

# WESTLAKE VILLAGE 2017 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 82<sup>nd</sup> 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 82<sup>nd</sup> 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:** 8,384

**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 (2013), a total of 641 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](http://www.wlv.org).

### Elected Officials

Mayor	Term Expires
Brad Halpern	2018

### Councilmembers

Mark Rutherford	2018
Ned Davis	2020
Kelly Honig	2020
Susan McSweeney	2018

### Cultural Recreation Advisory Board

Pat Croner	Jodi Lobis
Suzanne Gallant	John Naber
Nicole Hanratty	Ray Pearl
Pam Johnson	Matthew Teague
Lisa Lang	Jemma Wildermuth
Michael Lang	Melissa Wolfson
	Skip Vose

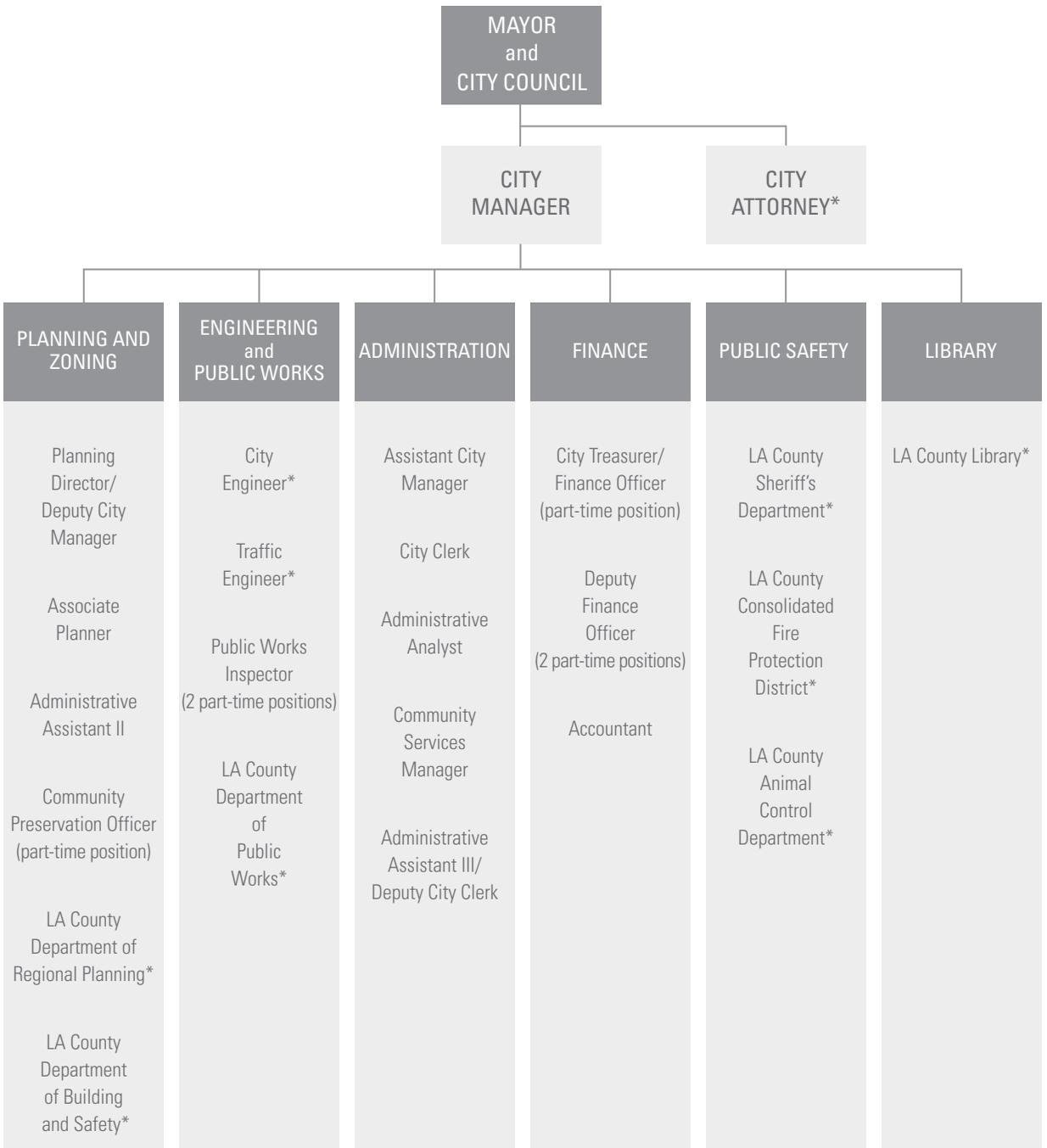
### City Departments & Offices

Raymond B. Taylor	.....City Manager
Audrey Brown	.....Assistant City Manager
Scott Wolfe	.....Planning Director/Deputy City Manager
John Novi	.....Associate Planner
Beth Schott	.....City Clerk/Executive Assistant
Philippe Eskandar	.....Administrative Analyst
Carol Novak	.....Accountant
Brianne Anderson	.....Community Services Manager
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



# SUMMARY OF 2016 CITY ACCOMPLISHMENTS

## PLANNING/DEVELOPMENT

- » Processed six Conditional Use Permits for various properties throughout the City.
- » Processed two Planned Development Permits for two properties in the City.
- » Processed a variety of Sign Permits and three Sign Modification Permits for multiple businesses within the City, including the new sign program for the renovated North Ranch Gateway shopping center.
- » Oversaw the completion of the renovation of the North Ranch Gateway shopping center.
- » Brought to hearing an ordinance amending the areas of the City in which solicitation is prohibited.
- » Brought to hearing a new Sign Ordinance.
- » Processed a Municipal Code Amendment to allow for the establishment of student residential facilities at schools.

## ANNUAL STREET MAINTENANCE

The City completed two separate street resurfacing projects in 2016.

