Hill Canyon Treatment Plant

Municipal Service Center

Thousand Oaks Transit Center
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1. Organization and Strategic Planning

1.1 Mission, Vision, and Values Statements

Statements are developed that define the agency's mission, vision, and values. These statements are submitted to the legislative or administrative body overseeing the agency and reviewed at least every four years to ensure consistency with overall strategic or general plans.

**What does your agency do?** The agency’s mission statement is a concise description of the fundamental purpose for which the agency exists. This statement answers the questions of why the agency exists, what services are provided, how services are provided, and whom the agency is serving. Mission statements for fundamental areas (streets, water supply, solid waste management, etc.) may also be developed. Mission, vision, and values may be addressed in a single document if the elements are clearly identifiable.

**Why does your agency do it?** The agency’s vision statement describes the vision of the agency’s leadership. The role of a leader is to create a vision and set a course for moving toward that dream. Leaders convert dreams into reality. This statement answers the questions of what the leadership of the agency wants to create and where the agency is going.

**How does your agency do it?** The agency’s values statement establishes the core values that will assist in fulfilling the mission of the agency. This statement answers the questions of what culture the leadership of the agency wants to create and how all agency employees are to act. The values are tangible behaviors, which define how each employee is expected to act.

**Assigned To:** Grahame Watts, Nader Heydari  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-16-2022

**Documentation /Directives**

Public Works Department Mission Statement, Values, and Vision

2022 Council Goals and Top 10 Priorities

**Agency Compliance:**

The Public Works Department's mission statement, values and vision were developed in 2015 and included as part of the Public Works Department’s Strategic plan which was updated in 2018 and again 2021. (see practice 1.6).

Mission Statement: Provide essential life services, including water, sanitation, transportation, public safety, and environmental protection, to maintain Thousand Oaks as a premier community for residents and businesses, through innovative, sustainable, and cost-effective practices.

Department Values: Professionalism, Customer Service, Efficiency, Teamwork and Ownership.
Public Works Vision: To build and maintain a department that sets the standard in our region, and to share our successes and support the advancement of the Public Works profession

The City Council annually reviews, updates and adopts a citywide mission statement, customer service philosophy, guiding principles, and a list of goals, priorities, and norms. These documents serve as guidelines for employees and operations of the City.

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
1.2 Description of Agency

A description and organizational chart of the agency is available to all personnel, in at least one public location, and is reviewed at least every four years, with appropriate revisions made as necessary. The scope of responsibility and authority of each element of the agency and reporting relationships are defined. A formal description is made available in at least one public location accessible to all personnel. The agency is designed to successfully complete its mission. In order to coordinate the review process, this description needs to be understood by all personnel.

Assigned To: Grahame Watts, Nader Heydari

Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-16-2022

Documentation /Directives

City of Thousand Oaks Organization Charts

FY Operating Budget

Agency Compliance:

Employee (SharePoint) Website and updated as changes occur. The City’s Operating Budget is updated biennially is available on the City Website and defines responsibilities, authorities and reporting hierarchy of each department and division. A hard copy of the organization chart is given to new employees during their orientation process.

Documents:


Approved By

Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
1.3 Review Process

The agency develops and follows a process for reviewing its organizational mission, structure, operational capabilities, and services. New responsibilities or services may be assigned to the agency and must be incorporated into its organization. Significant changes in levels of service may also require a review to determine the need for reorganization. The process used to obtain reviews should be described in writing. This description should include plans for implementing proposed revisions. During the review process, the reviewers identify and describe proposed modifications to the organization’s mission, vision, and values statements.

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Review Date: 07-14-2022
Compliance: Full Compliance  
Compliance Date: 10-16-2022

Documentation /Directives

City Council June, 2022 staff report on Mission, Customer Service Philosophy, Guiding Principles, Goals, Priorities and Norms

City Policy on Issuing, Amending, and Deleting Policies

FY 2021-22 and 2022-23 Operating Budget

2022 City -Public Works Work Plan Goals

Agency Compliance:

The City Manager conducts an annual goal setting meeting with City Council to review the City’s Customer Service Philosophy, Mission Statement, Council Norms, goals and priorities. The most current information is described in the 2022 Citywide Goals/Objectives document. The City Operating and Capital Budgets are prepared and adopted biennially. These efforts incorporate review of the organization’s mission, objectives, structure, fiscal and operational capabilities, and services. City policies and procedures are reviewed on an annual basis through the City Clerk’s Office.

