

WESTLAKE VILLAGE 2018 ANNUAL REPORT





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Welcome to Westlake Village!

COMMUNITY PROFILE

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

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

The City of Westlake Village was incorporated on December 11, 1981, as the 82nd city in Los Angeles County. Incorporation was supported by more than 80% of those voting on the issue. The primary impetus for incorporation revolved around maintaining the high quality of development within the City and preserving the general pattern of land uses and design standards envisioned in the master plan. In keeping with the vision of the incorporation movement, the original organization of the City government was intentionally kept small in terms of staffing, with a heavy emphasis on contract services, efficiency and customer service. That philosophy of governance continues today as the City has just eleven 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: 8,370

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

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

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

Business Census: According to the last Chamber of Commerce business census (2013), a total of 641 businesses operate within the City.

Area: 5.4 square miles

Miles of streets: 29.5 miles

Parks: 7 parks (35.19 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: 150,762) 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: Spectrum, AT&T

Public Television: Westlake Village Government Channel 10

Utilities:

Water System: Las Virgenes Municipal Water District

Sewer System: Las Virgenes Municipal Water District

Refuse System: Waste Management, Inc.

Gas: Southern California Gas Company

Electric: Southern California Edison Company

Telephone: AT&T

CITY GOVERNMENT AT A GLANCE

City Council and Administration

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

Elected Officials

Mayor	Term Expires
Mark Rutherford	2018

Councilmembers

Ned Davis	2020
Kelly Honig	2020
Susan McSweeney	2018
Brad Halpern	2018

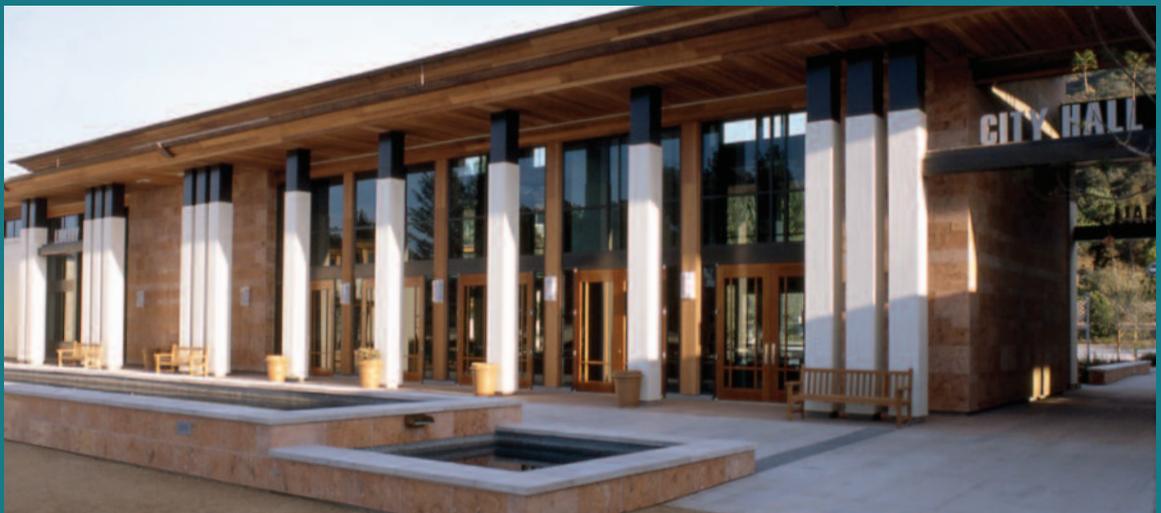
Cultural Recreation Advisory Board

Pat Croner	Abby Muir
David Elder	John Naber
Suzanne Gallant	Drew Nora
Pam Johnson	Conner Ordonez
Lisa Lang	Ray Pearl
Michael Lang	Sarah Reines
Don Meyer	Andrew Tannenbaum
	Christina Winthrop