- » The first project was a collaborative effort with the City of Agoura Hills. Completed in October, it involved an asphaltic overlay of Saddlecrest Lane, Lake Harbor Lane, and Sailview Lane, as well as slurry work in Westlake Trails, Southridge Trails, Park Terrace, and Lakeshore neighborhoods.
- » The second paving project was of a shorter duration and was completed in April. It involved overlaying streets within the south side of First Neighborhood and various streets within Three Springs Neighborhood including Three Springs Drive between Kirsten Lee Drive and South Shore Place. Slurry work was completed within the south side of First Neighborhood, various streets within Three Springs Neighborhood, and Lindero Canyon Road from Agoura Road to just north of Triunfo Canyon Road.

## CAPITAL PROJECTS

- » Constructed nineteen handicap ramps at various locations throughout the City.
- » Constructed a new In-Roadway Warning Light System at the crosswalks of Lindero Canyon Road and Middlegate Road as well as Lakeview Canyon Road and Watergate Road.
- » Completed the Hedgewall Traffic Signal Modification.
- » Completed the design process and began the development of the construction documents for the City's Dog Park project.



## COMMUNITY PARK

- » Work completed this year involved the removal of excess dirt, construction of retaining walls, and utilities for both the soccer and baseball fields. Construction plans and drawings were also developed for the final phase of the park.

## LANDSCAPE/STREETSCAPE IMPROVEMENTS

- » Through the joint City/HOA Neighborhood Beautification Program, assisted First Neighborhood with grant funds to construct a seat wall for pedestrians and revise the irrigation system at Freedom Square located at the corner of Agoura Road and Lakeview Canyon.
- » Completed the 2016 sidewalk repair list using replacement and grinding methods at various locations throughout the City.
- » Completed installation of new decorative crosswalks and sidewalk treatments at Agoura Road and Lakeview Canyon Road. Construction included replacing the concrete sidewalk with colored and pressed concrete to simulate a flagstone appearance, installation of a new push button post, reconstruction of the median nose on Agoura Road, and repaving the roadway in this location.

