

WESTLAKE VILLAGE  
2011 ANNUAL REPORT

# A MESSAGE FROM THE CITY COUNCIL

Dear Westlake Village Residents:

It is with great pleasure that we present this 2011 Annual Report on the state of affairs and overall operating condition of the City of Westlake Village. This report has been designed to provide our residents with a host of valuable information on City services, including highlights of the City's major accomplishments in 2010 as well as the notable programs and projects planned in the coming year. Additionally, this annual report provides a range of facts, figures and details about our community, a summary of the City's fiscal year 2010-11 budget, and a section dealing with brief responses to a listing of frequently asked questions (FAQ's).

As we know all too well, there continues to be considerable uncertainty regarding the potential impact the State's current \$25.5 billion structural budget deficit may have on local government throughout California. However, it is important to note that, even in these uncertain times, our City continues to operate its finances using conservative and prudent fiscal strategies. While many other cities are struggling during this downturn in the economy, our City continues to manage and operate its budget on a balanced basis, achieve and maintain significant reserves, construct needed capital projects, and deliver quality services to our residents.

This past year the City undertook an aggressive capital improvement program and completed a number of important projects ranging from streetscape enhancements and new sidewalks to 101 freeway on-ramp improvements. In 2011, the City will continue its on-going road resurfacing program, complete improvements to the Agoura Road/Lindero Canyon Road intersection, and restore the slopes surrounding the City's new community park master pad (above Thousand Oaks Boulevard, west of Lindero Canyon Road) with native landscaping. Additionally the coming year will also see the City continue implementation of its long-range master plan to reinvest in its infrastructure, especially in the areas of both landscaping and streetscapes.

On the eve of our thirtieth anniversary of incorporation in December, 1981, Westlake Village continues to thrive and mature in large measure due to the vital role our residents play as community partners with the City Council. With your community spirit, involvement, feedback and guidance, we feel that Westlake Village will continue to remain one of most desirable and special places in all of Southern California in which to live, raise a family, work and recreate into the future.

As always, if you have any questions or comments concerning the City, we encourage you to contact the City Council or City staff at your convenience. Thank you for your continued support of Westlake Village!

Sincerely,

The Westlake Village City Council



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WELCOME TO THE  
**SANTA MONICA MOUNTAINS CONSERVANCY**  
**PENTACHAETA TRAIL.**  
 IN THUNFO CREEK PARK

THE THUNFO CREEK PARK OFFERS A RARE AND ENDANGERED PLANT SPECIES CALLED THE SANTA MONICA MOUNTAINS PENTACHAETA. This flower is found only in Southern California. The Santa Monica Mountains Conservancy and the federal government are the best hope for California. This designation is given only to those plants and animals species that face the highest possibility of extinction.



The Santa Monica Mountains Conservancy is a non-profit organization that works to protect and restore the natural resources of the Santa Monica Mountains. The conservancy is a partnership between the state and federal governments. The conservancy is a 501(c)(3) organization. The conservancy is a 501(c)(3) organization. The conservancy is a 501(c)(3) organization.



**Specialty for Others**

**Wildflowers**  
 The Pentachaeta is a member of the Asteraceae family. It is a member of the Asteraceae family. It is a member of the Asteraceae family. It is a member of the Asteraceae family.

**Spiders**  
 The Pentachaeta is a member of the Asteraceae family. It is a member of the Asteraceae family. It is a member of the Asteraceae family. It is a member of the Asteraceae family.

**Butterflies**  
 The Pentachaeta is a member of the Asteraceae family. It is a member of the Asteraceae family. It is a member of the Asteraceae family. It is a member of the Asteraceae family.

The Pentachaeta is a member of the Asteraceae family. It is a member of the Asteraceae family. It is a member of the Asteraceae family. It is a member of the Asteraceae family.

