



WESTLAKE VILLAGE
2012 ANNUAL REPORT



TABLE OF CONTENTS

SECTION	PAGE
Community Profile	3
Statistics	4
City Government at a Glance	5
Organizational Chart	6
2011 Major Accomplishments	7
2011-2012 Budget	10
2012 Notable Projects	12
FAQs	15
Get in Touch with Your City	17
Important Telephone Numbers	18

Welcome to Westlake Village!

COMMUNITY PROFILE

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

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



The City of Westlake Village was incorporated on December 11, 1981, as the 82nd city in Los Angeles

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

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

STATISTICS



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

Form of Government: City Council/City Manager

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

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

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

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

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

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

Area: 5.4 square miles

Miles of streets: 29.5 miles

Parks: 5 parks (19.3 acres)

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

Police Services: Los Angeles County Sheriff's Department

Fire Services: Los Angeles County Consolidated Fire Protection District

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

Local Media:

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

Radio: KVEN 1450 AM; KCLU 88.3 FM

Cable: Time Warner, ATT

Public Television: Westlake Village Government Channel 10

Utilities:

Water System: Las Virgenes Municipal Water District

Sewer System: Las Virgenes Municipal Water District

Refuse System: Waste Management, Inc.

Gas: Southern California Gas Company

Electric: Southern California Edison Company

Telephone: AT&T

CITY GOVERNMENT AT A GLANCE

City Council and Administration

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

Elected Officials

Mayor

Susan McSweeney

Term Expires

2013

Councilmembers

Philippa Klessig

2015

Robert Slavin

2013

Mark Rutherford

2013

Ned E Davis

2015

Cultural Recreation Advisory Board

Kateri Alexander

Caroline Freeman

Suzanne Gallant

Kelly Honig

Zachary Johnson

(Youth Representative)

Curt Knabe

Katya Kramer

(Youth Representative)

Sonja Kramer

(Youth Representative)