## PUBLIC SAFETY

- » Restriped Oak Crest Drive to eliminate the two-way left turn lane and provide shoulders for pedestrians.
- » Modified the Lindero-Hedgewall traffic signal to replace one video detection camera with in-pavement detector loops.
- » Coordinated the North Ranch Gateway shopping center driveway and traffic signal modification with shopping center representatives.
- » Coordinated the development of a traffic control plan for the Blue Sun Music & Wine Festival. The plan involved street closures, shuttle buses, deputy patrol, neighborhood signing, etc.
- » Coordinated with the Three Springs Homeowners Association to explore and select traffic calming measures for implementation.
- » 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 during the holiday period.
- » Undertook a wide variety of preparedness efforts, including: comprehensive trimming of City trees, inspection of City-owned storm drains and catch basins, and staff trainings on emergency preparedness.





## COMMUNITY SERVICES/RECREATION

- » Co-Sponsored the Westlake Village Reads Program during the months of January and February featuring seven programs centered on the theme of "The Arts".
- » Co-sponsored the Westlake Village Rotary Club's annual Street Faire (April 10).
- » Co-sponsored the Senior Expo at the Agoura Hills/Calabasas Community Center (May 4).
- » Conducted the City's thirteenth annual summer entertainment series which featured seven events throughout the summer.
- » Conducted the City's fourteenth annual City Celebration (October 15).
- » Provided City sponsorship of the Annual Memorial Day event held at Pierce Brothers Cemetery (May 30).
- » Conducted the 4th of July parade and special holiday program at Berniece Bennett Park on that date (47th annual).
- » Sponsored the 3rd 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 24).
- » Supported the Conejo Valley Community Concert and Jazz Band performances on March 20 and October 16.
- » Awarded \$100,000 in grant funds to twenty-three local non-profit organizations and nine local school programs through the City's Community Services Grant Program.
- » Offered approximately 105 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 2,200 hours of sports field time for 19 youth sports organizations at the new Westlake Village Community Park and through an agreement with Oaks Christian School for the use of its sports fields.
- » Provided over 3,000 rides to City's Senior and Disabled residents through the Dial-A-Ride program.
- » Sold over 239 bus passes through the Westlake Village Transit program.
- » Operated a 16-week "Village Trolley" service beginning May 27 and a month long winter run beginning November 25. The summer and winter trolley provided transportation and entertainment to approximately 4,060 riders.
- » Celebrated the City's 35th anniversary with enhanced special events, trivia, and historical information throughout the year including a finale Holiday Sing-a-Long event on December 11.

## OTHER ACCOMPLISHMENTS

- » Finished the update of the City's original 2015 Strategic Plan which resulted in a new 2025 Strategic Plan.
- » Received a national award for the City's monthly Video Newsletter at the annual SCAN-NATOA conference in the fall.
- » Processed permits for nine runs, walks, or bike rides in the City, coordinated by a variety of local non-profit groups.

# 2016-2017 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.

### 2016-2017 City Finances/Budget

Expenditures for all funds and programs total \$22.5 million

General Fund operating expenses pegged at \$9 million

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

Revenues for all funds estimated to total \$14.7 million

Projected year-end balances in selected funds:

-General Fund: \$6,134,585

-CIP Fund: \$10,668,270

-Building & Maint. Fund: \$539,700

-Landscaping District Fund: \$346,590

-Lighting District Fund: \$389,860

Administrative expenditures total \$1,594,510, or 17.5% of General Fund operations

Public safety costs of \$2.48 million represent largest share of General Fund operating costs

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

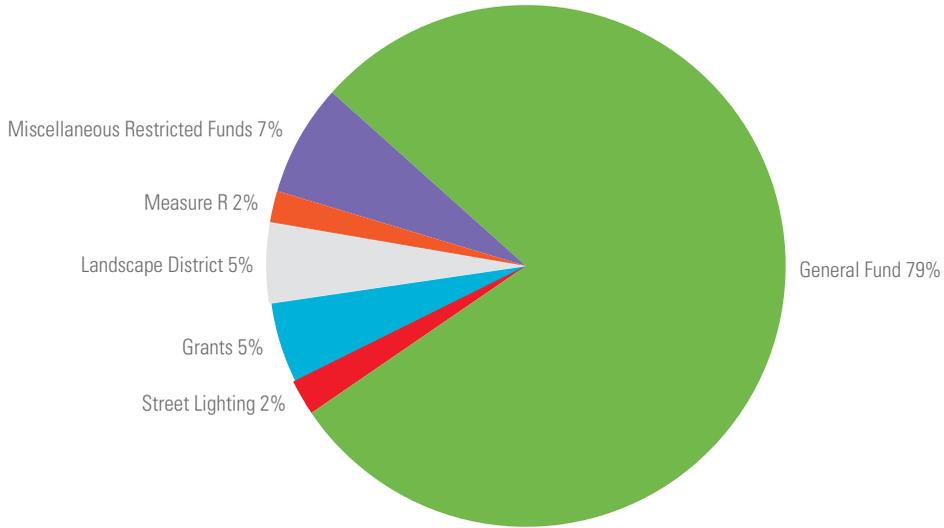
\$35,000 budgeted to cover Sunday Library hours

