

WESTLAKE VILLAGE 2016 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: 8,423

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: 6 parks (37.3 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: 155,065) 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, AT&T

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 WVTV Channel 10, or viewed via the City’s website at www.wlv.org.

Elected Officials

Mayor	Term Expires
Susan McSweeney	2017

Councilmembers

Mark Rutherford	2017
Brad Halpern	2017
Ned Davis	2019
Kelly Honig	2019

Cultural Recreation Advisory Board

Kateri Alexander - Chair	Doug Menges
Bud Fish	Autumn Wagner
Michael Lang	Jemma Wildermuth
Sheldon Mende	

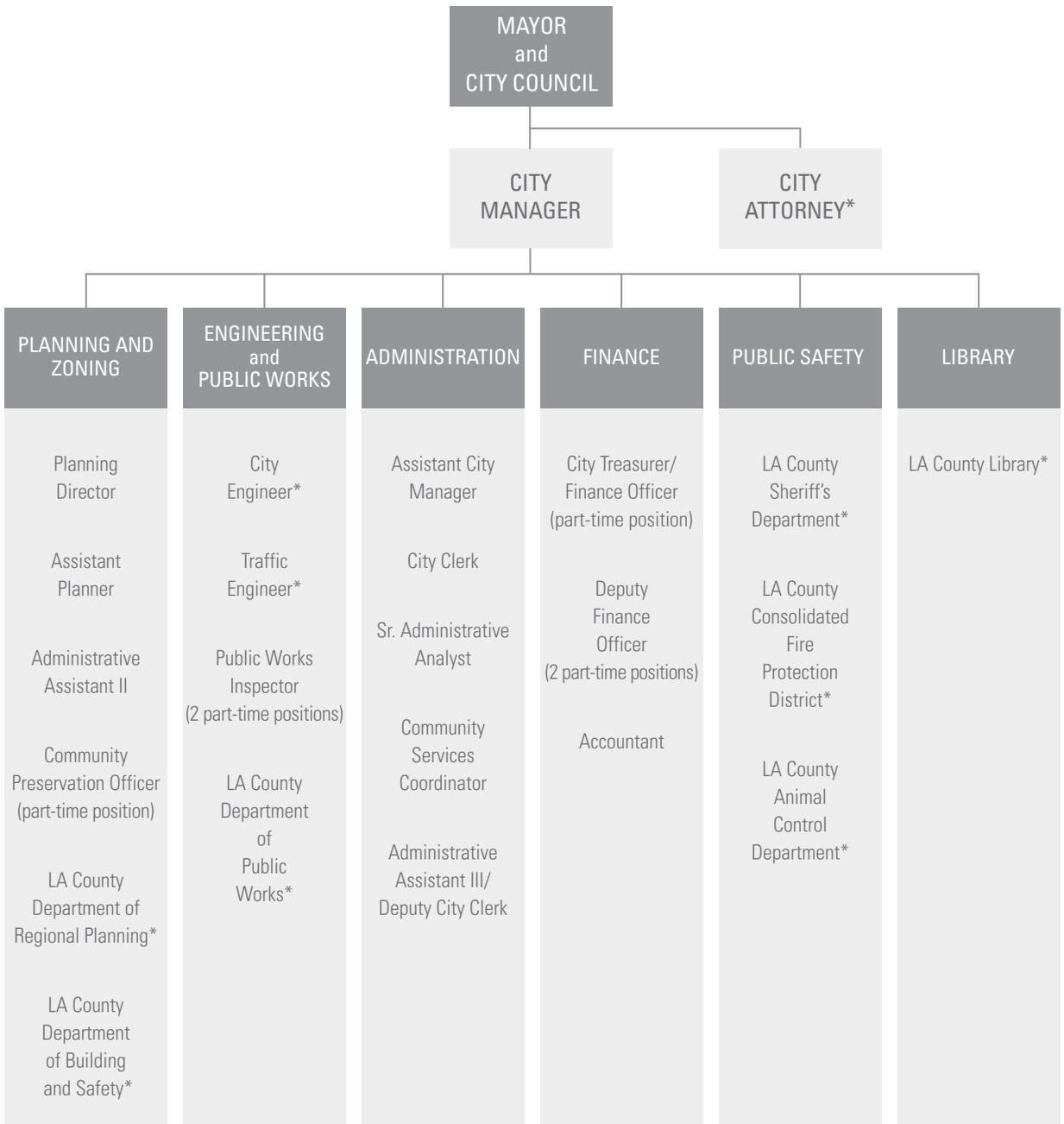
City Departments & Offices

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 III / Deputy City Clerk
Carol Kramer	Administrative Assistant II
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*
Mike Ogden	Deputy Finance Officer*

