



*Chapter 8*

**Community Facilities  
+ Services**

# Overview of Chapter

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This chapter of the General Plan describes the condition, accessibility, and level of service of the City's facilities and public services. It also includes goals, policies, and actions to support existing and future community needs, improve public service delivery, and ensure the City's infrastructure keeps pace with projected long-term growth. Since some community services and facilities are provided by other public agencies (such as the Ventura County Sheriff's Office, Ventura County Fire Department [VCFD], Conejo Recreation and Park District [CRPD] and Conejo Valley Unified School District), interagency coordination is a key component of policies in this chapter.

Topics covered in this Element include:

- Statutory Requirements
- Public Buildings
- Public Services
- Infrastructure
- Public Safety
- Key Issues and Opportunities
- Goals and Policies

## Statutory Requirements

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Thousand Oaks is committed to providing high-quality facilities, amenities, and services for its current and future residents. Although this Element is not required by State law, its inclusion in the General Plan reflects the City's belief that community facilities and community services are essential to the City's progress and overall quality of life. Where possible, this chapter complies with or strives to exceed County and State requirements for topics such as sustainable stormwater management practices, solid waste diversion, water-efficient landscaping, and emergency evacuation.



*High quality facilities and services improve the quality of life for residents*

# Background

Thousand Oaks provides a range of high-quality community facilities and services to serve its population. These assets contribute to the City's strong sense of community identity and make it a safe, attractive place to live in, work, and visit. Figure 8.1 shows the locations of all facilities and services in the City.

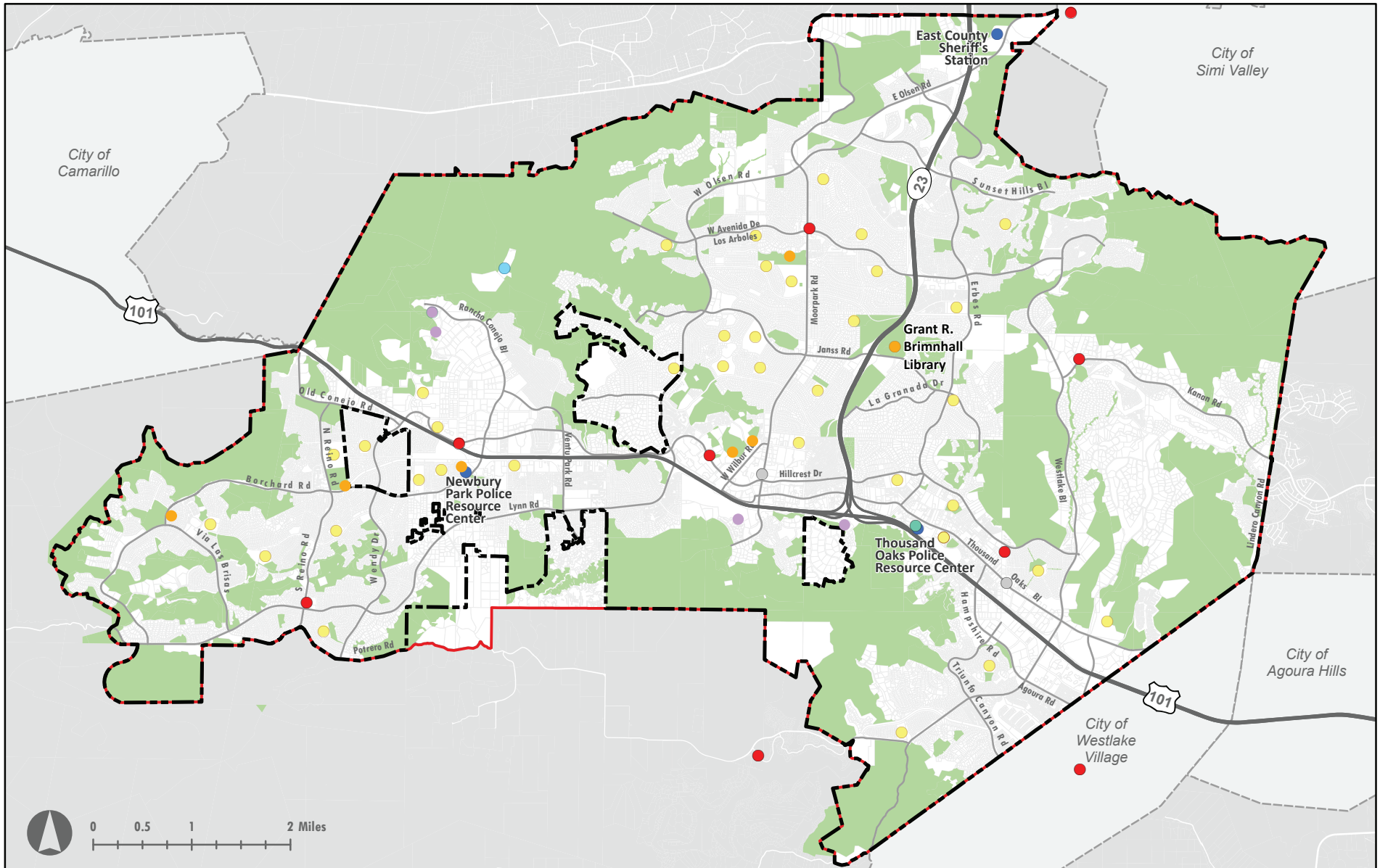
## Community Facilities

The City owns and operates public buildings that provide cultural, educational, recreational, administrative, and other services to the community. Several facilities, including the Grant R. Brimhall Library and the Newbury Park Library, Alex Fiore Teen Center, and the Goebel Adult Community Center have meeting rooms available for public rental. Many facilities are located near each other including the Civic Arts Plaza, which includes City Hall and other resources, which are clustered near Highway 101 on Thousand Oaks Boulevard. Similarly, the Alex Fiore Teen Center, the Goebel Adult Center, and the Grant R. Brimhall Library are located on the same campus.



*The Civic Arts Plaza, which includes City Hall, is one of the City's iconic buildings*

**FIGURE 8.1** Facilities and Services



Raimi + Associates 2023 | Data Source: City of Thousand Oaks, County of Ventura, County of Los Angeles

- |             |                 |                                   |                              |
|-------------|-----------------|-----------------------------------|------------------------------|
| City Limits | City Hall       | Libraries/Community Centers       | Parks and Open Space         |
| City Sphere | Police Stations | Post Offices                      | Unincorporated Counties Land |
| Freeways    | Fire Stations   | Hill Canyon Water Treatment Plant | Adjacent cities              |
| Major Roads | Schools         | Other Public Facilities           |                              |