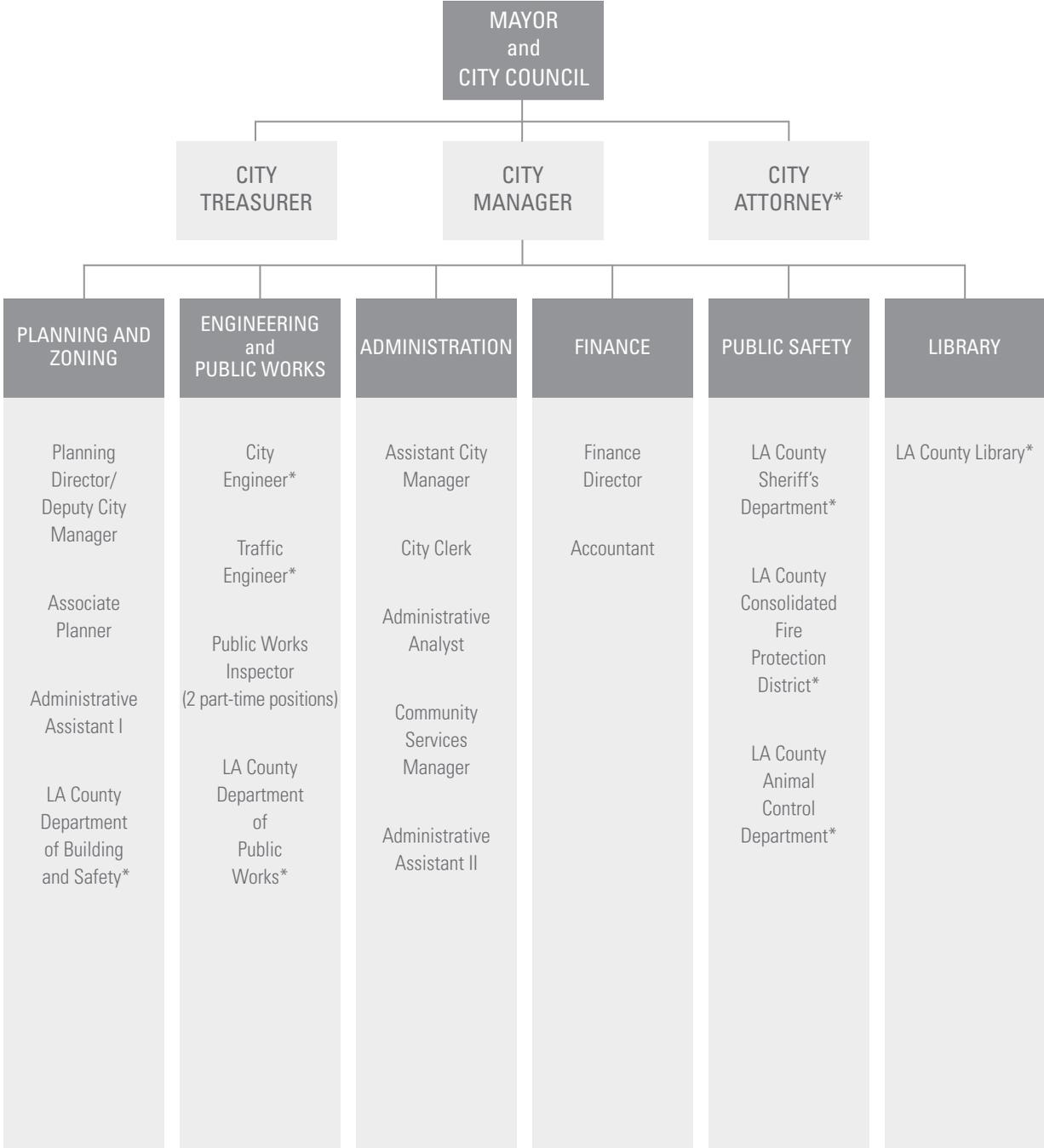
City Departments & Offices

Raymond B. TaylorCity Manager
Audrey BrownAssistant City Manager
Scott WolfePlanning Director/Deputy City Manager
Dan JordanFinance Director
Beth SchottCity Clerk/Executive Assistant
Brianne AndersonCommunity Services Manager
Philippe EskandarAdministrative Analyst
John NoviAssociate Planner
Carol NovakAccountant
Monica HansonAccountant II
Carol KramerAdministrative Assistant II
Elyse OlkesAdministrative Assistant I
Jeff FriedmanPublic Works Inspector*
Dale LongPublic Works Inspector*
Robert BieryCity Treasurer*

