7 Farmers Insurance
- 8 Westlake Village Inn
- 9 Digital Insight Corp.
- 10 Securitas Security Service

Summary of Revenue FY 2013-2014



The following account for less than 1% of 2013-2014 Revenue: Air Quality, Prop A Park Bond, Westlake Transit, Airport Shuttle, Traffic Safety Fines, TDA - Article-3, investment earnings.

Summary of Expenditures FY 2013-2014



NOTABLE WESTLAKE VILLAGE PROJECTS/ ACTIVITIES IN 2014

Here's a briefing of what to look for in 2014 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.

GENERAL PLAN HOUSING ELEMENT UPDATE – Planning Department Staff have prepared an initial update to the Housing Element of the City's General Plan, which has been adopted by the City Council. A subsequent update will be brought to hearing in 2014 to reflect the requirements of the State of California Housing and Community Development Department.

GENERAL PLAN UPDATE – In conjunction with the Business Park Specific Plan, the Planning Department staff will also undertake a comprehensive update of the remaining elements of the General Plan to ensure that it is up-to-date and internally consistent.

PLANNING AREA C DEVELOPMENT - Planning Department staff are monitoring the progress of the approved Russell Ranch Road Retail Project. Construction on the site has begun, and the opening of the center is scheduled for July of 2014.

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 slurry work on the eastern half of Thousand Oaks Boulevard between Lindero Canyon Road and the eastern City limit. In addition, specific streets in the Canyon Oaks neighborhood will be resurfaced this year.



LANDSCAPE AND STREETScape IMPROVEMENTS

As part of a long-range master plan, 2014 will see the City continue to reinvest in its infrastructure, particularly in the areas of landscaping and streetscapes as described below:

City/HOA 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.

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 or 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 Intersection: Construction will commence this year with the installation of new, decorative crosswalks and sidewalk treatments at the four corners of this intersection. The crosswalks and sidewalks will receive a beige colored stamped concrete finish with a faux stone appearance. This intersection will also receive additional improvements behind the sidewalk that will include wooden trellises and landscaped planter areas. The purpose of these improvements is to develop a cohesive look for the entire intersection.

Lindero Channel Improvements: This year, the design and engineering will be completed for the entire length of this project. Construction is scheduled to commence this summer on the first portion of the project from Agoura Road to Rustic Oak Drive. Proposed improvements include: removal of several existing trees and trimming of others; construction of a new meandering, concrete sidewalk with a decomposed granite surface; and landscape/hardscape focal points of interest along the pedestrian pathway.

Lot 80 Design: This work will involve the design of landscape and irrigation improvements on Lot 80 located just south of Hedgewall Drive on the east side of Lindero Canyon Road. This project is part of a cooperative agreement between the City and the Canyon Oaks Homeowners Association to improve the appearance of this entry into the City with new landscaping and a walking path to create a passive use of this parcel.



OTHER MAJOR CAPITAL PROJECTS

Progress on two other important projects will continue in 2014. The first entails the completion of the parking lot improvements and the first phase of construction of the new 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 is funded by Metropolitan Transportation Authority Measure R funds and capital improvement fund reserves.

NEW COMMUNITY PARK: This year's project involves the completion of the parking lot which will include the pave out of the lot and entry connections. Construction of the Community Park Phase I improvements is scheduled to commence this spring. Improvements will include the development of two baseball/softball fields and one overlay soccer field utilizing synthetic turf, a restroom/concession building, themed tot lot, decomposed walking/jogging trail, site landscaping and hardscape, and picnic amenities. Future phases of the park will include a skatepark, basketball and volleyball courts, additional baseball/softball field, soccer fields, additional landscaping and various other recreational improvements. Construction of the future phases has not currently been determined as the City continues to seek additional funding opportunities through grants and fund-raising activities to offset these project costs.

LINDERO CANYON ROAD CORRIDOR (ASFP) IMPROVEMENTS: The ASFP work program in 2014 will include the completion of construction of the 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.



AGOURA ROAD SIDEWALK IMPROVEMENTS: This parkway will be widened by moving the existing curb out into the roadway. With a widened parkway, a new meandering sidewalk will be constructed through the area. This project will also include new landscaping and irrigation to compliment the new walkway.

PEDESTRIAN SIGNAL UPGRADE PROJECT: This project will involve the upgrade of all of the pedestrian signal displays to accommodate both a "count-down" feature and pedestrian push button to meet Americans with Disabilities Act requirements.

ADA HANDICAP RAMP INSTALLATIONS: This year's program involves the construction of twenty-two handicap ramps at various locations throughout the City.

TECHNOLOGY

In 2014, the City will undertake the preparation of a new Information Technology Strategic Plan (ITSP). The process will include several focus group meetings for residents and businesses as well as an online survey. The ITSP will focus on both "internal" (City Hall) and "external" (community wide) technology uses, strategies, and potential improvements. It is anticipated that once completed the ITSP will produce a 3 to 5 year road map of technology related initiatives for the City Council to consider.

SPECIAL EVENTS

SUMMER ENTERTAINMENT SERIES: This popular annual summer entertainment series will be back for its 11th 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.

4th of JULY PARADE: The 45th annual hometown Independence Day Parade will take place on Friday, July 4.

12th ANNUAL CITY CELEBRATION: This annual celebration of our community and local non-profit organizations will take place on October 18, 2014.

6th ANNUAL WESTLAKE VILLAGE READS: The "One City One Book" program will return in the winter with a new theme that encourages reading by residents of all ages.