**TABLE 8.1 Community Facilities**

#	Facility	Ownership	Amenities
1	Alex Fiore Teen Center	City, operated by CRPD	Game room, gym, computer lab, classrooms
2	Borchard Community Center	CRPD	Basketball court, meeting rooms, classrooms
3	Thousand Oaks Transportation Center	City	Transit center
4	Thousand Oaks Civic Arts Plaza	City	City Hall, theatre operations
5	Community Art Gallery	City	Art gallery (adjacent to Newbury Park Branch Library)
6	Conejo Community Center and Outdoor Unit	CRPD	Outdoor recreation programming
7	Dos Vientos Community Center	CRPD	Preschool, classrooms
8	Goebel Adult Community Center	City, operated by CRPD	Meeting rooms, kitchen, putting green, game rooms, stage
9	Grant R. Brimhall Library	City	Library, children's services, meeting rooms
10	Hill Canyon Treatment Plant	City	Wastewater treatment plant
11	Hillcrest Center	City	Art center, outdoor recreation programming and administration
12	Los Robles Greens Golf Course	City	Golf course, indoor and outdoor events facilities, club house
13	Municipal Service Center	City	Administration and Maintenance Services for City Infrastructure
14	Household Hazardous Waste Facility	City	Hazardous waste drop-off center
15	CVUSD Preschool	City, operated by Conejo Valley Neighborhood for Learning	Childcare/preschool
16	Newbury Park Library	City	Library, meeting rooms
17	Thousand Oaks Community Center	CRPD	Meeting rooms, gym, racquetball courts, classrooms

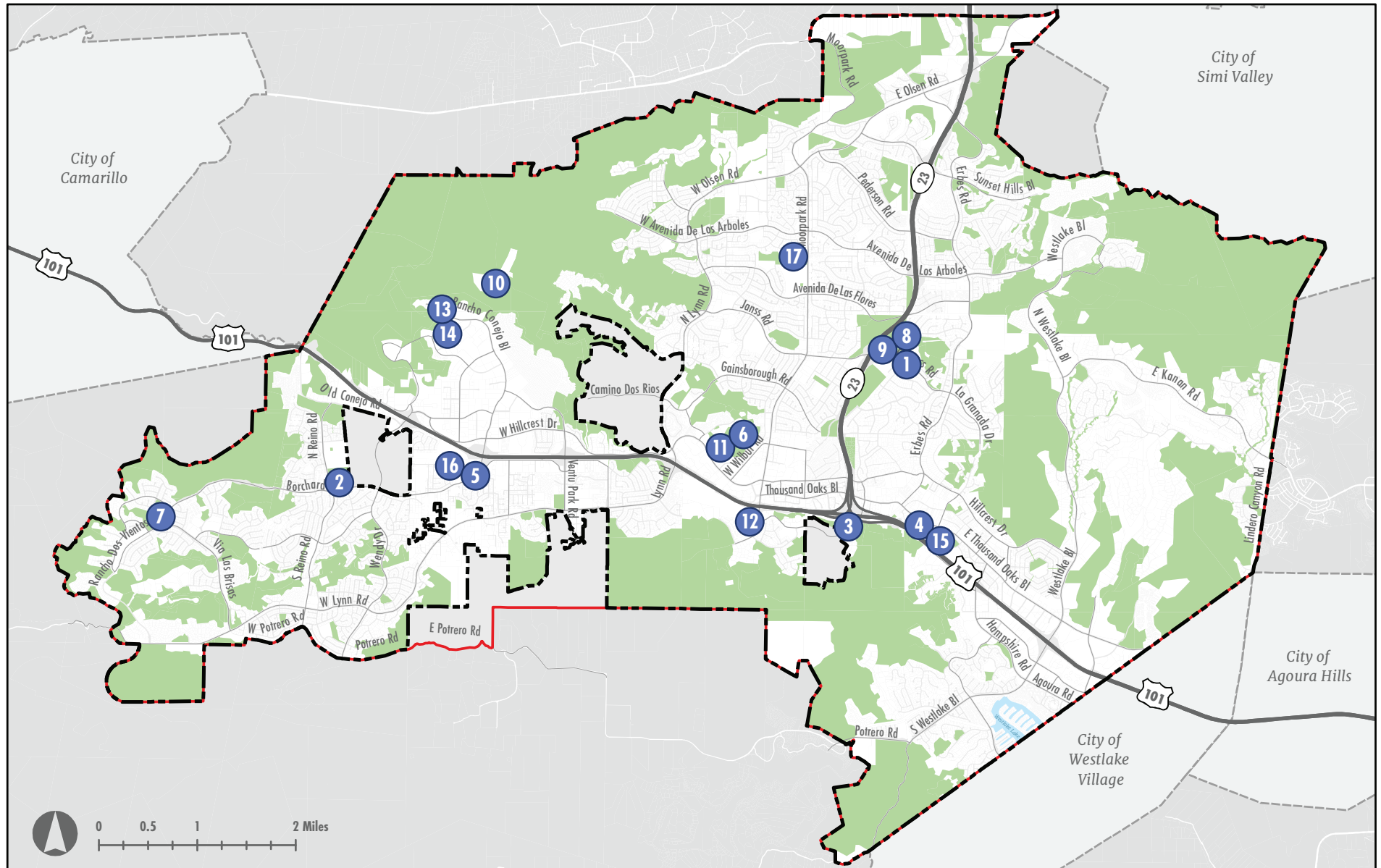
Source: City of Thousand Oaks. 2023.

The City's administrative and cultural functions are headquartered at the Civic Arts Plaza. The 24-acre complex contains government offices, an 1,800-seat theatre, a 450-seat theatre/City Council chambers, a parking structure, and a public park. The Civic Arts Plaza's theatres serve as a regional draw for patrons of the arts. Together, these amenities serve as a civic centerpiece for the City. The Downtown Core Master Plan (2018) proposes improvements to the Civic Arts Plaza including a town square designed for events, by redesigning roadways and building frontages to improve connectivity to and within the complex, and developing an enhanced retail, restaurant, and entertainment destination.

CRPD owns and operates community centers that offer meeting rooms, classrooms and facilities for indoor and outdoor recreational programs.

The amenities and ownership of each public building can be found in Table 8.1, and their locations illustrated in Figure 8.2.

**FIGURE 8.2** Community Buildings



Raimi + Associates 2019 | Data Source: City of Thousand Oaks, County of Ventura, County of Los Angeles

- Public Facilities
- ▭ City Limits
- ▭ City Sphere
- Major Roads
- Freeways
- Parks and Open Space
- Unincorporated Counties Land
- ▭ Adjacent Cities

# Public Services

High quality cultural and educational services, libraries, and healthcare facilities that provide important community programming and amenities are located within Thousand Oaks.

## Libraries

The City operates the Grant R. Brimhall Library and the Newbury Park Library. Together, the libraries have over 513,000 items in their collections and provide borrowing services, public computers with internet access, and rentable meeting spaces. The Newbury Park Library houses the Thousand Oaks Community Art Gallery, which showcases work of professional and emerging artists. In 2006, the Grant R. Brimhall Library building was expanded from 62,000 square feet to 84,000 square feet to accommodate an improved Children's Services area, quiet study rooms, and additional seating and shelving.<sup>17</sup> Libraries are frequently used for after school programming, education and literacy programs for adults and youth, and community meetings. Both facilities will continue to require updates and modernization through the General Plan horizon to meet community needs.

<sup>17</sup> <https://www.toaks.org/departments/library>.