* *connotes part-time position*



CITY OF WESTLAKE ORGANIZATIONAL CHART



* Either Contract Position or Contract Service Provider

SUMMARY OF 2017 CITY ACCOMPLISHMENTS

PLANNING/DEVELOPMENT

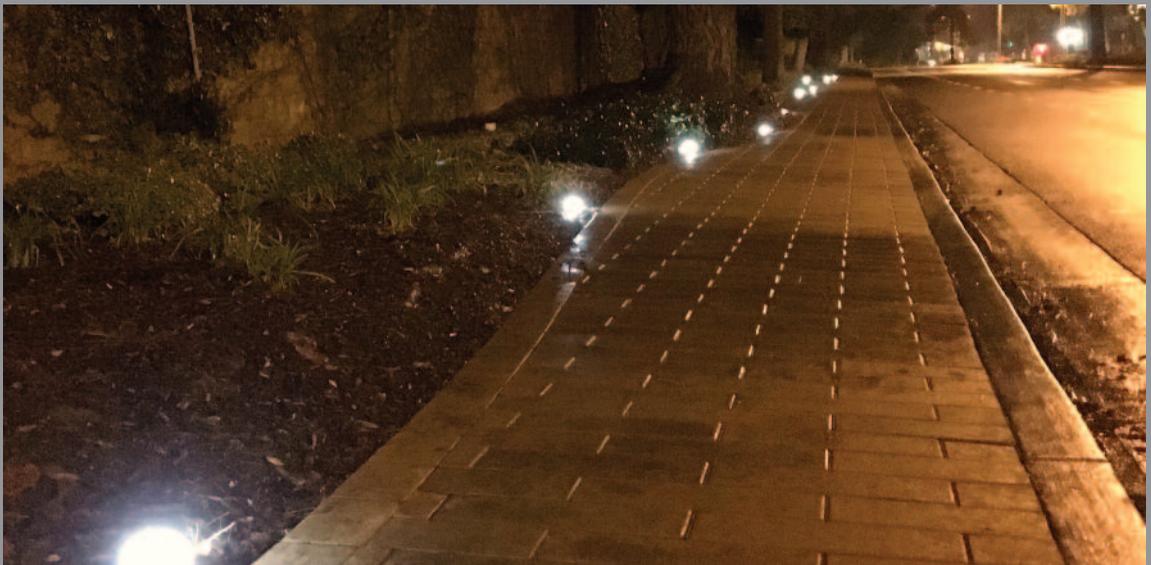
- » Adopted a commercial Cannabis Ordinance.
- » Adopted an Electric Vehicle Charging Station processing ordinance.
- » Adopted an updated Building Code, Electrical Code, Plumbing Code, Mechanical Code, Green Building Code, Existing Building Code, and Fire Code.
- » Adopted an Accessory Dwelling Unit Ordinance.
- » Amended an ordinance to allow for the placement of digital signs at elementary, middle, and high schools.
- » Prepared an economic analysis on a revised land use plan for the Business Park Specific Plan.
- » Amended the Municipal Code to allow for student housing in the Public Institutional and Business Park zones.
- » Processed sixteen new or modified Conditional Use Permits for various properties throughout the City.
- » Processed new or modified Planned Development Permits for five properties in the City.
- » Processed seven new or modified Sign Modification Permits for multiple businesses within the City.
- » Processed a new Tentative Parcel Map for one business within the City.
- » Issued eleven Temporary Use Permits for businesses within the City and various non-profit organizations.
- » Issued twenty new sign permits for various businesses within the City.

ANNUAL STREET MAINTENANCE

- » In 2017, the City completed a resurfacing program that included overlay and slurry work within the north side of First Neighborhood, and slurry work within the Three Springs neighborhood, Triunfo Canyon Road, Via Colinas, and Via Rocas.

CAPITAL PROJECTS

- » Constructed twenty-one handicap ramps at various locations throughout the City.
- » Initiated construction of the City's new Dog Park.
- » Prepared the federal funding applications for the repair of the Triunfo Creek Bridge.
- » Completed the Kirsten Lee median installation.
- » Completed the Agoura Road Landscape Lighting Project.
- » Completed installation of new City Hall parking lot lights.





WESTLAKE VILLAGE
COMMUNITY PARK

COMMUNITY PARK

- » Construction began on the final phase of the new park improvements. This phase included the completion of the one-mile walking/jogging trail and trail head, installation of two tot lots, construction of the third baseball/softball field on the west-end, and east-side improvements including synthetic turf soccer fields, sports field lighting, restroom/concession facility, gazebo, sand volleyball courts, landscaping, and picnic amenities.

LANDSCAPE/STREETSCAPE IMPROVEMENTS

- » Through the joint City/HOA Neighborhood Beautification Program, assisted Westlake Cove with grant funds to remove and replace landscape screening along Lindero Canyon Road; Westlake Trails to install a decorative wooden border, drought tolerant plants, and bark along Foxfield Drive; and Three Springs for landscape, irrigation, and entry pilaster improvements to its entryway. Three Springs work is expected to be completed in 2018.
- » Completed the sidewalk repairs using replacement and grinding methods at various locations throughout the City.
- » Completed the installation of pedestrian lights along 3,700 feet of sidewalk on Agoura Road, between Lakeview Canyon Road and Lindero Canyon Road.
- » Replaced faded advance street name signs throughout the community where needed.

PUBLIC SAFETY

- » Launched a new Public Safety Advisory Board to assist the City in raising the overall level of awareness and importance of both public safety and emergency preparedness in the community.
- » Based on a comprehensive review and recommendation from the City's Public Safety Advisory Board, adjusted the City's law enforcement services contract with the Los Angeles County Sheriff's Department by adding 16 hours of additional patrol time per week and 24 hours of additional motorcycle traffic enforcement time per week.
- » Coordinated the deployment of Sheriff's Deputies, Volunteers in Policing and Disaster Response Team members to the Three Springs neighborhood during Halloween.
- » Provided additional funding for Sheriff's Department to patrol at the Westlake Marketplace, Shoppes at Westlake Village, and Costco during the holiday period.
- » Undertook a wide-variety of preparedness efforts.