* connotes part-time position



CITY OF WESTLAKE ORGANIZATIONAL CHART



* Either Contract Position or Contract Service Provider

SUMMARY OF 2015 CITY ACCOMPLISHMENTS

PLANNING/DEVELOPMENT

- » Processed six Conditional Use Permits for various properties throughout the City.
- » Processed nine Planned Development Permits for various properties throughout the City.
- » Processed a variety of sign permits and two sign modification permits for multiple businesses within the City.
- » Oversaw the occupancy of the remaining buildings in the Shoppes at Westlake Village commercial center, as well as the opening of all but two businesses within the center.
- » Brought to hearing a solar energy permit streamlining ordinance.
- » Brought to hearing a Model Water Efficient Landscape Ordinance.
- » Brought to hearing standards for the use of artificial turf within the City.
- » Processed a zone change to allow for the development of six vacant residential lots within the Westlake Trails neighborhood.
- » Renegotiated contract with G.I. Rubbish for the collection of solid waste and recycling within the City's residential neighborhoods.

ANNUAL STREET MAINTENANCE

- » The City undertook a street resurfacing program which involved an overlay of Lindero Canyon Road between Via Colinas and Agoura Road and streets in the Southshore neighborhood. Slurry work was also completed for the western portion of Thousand Oaks Boulevard between Lindero Canyon Road and the western City boundary, and crack filling in various locations within the Westlake Trails, Southridge Trails, Lakeshore and Park Terrace neighborhoods.

CAPITAL PROJECTS

- » Completed construction of the second phase of the Agoura Road sidewalk project which included a new meandering sidewalk, new landscaping, and irrigation.
- » Constructed twelve handicap ramps at various locations throughout the City.
- » Constructed a new sidewalk along the northside of Thousand Oaks Boulevard between Lindero Canyon Road and the entry to the new Community Park.
- » Prepared the federal funding applications for the repair of the existing bridge piers on the Triunfo Creek Bridge.
- » Entered into an agreement with PFMG Solar for the installation of a solar energy system at the Westlake Village Civic Center and the new Community Park.



COMMUNITY PARK

- » Completed construction of the two entry roads and parking lot along with the first phase of the new Community Park which included two lighted, synthetic turf baseball/softball fields with an overlay soccer field, volleyball court, basketball court, walking/jogging trail, restroom/concession facility, landscaping, picnic amenities, and a skatepark.

LANDSCAPE/STREETSCAPE IMPROVEMENTS

- » Assisted three homeowner's associations (Lakeshore, Westlake Trails, and Renaissance) with improvement projects through the joint City/HOA Neighborhood Beautification Program: (1) Lakeshore completed its landscaping and lighting improvements at the existing Watergate and La Venta entry monument; (2) Westlake Trails replaced its outdated landscaping with low water use, drought tolerant plant materials, and installed a new plaque describing the history of the Trails HOA; and (3) Renaissance installed new landscaping and irrigation at its entrance on Portola Court.

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 additional funding for Sheriff Deputies to patrol at the Westlake Marketplace, Shoppes at Westlake Village, and Costco for ten days during the holiday period.
- » Participated in the four-city (Agoura Hills, Calabasas, Malibu, and Westlake Village) CERT refresher training in August.
- » Undertook a wide-variety of preparedness efforts including, comprehensive trimming of City trees, inspection of City-owned storm drains and catch basins, procurement of traffic control devices for rapid deployment, staff trainings on emergency preparedness, and outreach efforts to Home Owners Associations and residents in anticipation of El Nino.