*The Grant R. Brimhall Library is a gathering place for residents of all ages*



*The modern library provides books, study spaces and meeting rooms*

## Schools and Higher Education

Thousand Oaks is served by the award-winning Conejo Valley Unified School District, which provides exceptional educational experiences to children in transitional kindergarten through Grade 12, Preschool and Post-Secondary. CVUSD proudly operates 27 public schools across the City and proximate unincorporated areas including 16 elementary schools, four middle schools, one K-8 school, three comprehensive high schools, a continuation high school, a hybrid learning high school, a home school program, and one adult educational learning center. Figure 8.3 shows the locations of the schools. CVUSD schools, teachers, athletic teams and extra-curricular offerings have been recognized at the state and national level for their outstanding accomplishments, including: California Distinguished Schools and National Blue Ribbon School honors. Thousand Oaks also houses 19 private schools and three Charter Schools serving students in grades TK-12.

Consistent with national, state, and countywide trends reflecting lower birth rates and changing demographics, many schools, including CVUSD schools have seen a decline in enrollment in recent years. To remain a top destination for education CVUSD continues to innovate and expand its academic offerings this includes the opening of the Conejo Valley's first Spanish-English Dual Language Immersion Program in 2022, and in 2023 authorization of the first International Baccalaureate Primary Years Programme in Ventura County at Cypress Elementary School.

Thousand Oaks is home to Ventura County's first four-year university, California Lutheran University (CLU), which was founded in 1956 and occupies a 225-acre campus in the northern part of the City. As of the 2022-2023 school year, about 3,600 undergraduate and graduate students were enrolled at CLU. The university's most popular undergraduate programs are biological sciences, communications, psychology, and business administration.

<sup>18</sup> <https://www.toaks.org/residents/community-services/schools-458>.

## Healthcare

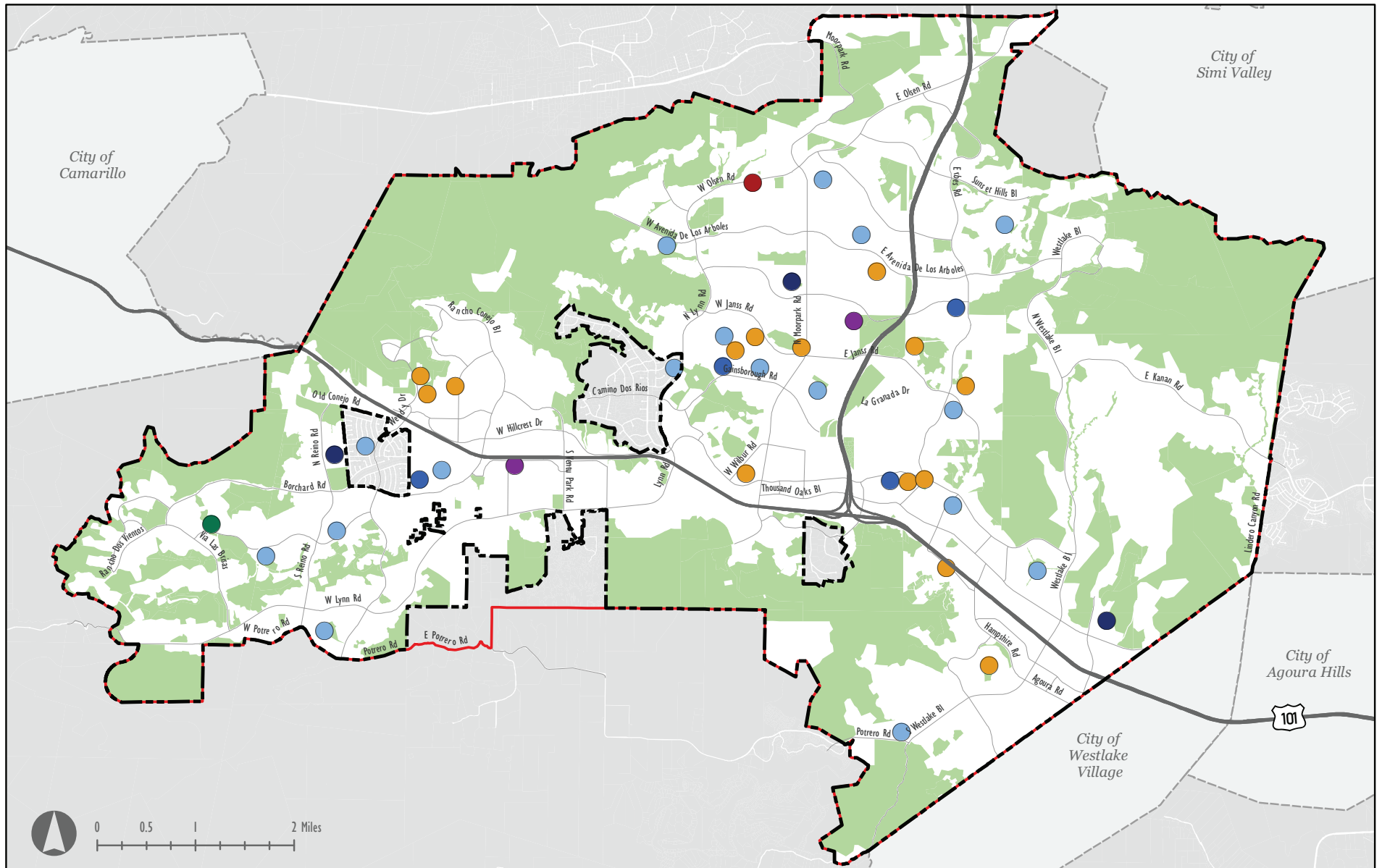
The City houses one of the region's largest private hospitals, Los Robles Regional Medical Center, which recently opened a three-year residency program. The facility has the only Level II Trauma Center in Eastern Ventura County and the only emergency room in Ventura County with an Emergency Department Approved for Pediatrics rating. With more than 600 board certified physicians representing over 50 specialties, Los Robles provides a wide range of medical services, including a 24-hour emergency department, certified comprehensive stroke center, intensive care and critical care, maternity care, medical and surgical departments, comprehensive cancer center, heart and cardiovascular center, same day surgery, and rehabilitation center.



Public schools in Thousand Oaks are funded by the Conejo Valley School District



**FIGURE 8.3 Schools**



Data Source: City of Thousand Oaks, County of Ventura, County of Los Angeles

- |                          |                           |                              |                 |
|--------------------------|---------------------------|------------------------------|-----------------|
| Public Elementary School | Public Alternative School | Unincorporated Counties Land | Adjacent Cities |
| Public K-8 School        | University                | Freeways                     | City Limits     |
| Public Middle School     | Private School            | Major Roads                  | City Sphere     |
| Public High School       |                           |                              |                 |

# Public Safety

One of the City's most important responsibilities of local government is to provide and coordinate services needed to support and protect the community. These services include police, fire protection, and emergency response. While public safety services are currently provided to residents at an adequate level, the City must plan for the continued availability of these high-quality public services and consider the potential expenses and other impacts of providing these services. The following sections provide an overview of the City's police, fire, and emergency response services.