Bernard Nisenholz

Sybil Nisenholz

Margie Myers Price

Joanne Robinson

City Departments & Offices

Raymond B. TaylorCity Manager

Audrey SchmitzAssistant City Manager

Scott WolfePlanning Director

Rick CasswellAssistant Planner

Beth SchottCity Clerk/Executive Secretary

Kerry KallmanAdministrative Analyst

Carol NovakAccountant

Brianne AndersonCommunity Services Coordinator

Patti ThompsonAdministrative Assistant II

Carol KramerAdministrative Assistant I

Dennis AndersonPublic Works Inspector*

Jeff FriedmanPublic Works Inspector*

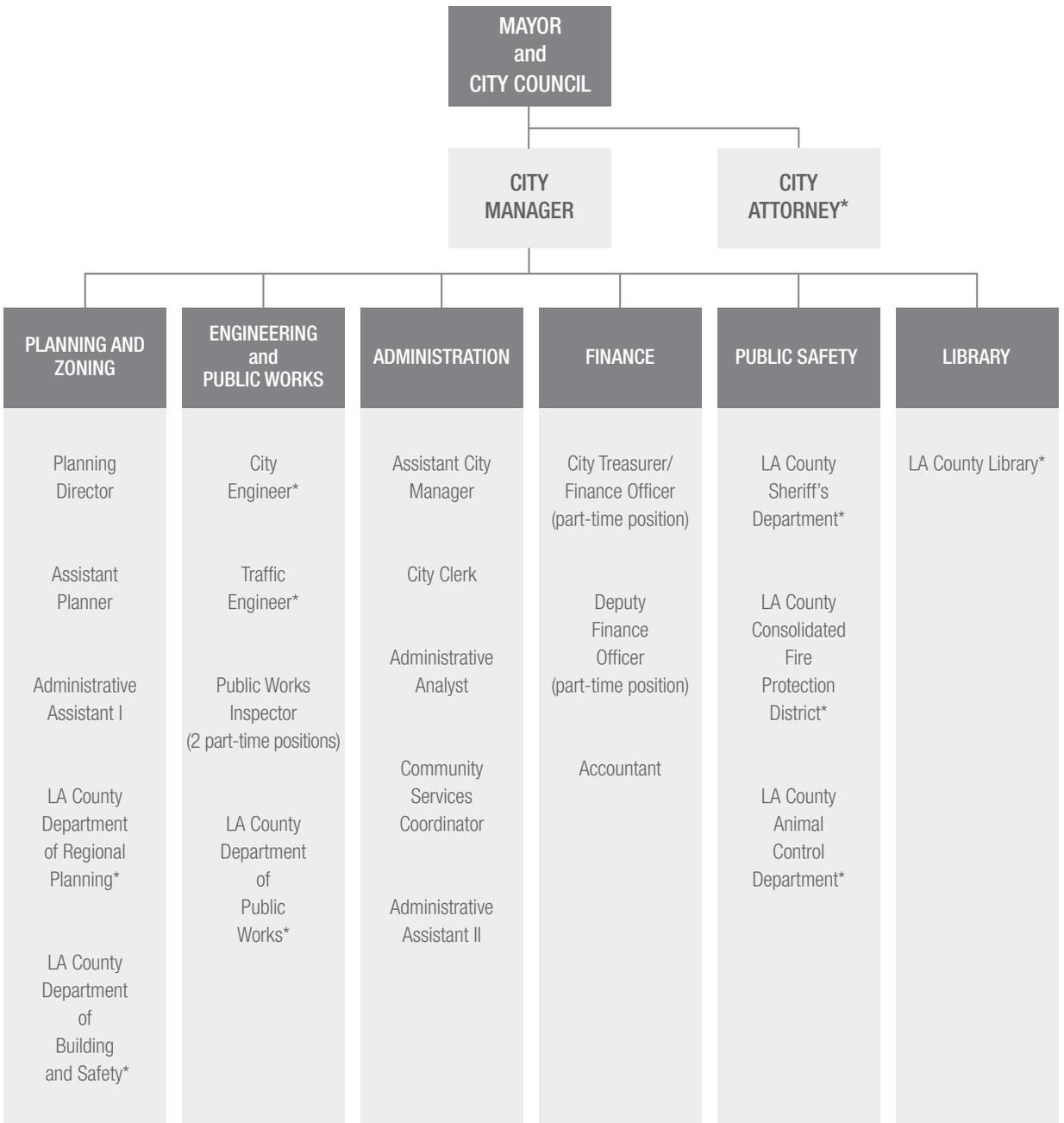
Robert BieryCity Treasurer/Finance Officer*

Cynthia BorchardDeputy Finance Officer*

** connotes part-time position*



CITY OF WESTLAKE ORGANIZATIONAL CHART



* Either Contract Position or Contract Service Provider

SUMMARY OF 2011 CITY ACCOMPLISHMENTS

PLANNING/DEVELOPMENT

- » Held a full-day workshop on May 25 with community and business stakeholders, including a presentation to the City Council, on the preferred development scenarios for the future Westlake Village Business Park Specific Plan.
- » Completed a total of five projects under the City's Residential Rehabilitation Program.
- » Continued preparation of a Supplemental Environmental Impact Report for the Westlake Village Community Park Project.
- » Hosted a Concept Review on June 22 and a Scoping meeting on July 6 for the proposed Selleck Retail Project on Russell Ranch Road. Prepared an administrative draft Environmental Impact Report for the project.
- » Prepared for adoption an ordinance to allow for the towing of mobile billboards parked on City streets.
- » Initiated a Code Enforcement program to address non-permitted personal trainer/fitness studio uses.
- » Prepared for adoption an ordinance to ensure the maintenance of vacant residential properties.

ANNUAL STREET MAINTENANCE

- » Completed slurry seal work on Lakeview Canyon Road, Watergate Road and Russell Ranch Road.
- » Awarded a construction contract for the rubberized asphalt overlay on Agoura Road.

