



WESTLAKE VILLAGE  
2009 ANNUAL REPORT

# A MESSAGE FROM THE CITY COUNCIL

Dear Westlake Village Residents:

As the City nears the 28<sup>th</sup> year of operations following incorporation in 1981, we are very pleased to present this 2009 Annual Report on the state of affairs and overall operating condition of Westlake Village.

Inside this report which is akin to a "report card" on the City, you will find a host of important information about your community including City-related "facts and figures"; a synopsis of how the City's municipal organization is structured; a summary of the City's fiscal year 2008-09 budget; a listing of frequently asked questions about Westlake Village; a directory of important telephone numbers; and other important City information.

In 2008, the City of Westlake Village made great progress in undertaking and completing a number of very important programs and projects as outlined in this report. Likewise, looking ahead to 2009 the City is on tap to undertake an unprecedented level of capital projects and other activities which you will find described in detail on pages 14 through 15 of this report.

We know that our residents in Westlake Village share a strong passion for our one-of-a-kind community. Indeed, it is our charge and responsibility to ensure that Westlake Village retains its small town charm, its unique character and ambiance, and its place as one of the best managed and safest cities in all of California. As your locally elected officials, it is our task to keep you well informed of City affairs, to constantly seek your input as part of our collaborative decision-making process, and to operate your municipal government in as open and transparent manner as possible. With those goals in mind, we hope you find this 2009 Annual Report informative and useful and that you will not hesitate to contact your Councilmembers or City staff to seek assistance concerning any City programs, projects or activities.

Thank you for your continued support of Westlake Village!

Sincerely,

The Westlake Village City Council



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# *Welcome to Westlake Village!*

## COMMUNITY PROFILE

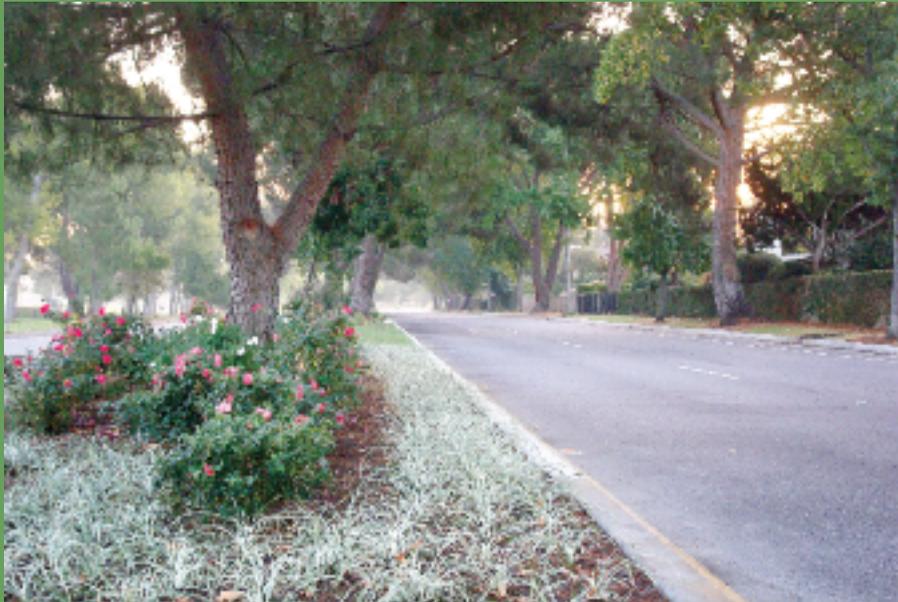
The City of Westlake Village has a rich and varied history. The community is located on a portion of the former Albertson Ranch, whose cattle-grazing operation on the land ended in the mid-1960's when construction of Westlake Village commenced. The ranch was a portion of the former El Conejo land grant, 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 lines. 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-line 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:** 8,893 (January 2007)

**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 (2005), a total of 850 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: 135,600) 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	Term Expires
Bob Slavin	2009

### Councilmembers

Ned E Davis	2011
Susan McSweeney	2009
Philippa Klessig	2011
Mark Rutherford	2009

### Cultural Recreation Advisory Board

Kateri Alexander	Kelly Honig
Caroline Blumenfeld	Curt Knabe
Laura Davies	Randol Perelman-Taylor
Denise J. Danne, Ed.D	Scott Thompson
Earl Duryea	Julie Helgesen (Youth Representative)
Suzanne Gallant	Zachary Johnson (Youth Representative)
Jonathan Greenspan	