These are all integrated into the Public Works Department’s goals and objectives defined in the department budget, and in work plans for each division and employee.

Documents:


Approved By
Public Works Director
1.4 Policies and Procedures

The agency follows an established policy for reviewing and/or updating all policies and procedures to reflect actual processes. Definitive guidelines are provided to employees to accomplish their assigned tasks. The institutional framework for decision-making and action is provided. Policies and procedures are defined as follows:

- Policies are generally formal statements of departmental or agency-wide processes or procedures. They are usually written directives that do not change often. They can include detailed procedures.

- Procedures are usually written documents that outline exactly how something will be accomplished. Procedures are frequently set by policy statement.

Assigned To: Grahame Watts, Nader Heydari
Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-16-2022

Documentation /Directives

Policy update procedure
Request to Update Policies Example
Updated Citywide Policy Employee Fitness Center example
Citywide E-mail Notifying Employees About Update to Citywide Procedure example

Agency Compliance:

Public Works Department policies, practices, and procedures are periodically reviewed and or updated as part of a citywide process.

Citywide policies and procedures are posted and accessible to all employees on the Employee website and citywide E-manual.

Citywide policies are reviewed by an executive level committee and processed through the City Clerk Department for approval and formal adoption by the City Manager. Specific operational procedures are reviewed and updated by the departments; for example, Job Safety Analysis (JSA) procedures for completing common tasks or safely using equipment, used for training new employees and to maintain employee proficiency.

Documents:

City Policy on Issuing Amending and Deleting Administrative Policies and Procedures.pdf,
Example Citywide Procedure Notification.pdf, Request to Update Policies.pdf, Updated
Citywide Policy Employee Fitness Center Example.pdf
1.5 Code of Ethics
The agency has developed, adopted, and distributed a copy of ethics or standards of professional conduct, and ethics training is conducted at least every four years. The code of ethics for employees establishes standards and guidelines for ethical conduct and principles of public service that strengthen public confidence in the integrity of the agency. The code may include such items as political involvement, acceptance of gifts, and conflicts of interest. The ethics of an organization are generally contained in its mission, vision, and values, and in the organization’s culture. Public accountability and integrity are examples of values that may be fostered by the organization. The agency may adopt the code of ethics of its governing body.

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Review Date: 07-14-2022  
Compliance: Full Compliance  
Compliance Date: 10-16-2022

Documentation /Directives
Public Works Department Mission and Ethics Policy

Code of Ethics Policy
Municipal Code -Title 1 Chapter 10 Code of Ethics
Conflict of Interest (please see hard copy)
Ethics Training PowerPoint (please see hard copy)
Ethics Training Memo
Ethics Training Online Roster and Sign-in Sheet

Agency Compliance:
The Public Works Department's code of ethics or standards of professional conduct are developed, adopted, and distributed as part of a Citywide process. The City’s Code of Ethics is contained in the Municipal Code, and a descriptive policy is included in the online E-Manual, where many of the City’s policies and procedures are published. These are accessible by all staff via the City’s Employee Website. Periodic training is provided for all employees.

Documents:
Ethics.pdf, Public Works Mission Ethics Policy .pdf

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1.6 Strategic Plan
The agency has developed and implemented a strategic plan. Elements in the strategic plan include the following:

Planning Goals and Objectives

Long- and short-range goals and objectives are established and are consistent with the approved mission statement. These important policy summaries are set forth in writing and communicated to agency customers. This activity may be done in conjunction with the budget process.

Goals and objectives should focus on the managerial and organizational needs of the agency to perform its mission in the future. The number and detail of long-range goals and objectives will vary with the size and resources of the agency, but even the smallest agency should establish some long-range objectives. All long-range goals and objectives should be published in writing and disseminated to key people in the organization, so all decision makers in the agency can make day-to-day decisions consistent with the agency’s objectives.

Plan Monitoring

Progress toward goals and objectives is reviewed, consistent with short-term planning periods selected by the agency. The organizational planning documents used by the agency include progress summaries and revisions to objectives.