CAPITAL PROJECTS

- » Installed new irrigation controllers at six locations throughout the City, which marked the completion of the installation of the Citywide Irrigation Controllers Project.
- » Completed improvements at the Agoura Road and Lindero Canyon Road intersection. Work included the construction of a new bridge across the flood control channel, which allowed for the installation of a westbound right turn lane; a southbound right turn lane on Lindero Canyon Road; a dual eastbound left turn lane on Agoura Road along with median landscaping, video detection, traffic signal and utility work. Improvements were part of the City's Arterial System Finance Program (Phase 3B).
- » Completed the La Tienda Drive landscaping and irrigation improvements.
- » Completed the design of new sidewalks along Agoura Road and Via Colinas, adjacent to Lindero Canyon Road as part of the circulation improvements for the City's Arterial System Finance Program.
- » Designed improvements to the existing two basketball courts, including new drainage improvements at Berniece Bennett Park.
- » Awarded a construction contract for installation of video detection at the Lakeview Canyon Road/Agoura Road traffic signal.

PUBLIC SAFETY

- » Purchased and deployed a new speed display trailer to alert motorists of the posted speed limit and their current speed.
- » Coordinated the deployment of Sheriff's Deputies, Volunteer in Policing and Disaster Response Team members to the Three Springs neighborhood during Halloween.
- » Conducted an amnesty program that allowed residents to license their unlicensed dogs with no penalty fee during the months of November and December. A total of 178 dog licenses were issued during this period.
- » Provided funding for two additional Sheriff's Deputies to patrol Costco and adjacent retail centers for two weeks during the holiday period.
- » Honored Sheriff's Department personnel for their role in "Saving Christmas" by arresting a suspect and returning all stolen gifts in time for Christmas.

COMMUNITY PARK

- » Completed the installation of the planting and irrigation system for 30 acres of slope area surrounding the park site.
- » Completed installation of the lower and upper pump stations.
- » Awarded a construction contract for the installation of the retaining walls along the park access roads.
- » Commenced the design of the parking lot based on the approved conceptual site plan.

LANDSCAPE/STREETSCAPE IMPROVEMENTS

- » Constructed approximately 2,450 feet of new fencing along the flood control channel between Agoura Road and Foxfield Drive, marking the completion of the initial phase of the Lindero Channel Fencing improvements. Completed the design for the vine planting along the new fence line to include an updated irrigation system and a new meandering walking path.
- » Studied alternative intersection enhancements along Agoura Road at Lindero Canyon Road and Lakeview Canyon Road.
- » Awarded a construction contract for the installation of new landscape improvements in medians on Lindero Canyon Road between Via Colinas and Thousand Oaks Blvd.
- » Assisted two homeowner associations with their improvement projects through the City's Neighborhood Beautification Program: Westlake Trails' new entry features at Rustic Oak Drive and Foxfield Drive along Lindero Canyon Road, and Summershore's new wall with landscape and irrigation improvements along their entire frontage fronting Lindero Canyon Road.

COMMUNITY SERVICES/RECREATION

- » Co-sponsored the Senior Expo at the Agoura Hills/Calabasas Community Center (April 27).
- » Co-sponsored the Triunfo YMCA's local Soap Box Derby event (May 15).
- » Co-sponsored the Westlake Village Rotary Club Street Faire (June 11).
- » Conducted the City's eighth annual TGIF series featuring six events throughout the summer.
- » Conducted the City's ninth annual City Celebration (October 22).
- » Provided City sponsorship of the Annual Memorial Day event held at Pierce Brothers Cemetery (May 30).
- » Conducted 4th of July parade and special holiday program at Berniece Bennett Park on that date. (42nd annual)
- » Held a City volunteer appreciation event recognizing City volunteers (February 23).
- » Supported the Agoura Hills/Las Virgenes/Westlake Village Community Concert and Jazz Band (Performances on May 15 and October 23)
- » Awarded \$90,500 in grant funds to twenty local non-profit organizations and nine local school programs through the City's Community Services Grant Program.
- » Offered on-line registration for Senior Recreation and Summer Youth recreation programs.
- » Continued to offer a full Senior Recreation program in the Community Room at the Civic Center.
- » Offered a comprehensive Youth Summer Recreation Program at White Oak Elementary School featuring a full-day summer camp, specialty week-long camps, and enrichment classes.
- » Entered into a new agreement with Oaks Christian School that continues availability for the City to schedule the use of Oaks Christian Fields during after-school and weekend hours for youth sports organizations.
- » Conducted a series of events in recognition of the City's 30th Anniversary of incorporation with a Chalk Art Festival (June 18), Concert in the Park (August 20), Winter Wonderland event (December 11), Tile Wall project, and a photography and logo contest.
- » Entered into an agreement with the City of Thousand Oaks for the operation of the City's Senior and Disabled Dial-A-Ride program.
- » Offered on-line bus pass sales for Westlake Village Transit.
- » Partnered with the City of Agoura Hills on a regional transportation program that supported students attending summer school.