## Police Services

Police protection in Thousand Oaks is provided on a service contract basis by the Ventura County Sheriff's Office for all services, including administration, patrol, and investigation services. In fiscal year 2021-2022, the Ventura County Sheriff's Office allocated 108 police positions to the City, including 93 sworn officers. Based on February 2018 staffing levels and the City's estimated 2016 population of 129,500, the City's Municipal Services Review estimates that one sworn officer is provided for every 1,392 residents. To maintain the current staffing-to-population ratio in the future, one additional sworn officer will be required for each additional 1,392 residents. For the maximum projected population of 144,700 in 2045, a total of 104 officers would be required.<sup>19</sup>

Police response times can vary significantly, depending on the location of patrol cars at the time of a call. The response time goal is 10 minutes for emergency calls and 20 minutes for non-emergency calls. According to the Ventura County Sheriff's Office, the average response time in 2021 was 7.44 minutes for Priority 1 (Emergency) calls and 20.70 minutes for non-emergency response times. During 2021, the Priority 1 (Emergency) calls were met 79.8% of the time and the non-emergency response times were met 71.1% of the time.<sup>20</sup>

## Fire Protection

Fire emergency response services in Thousand Oaks are provided by the Ventura County Fire Department (VCFD), which also services unincorporated County areas and the cities of Camarillo, Moorpark, Ojai, Santa Paula, and Simi Valley. VCFD is responsible for all fire response dispatch in the County. According to a mutual aid agreement between the cities and the VCFD, the closest available personnel respond to emergency calls for service, regardless of whether the service need is in the responding agency's jurisdiction.<sup>21</sup>

The VCFD maintains a Fire Hazard Reduction Program that works with property owners, local jurisdictions, and other District programs to reduce negative impacts to life, property and infrastructure from destructive fires in the Wildland Urban Interface areas.<sup>22</sup> When additional support is needed, fire departments from Los Angeles County are also engaged.

Nine fire stations serve the City and surrounding unincorporated area. The City anticipates the construction of one additional fire station to serve the Thousand Oaks area. VCFD's response time goal is 8.5 minutes 90% of the time in suburban areas and 12 minutes 2021 and 2022 was 8.5 minutes 91% of the time in suburban areas and 12 minutes 84% of the time in rural areas in 2021 and 2022.<sup>23</sup>

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<sup>19</sup> Ventura Local Agency Formation Commission. 2018. *City of Thousand Oaks Municipal Service Review*. Additionally, population numbers for 2016 and 2045 are based on Adopted Connect SoCal (RTP/SCS) 2020-2045 Technical Appendix Demographic and Growth Forecast.

<sup>20</sup> Ibid.

<sup>21</sup> Ventura Local Agency Formation Commission. 2018. *City of Thousand Oaks Municipal Service Review*.

<sup>22</sup> Ventura County Fire Department. *Fire Hazard Reduction Program (FHRP)*. N.D. Available at: <https://vcfd.org/fire-prevention/fire-hazard-reduction-program-fhrp>.

<sup>23</sup> Ventura Local Agency Formation Commission. 2018. *City of Thousand Oaks Municipal Service Review*.

## Emergency Response

Emergency preparedness and response ensures the City can protect the health, safety, and welfare of the general public before, during, and after natural and human-induced emergencies, including fires, earthquakes, flooding, and mass shootings. The City has an Emergency Operations Plan (EOP) that provides emergency guidelines for responding to incidents, focusing on potential large-scale disasters that often require mutual aid from various agencies. The EOP directs the City to use the State's Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) to ensure standard operating procedures and effective coordination across all levels of government during an emergency. The City maintains an Emergency Operation Center to manage local and countywide incidents at City Hall.<sup>24</sup> The Public Works Department as first responders for incidents, coordinates traffic control and road closures, monitoring water infrastructure vulnerability, and manages local evacuation shelters.

Effective emergency management includes clearly defined roles, community outreach, well defined evacuation procedures and effective hazard mitigation planning. In addition to the EOP, the City and County of Ventura has an approved Ventura County Hazard Mitigation Plan (HMP) in place, which describes plans and projects for reducing the risks of natural hazards on people, property, and the environment. The HMP was adopted by the City in August 2022. With the passage of Assembly Bill 747 and Senate Bill 99 in 2019 and Assembly Bill 1409 in 2021, the General Plan Safety Element must address evacuation routes throughout the City and identify residential developments in hazard areas that do not have at least two emergency evacuation routes. Refer to the Safety Element for more information on the City's evacuation planning and hazard mitigation efforts.

<sup>24</sup> Thousand Oaks, City of. 2014. *General Plan, Safety Element*. March 2014. Available at: <https://www.toaks.org/home/showdocument?id=344>.



*Emergency preparedness and response is critical to protecting the City*

# Infrastructure

## Potable Water

Water is delivered to local retailers by the Calleguas Municipal Water District (Calleguas), which operates as a member agency of the Metropolitan Water District of Southern California (Metropolitan). Metropolitan treats and delivers imported water from the State Water Project to Calleguas, which in turn distributes on a wholesale basis to its retail water purveyors.<sup>25</sup> In Thousand Oaks, retailers include the City of Thousand Oaks, California-American Water Company, California Water Service Company, and Camrosa Water District.<sup>25</sup> Table 8.2 summarizes water service providers in the city and proportion of the community served by each.

Approximately three-quarters of Ventura County residents (roughly 645,000 people) currently rely on Calleguas for all or part of their water. Calleguas' 2020 Urban Water Management Plan indicates that the 2020 demand for Calleguas water of 91,940 acre-feet per year (AFY) is expected to grow slightly to 92,689 AFY by 2045. Calleguas anticipates having sufficient supplies through 2045 to meet this demand under average and dry conditions.<sup>26</sup> Significant reductions in the allocation from the State Water Project, such as those that occurred in 2022, require the imposition of water restrictions to significantly reduce demand. Like other water agencies, as part of its Urban Water Management Plan, the City has a Water Shortage Contingency Plan in place which identifies measures to be taken in the event of a water shortage.

<sup>25</sup> Calleguas Municipal Water District. 2020. *Urban Water Management Plan (UWMP)*.

<sup>26</sup> All from Calleguas Municipal Water District, *Final 2020 Urban Water Management Plan, adopted June 2021*.

<sup>27</sup> Ventura County Stormwater Quality Management Program (VCSQMP). 2010 *Technical Guidance Manual for Stormwater Control Measures*.

<sup>28</sup> VCSQMP. 2018. *Annual Report*.