Goals and objectives and the way in which these goals and objectives are achieved should be reviewed and updated regularly. The periods for monitoring and updating goals and objectives should be specified within the short-term planning period (six months to one year).

Plan Documentation

Goals and objectives, and other organizational planning documents (including updates at least every four years) are maintained by the agency and are accessible to key personnel.

All planning documentation (mission statement, long-range goals and objectives, short-term goals and objectives, plans to achieve objectives, and revisions at least every four years to all of these) should be maintained by the top administrator of the agency or a designee and be readily available to (and used by) agency managers. Responsibility for keeping this documentation in current, usable form should be clearly delineated.

Agencies seeking to develop a public works strategic plan may find the APWA publication It’s Your Move: Strategic Planning for Public Works Agencies by William Sterling useful.

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Documentation /Directives

2021 Public Works Strategic Plan Update (full version)(please see hard copy)
Agency Compliance:

The 2015 Public Works Department’s strategic plan was updated in 2018 and again in 2021 to reflect organizational changes and new priorities. This plan is intended to be a living document that will be updated as the Department evolves to stay in line with the needs and priorities of the community and City Council. An abbreviated user-friendly e-Book version of the department strategic plan has also been prepared. The Plan is posted on the Employee Website and provided to new employees as part of orientation.

Documents:

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1.7 Relationship of the Agency's Strategic Plan to Government-Wide Planning Process

The relationship of the agency strategic plan to government-wide planning process is documented. Coordination in developing and implementing the agency’s strategic plan must be maintained to present a clear and unified approach to supporting the community needs and plans, such as a city-wide comprehensive plan, capital improvements plan, or city master plan.

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Compliance: Full Compliance  Compliance Date: 10-16-2022

Documentation /Directives

City Council June, 2022 staff report on Mission, Customer Service Philosophy, Guiding Principles, Goals, Priorities and Norms
FY 2021-22 and 2022-23 Operating Budget

Agency Compliance:

The City’s strategic plan is incorporated into the biennial budget process. The City conducts an annual public City Council goal setting/study session, including a review and update of the City’s Mission Statement, Customer Service Philosophy, Guiding Principles, Goals, Priorities and Council Norms of Conduct. The Public Works Department participates in these planning efforts.

Documents:

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2. Human Resource Management

2.1 Classification Plan

A position classification plan identifies objectives, positions, duties, titles, qualifications, responsibilities, and provisions for reclassification. The classification plan is reviewed and revised as necessary.

Classification involves describing the different types of work performed in any agency. A classification plan may include grouping every job into position classifications by similarities in duties, responsibilities, and qualification requirements. It may also include a position specification for every classified position including the formal title of each position; a description of the nature of the knowledge, skills, and abilities required by the work; any special requirements including essential reporting for emergencies; any special prerequisites, licenses, and certifications for the position; provisions related to compensation classes; and provisions for reclassification. The classification plan is reviewed and revised. These reviews and revisions reflect the agency’s role.

Assigned To: Ester Marcelino, Grahame Watts

Compliance: Full Compliance

Review Date: 07-14-2022

Compliance Date: 10-09-2022

Documentation /Directives

Job Specification-examples

Agency Compliance:

The classification plan developed for the City consists of over 200 job specifications. These job specifications have been identified based on an analysis of the specific duties, responsibilities, knowledge, skills, and abilities performed by current employees.

The City’s classification plan provides materials that can be used for recruitment, compensation, legal documentation, and a variety of other purposes. Specifically, the classification plan provides the following:

· A current and accurate description of the various jobs that are performed

· A basis for establishing a compensation program that is related to the nature of the work performed

· A means of ensuring internal equity among the overall work force.

· Basis for recruiting, testing, and selecting employees

· A framework for evaluating employee performances during probationary and continuing periods of employment

· Identifies areas that are basic to employee training programs

The job specifications emerging from this analysis represent a carefully designed classification structure based upon a clear definition and consistent use of class levels, class series, titling conventions, and levels of supervision. For example, the titling of specifications utilizes terms having consistent meaning across all departments in the City, and the number of levels within a specification series reflects clear
differences in levels of work performed by, or expected of, positions.