WESTLAKE VILLAGE READS

ONE CITY, ONE LITERARY THEME

MYSTEREADS

COMMUNITY SERVICES/RECREATION

- » Co-sponsored the Westlake Village Reads Program during the months of January and February featuring seven programs centered around the theme of "Mystereads".
- » Co-sponsored the Westlake Village Rotary Club's annual Street Festival (April 23).
- » Co-sponsored the Healthy Senior Expo at the Agoura Hills Event Center (May 3).
- » Conducted the City's fourteenth annual summer entertainment series which featured seven events throughout the summer.
- » Conducted the City's fifteenth annual City Celebration (October 21).
- » Provided City sponsorship of the Annual Memorial Day event held at Pierce Brothers Cemetery (May 29).
- » Conducted the 4th of July parade and special holiday program at Berniece Bennett Park on that date (48th annual).
- » Sponsored the 4th Annual 4th of July fireworks show in partnership with the Westlake Village Inn and Westlake Golf Course.
- » Held a City volunteer appreciation event recognizing City volunteers (February 22).
- » Supported the Conejo Valley Community Concert and Jazz Band performances on March 12 and October 29.
- » Awarded \$100,000 in grant funds to twenty-two local non-profit organizations and eight local school programs through the City's Community Services Grant Program.
- » Offered approximately 100 classes through the City's Senior Recreation Program.
- » Conducted a comprehensive Youth Summer Recreation Program at White Oak Elementary School featuring a full-day summer camp and specialty week-long camps.
- » Provided over 2,300 hours of sports field time for 23 youth sports organizations at the new Westlake Village Community Park and Oaks Christian School fields.
- » Provided over 3,000 rides to City's Senior and Disabled residents through the Dial-A-Ride program.
- » Sold over 239 bus passes through the Westlake Village Transit program.
- » Operated a 16-week "Village Trolley" service beginning May 26 and a month-long winter run beginning November 24. The summer and winter trolley provided transportation and entertainment to approximately 4,200 riders.
- » Held the second annual holiday Sing-A-Long event on the second Sunday in December.

OTHER ACCOMPLISHMENTS

- » Received a national award for the City's monthly Video Newsletter at the annual SCAN-NATO conference in the fall.
- » Processed permits for five runs, walks, or bike rides in the City, coordinated by a variety of local non-profit groups.
- » Issued nineteen film permits for various locations within the City limits.
- » Hired the City's first full-time Finance Director in May 2017.
- » Updated the City's website creating a new look with enhanced user-friendly features.

2017-2018 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.

2017-2018 City Finances/Budget

Expenditures for all funds and programs total \$22.9 million

General Fund operating expenses pegged at \$9.6 million

Capital Improvement Program (CIP) expenditures total \$11.0 million

Revenues for all funds estimated to total \$15.6 million

Projected year-end balances in selected funds:

-General Fund: \$6,272,615

-CIP Fund: \$7,878,600

-Building & Maint. Fund: \$564,700

-Landscaping District Fund: \$303,240

-Lighting District Fund: \$426,210

Administrative expenditures total \$1,764,155, or 18.3% of General Fund operations

Public safety costs of \$2.61 million represent largest share of General Fund operating costs

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

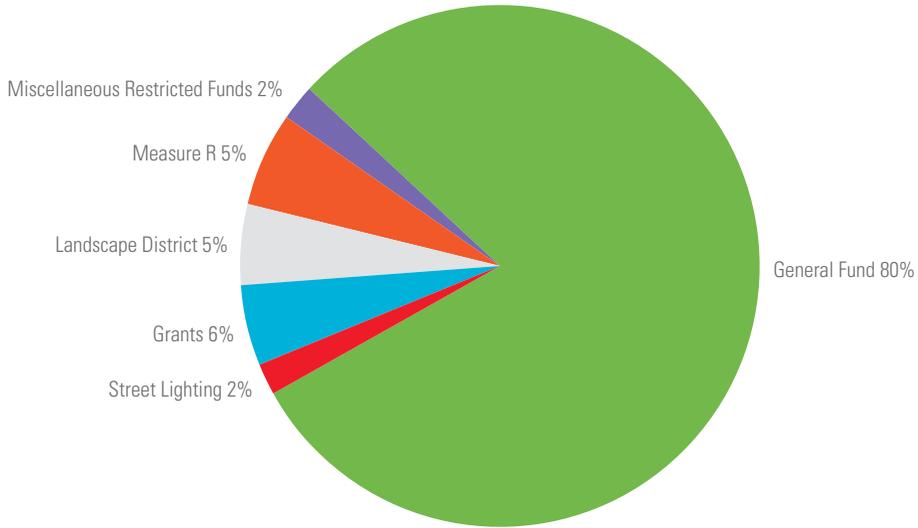
\$59,300 budgeted to cover Sunday Library hours

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

Several of the largest private employers include:

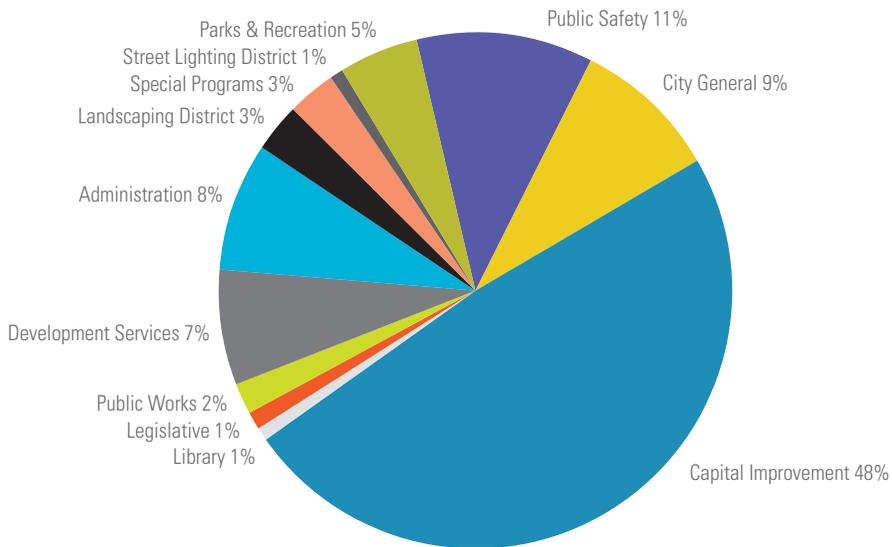
- 1 Bank of America
- 2 Move, Inc.
- 3 Four Seasons Hotel Westlake Village
- 4 Farmers Insurance
- 5 Conversant LLC
- 6 Dole Food Company, Inc.
- 7 Keller Williams Realty
- 8 Costco Wholesale Corporation
- 9 Oaks Christian School
- 10 Securitas Security Services USA, Inc.

Summary of Revenue FY 2017-2018



The following account for less than 1% of 2017-2018 Revenue: Air Quality, Prop A Park Bond, Westlake Transit, Traffic Safety Fines, TDA - Article-3, investment earnings.

Summary of Expenditures FY 2017-2018



NOTABLE WESTLAKE VILLAGE PROJECTS/ ACTIVITIES IN 2018

Here's a briefing of what to look for in 2018 regarding pending development projects, City street improvements, park projects, landscape/streetscape enhancements, other important capital improvements, and special events.s.

PENDING DEVELOPMENT PROJECTS

GENERAL PLAN UPDATE – This “technical” update to the General Plan will ensure that the policy document is up-to-date and reflects the City’s current land use status. The General Plan document is currently being reviewed by CalFire for compliance with state laws pertaining to fire and other disaster mitigation. A Public Hearing is anticipated in March or April to address the update of the General Plan.

BUSINESS PARK SPECIFIC PLAN – Work on the Specific Plan will re-commence in February. The project was delayed in 2017 due to further study in addressing traffic impacts associated with the ultimate buildout of the plan. A Public Hearing is anticipated in Fall of 2018 to address the Business Park Specific Plan.

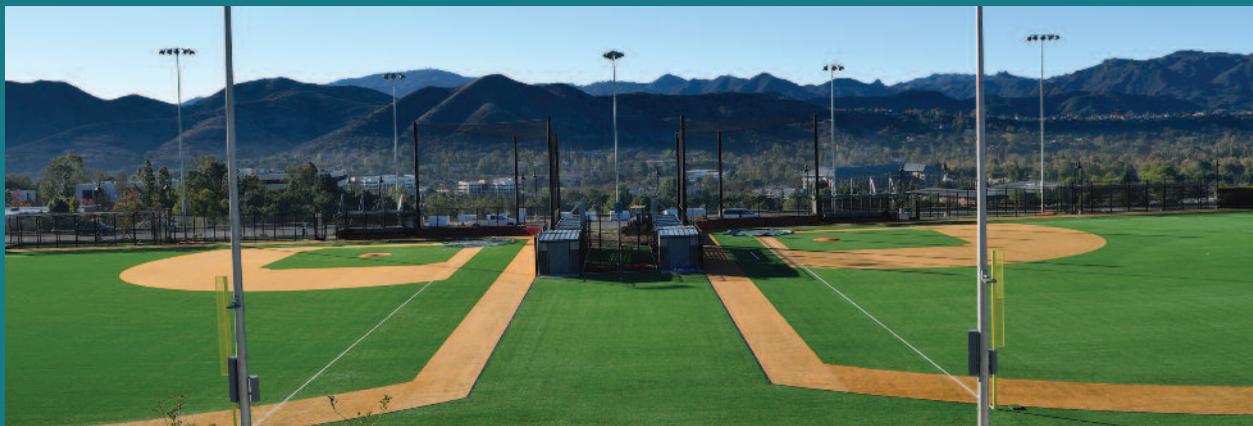
CALVARY COMMUNITY CHURCH EXPANSION – Approximately 14,000 square feet of additional floor area is planned to be added behind the existing church building, along with enhancements to landscape, hardscape, and building entrance. A Public Hearing is anticipated in March to address this project.