COMMUNITY SERVICES/RECREATION

- » Co-Sponsored the Westlake Village Reads Program during the months of January and February featuring seven programs centered around the theme of "The Arts".
- » Co-sponsored the Westlake Village Rotary Club's annual Street Faire (April 12).
- » Co-sponsored the Senior Expo at the Agoura Hills/Calabasas Community Center (May 6).
- » Conducted the City's twelfth annual summer entertainment series which featured seven events throughout the summer.
- » Conducted the City's thirteenth annual City Celebration (October 17).
- » Provided City sponsorship of the Annual Memorial Day event held at Pierce Brothers Cemetery (May 25).
- » Conducted the 4th of July parade and special holiday program at Berniece Bennett Park on that date (46th annual).
- » Sponsored the 2nd Annual 4th of July fireworks show in partnership with the Westlake Village Inn and Westlake Golf Course.
- » Held a City volunteer appreciation event recognizing City volunteers (February 25).
- » Supported the Conejo Valley Community Concert and Jazz Band performances on March 8 and October 25.
- » Awarded \$100,000 in grant funds to twenty-five local non-profit organizations and eight local school programs through the City's Community Services Grant Program.
- » Offered approximately 120 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.
- » Provided over 2000 hours of sports field time for 20 youth sports organizations at the new Westlake Village Community Park and through an agreement with Oaks Christian School for the use of their sports fields.
- » Provided over 2,700 rides to City's Senior and Disabled residents through the Dial-A-Ride program.
- » Sold over 193 bus passes through the Westlake Village Transit program.
- » Operated a 16-week "Village Trolley" service beginning May 22 and a month long winter run beginning November 27. The summer and winter trolley provided transportation and entertainment to approximately 3,400 riders.

OTHER ACCOMPLISHMENTS

- » Initiated work on the update of the City's original 2015 Strategic Plan.
- » Received three national awards for the City's monthly Video Newsletter at the annual SCAN-NATO conference in the fall.
- » Initiated a Broadband Enhancement Study which seeks to determine and map both known and unknown gaps in delivering high-speed, cost effective broadband service to both residents and businesses throughout the City.
- » Processed permits for six runs, walks, or bike rides in the City, coordinated by a variety of local non-profit groups.

2015-2016 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.

2015-2016 City Finances/Budget

Expenditures for all funds and programs total \$18.7 million

General Fund operating expenses pegged at \$9 million

Capital Improvement Program (CIP) expenditures total \$7.8 million

Revenues for all funds estimated to total \$18.2 million

Projected year-end balances in selected funds:

-General Fund: \$5,999,595

-CIP Fund: \$10,353,895

-Building & Maint. Fund: \$514,700

-Landscaping District Fund: \$95,300

-Lighting District Fund: \$410,400

Administrative expenditures total \$1,551,790, or 17% of General Fund operations

Public safety costs of \$2.33 million represent largest share of General Fund operating costs

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

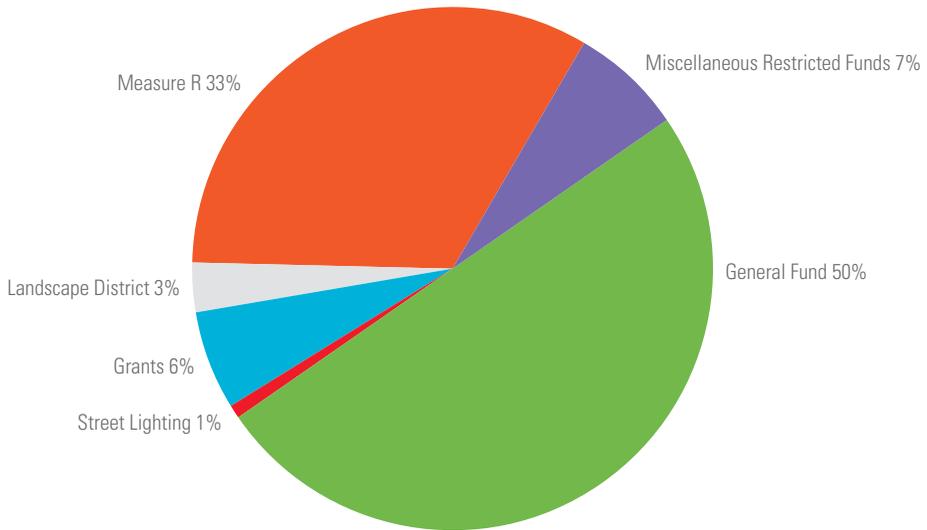
\$34,300 budgeted to cover Sunday Library hours

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:

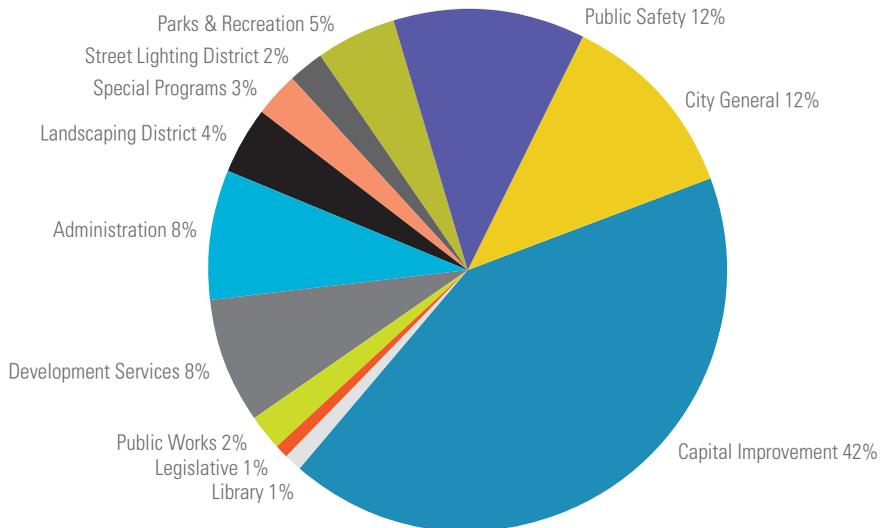
- 1 Four Seasons Hotel Westlake Village
- 2 Move, Inc.
- 3 iPayment, Inc.
- 4 Dole Food Company, Inc.
- 5 Costco Wholesale Corporation
- 6 Oaks Christian Schools
- 7 ValueClick, Inc.
- 8 Westlake Village Inn
- 9 Securitas Security Services USA, Inc.
- 10 Farmers Insurance Exchange/Claims Office

Summary of Revenue FY 2015-2016



The following account for less than 1% of 2014-2015 Revenue: Air Quality, Prop A Park Bond, Westlake Transit, Traffic Safety Fines, TDA - Article-3, investment earnings.

Summary of Expenditures FY 2015-2016



NOTABLE WESTLAKE VILLAGE PROJECTS/ ACTIVITIES IN 2016

Here's a briefing of what to look for in 2016 regarding pending development projects, City street improvements, park projects, landscape/streetscape enhancements, other important capital improvements, and special events.

PENDING DEVELOPMENT PROJECTS

NORTH RANCH GATEWAY RENOVATION - Planning Department staff is overseeing the construction renovation and re-occupancy of the North Ranch Gateway Shopping Center. Building facelifts and landscaping improvements are included in this renovation. Additionally, staff is working with the applicant in the processing of a new sign program for the Center.

WESTLAKE VILLAGE BUSINESS PARK SPECIFIC PLAN – After a long delay due to traffic mitigation issues to work out, Planning Department staff is moving forward on the completion of the draft Westlake Village Business Park Specific Plan and accompanying Program Environmental Impact Report to address the future reuse of properties between the 101 freeway and Thousand Oaks Boulevard, west of Lindero Canyon Road.

GENERAL PLAN UPDATE – Planning Department staff has prepared a draft technical update of the City's General Plan to ensure that it is up-to-date and internally consistent. This Plan is expected to go to public hearing in the summer of 2016, possibly in conjunction with the Business Park Specific Plan.

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 an overlay of specific streets in the Lakeshore, Southridge Trails, Parkwood Estates, Westlake Terrace, Upper Terrace, and Westlake Trails neighborhoods. Slurry work is also planned within each of the neighborhood areas.



LANDSCAPE AND STREETScape IMPROVEMENTS

As part of a long-range master plan, 2016 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.

SIWALK INSPECTION AND REPLACEMENT PROGRAM: Each year during the months of October and May, the City performs sidewalk inspections of different neighborhoods 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 actually cut the high point in the concrete 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.

LOT 80 DEVELOPMENT: Construction of passive park improvements on Lot 80 located on the east side of Lindero Canyon Road, just north of Whim Drive, will include low water use planting and a walkway.

SOLAR PROJECT: This project involves the installation of a solar energy system at the Westlake Village Civic Center and the new Community Park.

OTHER MAJOR CAPITAL PROJECTS

Progress on the Westlake Village Community Park will continue in 2016 with the construction of the second phase of the new Park improvements. This phase will include the remaining general infrastructure construction, completion of the one-mile walking/jogging trail and trail head, installation of the tot lot next to the baseball/softball fields, and construction of the east-side improvements including synthetic turf soccer fields, sports field lighting, restroom/concession facility, gazebo, and picnic amenities. The new Community Park is located on the north side of Thousand Oaks Boulevard, just west of Lindero Canyon Road.