**Specialty for Others**  
 Santa Monica Mountains Conservancy  
 10000 Wilshire Blvd., Suite 1000  
 Los Angeles, CA 90024  
 Phone: (310) 440-1000  
 Fax: (310) 440-1001  
 Website: www.smmc.org

# *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:** 8,270 (based on the 2010 Census)

**Age:** The 2000 Census indicates that the median age of residents within Westlake Village is 44.6 years, exceeding Los Angeles County's median age of 32. Nearly half of the City's population is between the ages of 20 and 54, with the younger and older population almost evenly divided.

**Income:** Based on the Census 2000, 47% of the City's households have incomes of \$100,000 or more.

**Overall Education:** Census 2000 indicates that 47% of the City's residents have attended some college or obtained a degree, and 17% hold a graduate degree.

**Business Census:** According to the last Chamber of Commerce business census (2008), a total of 870 businesses operate within the City.

**Area:** 5.4 square miles

**Miles of streets:** 29.5 miles

**Parks:** 5 parks (19.2 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: 150,882) 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

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](http://www.wlv.org).

### Elected Officials

#### Mayor

Ned E Davis

#### Term Expires

2011

### Councilmembers

Susan McSweeney

2013

Philippa Klessig

2011

Robert Slavin

2013

Mark Rutherford

2013

### Cultural Recreation Advisory Board

Caroline Freeman

Sonja Kramer  
(Youth Representative)

Suzanne Gallant

Bernard Nisenholz

Kelly Honig

Sybil Nisenholz

Zachary Johnson  
(Youth Representative)

Margie Myers Price

Curt Knabe

Joanne Robinson

Katya Kramer

(Youth Representative)