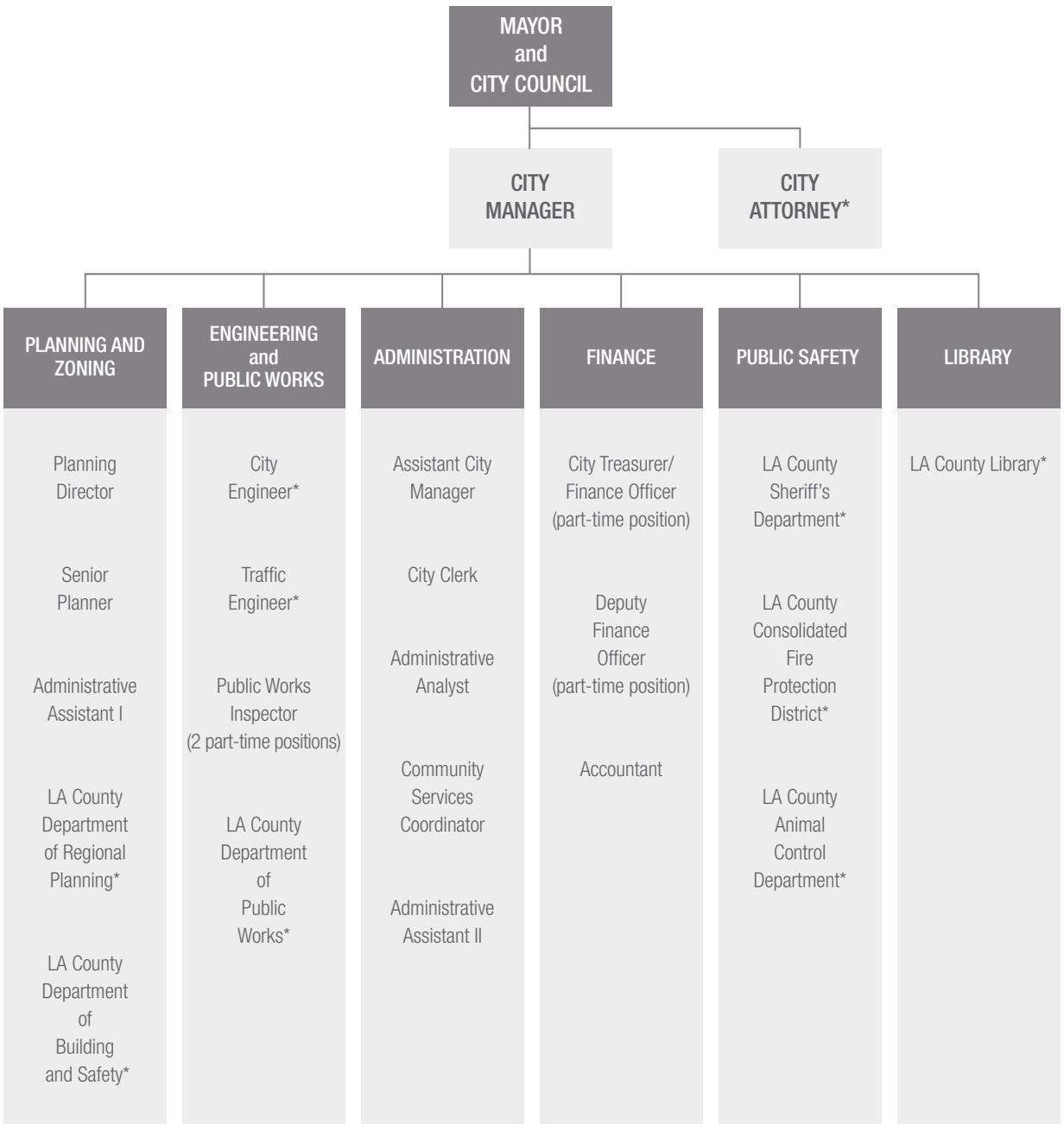
### City Departments & Offices

Raymond B. Taylor	City Manager
Audrey Brown	Assistant City Manager
Robert Theobald	Planning Director
Scott Wolfe	Senior Planner
Beth Schott	City Clerk/Executive Secretary
Kerry Kallman	Administrative Analyst
Carol Novak	Accountant
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