Documents:

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2.2 Position Description

Position descriptions are reviewed to ensure responsibilities, qualifications, and working conditions are adequately reflected in the description. Position descriptions should be reviewed and updated every three year to five years or prior to recruitment.

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**Compliance:** Full Compliance  **Compliance Date:** 10-09-2022

**Documentation /Directives**

Job Specification-examples

**Agency Compliance:**

Position descriptions are reviewed periodically to ensure that responsibilities, qualifications, and working conditions are adequately reflected. There is no specific timeframe delineated for review. However, prior to each recruitment, the Human Resources Department distributes the open position’s job specification to the hiring manager to review and revise as appropriate.

**Documents:**

[Job Specification Associate Engineer.pdf](file), [Job Specification Engineering Division Manager.pdf](file)

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Public Works Director

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Accreditation Manager

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2.3 Compensation Plan

A compensation plan is established and reviewed annually. The salary range for each position includes agency employment policies, skill requirements, and the applicable employment market. The salary plan is based on the agency's position classification system and a salary survey of the local or relevant market to identify comparable wages. An overtime policy describes fully the services to be provided, the conditions under which they are to be performed, and the percentage of base hourly rate to be paid. Merit pay and bonuses may be included in the overall compensation plan.

Assigned To: Ester Marcelino, Grahame Watts  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-09-2022

Documentation /Directives

General Employees MOU
Management Employees MOU
Senior Management Employees MOU
Salary Schedule - General Employees
Salary Schedule - Management Employees
Salary Schedule - Senior Management Employees
Overtime Inspection Policy

Agency Compliance:

The City's compensation plan is reviewed every two years as part of the labor negotiations process (depending on length of the Memoranda of Understanding). One of the most important policy components of a compensation plan is a definition of the labor market within which the City benchmarks. To obtain comparable market data that best represents the City's labor market, the HRD identifies the group of agencies that the City competes with in terms of recruiting and retaining personnel. There are important criteria utilized in identifying those employers that comprise an agency's labor market: Labor Market Positions, Survey Class Selection, Market Data Collection, Market Pricing vs. Internal Equity, and Internal Salary Relationships.

In conjunction with Classification Surveys of benchmark positions, the HRD conducts benchmark salary surveys to identify comparable wages in the labor market. The salary schedules for general employees, professional employees, and senior management employees are all accessible on the Human Resources section of the City's website. The salary schedules list a low and high salary for each position. The most recent benchmark survey was completed during bargaining negotiations conducted in 2021.
Documents:

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Public Works Director
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Accreditation Manager
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2.4 Benefits Plan
A benefit package outlines employee benefits and provides employees updated descriptions of the program.
A benefit package may include vacations, flexible benefit packages, sick leave, paid holidays, retirement program, health insurance benefits, disability and death benefits, educational benefits, employee assistance programs (professional counseling services), and other leave allowances (jury duty, periods of bereavement, military duty and temporary leaves of absence). Each of the benefits provided to employees should be described in detailed writing as to what is provided, under what conditions, and the extent of the benefit. The agency’s policy concerning the use of compensatory time off in lieu of pay, if used, includes the conditions under which the policy would be applied, rate of accrual, and procedures for application.

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Compliance: Full Compliance

Review Date: 07-14-2022  
Compliance Date: 10-09-2022

Documentation /Directives

Benefits Matrix

Vision Insurance Benefits Example

Memoranda of Understanding General Employees

MOU Management Employees

MOU Senior Management Employees

Agency Compliance:
Employee benefit information are included on the City’s employee intranet and SharePoint sites. General benefit information is also included in the Memoranda of Understanding with each of three employee bargaining units. Employee benefits include insurance, leave time, and retirement benefits. A comprehensive listing of employee benefits and City paid contributions is included in the Benefits Matrix.

Documents:


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2.5 Personnel Leave

The agency maintains a personnel leave reporting system. A personnel leave monitoring and reporting procedure should provide a method of monitoring employee absence and will aid supervisors in planning work schedules while considering accrued leave allowance policies.