LIBRARY

- » Hosted a variety of free children’s programs including art classes, toddler story time, children book discussion group, chess club, puzzle club, and cartooning class.
- » Presented a series of performances by LA Philharmonic Violinist Paul Stein including a “Classical Concert” (April 10), “Growing Up With Wolfgang and Ludwig” (May 21), and “Fiddle Fireworks” (July 4).
- » Hosted an educational series on Opera with “LA Opera Cosi Fan Tutte” (September 11), “Opera Talk Romeo et Juliette” (October 9), and “Opera Talk” (November 13).
- » Offered a lunchtime book discussion group “Brown Bags and Books” that met a total of eleven times throughout the year.
- » Processed for check-out 163,595 in library materials and issued 1,190 new library cards during the year.
- » Offered an annual Children’s Summer Reading Program with a total of 450 participants. Programs included nine weekday special events that offered magic shows, professional story tellers, live animal shows, and 140 Teen Book Reviews.

OTHER ACCOMPLISHMENTS

- » Approved an agreement with a website consultant to redesign the City website.
- » Conducted the November 8 General Municipal Election, and aired a live 2-hour election coverage show on Channel 10.
- » Dedicated the “Oh Great Spirit” bronze sculpture on September 17 at the Westlake Village Civic Center.
- » Planted and dedicated the “Founders Tree,” a 15-foot tall Magnolia tree in the driveway turn-around in the Berniece Bennett Park parking lot.
- » Created and launched in conjunction with the Greater Conejo Valley Chamber of Commerce, a new “Business Recognition Program.”
- » Acquired an original pen and ink drawing by renowned artist Carlos Diniz of the Westlake Village region as it was envisioned prior to development.
- » Received the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association.

2011-12 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.

2011-12 City Finances/Budget

Expenditures for all funds and programs total \$23.8 million

General Fund operating expenses pegged at \$7.9 million

Capital Improvement Program (CIP) expenditures total \$9.1 million

Revenues for all funds estimated to total \$19.5 million

Projected year-end balances in selected funds:

-General Fund: \$5,208,540

-CIP Fund: \$2,431,545

-Building & Maint. Fund: \$414,700

-Landscaping District Fund: \$263,375

-Lighting District Fund: \$319,375

Administrative expenditures total \$1,310,995, or 16.5% of General Fund operations

Public safety costs of \$2.09 million represent largest share of General Fund operating costs