# 2008 CITY ACCOMPLISHMENTS

## PLANNING / DEVELOPMENT

- » Retained ATS, a consulting firm specializing in wireless communications services, to address potential improvements to cellular wireless services in the community.
- » Processed permits leading to the opening of Wolfgang Puck's LA Bistro restaurant (September).
- » Completed the processing of an application leading to City approval of a conversion of an existing research and development building for Oaks Christian School's new middle school campus.
- » Completed environmental analysis and processing of an application for the new Opus West office project to be located on "Planning Area C" (Westlake North Specific Plan) on Russell Ranch Road.
- » Completed draft General Plan Housing Element update and submitted document to State Department of Housing and Community Development for certification.
- » Completed "Request for Qualifications" process resulting in the submittal of nineteen responses from planning firms interested in undertaking a future re-use planning study of existing aging business parks along Via Colinas corridor.

## ANNUAL STREET MAINTENANCE

- » Successfully entered into collaborative arrangement with City of Agoura Hills to undertake joint bidding of street work leading to reduced overall contract costs for both cities.
- » Completed rubberized asphalt overlay work on the following streets: Agoura Road, Triunfo Canyon Road, Ridgeford Drive, West Oak Crest Drive, Barrett Drive, Bigstone Place, Fastwater Court, Memory Lane, Pacifica Court, Peachwood Place, Sandy Creek Drive, and Shell Creek Place.
- » Completed slurry seal work on the following streets: Lindero Canyon Road (Agoura Road to Westlake Cove), Lakeshore neighborhood, Southridge Trails neighborhood, Parkwood Estates neighborhood, Westlake Trails neighborhood, Upper Terraces neighborhood, and Three Springs Neighborhood.

## CAPITAL PROJECTS

- » Installed new handicap ramps on Triunfo Canyon Road.
- » Completed storm-water quality improvements in Three Springs neighborhood to serve as a pilot program for future projects throughout the community and watershed area.
- » Undertook repairs and replaced damaged and/or uprooted sidewalk areas totaling 750 lineal feet throughout the community.
- » Undertook the repainting of street striping and school/pedestrian crosswalks on all major arterials throughout the community.
- » Initiated a traffic signal timing study addressing enhancements to the operation of signals along the Lindero Canyon Road corridor.
- » Completed design of Lindero Canyon Road Corridor Improvement Project (i.e., widening of a second northbound on-ramp lane next to Four Seasons Hotel and extension of an auxiliary lane adjacent the freeway) and obtained required permits from Caltrans to allow initiation of construction in early 2009.

## PUBLIC SAFETY

- » Completed the draft of a new pedestrian and bicycle safety plan.
- » Undertook speed zone survey addressing the posting of speed limits on all major streets in the community.
- » Implemented new automated "mass notification system" for enhanced emergency communications with residents.
- » Hosted "Is Your Teen Road Ready" program with Lost Hills Sheriff's Station.

## CITY PARK PLANNING/UPGRADES

- » Completed design work for City's new community park master pad to be located along Thousand Oaks Boulevard, west of Lindero Canyon Road.
- » Completed renovation of Canyon Oaks Park featuring new play areas, half-court basketball facility, fitness/walking trail, park benches, picnic tables, trash receptacles, drinking fountain, and landscaping.
- » Installed new fitness trail system at Three Springs Park.
- » Installed new landscaping, picnic tables, trash receptacles at Berniece Bennett Park.
- » Entered into an agreement with Westlake Village Community Foundation to allow Foundation to undertake a fund-raising effort to raise funds to defray costs of the City's new community park project.
- » Completed enhancements to the new Yerba Buena School sports fields allowing the City to program their use by local sports organizations (through an agreement with the Las Virgenes Unified School District).

## LANDSCAPE/STREETSCAPE IMPROVEMENTS

- » Implemented second-year work on an overall five-year program to install a new centralized, weather-based irrigation controller system to improve the efficiency of watering all City-maintained medians, parkways and parks.
- » Completed renovation of Agoura Road medians (from WestPark to west City limits) involving re-contouring of medians (to limit irrigation run-off to street), planting of new landscaping, and installing new irrigation system.
- » Installed new landscaping adjacent to advance street name signs on Lindero Canyon Road.
- » Awarded competitive grants to Westlake Cove, Westlake Pointe and WestPark Homeowner's Associations as part of City's annual Neighborhood Beautification Program.
- » Installed new landscaping along Ridgford Drive.
- » Successfully negotiated agreement with L.A. County Flood Control District for an easement along Lindero Canyon Road flood control channel to allow future City improvements, including: new off-road pedestrian pathway and enhanced landscaping to screen existing flood control channel.





