American Public Works Association Accreditation Since 2010

2020 Project of the Year: Haigh Road Storm Drain
American Public Works Association

2021 Project of the Year: Thousand Oaks Boulevard Streetscape
American Public Works Association

Beacon Gold Award: Greenhouse Gas Reductions
Institute for Local Government

Beacon Platinum Award: Municipal Greenhouse Gas Reductions
Institute for Local Government

Growth Award: Tree City USA
National Arbor Foundation

Top 50 Green Fleet Government
Bee City, USA
CITY OF THOUSAND OAKS

Thousand Oaks was incorporated in 1964 and is surrounded by 50 miles of multi-purpose trails and acres of designated open-space. The City has a population of 127,783 and is nearly built out. A Downtown Master Plan outlines the blueprint for a centralized, walkable shopping, dining and entertainment area adjacent to the Civic Arts Plaza/City Hall. The City’s General Plan update addresses increased density and mixed-use development along Thousand Oaks Blvd., the main corridor of the community.

PUBLIC WORKS DEPARTMENT

Public Works has a $100 million operating and capital budget overseeing engineering, streets, water, wastewater, transit, emergency services, landscaping, traffic and sustainability.

The department is led by a director, two deputy directors and five division managers who oversee 175 employees. The Public Works team is responsible for operating and maintaining a $2.5 billion infrastructure.
ADJUSTING TO CHANGE
In response to COVID-19, the City made adjustments to operate virtually and effectively through technology. Investments were made in house to maintain community programs as well as updating an aging infrastructure with less focus on expansion and more on maintenance. Staff embraced the use of technology resulting in improved paperless processes and improved virtual customer service.

ENGAGING STAKEHOLDERS
Community engagement in the early stages of citywide programs and large capital projects is a priority of the City. Project and program success are directly related to sound project management and extensive community collaboration, use of social media, electronic messaging, and timely customer follow-up.

Thousand Oaks stakeholders include our residents, businesses, Conejo Recreation and Park District, Conejo Valley Unified School District, utilities companies, and California Lutheran University.
To provide essential life services, including water, sanitation, transportation, public safety, and sustainability to ensure Thousand Oaks remains a premier community for residents to live and work."
Streets and Bicycle Safety
The City invests in its infrastructure, contributing $45 million since 2018 to resurface, repair, and replace streets citywide, which are amongst the best in Ventura County with a 72 PCI. Numerous pedestrian and bicycle safety improvements include new sidewalks, street lighting, protected bike lanes, bike crossing signals and enhanced pedestrian crossings.

Landscaping and Water Conservation
The City maintains about 359 acres of landscaping at facilities and greenbelts, including 27,000 street trees. Another 159 acres of open space weed abatement is serviced to create defensible space against wildfires. In 2022, 4,000 high-efficiency sprinklers were installed to reduce water use while maintaining the critical irrigation needs of plants and trees citywide during a drought.
2. **SPOTLIGHT - SUSTAINABILITY**

- Implemented a residential and commercial three-stream bundled service for trash, recycling and organics
- 100 percent clean renewable electricity for all City facilities
- Hill Canyon Treatment Plant microgrid for off-grid operations; three additional microgrids in design
- Municipal Service Center solar vehicle covers for buses and City fleet
- Implemented a 40 percent (Level 4) water shortage plan with in-house developed mobile apps for violation tracking
- Groundwater project at Los Robles City Golf Course
SPOTLIGHT - EMPLOYEE DEVELOPMENT

• Public presentation, speaking opportunities, and collaboration
• Professional development, networking, and ethics advocacy
• Promotions and position re-classifications
• Support of team and individual employee development using a flexible telecommuting policy
• Superhero public works employee recognition and an annual Most Valuable Player (MVP) of the Year award
Public Outreach

• Accessible and transparent project updates
• Neighborhood-based community engagement meetings
• Social media, electronic newsletters and virtual meetings
• Public education, community workshops and special events related to water conservation, sustainability, and public safety
• Resident feedback, timely follow up, and community attitude surveys

Public Safety Leadership

• Public Works, Fire, and Police first responder collaboration
• Multi-agency emergency response and coordination
• Countywide Public Emergency Notification system
• **Energy and Water Use:** An analytics dashboard that tracks irrigation and general water and energy use at city facilities.

• **Virtual Permitting:** 24-hour access to permits and applications status and plan checks. Ability to schedule inspections make payments and access parcel-specific historical records.

• **Mobile Citizen:** App that allows residents to easily photograph and map locations in the City that may need service such as landscape, street debris or graffiti for staff follow-up.

• **GIS Mapping:** Managing field operations, inspections, water, stormwater, streets, and landscape assets; on-line building permits, drought violations public outreach, power outage status.
SPOTLIGHT

- STRATEGIC USE OF RESOURCES

• Increased opportunities for out of class staff assignments with increased use of technology, a flexible working schedule, and in-depth employee training and development.
• Timely, accurate, and professional customer service and follow-up.
• Reclassified positions that have resulted in increased productivity
• Additional positions in key department and program areas
• Enhanced investment in staff development and training

DEPARTMENT ORGANIZATIONAL CHARTS

City Hall  Municipal Service Center  Hill Canyon Treatment Plant
THOUSAND OAKS AT A GLANCE

- **126,966 Thousand Oaks Population**
- **15,250 Acres of Designated Open Space**
- **380 Miles of City-Maintained Streets**
- **67 Percent Alternative Fuel City Fleet**
- **6 Acres of City Wetlands**
- **56 City Square Miles**
- **27,000 City Maintained Trees**
- **400 Acres of City-Maintained Landscape**
- **70 Miles of Protected Bike Lanes**
- **1,000 City Graffiti Removal Incidents Per Year**

CITY OF THOUSAND OAKS PUBLIC WORKS DEPARTMENT
Since 2010, the City Public Works Department has been accredited by the American Public Works Association. Upon the completion of each accreditation, staff has updated procedures and programs to address new opportunities for Public Works to streamline operations and improve customer service.

The success of the department is due to the commitment, engagement, and tenacity of staff at all levels. The energy, drive, and creativity of staff is exciting. The dedication and professionalism of all Public Works personnel is what makes Thousand Oaks a special place to work.

I am honored to serve as the director of such hard-working employees as we look forward to addressing new challenges in the future.

Sincerely,

Clifford G. Finley, Director
Public Works Department
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