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

\$32,045 budgeted to cover Sunday Library hours

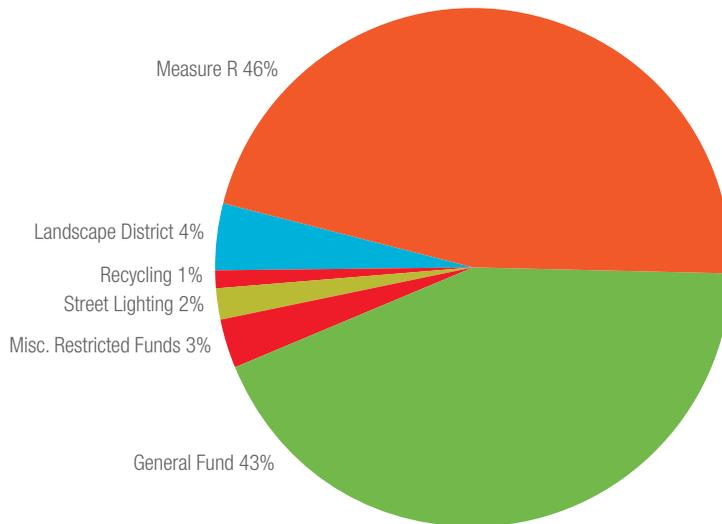
\$190,000 budgeted to cover third year costs of a three-year study addressing a new specific plan for an approximate 75 acre aging and underutilized business park/industrial area north of the freeway

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

Several of the largest private employers include:

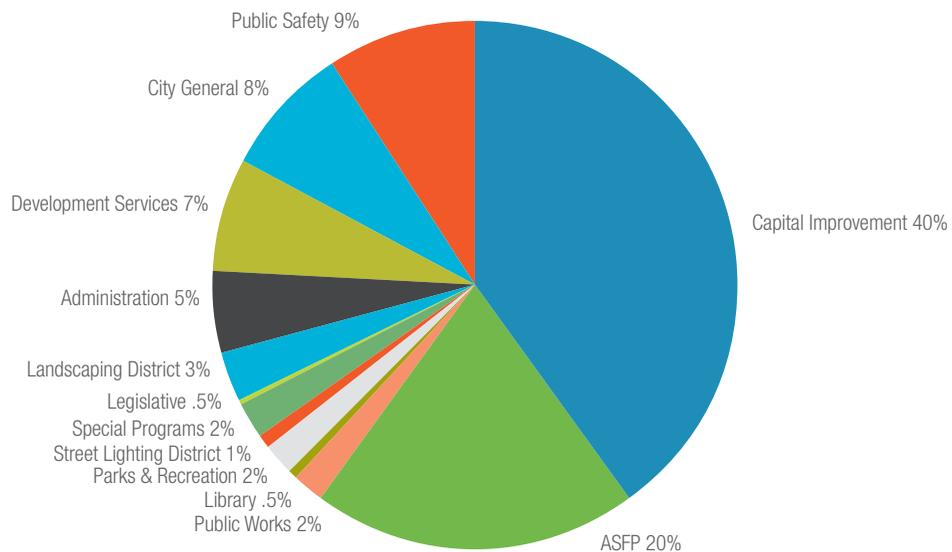
- 1 Bank of America
- 2 Four Seasons Hotel
- 3 Costco Wholesale Corp.
- 4 Move, Inc.
- 5 K-Swiss, Inc.
- 6 Dole Food Co.
- 7 Farmers Insurance
- 8 Westlake Village Inn
- 9 Digital Insight Corp.
- 10 Securitas Security Service

Summary of Revenue FY 2011-2012



The following account for less than 1% of 2011-2012 Revenue: Air Quality, Prop A Park Bond, Westlake Transit, Airport Shuttle, Traffic Safety Fines, Water Grants, Rubberized Asphalt Grant, TDA - Article-3, investment earnings.

Summary of Expenditures FY 2011-2012



NOTABLE WESTLAKE VILLAGE PROJECTS/ ACTIVITIES IN 2012

Here's a briefing of what to look for in 2012 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 Program Environmental Impact Report to address the future reuse of properties between the freeway and Thousand Oaks Boulevard, west of Lindero Canyon Road.

PLANNING AREA C DEVELOPMENT - Planning Department staff have been working to complete the Draft Environmental Impact Report for the proposed Russell Ranch Road Retail Project. Staff has been working with the applicant and the City Council's Planning Area C Ad-hoc Committee to bring the proposed center into conformity with established community standards, and ensure that the City has the necessary requirements in place to retain control over future use of the site should the project be approved by the City Council.