## COMMUNITY SERVICES AND RECREATION

- » Provided City sponsorship of the Agoura Hills Senior Expo at the Agoura Hills/Calabasas Community Center (April 23).
- » Provided City sponsorship of the Tri-City Teen Event at the Agoura Hills/Calabasas Community Center (October 3).
- » Provided City sponsorship and support of the Triunfo YMCA's local Soap Box Derby event (April 12).
- » Provided City support of the Westlake Village Street Faire (April 13).
- » Conducted the City's fifth annual TGIF series featuring seven events throughout the summer.
- » Conducted the City's sixth annual City Celebration (October 26).
- » Honored selected residents for contributions to the Community: 2008 Citizen of the Year: Neil Ticktin; 2008 Youth of the Year: Andrew Schmidt; and 2008 Older American of the Year: Doris Rufener.

## OTHER ACCOMPLISHMENTS

- » Designed and printed new brochure to be distributed to both prospective businesses and new residents wishing to relocate to Westlake Village.
- » Created and published the first edition of a City Calendar and Annual Report for distribution to all households in the community.
- » Completed a revenue study analyzing potential new City revenue sources through a contract with the outside consulting firm, N/B/S Consultants.
- » Completed the City's first Strategic Communications Plan identifying ways in which the City can improve and enhance communications with residents.
- » Completed a comprehensive personnel/organizational study identifying future staffing needs through a contract with the outside consulting firm, Davis and Associates.
- » Enhanced the City's web-site ([www.wlv.org](http://www.wlv.org)) by adding several new sections and an "A to Z" index.
- » Conducted the City's first "Mayoral Briefing" to the local businesses (November 19).
- » Partnered with the Los Angeles County Library Department to initiate free wireless internet access at the Westlake Village Library.
- » Received the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association.

# 2008-09 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.

### 2008-09 City Finances/Budget

Expenditures for all funds and programs total \$23.1 million

General Fund operating expenses pegged at \$7.03 million

Capital Improvement Program (CIP) expenditures total \$6.1 million

Revenues for all funds estimated to total \$23.4 million

Projected year-end balances in selected funds:

-General Fund: \$5,207,635

-CIP Fund: \$8,127,935

-Building & Maint. Fund: \$339,700

-Landscaping District Fund: \$467,440

-Lighting District Fund: \$399,215

Administrative expenditures total \$1,003,600, or 14.2% of General Fund operations

Includes appropriation of \$72,545 to support Las Virgenes School District's new technology program

Public safety costs of \$2.1 million represent largest share of General Fund operating costs

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

\$31,800 budgeted to cover Sunday Library hours

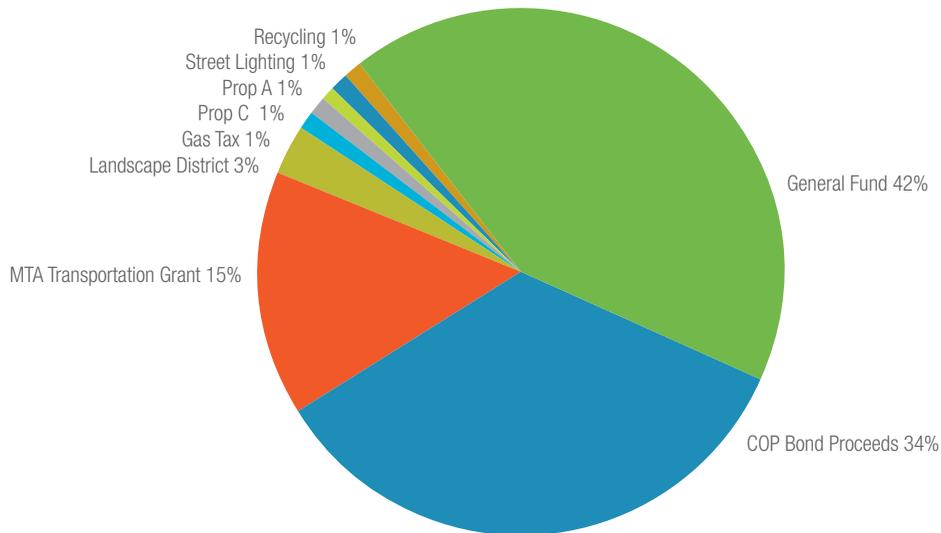
\$35,000 budgeted to undertake mandatory speed zone survey to re-establish speed limits on all major arterial streets