WESTLAKE VILLAGE INN – An expansion project of the Westlake Village Inn facilities is currently under construction and includes the addition of 16 guest rooms, a spa and salon facility, and some administrative offices. This project was approved by the City in 2017 and construction began in January of 2018. Construction is anticipated to be complete by the end of 2018.

ANNUAL STREET WORK

In conjunction with the City’s on-going road resurfacing program, two principal maintenance practices are used by the City: rubberized asphalt overlay and slurry seal. With an overlay, a street is provided with a new wearing surface for cars and bicyclists to drive on. Overlays in Westlake Village are accomplished with the use of recycled rubberized asphalt and are typically about 1.5 to 2 inches in thickness. On the other hand, the primary purpose of a slurry seal, which is an oil-based substance, is to protect the existing pavement surface. Asphalt loses its oils and becomes brittle over time due to exposure to ultraviolet light and vehicle wear and tear. The result is surface raveling, or the loss of the finer rock particles from the pavement, and block cracking. A slurry seal is intended to replace the wearing surface and seal the cracks in the existing pavement; thereby extending the useful working life of the asphalt. Such a treatment also provides a side benefit by creating a new appearance to the street.

This year’s resurfacing program will focus primarily on interior streets in the Three Springs and in the northern half of the First Neighborhood areas. This work will include either an overlay or slurry seal treatment. In addition, the entire length of both Triunfo Canyon Road and La Tienda will also receive a slurry seal treatment along with the parking lots at Berniece Bennett, Three Springs, and Russell Ranch parks.



LANDSCAPE AND STREETScape IMPROVEMENTS

As part of a long-range master plan, 2018 will see the City continue to reinvest in its infrastructure, particularly in the areas of landscaping and streetscapes as described below:

CITY/HOA NEIGHBORHOOD BEAUTIFICATION GRANT PROGRAM: This program provides funding for collaborative projects with local homeowner's associations through City-issued grants to encourage neighborhood beautification projects visible from the public right-of-way.

SIDEWALK INSPECTION AND REPLACEMENT PROGRAM: Each year during the months of October and May, the City performs sidewalk inspections of different neighborhoods in the City. Based on the results of these inspections, a list of sidewalks in need of repair is prepared and scheduled within the year. Repairs are accomplished by two different maintenance methods: replacement and grinding. With grinding, a special machine is used to cut the high point in the concrete sidewalk. The second method involves the removal and replacement of the sidewalk panels. These repairs occur at various locations throughout the City.

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

FIRE STATION FENCE REMOVAL AND REPLACEMENT: This project entails the removal and replacement of the existing chain link fence along the westside of the Lindero Channel to screen the channel and the fire station from view along Foxfield Drive.

UTILITY BOX SCREENING: This project involves the screening of utility boxes at various locations throughout the City. Screening will include either painting, planting, and/or fencing the utility box enclosures.

LINDERO LINEAR PARK PROJECT: This project entails the construction of improvements along the Lindero Channel between Agoura Road and Foxfield Drive. Improvements will include the regrading of the area between the curb and the channel, new irrigation system, meandering sidewalk with street furniture, a bioswale to capture storm water, and focused landscaping area at the intersections. This project was recently reviewed by the City Council to reduce its overall scope and cost. The actual construction date of this project is uncertain at this time.

FREEWAY FRONTAGE LANDSCAPING: This project involves the construction of new landscaping along the southwest quadrant of the Lindero freeway interchange.

OTHER MAJOR CAPITAL PROJECTS

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

CITY HALL BOOK NOOK EXPANSION: This project involves the design and construction of the expansion of the Friends of the Westlake Village Library Book Nook to add needed space to accommodate the increased use of this facility. Additional improvements include a new outdoor plaza area for Book Nook patrons and a detached structure for additional storage.

REFURBISHMENT OF CITY WATER FEATURES: This work entails refurbishing two existing water features located at the Civic Center and the fountain located at the southeast corner of Thousand Oaks Boulevard and Lindero Canyon Road.

TRIUNFO CREEK BRIDGE REPAIRS: This work involves structural bridge footing repairs, called scour countermeasures, to the Triunfo Canyon Bridge. Following design, construction is slated for later in the year.

REPLACEMENT OF FOXFIELD PARK TOT LOT EQUIPMENT: This project includes the demolition and replacement of the existing tot lot equipment.

WATER QUALITY PROJECT ON LINDERO CANYON ROAD: This project involves the installation of a water treatment unit to meet water quality requirements of the Malibu Creek Watershed Enhanced Watershed Management Plan. Options for this project are currently being evaluated.

DOG PARK PROJECT: This project involves the completion of a new dog park located at the corner of Oak Crest Drive and Agoura Road. The project features a main park entry with a shade shelter for picnic seating, open play natural turf spaces with mounds and boulders, drinking fountains, tables, benches, leash posts, pet-waste dispensers, trash containers, decomposed granite walkways, fencing, landscaping, and pet wash stations. The new park is expected to be open to the public in late summer of 2018.