**Assigned To:** Ester Marcelino, Grahame Watts  
**Review Date:** 07-14-2022  
**Compliance:** Full Compliance  
**Compliance Date:** 10-16-2022

**Documentation /Directives**

Executime Links and Codes Example  
Electronic Timekeeping System Employee Setup, Time Approval, and Prior Period Adjustments Policy

**Agency Compliance:**

An electronic Citywide time keeping program, ExecuTime, provides monitoring and reporting abilities to track leave as part of the City’s payroll process. The program monitors various types of absences such as sick leave, differentiating with codes between sick leave, extended sick leave, family leave, and workers’ compensation. Also tracked are comp time, overtime, administrative leave, holidays, vacation, military leave, and jury duty. A sick leave inquiry report shows dates, amount of time, and the specific days on which the absences occurred. This flexible reporting procedure allows the supervisor to run reports to help identify problems with employee attendance and tracks various types of time off. Vacation and most miscellaneous time (time earned due to holidays) is scheduled in advance. Employees request time off electronically through Executime. The request is then reviewed and approved in Executime, which automatically updates the employee’s time sheet for the time away from work. Executime also track hours worked on specific projects, tasks, and emergency response.

**Documents:**


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**Public Works Director**

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**Accreditation Manager**

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2.6 Temporary Assignments

A policy establishes temporary personnel assignments. There may be special situations, such as an emergency, in which temporary revisions to the organizational structure may be required. Personnel from other areas of the organization who will work on special or emergency programs are identified.

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Documentation /Directives

MOU General Employees  
MOU Management Employees  
MOU Senior Management Employees  
Employee Emergency Response Procedures  
Temporary Modified or Alternative Duty Procedure

Agency Compliance:

Temporary assignments may include emergency response, modified duty, or out of class. During an emergency, all City personnel are designated as “Disaster Service Workers” (DSW). Several employees have duties which include key emergency response roles. These roles include positions in the Emergency Operations Center and the Department Operations Centers. During emergencies, employees may be unable to access their workplace and as a result, may report to the closest government agency. The physical and virtual EOC and DOC include access to position duty descriptions, instructions, and organizational charts. Occasionally, when an employee is injured and unable to return to their regular duty yet wishes to work and there is work available in another division, their supervisor may request that they work in a different temporary, modified capacity in another division within the department. Interim or temporary assignments to supervisory or management positions may be implemented to cover absences caused by retirements, or employment separation.

Documents:


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2.7 Personnel Rules

A personnel and/or employee manual is available, provided to each employee, and receipt is acknowledged by employees. Rules may be delineated concerning employee conduct; use of alcohol and drugs; acceptance of gratuities, bribes or rewards; abuse of authority; proper care and maintenance of equipment; safety regulations; participation in political activities; punctuality; adherence to leave procedures; codes of ethics and general employment rules of the governing body and/or agency.

Assigned To: Ester Marcelino, Grahame Watts
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-16-2022

Documentation /Directives

MOU General Employees
MOU Management Employees
MOU Senior Management Employees
E-manual List of Human Resources Administrative Policies
Injury and Illness Prevention Program
Master Onboarding Check List
City Code of Ethics
City Employee Share Point intranet site.

Agency Compliance:

The City a formal onboard process that includes a checklist of processes and procedures to be utilized when a new employee starts working at the City. This checklist is categorized per day/week/month to ensure that all areas for new employment are covered. For example, filling out applicable HR and Payroll forms, scheduling new hire orientations, taking photos, and ordering security access badges, providing applicable administrative documents such as job specification, Memorandum of Understanding for applicable bargaining unit, department strategic plan, as well as scheduling meetings with specific staff. Additional relevant administrative policies are also given to new hires and relevant forms are completed acknowledging that they have received and will read and comply with these policies/procedures. Employees are provided information during the onboarding process regarding the City’s Employee Development and Training Program, which includes ongoing training in the areas of ethics, discrimination/harassment prevention, etc. The City employee website contains links to all administrative policies.

Documents:
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Public Works Director
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Accreditation Manager
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2.8 Career Development and Succession Planning Practices and Procedures

A career development program identifies the procedure for progressing within the agency and the necessary skills required to perform agency tasks. Plans for succession within departments are developed to meet the agency’s changing structure. The agency performs program reviews and revisions at least every four years. Career development improves employees’ skills, knowledge, and abilities to perform agency tasks. The aim of career development is to highlight special opportunities for individual growth at all levels and improve overall job satisfaction and performance. Career development goals and objectives may be included in the annual performance appraisal process. Career development plans should have written measurable goals and include regular conversations with a mentor or coach.