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:

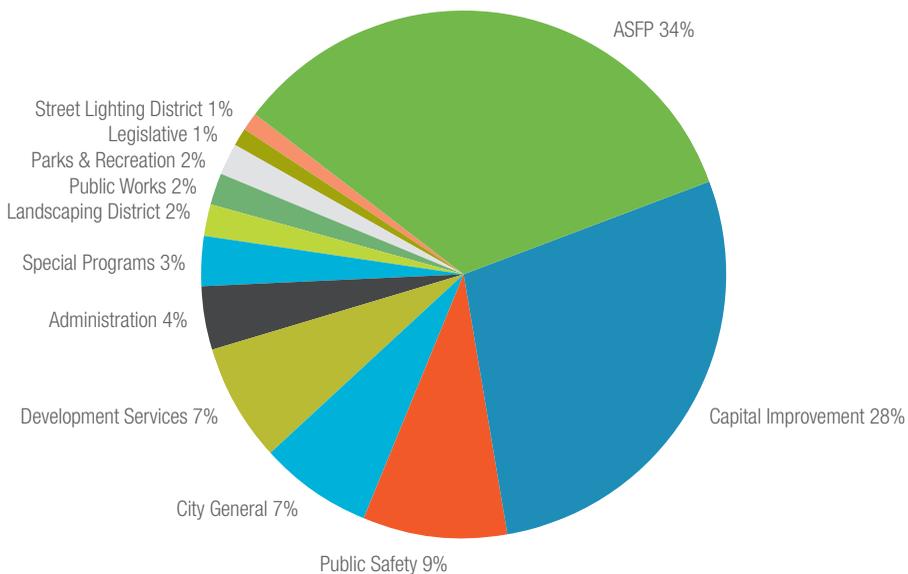
- 1 Countrywide
- 2 Four Seasons Hotel
- 3 Costco Wholesale Corp.
- 4 Valueclick, Inc.
- 5 K-Swiss, Inc.
- 6 Dole Food Co.
- 7 Guitar Center, Inc.
- 8 Westlake Village Inn
- 9 Digital Insight Corp.
- 10 Agilent Technologies, Inc.

## Summary of Revenue FY 2008-2009



The following account for less than 1% of 2008-2009 Revenue: ASFP, Air Quality, Prop A Park Bond, Westlake Transit, Airport Shuttle, Prop 42 (1B) Bond, Traffic Safety Fines, Water Grants, Rubberized Asphalt Gmt, TDA - Article-3, State Park Grant, County Park Grant, Investment Earnings

## Summary of Expenditures FY 2008-2009



The following account for less than 1% of 2008-2009 Expenditures: Library, Traffic Signal

# NOTABLE WESTLAKE VILLAGE PROJECTS/ ACTIVITIES IN 2009

Here's a briefing of what to look for in 2009 when it comes to pending development projects in the community, City street improvements, park projects, landscape/streetscape enhancements, and other important capital improvements.

## PENDING DEVELOPMENT PROJECTS

**New Restaurants** A building housing three new casual dining establishments was constructed last year at the southeast corner of Lindero Canyon Road and Russell Ranch Road. Currently, one of the restaurant spaces includes Wolfgang Puck's-The Bistro which opened its doors to patrons in the summer of 2008. Also expected to open in early 2009 is a gourmet hamburger bar, known as The Counter, which will take up the second restaurant space in the existing building. This will be followed by a third yet-to-be named coffee house which will move to the third space later in the year.

**Opus West Office Project** Known as a nationally recognized commercial development company, Opus West received approval in 2008 to build a twenty-acre office campus on Russell Ranch Road just east of the current Countrywide Financial building. When constructed, the campus will be occupied by twin, four-story, Class A office buildings served by both surface and structure parking. The development plan also includes three full service, quality restaurants, a health club to be open to the general public, and an assortment of service commercial uses. Construction of the project is projected to begin in 2009.

**Oaks Christian Middle School** Following an evaluation of this project and a public hearing last year which resulted in the approval of the new school, Oaks Christian recently initiated construction of their new campus which is expected to be open to middle school students this coming fall. The project encompasses the conversion of an existing two-story research and development building and surrounding grounds located just west of the existing Oaks Christian School campus. The existing 72,000 square foot building, formerly occupied by a research and development company called Condor Pacific, occupies a 6.5 acre site which will provide ample space for both academic and outdoor athletic facilities for Oaks Christian's separate new middle school.