WESTLAKE VILLAGE COMMUNITY PARK: Completion of the construction of the final phase of the park occurred in January 2018. The final improvements include soccer fields, sports lighting, play areas, third ballfield improvements, landscaping, picnic facilities, gazebo, restroom/concession facility, walking trail, and park furniture. A Community Park Dedication ceremony was held on January 21, 2018. The new Community Park is located on the north side of Thousand Oaks Boulevard, just west of Lindero Canyon Road.

LINDERO BRIDGE SAFETY BARRIER: This project involves the installation of a safety barrier between the northbound on and off ramps. The barrier will be cast concrete to match the same façade as the interior bridge crossing.

SPECIAL EVENTS

SUMMER ENTERTAINMENT SERIES: This popular annual summer entertainment series will be back for its 15th year with concerts and performances at TGIF events and the Saturday in the Park Concert Series. The events are held at both the Westlake Village Civic Center and Berniece Bennett Park.

4th of JULY PARADE: The 49th annual hometown Independence Day Parade will take place on Wednesday, July 4.

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

16th ANNUAL CITY CELEBRATION: This annual celebration of our community and local non-profit organizations will take place on October 20, 2018.

10th ANNUAL WESTLAKE VILLAGE READS: The “One City One Book” program will be held during the month of February and features six programs centered on the theme of “Come Together: The Heart of Westlake Village”.

3RD ANNUAL HOLIDAY SING-A-LONG EVENT: The successful Holiday Sing-A-Long will return in 2018 on the second Sunday in December.

5TH ANNUAL SUMMER VILLAGE TROLLEY AND HOLIDAY TROLLEY: The popular summer Village Trolley will run from May 25 to September 1. The festive holiday trolley will roll through town from November 23 to December 29. The trolley operates on Friday and Saturday evenings from 3-10 pm with onboard entertainment from 6-8 pm.

PUBLIC SAFETY

PUBLIC SAFETY ADVISORY BOARD: The City launched its new Public Safety Advisory Board in April 2017. This new advisory board will assist the City in raising the overall level of awareness and importance of both public safety and emergency preparedness in the community.



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



GENERAL

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

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

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

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

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

Where do I obtain an encroachment permit? All Encroachment Permits are processed at City Hall. For more information contact the City's Engineering Department at 818-706-1613 or visit the City website at www.wlv.org/encroachmentpermits.

PUBLIC SAFETY

When is it appropriate to call 911 or the Sheriff's Station directly? IN AN EMERGENCY, always call 911! When calling from a land-line or cell phone in our area, your call will be answered by the Lost Hills Sheriff's Station. If your call is NOT AN EMERGENCY, call the Lost Hills Sheriff's Station's business line at (818) 878-1808. Lost Hills Sheriff's Station is led by Captain Josh Thai.

What do you recommend I do if I see someone speeding or driving recklessly in the community? Residents are encouraged to contact the Lost Hills Sheriff's Station's STTOP Program at (818) 880-5420 to report the incident, the make of the car and the license plate number, if possible. The program is designed to intervene when a young driver or even an adult displays poor judgment or dangerous driving behavior. Upon receipt of the information, a Sheriff's Deputy will be assigned to make contact with the offending party to address and correct the bad-driving practices. Such contact does not result in the issuance of a ticket for enforcement purposes, but rather is geared toward helping the individual better understand the importance and need to correct some aspect of their driving behavior.

Does the City impose any requirements for door-to-door solicitation? Yes. Solicitors in the City are required to have a license from Los Angeles County, and solicitation activities are prohibited during the hours of 5:00 p.m. and 9:00 a.m. except during Daylight Savings Time when it is prohibited from 7:00 p.m. to 9:00 a.m. If suspicious of any solicitation activities, please call the Lost Hills Sheriff's Station at (818) 878-1808.

Does the City sponsor any volunteer public safety groups? The City has two such groups. The Westlake Village Disaster Response Team (DRT) is a CERT trained group of volunteers that assists the City in Emergency Preparedness and Response. The Volunteers in Policing (VIP) serve as the "eyes and ears" of the Sheriff's Department. Members are given a special uniform, training and access to a marked patrol vehicle. For additional information or to join one of these volunteer programs, contact City Hall at 818-706-1613.

PUBLIC WORKS

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

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



LOCAL TRANSPORTATION SERVICES

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

Senior Citizen/Disabled Dial-A-Ride: This is a general dial-a-ride service for residents over the age of 65 years or for those unable to drive due to a disability. Rides are \$3.00 one way to all locations within Westlake Village and Thousand Oaks and to designated stops in Agoura Hills. Riders must pick up a free dial-a-ride identification card at City Hall prior to first use. Please call (805) 375-5473 to arrange for service.

Westlake Village Transit: This is a fixed-route system designed primarily around the schedules of White Oak Elementary, St. Jude School, Lindero Canyon Middle School, and Agoura High School. Annual bus passes may be purchased at City Hall or individual one-way rides may be purchased for \$2.00 at the time of the ride.