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:

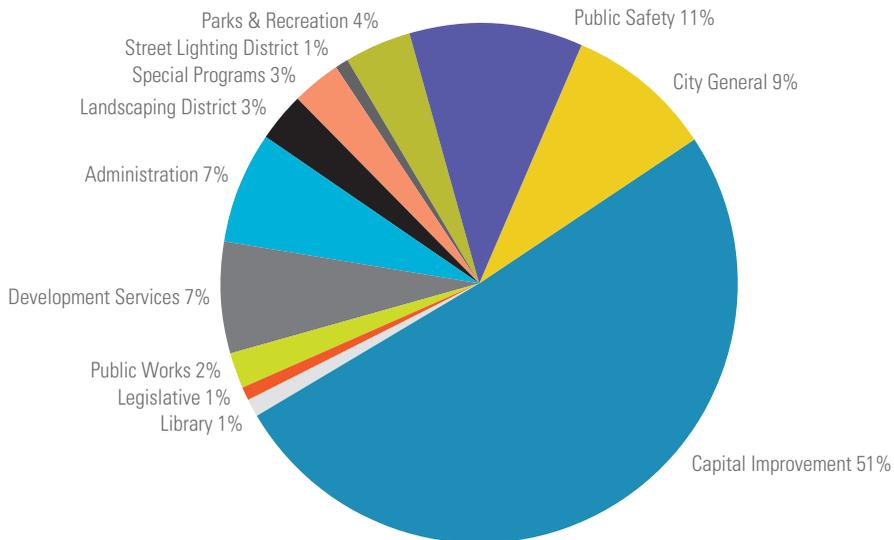
- 1 Four Seasons Hotel Westlake Village
- 2 Move, Inc.
- 3 iPayment, Inc.
- 4 Dole Food Company, Inc.
- 5 Costco Wholesale Corporation
- 6 Oaks Christian Schools
- 7 ValueClick, Inc.
- 8 Westlake Village Inn
- 9 Securitas Security Services USA, Inc.
- 10 Farmers Insurance Exchange/Claims Office

## Summary of Revenue FY 2016-2017



The following account for less than 1% of 2016-2017 Revenue: Air Quality, Prop A Park Bond, Westlake Transit, Traffic Safety Fines, TDA - Article-3, investment earnings.

## Summary of Expenditures FY 2016-2017



# NOTABLE WESTLAKE VILLAGE PROJECTS/ ACTIVITIES IN 2017

Here's a briefing of what to look for in 2017 regarding pending development projects, City street improvements, park projects, landscape/streetscape enhancements, other important capital improvements, and special events.

## PENDING DEVELOPMENT PROJECTS

**OAKS CHRISTIAN SCHOOL STUDENT HOUSING CONSTRUCTION** - Planning Department staff is working with the administration of Oaks Christian School to develop a plan to renovate and re-occupy an existing office building on Sterling Center Drive as student housing. This conversion is anticipated to occur in two phases over the next two years.

**WESTLAKE VILLAGE BUSINESS PARK SPECIFIC PLAN** – After a number of delays due to traffic mitigation efforts, 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. The plan is expected to be brought to public hearing in late 2017.

**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 be brought to public hearing in early fall of 2017.

**WESTLAKE VILLAGE INN SPA AND GUEST ROOM EXPANSION** – 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 be brought to public hearing in early fall of 2017.