**TABLE 8.2** Water Service Providers

Water Service Provider	Proportion of City Served
California-American Water Company	48%
City of Thousand Oaks	36%
California Water Service Company	16%
Camrosa Water District	<1%

## Stormwater Quality

Land development in Thousand Oaks and the rest of Ventura County has resulted in an increase in impervious surfaces, such as asphalt and concrete, which do not allow filtration of water. This has increased the amount of runoff and pollutants entering stormwater conveyance systems. Ventura County and the incorporated cities each have their own stormwater conveyance system, which transports untreated stormwater directly to receiving waters, including local channels, rivers, and the ocean. This stormwater can potentially contain pollutants that adversely affect surface water quality, so its quality is carefully monitored for compliance with permitting requirements.<sup>27</sup>

The City provides stormwater and control services to comply with the Ventura Countywide Municipal Stormwater National Pollutant Discharge Elimination System (NPDES) permit. The NPDES Permit Program, authorized by the Clean Water Act, controls water pollution by regulating sources that discharge pollutants into waters of the United States. By collaborating with other jurisdictions through the Ventura Countywide Stormwater Quality Management Program (VCSQMP), permittees under the Ventura Countywide Municipal Stormwater NPDES ensure that information and workloads are shared, economies of scale are achieved, and the VCSQMP is realized efficiently and effectively. Members of the VCSQMP include the County of Ventura and the incorporated cities of Camarillo, Fillmore, Moorpark, Ojai, Oxnard, Port Hueneme, Santa Paula, Simi Valley, Thousand Oaks, and Ventura.<sup>28</sup>

Among the efforts by the City to control stormwater pollution is the requirement for a Storm Water Pollution Control Plan (SWPCP) for construction projects that require clearing, grading or excavation. The purpose of the SWPCP is to identify potential pollution sources and to design the use and placement of Best Management Practices to effectively prohibit the entry of pollutants from construction sites into the storm drain system.<sup>29</sup>

## Surface Water Quality

Thousand Oaks is under the jurisdiction of the Los Angeles Regional Water Quality Control Board (RWQCB) (Region 4). The RWQCB sets water quality objectives and monitors surface water quality through the implementation of the Water Quality Control Plan for the Los Angeles Region (Basin Plan). The Basin Plan designates beneficial uses for surface waters in the region and associated water quality objectives to fulfill such uses. The beneficial uses of Westlake Lake, Lake Eleanor, Potrero Valley Creek, and Lake Eleanor Creek include warm freshwater habitat, wildlife habitat, and recreation. Maintaining and/or achieving specific water quality standards for these uses is important to ensure their functionality. Water quality impairments are different types of water quality pollutant standards, where if they are not met, can prevent water bodies from achieving their uses.

## Groundwater Quality

Groundwater is not currently a source of potable water for Thousand Oaks but is a tentative planned supply for the medium term. The City owns two groundwater production wells: the Hillcrest Drive and Los Robles Golf Course (LRGC) wells. Both wells tap into the Conejo Valley Groundwater Basin (CVGB or Basin) in different locations; however, local groundwater quality poses a constraint on their use.

Groundwater quality in the Thousand Oaks area is generally characterized by high concentrations of salts and total dissolved solids (TDS) and will require treatment for drinking or for irrigation. This will require additional infrastructure, not just for treatment but also for removal and disposal of resulting brine. In some portions of the local groundwater basins, TDS concentrations as high as 2,800 milligrams per liter (mg/L) have been reported (DWR 2004c). In addition to TDS, groundwater basins in the vicinity of Thousand Oaks have been subject to elevated concentrations of sulfates, nitrate, and dissolved iron. Additionally, a trichloroethylene (TCE) plume associated with the former TFX Aviation site, an approximately 13-acre property along Old Conejo Road, has impaired groundwater in the western portion of the Conejo basin. The site has since been redeveloped, and remediation activities, including groundwater extraction and treatment, are ongoing as of 2023.

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<sup>29</sup> Thousand Oaks, City of. *N.D. Requirements for a Stormwater Pollution Control Plan*. Public Works Department. <https://www.toaks.org/Home/ShowDocument?id=2526>

## Solid Waste

As of January 2022, solid waste collection service throughout Thousand Oaks is managed through an exclusive franchise agreement with Athens Services. Athens Services provides weekly recycling, organics, and trash collection services for residents and up to six times a week for commercial waste. Thousand Oaks encourages recycling of solid waste through various ordinances and programs.

The City operates a Hazardous Waste Material Reuse Center which takes usable household products collected at the City's Household Hazardous Waste Facility and makes them available to the public free of charge. The Material Reuse Program not only encourages the reuse of materials, but also reduces the City's costs for hazardous material disposal.



The Hazardous Waste Materials Reuse Center provides recycling services for residents and businesses.

Other diversion programs include construction and demolition, where projects must divert a minimum of 65% of their waste from landfill disposal through recycling and reuse (Municipal Code (Title 6, Chapter 3)).

The recycling of organic waste (food and yard waste) is a relatively new requirement due to Senate Bill 1383, which establishes targets to achieve a 50% reduction in the level of the statewide disposal of organic waste from 2014 levels by 2020 and a 75% reduction by 2025 (CalRecycle 2019). Athens Services provides both residential and commercial organic waste collection service throughout the City which includes traditional green waste associated with landscaping and food waste and food-soiled paper. Senate Bill 1383 also requires a 20% reduction in disposed edible food and the redirection of edible food that would be disposed of to people in need.<sup>30</sup> The City is responsible for coordinating a program to ensure that food waste generators (grocery stores, food-related businesses, restaurants) donate their surplus edible food to a food recovery organization.

Senate Bill 1016 (2008) established a reporting mechanism to achieve the 50% waste reduction per capita disposal rate goal for jurisdictions, normalized by both the number of residents and the number of employees in the jurisdiction.<sup>31</sup> For many years, the City has averaged between 67 and 70% diversion, well above the State target.<sup>32</sup>

<sup>30</sup> CalRecycle. April 16, 2019. Short-Lived Climate Pollutants (SLCP): Organic Waste Methane Emissions Reductions (General Information). <https://www.calrecycle.ca.gov/climate/slcp>. Accessed February 1, 2021.

<sup>31</sup> The 50% per capita disposal rate target is half of the average per capita waste generated by a jurisdiction from 2003-2006.

<sup>32</sup> California Department of Resource Recovery and Recycling (CalRecycle). 2019. Local Government Center Jurisdiction Review Reports: Thousand Oaks. <https://www2.calrecycle.ca.gov/LGCentral/AnnualReporting/ReviewReports>

## Energy

Electricity in Thousand Oaks is provided by Clean Power Alliance (CPA) and Southern California Edison (SCE), and natural gas by Southern California Gas Company (SCG). In December 2017, City Council voted to join CPA (then Los Angeles Community Choice Energy), and in October 2018 Council adopted a CPA plan providing 100% renewable carbon-free electricity as the default for all City residents and businesses. All customers have the option to opt out of CPA and purchase their electricity through SCE. In 2019, Thousand Oaks' residents and business owners began receiving electricity from CPA and delivered through Southern California Edison (SCE) transmission and distribution lines. Utilizing clean renewable power and reducing energy use are top priorities for the City. Prior to 2022, City facilities received 100% renewable electricity through a Direct Access provider but beginning in 2022 all facilities have transitioned to 100% renewable electricity through CPA. The City-owned 401/403 Hillcrest Drive properties host a 300-kW rooftop solar. A ground mounted 584-kW solar array was installed in 2007 at Hill Canyon Treatment Plant, and in 2022 a 359-kW solar carport was constructed at the Municipal Service Center. The City also utilizes renewable electricity at HCTP through co-generator(s) powered by biogas from wastewater digesters. In 2023, the City plans to expand its solar installations to other facilities.