TELECOMMUNICATIONS - The City is continuing to explore expanded telecommunication coverage and capacity within Westlake Village. This includes both wireless cellular telecommunications as well as high speed internet, both wired and wireless. ATS Communications, a telecommunications consulting firm, has been retained to assist the City with the more technical aspects of these issues, as well as to work with the service providers to ensure that the solutions proposed by the carriers maximize service to City residents and businesses to the greatest extent feasible.

The City will be launching its newly designed website at the beginning of the summer. The website is expected to increase and enhance communications between the City and residents through online calendars, direct email messages, and other electronic means.

WESTLAKE VILLAGE COMMUNITY PARK PROJECT- A consulting firm has been hired to complete a Supplemental Environmental Impact Report that will address the proposed Community Park and YMCA improvements for subsequent review and possible certification by the City Council.

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.

Agoura Road will receive a rubberized asphalt overlay this coming spring. The overlay will cover the entire length, from the City limit at Thousand Oaks to the City limit at Agoura Hills.

LANDSCAPE AND STREETScape IMPROVEMENTS

As part of a long-range master plan, 2012 will see the City continue to reinvest in its infrastructure, particularly in the areas of landscaping and streetscapes as described below:

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

Lindero Canyon Channel Improvements - Phase I and II: During 2011, approximately 2,450 feet of new fencing was constructed along the flood control channel between Agoura Road and Foxfield Drive. This year, work will include new vine planting along the entire length of the new fence to encourage vine growth in the former maintenance roadway areas, and modifications to the existing irrigation system. Ultimately, a new off-road walking path and other improvements will be constructed along this area.

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 are prepared and scheduled within the year. Repairs are accomplished by two different maintenance methods: replacement and grinding. With grinding, a special machine is used to grind down the high point in the sidewalk. The second method involves the removal and replacement of the sidewalk panels. These repairs occur at various locations throughout the City.

Development of Conceptual Designs for Improvements at the Agoura Road/ Lakeview Canyon Road and Agoura Road/ Lindero Canyon Road Intersections: This work will entail the development of conceptual designs for intersection improvements at these locations which may include decorative crosswalks, new corner and sidewalk treatments as well as other aesthetic improvements.

Agoura Road and Lindero Canyon Medians: These projects will result in the reconstruction of the center medians along Agoura Road between Knightsgate Drive and the eastern City limit, and the center medians along Lindero Canyon Road between Via Colinas and Thousand Oaks Boulevard. This work will include new irrigation, landscaping, and drainage improvements.

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

Berniece Bennett Park Basketball Court: Expected to be constructed this spring, this project will involve the removal and replacement of the existing two basketball courts with a new concrete surface and improved drainage to deter any surface water from draining over the court surface.





OTHER MAJOR CAPITAL PROJECTS

Progress on two other important projects will continue in 2012. The first entails the completion of the infrastructure improvements and slope landscaping associated with the eighteen-acre master pad that will eventually result in a new eight-acre community sports 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) funded primarily through developer fees, Metropolitan Transportation Authority Measure R funds, and capital improvement fund reserves.

New Community Sports Park: This project will be built in two distinct phases with the development of a graded level pad of approximately 18 acres that was recently constructed, followed by the construction of above-ground improvements such as play fields, backstops, snack shack, restrooms, etc. The construction of the access road retaining walls and entrance road paving will occur in 2012. Installation of the parking lot is expected to occur in late 2012. Construction of the above-ground improvements for the second phase will follow, although it has currently not been determined when that will actually occur as the City continues to seek additional funding opportunities through grants and fund-raising activities to offset overall project costs.

Lindero Canyon Road Corridor (ASFP) Improvements: The ASFP work program in 2012 will include the commencement of overpass widening on Lindero Canyon Road over the 101 Freeway, and related improvements for 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 added travel lanes on Lindero between the freeway ramps and Agoura Road.

SPECIAL EVENTS

10th ANNUAL CITY CELEBRATION - Hard to believe that City Celebration has been around for 10 years! Mark your calendars for this year's event which will take place on October 20, 2012.