The development of succession plans within individual departments is critical to the continued growth and development of the department and its mission.

Assigned To: Ester Marcelino, Grahame Watts   Review Date: 07-14-2022
Compliance: Full Compliance   Compliance Date: 10-16-2022

Documentation /Directives

HR Core Competency Matrix
iEvolve Quick Guide
Tuition Reimbursement Policy

Agency Compliance:

The City has several approaches to help an employee advance within the organization. Employees have opportunities to participate in training and programs at many levels. The Employee SharePoint site includes recorded training presentations on topics such as records management and agenda preparation. Email messages are sent to employees informing them about upcoming training classes.

Human Resources implemented a citywide iEvolve Training Program. iEvolve is the LinkedIn training library consisting of thousands of recorded training classes. City employees may enroll in classes to gain additional skills in areas such as emotional intelligence, customer service, supervision, and communication/conflict resolution. TCity provides a Tuition Reimbursement Program for regular full-time employees so that they may pursue associates, bachelors, and master’s degrees. This program is administered by the Human Resources Department. Annual performance evaluations include a section on goals and objectives. Evaluations acknowledge individual performance and list future career development goals.

Documents:
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**Public Works Director**

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2.9 Workplace Conduct
The agency has a workplace conduct policy, which specifically prohibits discrimination, harassment, and inappropriate behavior. Personnel policies and procedures prohibit discrimination, harassment, violence, and other inappropriate behavior in the workplace. They also identify procedures to address allegations, claims, or observed behavior.

Assigned To: Ester Marcelino, Grahame Watts  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-16-2022

Documentation /Directives
Discrimination Harassment Policy and Complaint Procedure
Code of Ethics
Workplace Violence Prevention Policy
MOU General Employees
MOU Management Employees
MOU Senior Management Employees

Agency Compliance:
All newly hired employees are required to receive a copy of the City’s Discrimination/Harassment Policy and attend required training. It is the policy of the City that all employees are to be treated with respect and dignity. Actual or perceived discrimination and/or harassment of an employee by a supervisor, management employee, and/or co-worker based on race, religious creed, color, national origin, ancestry, disability, medical condition, marital status, sex, sexual orientation, or age will not be tolerated. The City also conducts Ethics, Diversity, and Customer Service programs for employees, including specialized supervisory training to address allegations, claims, or observed behavior.

Training classes are attended virtually through iEvolve LinkedIn Learning.

Documents:

Approved By
Public Works Director
2.10 Licensed, Registered, or Certified Employees

Professional employees required to be licensed, registered, or certified shall comply with registration or certification requirements and identify position-training requirements. The agency shall have a system of verifying the individuals maintain those required licenses, registrations, or certifications.

Several agency services require registered professional engineers and architects to document professional competency and experience to protect the public and the using agency. Likewise, provinces and states use various certification programs to assure key personnel are technically competent. Agencies are required to comply with appropriate state and provincial law regarding registered or certified employees.

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Compliance: Full Compliance

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Documentation /Directives

Job Specification Associate Engineer example
Job Specification Fleet Technician I/II example
Job Specification Landscape Maintenance Worker I/II example
Utilities Maintenance Crew Leader example

Agency Compliance:

Several employee positions require licenses or special certifications to demonstrate professional competency. For example, Fleet Services requires Automotive Service Excellence (ASE) certification related to vehicle and equipment repairs. Some employees are required to have arborist certification, while others are required to be certified through the County and State as pest control applicators. Water and Wastewater Division employees must maintain Department of Health Services Certification for system operations. The full journey level Civil and Traffic Engineering staff are required to possess professional registration from the State of California Board for Professional Engineers, Land Surveyors, and Geologists.

Documents:


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2.11 Operator/Driver Training, Licenses, and Certification

The agency develops procedures to ensure operators/drivers have appropriate training, licenses, and certification. It is important that the agency maintain a complete record of the equipment operators'/drivers' licenses to know who has the legal right and skills to operate equipment. Expiration dates should be monitored, and a routine inspection program should be established to verify that operators/drivers have appropriate licenses in their possession. Any suspension of equipment operator/driver licenses must be reported to supervisory personnel.