## 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 existing pavement. Asphalt loses its oils and becomes brittle over time due to exposure to ultraviolet light and vehicle wear and tear. However, a slurry seal replaces these oils and extends 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 either an overlay or slurry seal this coming spring and early summer:

*Overlay - Benchly Court; Clearford Court; Kentfield Court; Kingspark Court (east); Middlegate Road; Royceton Court; and Village Brook Road.*

*Slurry Seal - Lindero Canyon Road (Agoura Road to Via Colinas); Agoura Road (Lindero Canyon Road to western City limit); and First Neighborhood (southerly half).*

## LANDSCAPE AND STREETScape IMPROVEMENTS

As part of a long-range master plan, 2009 will see the City continue to reinvest in its infrastructure, particularly in the area of landscaping and streetscapes as described below:

**Re-landscaping of Triunfo Canyon Road Medians:** Project entails the reconstruction of center medians on Triunfo Canyon Road, between Capstan Drive and the western City limit, involving the installation of new irrigation, landscaping and drainage systems.

**City/Neighborhood Beautification 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.

**Agoura Road Median Lighting:** Project targets installation of electrical conduits and a new lighting system in the Agoura Road medians to illuminate existing and advance street name signs.

**Lindero Canyon Road Median and Parkway Concepts:** Project allocates funding to prepare streetscape concepts and initial landscape design options for Lindero Canyon Road medians as well as the parkway area adjacent to the existing flood control channel.

**Street Sign Replacement Program:** Project encompasses the development of initial design concepts for replacement street name signs located along all major arterial streets leading into residential neighborhoods.

**Centralized Irrigation Controller Program:** Project involves second year funding of a five-year program which will see the installation of a weather-based, centralized irrigation controller system for the watering of medians, parkways and parks located throughout the community.

**Sidewalk Replacement Program:** Project represents a new program involving the annual construction of missing sidewalk segments in the City. The first segment to be constructed is located on Lindero Canyon Road, between Thousand Oaks Boulevard to the existing Guitar Center Driveway.

## OTHER MAJOR CAPITAL PROJECTS

The construction of two other important projects will commence in 2009 including a new eight-acre community sports park on the north side of Thousand Oaks Boulevard, just west of Lindero Canyon Road, as well as improvements to the Lindero Canyon Road corridor, between Via Colinas and Agoura Road, designed to reduce 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:** Design of this project is currently underway. The project will be built in two distinct phases with the development of a graded level pad of approximately 20 acres to come first, followed by the construction of above-ground improvements such as play fields, backstops, snack shack, restrooms, etc. The grading of the pad and construction of the utilities and driveway will commence in late spring 2009 and be completed approximately twelve to fifteen months later. 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:** Three phases of ASFP work remain to be constructed as part of this project, involving: (Phase 1) widening for a second northbound on-ramp lane next to the new Four Seasons Hotel and extension of the Auxiliary lane adjacent to the freeway; (Phase 2) realignment of the travel lanes on the overpass and addition of a third southbound lane; and (Phase 3) improvements at the Lindero-Agoura Road intersection resulting in a second westbound right turn lane and a second eastbound left turn lane. It is anticipated that construction of Phase 1 will occur in early 2009 followed by construction of the other phases in the next two years.

# 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.

***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 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 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 Malibu/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 Malibu/Lost Hills Sheriff's Station's business line at 878-1808.

***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 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 878-1808.



## PUBLIC WORKS

***How do I report a street light outage?*** You can contact the City offices directly (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 706-1613 or log onto the City's website at [www.wlv.org](http://www.wlv.org) and access the 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 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 Elementary, 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 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 and Berniece Bennett Parks which feature basketball courts with lights, are open from 6:00 a.m. to 10:00 p.m., while 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: watch 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: 9-1-1 in the event of a police, fire or medical emergency

# 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	(818) 764-2010
<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
(Thousand Oaks/Westlake Village Regional)	(805) 370-0035	Storm Water Discharge -	
Conejo Recreation & Park District		Illegal Dumping Hotline	(818) 889-0323
(Thousand Oaks)	(805) 495-6471	Street Light Outage	
(Dos Vientos Center)	(805) 375-1003	(Southern California Edison)	(800) 611-1911
Department of Unemployment (EDD)	(805) 379-9681	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) 371-2744	Once a year (curbside)	(805) 522-9400
Health Department (Los Angeles County)	(310) 317-1317	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)