In 2021, the City began the installation of battery energy storage to power microgrids at its facilities. These enable off-grid operation during power outages and emergencies and enable the power draw from the grid to be reduced or eliminated during periods of grid stress, brownouts, and peak demand thereby helping to stabilize the grid. As of early 2023, installations have been completed with three more in design/construction.

Thousand Oaks provides expedited processing for installation of small solar photovoltaic systems on one- and two- family dwellings in the City.

The City is also developing a Climate and Environmental Action Plan (CEAP), which contains actions to reduce community GHG emissions and meet the State's goal of 40% below 1990 levels by 2030 (Senate Bill 32).

## Telecommunications

Telecommunications services, including wireless, Voice over Internet Providers (VoIP) and traditional landline phone services, are provided by private vendors. Wireless service is available through multiple providers who lease or operate four wireless cell facilities within Thousand Oaks as well as in surrounding areas. There are 20 internet service and five private mobile internet providers in Thousand Oaks, nine of which offer residential service. Public internet access is available at the Grant R. Brimhall and Newbury Park Libraries.

In response to FCC Rule 18-133, which requires jurisdiction to process permits for "small wireless facilities" in 90 days, Thousand Oaks City Council adopted an Urgency Ordinance in March 2019 to set a process for expedited processing of permits for "small wireless facilities." The FCC rule was established to ensure the rapid implementation of new data technology, including 5G. By adopting the Urgency Ordinance, Thousand Oaks can establish aesthetic guidelines and preferential siting of proposed "small wireless facilities."

# Key Issues & Opportunities

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This section identifies the key issues and opportunities facing Thousand Oaks relative to its community facilities and services. These were developed through public engagement with the use of existing data to address issues facing the City now, and in the future, and the opportunities for positive change. The topics inform the overall direction identified in the goals and policies in the following section and related implementation actions found in Chapter 13: Implementation.

## **Maintenance of Public Facilities**

Thousand Oaks has several high-quality public facilities that attract and serve patrons from around the Conejo Valley. However, public facilities will need improvements. Many of the public facilities were developed in the early 1980s and 1990s and have since become outdated or nearing the end of typical useful life. Over time and as the community evolves, infrastructure and facility improvements are needed to maintain the expected level of service.

## **Utilities and Resource Conservation.**

The City must work with utility and service providers to plan for the continued availability of affordable, high-quality services to the community. Current water and energy supplies are adequate to serve the community, though conservation of water and power is necessary to help ensure that supplies will be adequate into the future. Water conservation not only helps ensure water availability during drought, but also reduces energy consumption and expense associated with its delivery. Similarly, conservation of electricity and natural gas not only helps ensure availability and reliability of these services, but also reduces associated greenhouse gas emissions.

## **Future Water Supply and Stormwater Management**

There is an opportunity to expand and diversify the City's water supply through the Conejo Valley Groundwater Basin. The City's 2018

Groundwater Study estimates that about 10% of the City's potable water use could be offset with the use of the Los Robles Greens Golf Course (LRGC) groundwater well. The City is exploring options for groundwater resources, as well as water reuse including the Hill Canyon Treatment Plant effluent.

## **Surface Water and Groundwater Contamination**

Although water quality in the City is generally good, certain water bodies have elevated concentrations of contaminants that can adversely affect wildlife, recreational opportunities, and water supply. Improving the quality of local water resources will be a priority to meet the City's goals related to biological resource conservation and water supply, particularly as imported water supplies become scarcer.

## **Service Demands and Climate Resilience**

The City needs to invest in facilities that can continue to meet service demands while adapting to climate change impacts.

## **Local School Enrollment**

Thousand Oaks is known for its high-quality public schools. However, the City's school enrollment has experienced a steady decline since the mid-2000s—mirroring the State's overall decline in enrollment—which could result in school closures. In the past, former school facilities have been repurposed by the CVUSD as alternative schools or were leased. There may be opportunities to repurpose former school buildings into community centers or housing in the future.

## **Public Safety Coordination**

The public safety services of police, fire protection, and emergency response have taken on heightened importance because of natural disasters such as the Woolsey Fire. Simultaneous fire emergencies throughout the region emphasized the need to improve coordination of emergency planning with agencies, such as the Ventura County.



# Goals and Policies

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The following section includes goals and policies for the Community Facilities and Services Element. In addition, sustainability, climate resilience, public safety, emergency management, and resource conservation policies are found throughout the General Plan. Related implementation actions can be found in Chapter 13.

## Citywide Infrastructure

### **Goal CFS-1: Develop citywide infrastructure that supports existing and future development.**

#### **1.1 City infrastructure maintenance.**

Manage and upgrade the City's infrastructure to address future demands as funds allow.

#### **1.2 Development impact fees.**

Require new and existing development to pay its fair share of infrastructure and public service costs to support ongoing maintenance and operations.

#### **1.3 Sustainable design.**

Promote the design of infrastructure projects that use sustainable materials, reduce carbon emissions, and minimize energy, water and waste during construction.

#### **1.4 Infrastructure as amenities.**

Encourage designs that allow infrastructure to serve dual purposes (e.g., green infrastructure, flood control access roads and multi-use paths).

#### **1.5 Resilient infrastructure.**

Plan for and develop resilient infrastructure to minimize disruptions from climate-related impacts on residences and businesses (i.e., wildfire, Public Safety Power Shutoff events, flooding).

### **Goal CFS-2: Support access to high quality telecommunication services.**

#### **2.1 Telecommunication infrastructure.**

Telecommunication infrastructure should not detract from community aesthetics.

#### **2.2 Digital access for all.**

Work with telecommunications providers to ensure that all Thousand Oaks residents and businesses have equal access to high quality and affordable internet and broadband services.

#### **2.3 Undergrounding of utilities.**

Place new and existing utilities underground to promote attractive development and reduce wildfire risk.

# Water Supply, Reclamation, and Conservation

## Goal CFS-3: Ensure a sustainable water supply that supports existing and future community needs.

### 3.1 Water supply.

Continue to work with water providers to ensure the provision of water in quantities sufficient to satisfy current and projected demands while encouraging water conservation measures for existing and new development.

### 3.2 Emergency water supply.

Work with regional and local water providers to ensure that adequate water supplies and pressures are available during a fire, earthquake, or both.

### 3.3 Diversified water portfolio.

Utilize local groundwater and reclaimed water resources to reduce reliance on imported water from the State Water Project.

### 3.4 Funding.

Ensure that funding is available to maintain existing and future water facilities.

### 3.5 Water Master Plan.

Regularly update the City's Water Master Plan to provide up-to-date projections of water demand and supplies and needed system improvements.

### 3.6 Backup water services.

Provide that alternative or emergency backup services for imported water services are earthquake resilient.