**Assigned To:** Ester Marcelino, Grahame Watts  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-16-2022

**Documentation /Directives**

MOU General Employees

MOU Management Employees

MOU Senior Management Employees

Citywide Vehicle Use Policy

**Agency Compliance:**

Public Works Department procedures ensure employees working in various job classifications receive appropriate training, licenses, and certifications. HR maintains a California Department of Motor Vehicles Pull Notice Program which monitors driver's license information for City staff who are responsible for operating City vehicles. Driver's licensure information and is kept in a secure database which tracks the type of license, when the required Department of Motor Vehicles physical examination must be completed, and the license expiration date. Reports are reviewed, and employees are notified of upcoming items requiring employee action.

**Documents:**

Citywide Vehicle Use Policy.pdf, General Employee MOU.pdf, Management Professional MOU.pdf, Senior Management MOU.pdf

**Approved By**

**Public Works Director**

Print:  
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Date:

**Accreditation Manager**

Print:  
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Date:
2.12 Training Goals

The training goals of the agency are established and reviewed at least every four years. Training goals should be consistent with the agency’s mission, vision, and values statements. These goals provide the basis for developing all training programs, choosing teaching methods, and evaluating performance.

**Assigned To:** Ester Marcelino, Grahame Watts  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-16-2022

**Documentation /Directives**

- HR Core Competency Matrix
- iEvolve Quick Guide
- Public Works Department Performance Review Work Plan Goals

**Agency Compliance:**

The Public Works Department’s training goals are established and periodically reviewed in coordination with the HR. Employees are encouraged to attend workshops and seminars that are appropriate to their professional development. The HR establishes, organizes, and coordinates the annual Employee Training and Development Program for City employees. Performance evaluations reflect training classes attended and work plans reflect plans to attend future training classes. Workshops and registration information are listed on the employee intranet, as well as any applicable links for registration.

Human Resources implemented a citywide IEvolve Training Program that is connected to LinkedIn. IEvolve is the LinkedIn training library consisting of thousands of recorded training classes. City employees may enroll in classes to gain additional skills in areas such as emotional intelligence, customer service, supervision, and communication/conflict resolution.

The Public Works Department strives to ensure that staff may attend workshops and conferences. The Department also encourages staff to develop and achieve professional development goals. These goals are listed on each employee’s annual work plan, thereby ensuring that required certification and elective training are completed by certain dates. Operations provides onsite training in various areas, such as workplace and job safety, equipment use, and other related practices to maintain state compliance.

**Documents:**

- General Employee Core Competency Matrix.pdf
- iEvolve t.o. Quick Guide.docx.pdf

**Approved By**
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2.13 Training Program
A training program is established which includes a description of the training functions and list of training activities. Specification of training activities helps to ensure all training and training-related activities are addressed.

Assigned To: Ester Marcelino, Grahame Watts  
Review Date: 07-14-2022
Compliance: Full Compliance  
Compliance Date: 10-16-2022

Documentation /Directives

Job Safety Analysis Training Calendar example
General Employee Core Competency Matrix

Agency Compliance:

Public Works Performance Review Work Plan Goals include development of staff. The goals are located on the Public Works webpage of the employee intranet. The Department’s training program is coordinated through the HR. Employees are encouraged to attend workshops and seminars that are appropriate to their professional development; for example, customer service, public speaking, writing skills, and conflict resolution. Technical knowledge is a core competency for employment at the City and a criterion in performance evaluations, staff are expected to list training classes attended and anticipated training in performance evaluations and work plans. Utilization of the work plan for each employee provides the opportunity for staff and supervisors/managers to discuss and plan future training, whether it is required or elective. Staff are then held accountable for maintaining appropriate standards of expertise for each position.

For those positions in Public Works that require safety training on a regular basis, a Job Safety Training Program is established. All required and voluntary training is listed on each employee’s annual work plan to ensure that training and certification goals are met.

Human Resources implemented a citywide iEvolve Training Program that is connected to LinkedIn. iEvolve is the LinkedIn training library consisting of thousands of recorded training classes. City employees may enroll in classes to gain additional skills in areas such as emotional intelligence, customer service, supervision, and communication/conflict resolution.