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. If your call is NOT AN EMERGENCY, call the Lost Hills Sheriff's Station's business line at (818) 878-1808. Lost Hills Sheriff's Station is led by Captain Pat Davoren.

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.

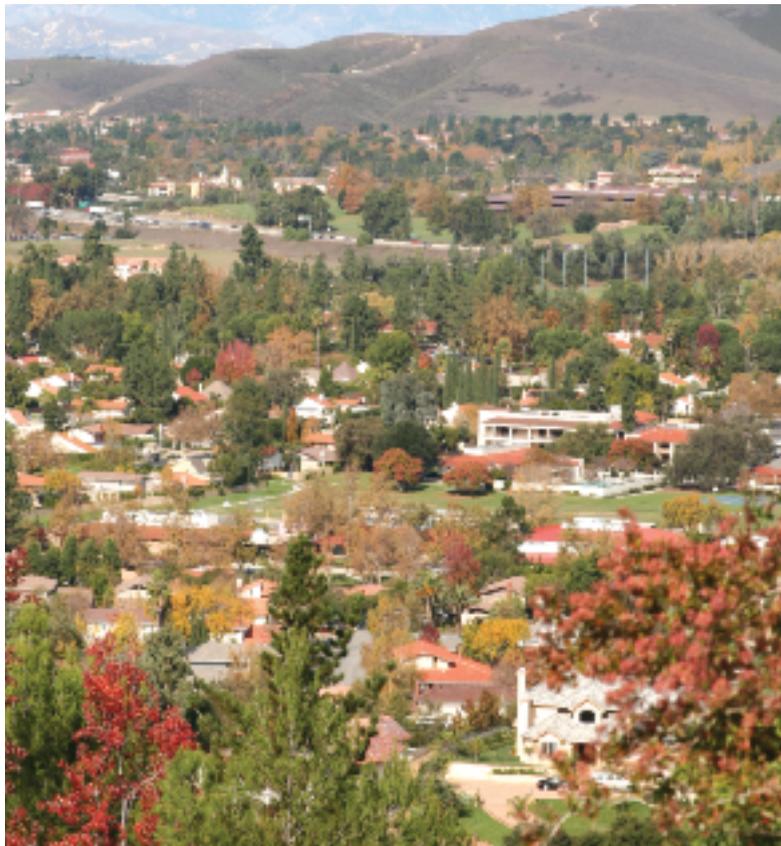
Does the City impose any requirements for door-to-door solicitation? Yes. Solicitors in the City are required to have a license from Los Angeles County, and solicitation activities are prohibited during the hours of 5:00 p.m. and 9:00 a.m. except during Daylight Savings Time when it is prohibited from 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/ReportStreet-LightOutage.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 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 (OCS). 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 WTV 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	Lindero Canyon Middle School	(818) 889-2134
Sheriff's Station Non Emergency	(818) 878-1808	White Oak Elementary School	(818) 889-1450
Firestation #144 Non Emergency	(818) 889-1626	Los Robles Hospital & Medical Center	(805) 497-2727
Westlake Village Library	(818) 865-9230	Marriage License (Los Angeles County)	(818) 376-3700
EMERGENCY DIAL	911	Medicare	(800) 633-4227
LA County Social Services Information	211	Mosquito Abatement	(310) 915-7370
Directory Assistance	411	Passport Information	(310) 575-5700
Agoura Hills/Calabasas Community Center	(818) 880-2993	Post Office Agoura Hills	(818) 889-8392
Animal Control (Los Angeles County)	(818) 991-0071	Post Office Thousand Oaks	(805) 497-1641
Business License (Los Angeles County)	(213) 974-2011	United States Post Office	(800) 275-8777
Cable TV - Time Warner	(888) 892-2253	Santa Monica Mountains Conservancy	
Calabasas Landfill	(818) 889-1430	(Information on Recreation Areas)	(805) 370-2300
Chamber of Commerce		Social Security Office	(800) 772-1213
(Greater Conejo Valley)	(805) 370-0035	Southern California Edison Company	(800) 655-4555
Conejo Recreation & Park District		Southern California Gas Company	(800) 427-2200
(Thousand Oaks)	(805) 495-6471	Storm Water Discharge -	
(Dos Vientos Center)	(805) 375-1003	Illegal Dumping Hotline	(888) 253-2652
Department of Unemployment (EDD)	(800) 300-5616	Street Light Outage	
Department of Motor Vehicles (DMV)	(800) 777-0133	(Southern California Edison)	(800) 611-1911
Dial-A-Ride	(818) 707-2900	Tax Assessor	
First Neighborhood Community Center	(818) 889-0632	(Los Angeles County)	(818) 901-3455
Goebel Senior Center	(805) 381-2744	Trash Hauling & Disposal	
Health Department (Los Angeles County)	(213) 240-8101	Waste Management	(818) 767-6180
Household Hazardous		Twice a year (curbside) Bulky Item Pick-up	(805) 522-9400
Waste Hotline (Door-to-Door)	(800) 579-4979	E-Waste Recycling	(800) 579-4979
Internal Revenue Service Office (IRS)	(800) 829-1040	Household Hazardous Waste Hotline	
Las Virgenes Municipal Water District	(818) 251-2100	(Door-to-Door)	(800) 579-4979
Las Virgenes Unified School District	(818) 880-4000	Vector Control (Los Angeles County)	(310) 915-7370 x225
Agoura High School	(818) 889-1262	Westlake Lake Management Association	(818) 889-5377





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



"Wheelbarrow races at the 4th of July event in Berniece Bennett Park"