### 3.7 Local water resources.

Collaborate with local water agencies and distributors to develop infrastructure and mechanisms for expanding local water access and resources through improved connections to other sources, use of local groundwater, stormwater capture, and/or expanded treatment or re-use of wastewater.

## Goal CFS-4: Encourage building and landscape design that conserves or recycles water.

### 4.1 Water conservation and reuse.

Promote and implement water conservation measures and reuse practices, including water-efficient fixtures, leak detection, water recycling, greywater systems, and rainwater harvesting.

### 4.2 Education and outreach.

Support and augment regional conservation programs to encourage reduced water use in homes and businesses. This includes educational, outreach and incentive programs that promote water conservation and water-efficient technologies to the public, homebuilders, business owners, and landscapes.

### 4.3 Landscaping standards.

Update the City's landscape guidelines and standards for landscape and irrigation plans, which require the use of low-maintenance, native and drought-tolerant landscaping and low-flow water efficient irrigation in all public and private developments.

### 4.4 Landscaping water efficiency.

Meet or exceed Model Water Efficient Landscape Ordinance (MWELO) water efficiency standards.

### 4.5 Building water efficiency.

Minimize future water use by requiring all new development to meet Green Building Standards identified by the US Environmental Protection Agency and other regulatory entities.

### 4.6 Pervious paving.

Minimize the use of impervious materials wherever possible and utilize pervious wherever possible to promote and facilitate groundwater recharge.

#### 4.7 Recycled water use.

Strive to reduce potable water use and use recycled water for landscaping on City-owned and operated properties, focusing initially on larger, water-intensive properties such as Los Robles Greens Golf Course and the Civic Arts Plaza.

#### 4.8 Water-efficient landscaping and irrigation.

Utilize water-efficient climate-appropriate landscaping on all City and public properties including medians, parkways, and parks. Implement smart networked irrigation controllers and drip or other low flow irrigation systems.

## Wastewater Treatment

### Goal CFS-5: Provide sewage conveyance and treatment capacity to meet community needs.

#### 5.1 Hill Canyon Treatment Plant improvements.

Perform regular master plan updates and continue to invest in upgrades and rehabilitation of Hill Canyon Treatment Plant to ensure continued efficient and safe treatment of the community's wastewater.

#### 5.2 Facility inspections.

Annually inspect wastewater conveyance facilities to identify needed repairs and/or upgrades.

#### 5.3 Developer exactions.

Require developers to identify and implement wastewater upgrades needed to serve new development.

## Solid Waste

### Goal CFS-6: Provide solid waste services that meet the demands of residents and businesses.

#### 6.1 Zero-waste municipal operations.

Strive for zero-waste certification for municipal facilities.

#### 6.2 Solid waste diversion.

Strive to increase the community's solid waste diversion from the landfill to 75% as measured by CalRecycle, through waste reduction, re-use, and recycling by 2030.

#### 6.3 Food waste diversion.

Comply with or exceed requirements for organics and food waste diversion from the landfill through organics weekly collection service to all residents and businesses, and the development and support of an edible food recovery program.

#### 6.4 Composting and recycling.

Increase education and awareness of all residents and businesses about composting and recycling.

#### 6.5 Hazardous materials.

Provide convenient means for the community to properly dispose of hazardous waste.

#### 6.6 Regional composting facilities.



Support development of regional organics processing, composting and waste diversion facilities.

#### 6.7 Local facilities.

Minimize emission from solid waste services by using local facilities and clean fuel vehicles.

## Stormwater

### Goal CFS-7: Provide stormwater drainage facilities with capacity during storm events.



- 7.1 Stormwater retention.**   
Meet or exceed Low Impact Development (LID) requirements for on-site retention of stormwater through best management practices (i.e., rain gardens, rain barrels, and retention basins).
- 7.2 Sustainable stormwater management.**   
Design new streets and retrofit existing streets to incorporate vegetation, soil, and engineered systems to reduce, slow, cleanse, and infiltrate stormwater runoff.
- 7.3 Development impact fees.**  
Require new development to fund fair-share costs associated with the provision of stormwater drainage systems.
- 7.4 Stormwater retention and debris basins.**  
Design and construct new stormwater retention and debris basins to minimize any potentially adverse impacts to landform features, aquatic resources, and associated native plant and animal communities.

## Surface Water and Groundwater Quality

### Goal CFS-8: Achieve and maintain applicable surface water and groundwater quality standards.

- 8.1 Water quality standards.**  
Achieve and maintain applicable water quality standards in local surface water and groundwater.
- 8.2 Reservoir water quality.**  
Maintain water quality in Lake Eleanor, Bard Reservoir, and Las Virgenes Reservoir by limiting development in proximity to these

water bodies and ensuring that runoff from properties in proximity to these water bodies adheres to applicable standards.

- 8.3 Stormwater runoff compliance.**   
Ensure that all new development complies with National Pollutant Discharge Elimination System requirements for stormwater and runoff.
- 8.4 Education and outreach.**  
Use digital, print, and direct means to inform the public about water quality, public stormwater pollution and methods to prevent contaminants from entering the storm drain system. Communicate and utilize a reporting system for the public to report non-stormwater discharges to waterways.
- 8.5 Pollutant discharge.**   
Design necessary stormwater detention basins, recharge basins, water quality basins, or similar water capture facilities to protect water quality by capturing and/or treating water before it enters a watercourse.
- 8.6 Groundwater quality.**  
Support regional efforts to improve local groundwater quality.

## Fire and Police Services

### Goal CFS-9: Ensure fire protection for all residents and businesses in the City of Thousand Oaks.

- 9.1 Emergency and fire technology.**  
Invest in technological advances that enhance the City's ability to deliver emergency and fire-rescue services more efficiently and cost-effectively.
- 9.2 Fire emergency protocols.**  
Develop specific protocols for addressing multiple simultaneous fire-related emergencies.

### **9.3 After-Action Report recommendations.**

Implement the recommendations from After-Action Reports to further improve fire protection services.

### **9.4 Regional coordination.**

Continue to coordinate with regional agencies, including CAL Fire, on fire protection and suppression.

### **9.5 Fire education.**

Promote fire education by conducting fire safety and fire prevention programs for schools and other critical facilities.

## **Goal CFS-10: Provide police services for all residents and businesses in the City.**

### **10.1 Contract with County Sheriff's Office.**

Continue to contract with the Ventura County Sheriff's Office on police protection services for the City.

### **10.2 Adequate police services.**

Meet local demand for police protection service in all areas of the City by providing staff, facilities, and equipment to support existing residents and future growth in population and employment growth. Specifically, maintain Ventura County Sheriff's Office response time goal of 10 minutes for emergency calls and 20 minutes for non-emergency calls.

### **10.3 Police emergency protocols.**

Work with the Sheriff Department to develop specific protocols for addressing multiple simultaneous police-related emergencies.

### **10.4 Address resource gaps.**

Utilize the Sheriff's Department Mobile Command Center to address resource availability gaps, especially during emergency situations.

### **10.5 Community relationships and outreach.**

Continue to foster positive, peaceful, mutually supportive relationships between Thousand Oaks residents and the police.