REFUSE COLLECTION AND RECYCLING

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

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

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

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

PARKS | RECREATION

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

What are the new amenities featured in the Westlake Village Community Park and when does it open and close each day? The new Westlake Village Community Park located at 31107 Thousand Oaks Boulevard is now fully constructed and open to the public. This 18-acre park features eight acres of lighted synthetic turf athletic fields for soccer, football, softball, and other sports, a walking/jogging trail, skate park, picnic areas, outdoor sand volleyball and basketball courts, fitness equipment, restroom/concession facilities, gazebo, and children's play areas. The Park is open daily from 5:00 a.m. to 10:00 p.m. The skate park is open daily from dawn to dusk. The sports fields are available for rent Monday through Friday from 4-9 p.m. and Saturday and Sunday from 7:00 a.m. to 9:00 p.m. by youth sports organizations that serve Westlake Village residents.

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

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

GET IN TOUCH WITH YOUR CITY

ACCESS WESTLAKE VILLAGE AND ALL THAT IT OFFERS!

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

City Website: Learn about City services, browse the site for information on City programs, projects, activities, watch City Council meetings live, connect to various links, subscribe to the City's Newsflash, sign up for City RSS (Real Simple Syndication) for new information on City's website and send requests for services all from the comfort of your home: access online at www.wlv.org.

City Television: View live City Council meetings, peruse the City's daily bulletin board containing a host of City information, and enjoy public service announcements on WWTN Channel 10.

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

Monthly Video Newsletter: View information on current City programs and projects. The Video Newsletter features interviews with City staff and community members as well as demonstrations and other important public information. The Video Newsletter is filmed twelve times per year and is broadcast on Channel 10 (Time Warner/Spectrum Cable) and the City website.

Emergency contacts: Call 911 in the event of a police, fire or medical emergency.

CityCare: Keeps you in touch 24/7 to alert the City of any maintenance or service concerns. Access CityCare online at www.wlv.org or by calling City Hall at (818) 706-1613.



IMPORTANT TELEPHONE NUMBERS

Westlake Village City Hall	(818) 706-1613	Lindero Canyon Middle School	(818) 889-2134
Sheriff's Station Non Emergency	(818) 878-1808	White Oak Elementary School	(818) 889-1450
Fire Station #144 Non Emergency	(818) 889-1626	Los Robles Hospital & Medical Center	(805) 497-2727
Westlake Village Library	(818) 865-9230	Marriage License (Los Angeles County)	(818) 376-3700
EMERGENCY DIAL	911	Medicare	(800) 633-4227
LA County Social Services Information	211	Mosquito Abatement	(310) 915-7370
Directory Assistance	411	Passport Information	(310) 575-5700
Agoura Hills/Calabasas Community Center	(818) 880-2993	Post Office Agoura Hills	(818) 889-8392
Animal Control (Los Angeles County)	(818) 991-0071	Post Office Thousand Oaks	(805) 497-1641
Business License (Los Angeles County)	(213) 974-2011	United States Post Office	(800) 275-8777
Cable TV - Time Warner/Spectrum	(888) 892-2253	Santa Monica Mountains Conservancy	
Calabasas Landfill	(818) 889-1430	(Information on Recreation Areas)	(805) 370-2300
Chamber of Commerce		Social Security Office	(800) 772-1213
(Greater Conejo Valley)	(805) 370-0035	Southern California Edison Company	(800) 655-4555
Conejo Recreation & Park District		Southern California Gas Company	(800) 427-2200
(Thousand Oaks)	(805) 495-6471	Storm Water Discharge -	
(Dos Vientos Center)	(805) 375-1003	Illegal Dumping Hotline	(888) 253-2652
Department of Unemployment (EDD)	(800) 300-5616	Street Light Outage	
Department of Motor Vehicles (DMV)	(800) 777-0133	(Southern California Edison)	(800) 611-1911
Dial-A-Ride	(805) 375-5473	Tax Assessor	
First Neighborhood Community Center	(818) 889-0632	(Los Angeles County)	(818) 901-3455
Goebel Senior Center	(805) 381-2744	Trash Hauling & Disposal	
Health Department (Los Angeles County)	(213) 240-8101	Waste Management	(818) 767-6180
Household Hazardous		Twice a year (curbside) Bulky Item Pick-up	(805) 522-9400
Waste Hotline (Door-to-Door)	(800) 579-4979	E-Waste Recycling	(800) 579-4979
Internal Revenue Service Office (IRS)	(800) 829-1040	Household Hazardous Waste Hotline	
Las Virgenes Municipal Water District	(818) 251-2100	(Door-to-Door)	(800) 579-4979
Las Virgenes Unified School District	(818) 880-4000	Vector Control (Los Angeles County)	(310) 915-7370 x 225
Agoura High School	(818) 889-1262	Westlake Lake Management Association	(818) 889-5377





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