### City Departments & Offices

Raymond B. Taylor .....City Manager

Audrey Schmitz .....Assistant City Manager

Robert Theobald .....Planning Director

Scott Wolfe .....Senior Planner

Beth Schott .....City Clerk/Executive Secretary

Kerry Kallman .....Administrative Analyst

Carol Novak .....Accountant

Brianne Anderson .....Community Services Coordinator

Patti Thompson .....Administrative Assistant II

Carol Kramer .....Administrative Assistant I

Dennis Anderson .....Public Works Inspector\*

Jeff Friedman .....Public Works Inspector\*

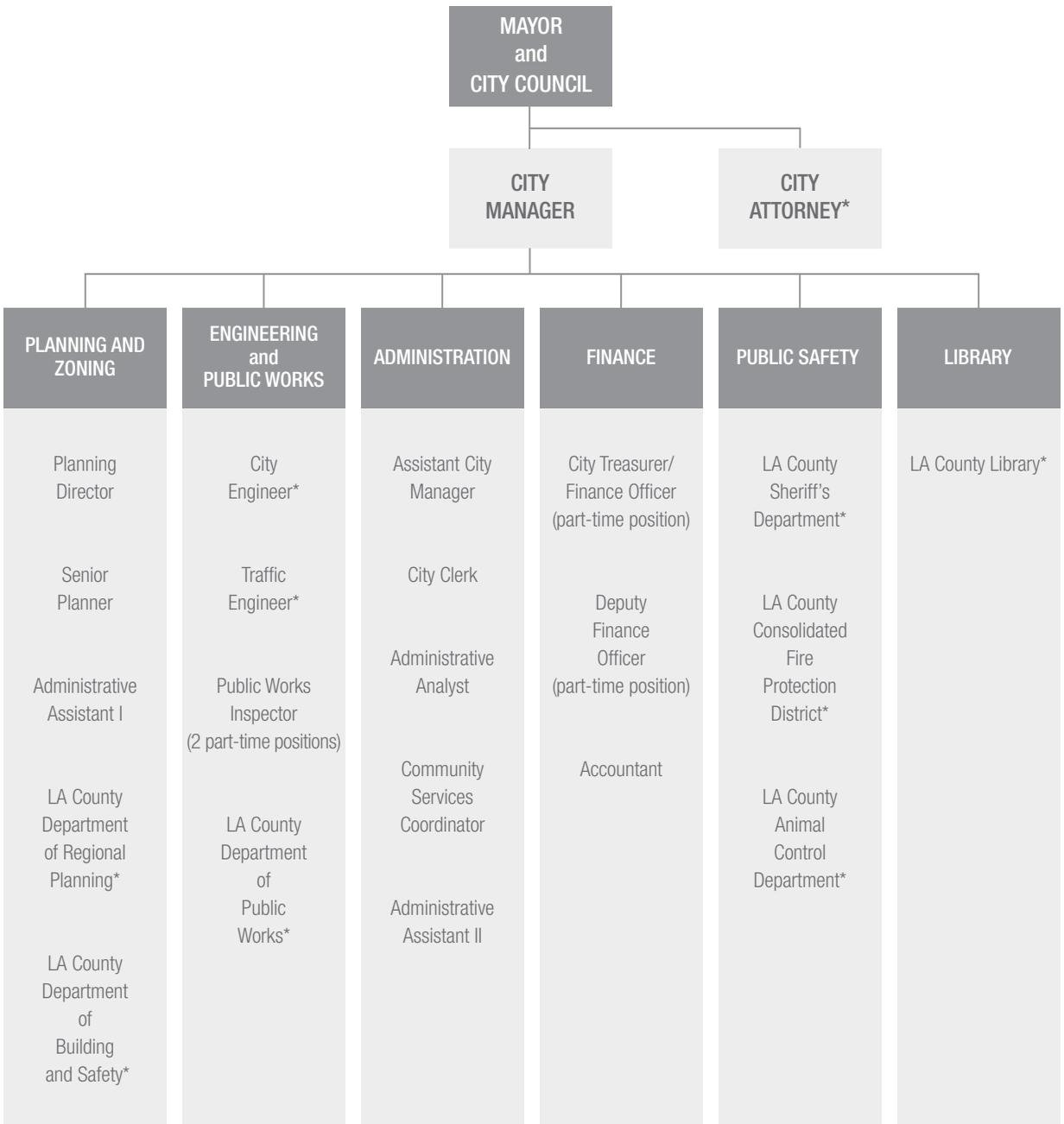
Robert Biery .....City Treasurer/Finance Officer\*

Cynthia Borchard .....Deputy Finance Officer\*

*\* connotes part-time position*



# CITY OF WESTLAKE ORGANIZATIONAL CHART



# SUMMARY OF VARIOUS 2010 CITY ACCOMPLISHMENTS

## PLANNING/DEVELOPMENT

- » Completed acquisition of the Ridgeford property.
- » Continued preparation of the Westlake Village Business Park Specific Plan.
- » Processed permits leading to the opening of the Barkley Pet Hotel and Animal Hospital.
- » Updated and adopted the General Plan Housing Element.
- » Completed a total of five projects under the City's Residential Rehabilitation Program.
- » Initiated preparation of a Supplemental Environmental Impact Report for the Westlake Village Community Park project.
- » Initiated preparation of an Environmental Impact Report for a proposed retail commercial center on Russell Ranch Road.
- » Expanded telecommunication coverage and capacity within the City.
- » Processed permits to allow for the construction of the "Winery" at the Westlake Village Inn.

## ANNUAL STREET MAINTENANCE

- » Completed rubberized asphalt overlay work on the following streets in First Neighborhood: Foxmoor Court, Wolsey Court, Coolhaven Court, Regents Court, Beaconsfield Court, Belham Court, Yorkfield Court, Sevenoaks Court, Henley Court, Knightsgate Drive and Guildhall Court.
- » Completed slurry seal work on the following streets in First Neighborhood: Allenby Court, Wolsey Court (cul-de-sac), Greengate Drive and Village Center Road.
- » For the third year, successfully undertook a joint bidding of street work with the City of Agoura Hills leading to reduced overall contract costs for both cities.
- » Completed slurry seal and restriping on Lindero Canyon Road, north of Thousand Oaks Boulevard to Whim Drive.
- » Utilized American Reinvestment and Recovery Act (ARRA) funding to complete median reconstruction and rubberized asphalt overlay on Lindero Canyon Road between Via Colinas and Thousand Oaks Blvd.