## 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 and slurry work within the north side of First Neighborhood, and slurry work within the Three Springs neighborhood, Triunfo Canyon, Via Colinas, and Via Rocas roads.



## LANDSCAPE AND STREETScape IMPROVEMENTS

As part of a long-range master plan, 2017 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.

**AGOURA ROAD LANDSCAPE LIGHTING PROJECT:** This project involves the installation of pedestrian lights along 3,700 feet of sidewalk on Agoura Road.

**LINDERO CANYON/TRIUNFO CANYON CORNER LANDSCAPING PROJECT:** This work entails the installation of landscaping and irrigation improvements at the northwest corner of Lindero Canyon Road and Triunfo Canyon Road intersection.

**ADVANCE STREET NAME SIGN REPLACEMENT:** This project involves the replacement of faded advance street name signs through the community where they may be needed.

## OTHER MAJOR CAPITAL PROJECTS

Progress on the Westlake Village Community Park will continue in 2017 with the construction of the final phase of the new Park improvements. This phase will include completion of the one-mile walking/jogging trail and trail head, installation of two tot lots, construction of the third baseball/softball field on the west-end, and east-side improvements including synthetic turf soccer fields, sports field lighting, restroom/concession facility, gazebo, sand volleyball courts, landscaping, and picnic amenities. The new Community Park is located on the north side of Thousand Oaks Boulevard, just west of Lindero Canyon Road.

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

**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.

**LOT 80 DEVELOPMENT:** Construction of passive type park improvements on Lot 80 located on the east side of Lindero Canyon Road, just north of Whim Drive, is proposed to 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.

**DOG PARK PROJECT:** This project involves the construction of a new dog park located at the corner of Oak Crest Drive and Agoura Road. The project features a main park entry with two commemorative seat walls designed for those who would like to honor their best friend. Other park amenities include a shade shelter with picnic seating, open play natural turf spaces with mounds and boulders, drinking fountains, tables, benches, leash posts, pet-waste dispensers, trash containers, decomposed granite walkways, fencing, landscaping, and pet wash stations. The new park is expected to be open to the public in summer 2017.

## TECHNOLOGY

With the completion of the Broadband Study in 2016, the City Council's Telecommunications and Connectivity Committee and staff have been exploring potential solutions to filling the gaps in the City's broadband infrastructure to provide better connectivity to residents and businesses. The City will also be updating its website with a new design featuring improved navigation tools for easy access to City-related information.

## SPECIAL EVENTS

**SUMMER ENTERTAINMENT SERIES:** This popular annual summer entertainment series will be back for its 14th 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 48th annual hometown Independence Day Parade will take place on Tuesday, July 4.

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

**15th ANNUAL CITY CELEBRATION:** This annual celebration of our community and local non-profit organizations will take place on October 21, 2017.

**9th ANNUAL WESTLAKE VILLAGE READS:** The "One City One Book" program will be held during the months of January and February featuring eight programs centered on the theme of "Mystereads".

**2ND ANNUAL HOLIDAY SING-A-LONG EVENT:** The successful Holiday Sing-A-Long will return in 2017 on the second Sunday in December.

**4TH ANNUAL SUMMER VILLAGE TROLLEY AND HOLIDAY TROLLEY:** The popular summer Village Trolley will run from May 26 to September 2. The festive Holiday trolley will roll through town from November 24 to December 30. The trolley operates on Friday and Saturday evenings from 3-10 pm with onboard entertainment from 6-8 pm.

## PUBLIC SAFETY

**PUBLIC SAFETY ADVISORY BOARD:** The City is expected to launch its new Public Safety Advisory Board following appointments to the Board this spring. This new advisory board will assist the City in raising the overall level of awareness and importance of both public safety and emergency preparedness in the community.



# 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](http://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 Manager 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](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](http://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](http://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](http://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.

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

*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 has commenced and is expected to be completed in the Fall of 2017. For more information on reserving the sports fields at the new park and/or park hours, please call the City's Community Services Manager at (818) 706-1613.

*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](http://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/Spectrum 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](http://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
Fire Station #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/Spectrum	(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](http://www.wlv.org)