TGIF WESTLAKE VILLAGE - The annual summer entertainment series will be back for its 9th year with concerts and performances at both the Westlake Village Civic Center and Berniece Bennett Park.

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



GENERAL

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

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

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

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

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

PUBLIC SAFETY

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

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.

PUBLIC WORKS

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

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

LOCAL TRANSPORTATION SERVICES

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

Senior Citizen/Disabled Dial-A-Ride: This is a general dial-a-ride service for residents over the age of 65 years or for those unable to drive due to a disability. Rides are \$2.25 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.

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

REFUSE COLLECTION AND RECYCLING

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

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

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

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

PARKS | RECREATION

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

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

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

GET IN TOUCH WITH YOUR CITY

ACCESS WESTLAKE VILLAGE AND ALL THAT IT OFFERS!

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

City Website: Learn about City services, browse the site for information on City programs, projects, activities, watch City Council meetings live, connect to various links, subscribe to the City's list serve, 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 and Cultural Recreation Magazine: Your source for information on upcoming City events, programs and projects: watch for the 'Westlake Village City News' mailed monthly and the seasonal Cultural Recreation Magazine mailed in the summer, fall, winter and spring

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.



IMPORTANT TELEPHONE NUMBERS

Westlake Village City Hall	(818) 706-1613	Los Robles Hospital & Medical Center	(805) 497-2727
Sheriff's Station Non Emergency	(818) 878-1808	Marriage License (Los Angeles County)	(818) 374-7176
Firestation #144 Non Emergency	(818) 889-1626	Medicare	(800) 633-4227
Westlake Village Library	(818) 865-9230	Mosquito Abatement	(310) 915-7370
EMERGENCY DIAL	911	Passport Information	(310) 575-5700
LA County Social Services Information	211	Post Office Agoura Hills	(818) 889-8392
Directory Assistance	411	Post Office Thousand Oaks	(805) 497-1641
Agoura Hills/Calabasas Community Center	(818) 880-2993	United States Post Office	(800) 275-8777
Animal Control (Los Angeles County)	(818) 991-0071	Santa Monica Mountains Conservancy	
Business License (Los Angeles County)	(213) 974-2011	(Information on Recreation Areas)	(805) 370-2300
Cable TV - Time Warner	(888) 892-2253	Social Security Office	(805) 379-3427
Calabasas Landfill	(818) 889-1430	Southern California Edison Company	(800) 655-4555
Chamber of Commerce		Southern California Gas Company	(800) 427-2200
(Greater Conejo Valley)	(805) 370-0035	Storm Water Discharge -	
Conejo Recreation & Park District		Illegal Dumping Hotline	(888) 253-2652
(Thousand Oaks)	(805) 495-6471	Street Light Outage	
(Dos Vientos Center)	(805) 375-1003	(Southern California Edison)	(800) 611-1911
Department of Unemployment (EDD)	(800) 300-5616	Tax Assessor	
Department of Motor Vehicles (DMV)	(800) 777-0133	(Los Angeles County)	(818) 901-3455
Dial-A-Ride	(818) 707-2900	Trash Hauling & Disposal	
First Neighborhood Community Center	(818) 889-0632	Waste Management	(818) 767-6180
Goebel Senior Center	(805) 381-2744	Twice a year (curbside) Bulky Item Pick-up	(805) 522-9400
Health Department (Los Angeles County)	(213) 240-8101	E-Waste Recycling	(800) 579-4979
Household Hazardous		Household Hazardous Waste Hotline	
Waste Hotline (Door-to-Door)	(800) 579-4979	(Door-to-Door)	(800) 579-4979
Internal Revenue Service Office (IRS)	(800) 829-1040	Vector Control (Los Angeles County)	(310) 915-7370 x225
Las Virgenes Municipal Water District	(818) 251-2100	Westlake Lake Management Association	(818) 889-5377
Las Virgenes Unified School District	(818) 880-4000		
Agoura High School	(818) 889-1262		
Lindero Canyon Middle School	(818) 889-2134		
White Oak Elementary School	(818) 889-1450		





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