## CAPITAL PROJECTS

- » Installed new irrigation controllers at four locations throughout the City.
- » Awarded contract for the construction of 2400 feet of new fencing along the flood control channel between Agoura Road and Rustic Oak Drive. Project will include fencing only, as the designs for the new vine planting and modifications to the existing irrigation system are currently in the planning stage.
- » Completed construction on the Lindero Canyon Road Freeway on-ramp phase of the City's Arterial System Finance Program. Work included widening the freeway on-ramp from one to two lanes, adding retaining walls ranging in height from five to fifteen feet, and extending the freeway auxiliary lane upstream to the loop on-ramp.
- » Awarded contract for La Tienda Drive landscape and irrigation improvements.

## PUBLIC SAFETY

- » Conducted an Emergency Preparedness seminar at the Westlake Village Civic Center (August 31).
- » Coordinated a Point of Distribution Flu Shot Clinic at Calvary Community Church. (November 20).
- » Obtained an energy grant to upgrade intersection safety lights with energy efficient LEDs.
- » Obtained Highway Safety Improvement Program grant to upgrade pedestrian signals with count-down displays.

## COMMUNITY PARK

- » Completed the grading and drainage phase, and all site utilities for the Westlake Village Community Park located along Thousand Oaks Boulevard, west of Lindero Canyon Road.
- » Awarded a contract for the slope landscaping, irrigation work, and pump stations for Phase I of the Community Park.
- » Undertook a public outreach effort, leading to City Council approval of a final conceptual park plan for the project.

## LANDSCAPE/STREETSCAPE IMPROVEMENTS

- » Prepared design concepts for improvements along the Lindero flood control channel located between Agoura Road and Foxfield Drive. Once constructed, this project will result in the relocation of fencing along the existing flood control channel, new fence vine planting, an updated irrigation system, and the installation of a meandering walking path.
- » Completed Triunfo Canyon Road median project which included the planting of local drought tolerant shrubs, trees, and flowers along the median.

## COMMUNITY SERVICES/RECREATION

- » Co-sponsored the Senior Expo at the Agoura Hills/Calabasas Community Center (April 21).
- » Co-sponsored the Triunfo YMCA's local Soap Box Derby event (April 18).
- » Co-sponsored the Westlake Village Rotary Club Street Faire (April 11).
- » Conducted the City's seventh annual TGIF series featuring six events throughout the summer.
- » Conducted the City's eighth annual City Celebration (October 23).
- » Provided City sponsorship of the Annual Memorial Day event held at Pierce Brothers Cemetery (May 31).
- » Conducted 4th of July parade and special holiday program at Berniece Bennett Park on that date.
- » Held a City volunteer appreciation event recognizing City volunteers (February 24).
- » Supported the Agoura Hills/Las Virgenes/Westlake Village Community Concert and Jazz Band and hosted an event (May 16).
- » Operated a week-long beach bus program (May 24-28).
- » Served as a co-host along with the cities of Agoura Hills and Thousand Oaks for the final stage of the "Amgen Tour of California" professional cycling event (May 23).
- » Awarded \$90,500 in grant funds to local non-profit organizations and local schools through the City's Community Services Grant Program.



## OTHER ACCOMPLISHMENTS

- » Received the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association.
- » Implemented a student internship program providing for one intern in the summer of 2010.
- » Supported the Las Virgenes Unified School District's technology program.
- » Supported the Greater Conejo Valley Chamber of Commerce "Buy Conejo" program.
- » Hosted a half-day workshop educating participants in the Greater Conejo Valley Chamber of Commerce's "Leadership Conejo Program" with information concerning City's organization, services, programs., etc.
- » Initiated a study with local cities and Greater Conejo Valley Chamber of Commerce to explore the potential creation of a new "visitors and convention bureau" to serve the region.
- » Created a Technology and Telecommunications Ad Hoc Committee to address matters pertaining to the City's use of technology and the enhancement of technological and telecommunication services to the City's residents and businesses.
- » Completed the 2009 Community-wide resident survey.
- » Submitted an application under the "Bring Google Fiber To Communities" program to Westlake Village.
- » Renewed existing collection agreement with Waste Management requiring additional free large item pick-ups, provision of free home compost containers, senior discounts, and increased support of City events.