HEDGEWALL TRAFFIC SIGNAL MODIFICATION: This project will result in the replacement of the traffic detector loops at the intersection of Hedgewall Drive and Lindero Canyon Road.

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

WATERSIDE LANE FENCE REPLACEMENT: This work involves the replacement of an aging wrought iron fence along Lindero Canyon Road adjacent to Waterside Lane.

HOUSE NUMBER PAINTING: Completed this past summer, this work involved the painting of house numbers on the curb face at homes along public streets.

TRIUNFO CREEK BRIDGE REPAIRS: This work involves bridge deck repairs to the Triunfo Canyon Bridge. Work this year entails preparing the federal funding applications for the repair of the existing bridge piers and coordination with Los Angeles County Public Works Department for the bridge deck repairs.

TECHNOLOGY

The City's Broadband Enhancement Project is expected to be completed in late spring of 2016. It is anticipated that the project will provide a roadmap for the City and telecommunications carriers to determine the feasibility of providing improved/enhanced broadband services for City residents and businesses.

SPECIAL EVENTS

SUMMER ENTERTAINMENT SERIES: This popular annual summer entertainment series will be back for its 13th 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 47th annual hometown Independence Day Parade will take place on Saturday, July 4.

4th of JULY FIREWORKS SPECTACULAR: Planning is underway for a third annual fireworks show to be held in the City in conjunction with the Westlake Village Golf Course and Westlake Village Inn.

14th ANNUAL CITY CELEBRATION: This annual celebration of our community and local non-profit organizations will take place on October 15, 2016.

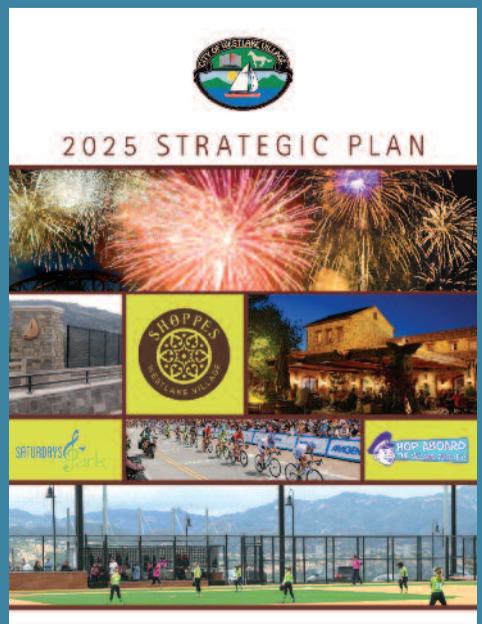
8th ANNUAL WESTLAKE VILLAGE READS: The "One City One Book" program will return in the winter with a new theme that encourages reading by residents of all ages.

CITY'S 35TH ANNIVERSARY: The City will be celebrating its 35th anniversary with enhanced special events, trivia, and historical information throughout the year.

OTHER CITY PROJECTS

RESIDENT SATISFACTION SURVEY: The City completed a resident satisfaction survey in early 2016. Results and analyses of the survey will provide the City Council with information used to make strategic decisions in a variety of areas such as performance measurement, service improvements and enhancements, planning, educational outreach and budgeting.

2025 STRATEGIC PLAN: The 2025 Strategic Plan will be completed in early spring 2016 and will result in a comprehensive review and update of the City's original 2015 Strategic Plan. Results of this year-long planning effort will provide the City Council and residents the opportunity to evaluate the progress made toward achieving previously established goals and objectives. Additionally, the Plan will provide for new and/or revised priorities with the development of new goals and objectives to address each of those priorities.



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's Community Services Coordinator 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/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 on-line 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 two 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 (805) 375-5473 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.

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.

When does the new Westlake Village Community Park Open? The first phase of the new park opened to the public in April 2015. The park hours are from 7:00am -9:00pm., and the skatepark is open from dawn to dusk. Construction on the second phase of the park will commence in the Summer of 2016. For more information on reserving the sports fields at the new park and/or park hours, please call the City's Community Services Coordinator at (818) 706-1613.

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 WWTN Channel 10.

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

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	(805) 375-5473	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 x 225
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



"City Celebration"