Encourage increased community involvement and activities to foster stronger relationships between residents and the Sheriff.

### **10.6 Crime prevention features.**

Coordinate with the Sheriff's Department to address community crime issues and to ensure that new development incorporates crime prevention features.

## **Goal CFS-11: Ensure effective response to a range of emergencies, including multiple simultaneous emergencies.**

### **11.1 Update of the City's Emergency Operations Plan.**

Update the City's Emergency Operations Plan periodically to incorporate emergency preparedness and evacuation procedures.

### **11.2 Disaster preparedness.**

Adopt disaster preparedness and resilience strategies such as power backup at critical facilities, communication protocols and emergency evacuation planning and outreach.

### **11.3 Hazardous materials emergency response.**

Work with the County to effectively respond to hazardous materials emergencies.

### **11.4 Telecommunication siting.**

Work with telecommunication providers to ensure that siting of telecommunication facilities provides efficient, quality services to emergency response providers in the city.

### **11.5 Multi-hazard training.**

Coordinate internally and externally to continue improving public safety response to multiple simultaneous hazards.

Also, see the Safety Element for policies related to protection from various hazards, including wildland fire, flooding, hazardous material events, terrorist acts.

## Public Buildings and Services

**Goal CFS-12: Provide high quality, safe, well-maintained, and sustainable facilities, and services for City operations.**

### 12.1 City facilities.

Equitably expand and improve the City's facilities and buildings as needed to meet the community's needs, based on regular monitoring and evaluation of their condition and the needs of the community, especially in disadvantaged and underserved communities.

### 12.2 Maintenance of community centers.

Coordinate with CRPD to maintain and enhance Thousand Oaks' community centers, such as the Goebel Adult Community Center and Alex Fiore Teen Center, as resources for recreational and educational facilities for community members of all ages and abilities.

### 12.3 Community programming.

Maintain and expand, free community programming available year-round at Thousand Oaks community centers, libraries, and the Civic Arts Plaza.

### 12.4 After-school programs.

Partner with local schools, Thousand Oaks libraries, and community centers to offer safe, accessible after-school program options for youth.

### 12.5 Surplus public property for affordable housing.

Prioritize use of surplus public buildings and property for affordable housing.

### 12.6 Aging in place.

Work with local and regional agencies to support comprehensive social services so that people can remain living independently in their own homes.

### 12.7 Community outreach for social services.

Regularly inform the community about available local social services and County and State entitlement programs.

### 12.8 Regional coordination around social services.

Coordinate multi-jurisdictional efforts in providing human services and seek funding for social services programs from county, state, and federal sources.

## Libraries

**Goal CFS-13: Provide public library services that support residents of all ages and abilities.**

### 13.1 Public library amenities and services.

Maintain and expand the existing library catalog, public programming, and facilities at the Grant R. Brimhall Library and Newbury Park Branch Library locations.

### 13.2 Library accessibility.

Ensure accessibility to Thousand Oaks libraries and community centers by maintaining ADA accessibility, complete sidewalks, onsite bicycle parking, and access by transit to support residents and visitors of all abilities and ages.

### 13.3 Additional branch locations.

Assess the need for additional branch library locations throughout Thousand Oaks and seek funding opportunities.

### 13.4 Funding for renovations and modernizations.

Seek funding for renovations and modernizations to both the Grant R. Brimhall Library and the Newbury Park Branch Library.

### 13.5 Services and facilities evaluation.

Evaluate the need for improved or expanded library services and facilities for Thousand Oaks residents on a 5-year cycle.

## Healthcare

**Goal CFS-14: Ensure access to quality health and mental healthcare and social services that support all stages of living in Thousand Oaks.**

**14.1 Community health services.** ❤️+

Promote the flexible use of community centers, libraries, and schools to provide important health services to Thousand Oaks residents, including pop-up vaccination or healthcare screenings.

**14.2 Healthcare services.** ❤️+

Work with Los Robles Hospital and Ventura County Health Department to maintain and enhance as needed-healthcare services in Thousand Oaks.

**14.3 Coordination with healthcare institutions.** ❤️+

Coordinate regularly with regional and local healthcare institutions to understand future facility, provider, and care needs that can better serve the community.

**14.4 Hospital expansion.**

Support the modernization and expansion of Los Robles Hospital to better serve patients, physicians, and staff.

**14.5 Medical support infill.**

Encourage other medical support uses on the commercial and institutional properties adjacent to Los Robles Hospital.

## Schools and Education

**Goal CFS-15: Diverse and affordable recreational programs and services for all Thousand Oaks residents, regardless of age, activity level, physical ability, or income.**

**15.1 School enrollment.**

Continue to work with Conejo Valley Unified School District (CVUSD), private schools, and charter schools to monitor local K-12 enrollment and plan for impacts related to growth or decline.

**15.2 School siting.**

Work with CVUSD, private schools and charter schools to identify potential school site needs to meet future demand.

**15.3 School closures.**

In the event of a school site closure in the community – work with the impacted school entity to plan for future land uses – prioritizing affordable housing and public recreation and parks.

**15.4 Educational programs and after-school care.** ❤️+

Work with CRPD, Thousand Oaks Libraries, and other service agencies to expand senior, adult, and youth education and after-school care offered at public facilities.

**15.5 Childcare.** ❤️+

Coordinate with local agencies to encourage local high quality, affordable childcare options including in-home childcare, public and private childcare centers, and community centers that offer childcare programming, as feasible.

**15.6 Colleges.** ❤️+

Partner with local public and private schools and colleges to maintain successful educational, vocational and workforce programs for all residents.

**Goal CFS-16: Support the ongoing operations and expansion of California Lutheran University (CLU) in Thousand Oaks.**

**16.1 Campus master plan.**

Encourage Master Planning of the CLU campus to create a comprehensive vision for the campus as it evolves and expands over time.

**16.2 Student enrollment impacts.**

Coordinate with CLU administration to monitor enrollment and potential impacts to housing, transportation, entertainment, and retail needs.

**16.3 CLU community needs.**

Coordinate regularly with CLU administration to understand future facility, student, and faculty needs to better serve the community.

**16.4 Traffic and noise impacts.**

Work with CLU and neighboring property owners to reduce impacts of traffic and noise related to campus operations or construction.

**16.5 Joint-use agreement.**

Maintain the ongoing partnership with CLU that allows public access to the outdoor pool on the CLU campus.

**16.6 Local business partnerships.**

Encourage and actively facilitate partnerships between CLU and local businesses to integrate job opportunities and educational programming.

**16.7 Satellite campuses.**

Work with CLU to prioritize locating satellite campuses within the City of Thousand Oaks and, in particular, the Downtown Core.

**16.8 Campus expansion.**

Support expansion of campus facilities, services, and student housing that are compatible with the existing campus facilities and surrounding neighborhood.

**16.9 Pedestrian and bicycle connections.** 

Encourage expansion of pedestrian and bicyclist amenities in and around the CLU campus and improve walkability.

**16.10 Public recreation access.** 

Encourage ongoing partnerships between CLU and the City to allow public access to recreational facilities on campus.