# 2010-11 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.

### 2010-11 City Finances/Budget

Expenditures for all funds and programs total \$20.4 million

General Fund operating expenses pegged at \$7.5 million

Capital Improvement Program (CIP) expenditures total \$6.5 million

Revenues for all funds estimated to total \$15.7 million

Projected year-end balances in selected funds:

-General Fund: \$5,106,410

-CIP Fund: \$4,976,610

-Building & Maint. Fund: \$389,700

-Landscaping District Fund: \$428,355

-Lighting District Fund: \$365,760

Administrative expenditures total \$1,279,335, or 17.2% of General Fund operations

Includes appropriation of \$72,545 to support Las Virgenes School District's technology program for the fourth year

Public safety costs of \$2.0 million represent largest share of General Fund operating costs

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

\$32,300 budgeted to cover Sunday Library hours

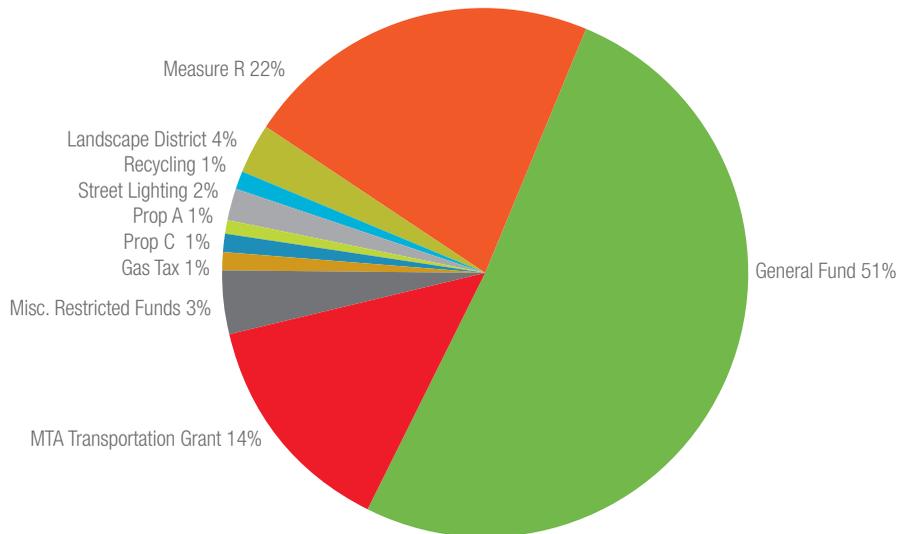
\$187,000 budgeted to cover second year costs of a three-year study addressing a new specific plan for an approximate 75 acre aging and underutilized business park/industrial area north of the freeway

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:

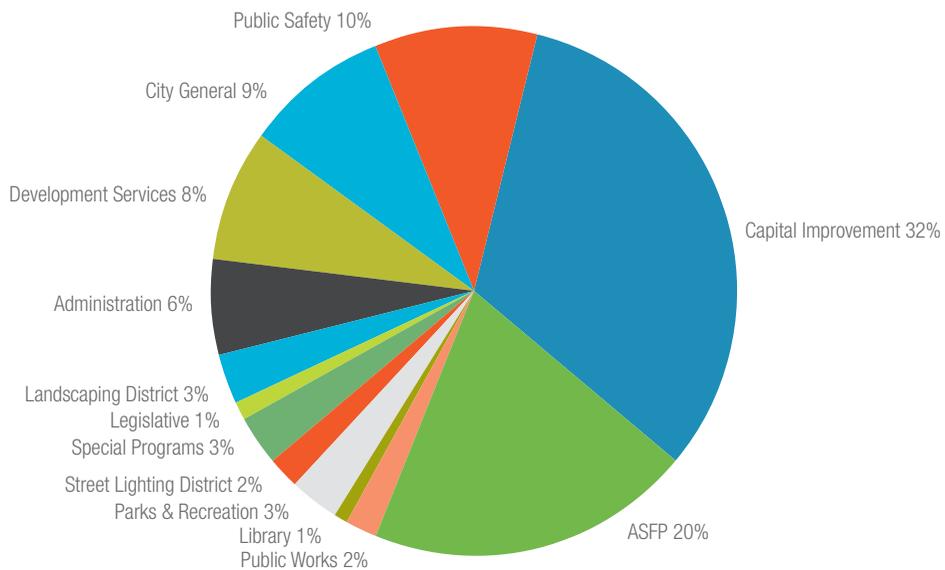
- 1 Bank of America
- 2 Four Seasons Hotel
- 3 Costco Wholesale Corp.
- 4 Valueclick, Inc.
- 5 K-Swiss, Inc.
- 6 Dole Food Co.
- 7 Guitar Center, Inc.
- 8 Westlake Village Inn
- 9 Digital Insight Corp.
- 10 Agilent Technologies, Inc.

## Summary of Revenue FY 2010-2011



The following account for less than 1% of 2010-2011 Revenue: ASFP, 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 2010-2011



Traffic Signals account for less than 1% of 2010-2011 Expenditures.

# NOTABLE WESTLAKE VILLAGE PROJECTS/ ACTIVITIES IN 2011

Here's a briefing of what to look for in 2011 regarding pending development projects, City street improvements, park projects, landscape/streetscape enhancements, and other important capital improvements.

## PENDING OR RECENTLY COMPLETED DEVELOPMENT PROJECTS

**Newly Acquired Ridgeford Site** - The City recently acquired a 4.4 acre parcel of property located west of Lindero Canyon Road and south of Ridgeford Drive referred to as the "Ridgeford site." Over the next year, the City will determine the potential public use of this newly acquired open space parcel.

**Westlake Village Business Park Specific Plan** - Planning staff is currently overseeing the completion of the technical studies which began in 2010, and preparation of a draft Westlake Village Business Park Specific Plan and Program Environmental Impact Report to address the reuse of properties between the freeway and Thousand Oaks Boulevard, west of Lindero Canyon Road.

**Westlake Village Community Park Project**- A consulting firm has been hired for the completion and certification of a Supplemental Environmental Impact Report that will address the proposed Community Park and YMCA improvements.

**Planning Area C Development** - Planning staff has begun processing applications for what is expected to include proposed General Plan and Specific Plan amendments, development entitlements, an Environmental Impact Report, and an accompanying draft Development Agreement leading to City Council consideration of a proposed retail commercial project on Russell Ranch Road.

**Telecommunications** - The City is continuing to explore expanded telecommunication coverage and capacity within Westlake Village by working with wireless telecommunications carriers to further enhance coverage within the Three Springs neighborhood, as well as evaluate additional methods for providing service to areas of the City which lack adequate coverage. The City is also pursuing efforts to enhance internet data connectivity to residents and businesses through the provision of high bandwidth alternatives, both hard-wired and wireless.

## ANNUAL STREET WORK

In conjunction with the City's on-going road resurfacing program, two principal maintenance practices are used by the City: overlay and slurry seal. With an overlay, a street is provided with a new wearing surface for cars to drive on. Overlays in Westlake Village are accomplished with the use of recycled rubberized asphalt and are typically about 1.5 inches in thickness. On the other hand, the primary purpose of a slurry seal, an oil-based substance, is to rejuvenate the existing pavement surface. Asphalt loses its oils and becomes brittle over time due to exposure to ultraviolet light and vehicle wear and tear. With a slurry seal, these oils are replaced extending the useful working life of the asphalt—thereby precluding the need for more expensive repairs. Such a treatment also provides a side benefit by creating a new appearance to the street.

The following streets are targeted for a slurry this coming spring and early summer:

*Slurry - Lakeview Canyon Road, from western City limits to Lindero Canyon Road, and Russell Ranch Road.*

## LANDSCAPE AND STREETScape IMPROVEMENTS

As part of a long-range master plan, 2011 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** - Project 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:** Project consists of constructing approximately 2450 feet of new fencing along the flood control channel between Agoura Road and Foxfield Drive. This work will include new vine planting and trenching along the entire length of the new fence to encourage vine growth in the former maintenance roadway 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, the City performs two inspections of all sidewalks in the City. Based on the results of these inspections, a list of sidewalks in need of repair is prepared. 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 and Lakeview Canyon Road Intersection** - This project entails the development of conceptual designs for intersection improvements at this location which may include decorative crosswalks, new corner and sidewalk treatments as well as other improvements.

## OTHER MAJOR CAPITAL PROJECTS

The construction of two other important projects will continue in 2011. The first project entails the development of a graded eighteen-acre master pad that will include 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 will include 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, a special Metropolitan Transportation Authority grant, 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 and parking lot paving, as well as the slope landscape and irrigation work will occur in 2011. 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 will be seeking 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 2011 will include the construction of a 24-inch waterline for the Las Virgenes Municipal Water District which is located between the new on-ramp and the mainline of Highway 101. This waterline will serve the additional landscaping and irrigation along the southern shoulder of La Tienda between Via Rocas and the western City limit.

Construction of improvements at the intersection of Lindero Canyon and Agoura Roads will be constructed in 2011. Other work in 2011 includes completing the design of the overpass improvements, including bridge aesthetics, and obtaining final Caltrans' approval for this phase of work.

## SPECIAL EVENTS

**30th Anniversary of the City's Incorporation** - The date of November 3, 2011 will mark the thirtieth anniversary of the passage of a local ballot measure approving City incorporation. The City is in the process of planning a series of special events and programs to help bring the community together to celebrate this special occasion. A schedule of activities and special events to acknowledge the occasion will be released in summer 2011.

# 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, in certain cases, the County of Los Angeles, the State of California and/or other public entities may require a particular license. In such cases, 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](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 in our area, your call will be answered by the Lost Hills Sheriff's Station. When calling 911 from cell phones, 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](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 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 four 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 60 years or for those unable to drive due to a disability. Rides are one-way or round trip within the City and to designated stops outside of the City. 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 \$1.00 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.

**Teen Recreation Dial-A-Ride:** This service is available for middle school and high school residents needing transportation to and from extra-curricular activities. Cost for the program is \$1.00 each way. Please call (818) 707-2900 to arrange for service.

## 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.

**E-Waste Recycling:** Residents can either call (800) 675-1171 for once-a-year free curbside pick-up of two bulky e-waste items or 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

**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](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 WVT 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. Access CityCare online at [www.wlv.org](http://www.wlv.org) or by calling City Hall at (818) 706-1613.

# IMPORTANT TELEPHONE NUMBERS

<b>Westlake Village City Hall</b>	<b>(818) 706-1613</b>	Los Robles Hospital & Medical Center	(805) 497-2727
<b>Sheriff's Station Non Emergency</b>	<b>(818) 878-1808</b>	Marriage License ( Los Angeles County)	(818) 374-7176
<b>Firestation #144 Non Emergency</b>	<b>(818) 889-1626</b>	Medicare	(800) 633-4227
<b>Westlake Village Library</b>	<b>(818) 865-9230</b>	Mosquito Abatement	(310) 915-7370
<b>EMERGENCY DIAL</b>	<b>911</b>	Passport Information	(310) 575-5700
<b>LA County Social Services Information</b>	<b>211</b>	Post Office Agoura Hills	(818) 889-8392
<b>Directory Assistance</b>	<b>411</b>	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	Once a year (curbside)	(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](http://www.wlv.org)