Documents:

General Employee Core Competency Matrix.pdf, Job Safety Analysis Master Calendar 2021 - Triennial.pdf

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2.14 Training Personnel

Training personnel are properly qualified and evaluated on their performance. To provide effective training, all necessary personnel and resources should be identified in writing. Supervisors, management personnel, or others involved in training are assigned specific responsibilities for on-the-job and formal training. Training personnel include employees who provide an orientation to the agency’s safety and health policies, perform work site safety training and review sessions, or classroom safety training. All applicable training resources should also be specified.

Assigned To: Ester Marcelino, Grahame Watts  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-16-2022

Documentation /Directives

Job Safety Analysis Master Calendar

APWA Drought Webinar Flyer

Toastmasters Flyer

Agency Compliance:

Training personnel are selected based on experience and qualifications. IT staff in the Finance Department provide computer training for many software programs. A City Safety Officer provides employee training on various aspects of job safety. Instructor performance evaluations are completed by participants following all training classes.

The HRD restructured the Citywide Training Program with new opportunities for staff to attend in-house training via the use of webinars. This allows staff to train at their desks individually or as a group in a conference room setting. Human Resources implemented a citywide iEvolve Training Program that is connected to LinkedIn. iEvolve is the LinkedIn training library consisting of thousands of recorded training classes. City employees may enroll in classes to gain additional skills in areas such as emotional intelligence, customer service, supervision, and communication/conflict resolution.

Public Works staff attend training opportunities offered by the local APWA chapter as well as other outside organizations, as appropriate. Workshops have included Pipeline Condition Assessment, Pavement, Environmental Permitting, Safety Assessment, and Inspectors Series. Other organizations that have provided training include Institute of Transportation Engineers, Municipal Management Association of Southern California, and Toastmasters International.
Documents:
APWA_Drought_Seminar_June_2022.pdf, Job_Safety_Analysis_Master_Calendar_2021-Triennial.pdf, Toastmasters_Flyer.pdf

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Public Works Director
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Accreditation Manager
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2.15 Training Program Evaluation

Training programs are evaluated, updated, and revised. Management should routinely review training programs to ensure personnel, operations, and legal needs and requirements are met. The evaluation and updating process may include a review of agency directives; identification of problems associated with physical facilities, materials, or scheduling; and a review of the number of persons trained and the extent of training provided. The evaluation should be reviewed prior to updating training programs. Effectiveness and cost of training should be evaluated at least every four years.

Assigned To: Ester Marcelino, Grahame Watts

Compliance: Full Compliance

Review Date: 07-14-2022

Compliance Date: 10-16-2022

Documentation /Directives

Job Safety Analysis Master Calendar

Agency Compliance:

The City Employee Training and Development Program is reviewed and updated by the HR. This ensures that legal needs and requirements are met as well as compliance with the agency’s goals. However, the Public Works Department also reviews training that is required for staff, such as safety compliance training, to ensure that Department staff are following state regulations. A Safety Officer coordinates with Public Works and HR in developing, implementing, and tracking safety-related training.

The budget for the City’s Employee Development and Training Program is reviewed periodically throughout the year, as well as the effectiveness of utilizing external versus internal trainers.

Documents:

Job Safety Analysis Master Calendar 2021 - Triennial.pdf

Approved By

Public Works Director

Print: Sign: Date:

Accreditation Manager

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2.16 Individualized Training Report

An individualized training report identifies training programs and classes, and it documents the dates, programs, and classes attended by each employee in the agency. The report should show who has been trained, when, and the type of training received. Records on the length of training should also be included. Documents may be maintained in the form of sign-up sheets or individual employee records. Separate records may detail course content.

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**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-16-2022

**Documentation /Directives**

Example of individualized training report in Personnel Data Base (see hard copy - confidential)

**Agency Compliance:**

By using sign-in sheets at workshops and training events, the City has several methods of tracking individual training responses. Through the HRD module in Naviline (the City’s enterprise system), employee records are updated, and individual training reports are available with participant names, program attendance, and dates. These training records are kept in the HRD and are part of personnel records. In addition, individual departments may track attendance separately for their employees. The Operations Division in Public Works tracks staff attendance at required training courses for state compliance.

**Documents:**

**Approved By**

Public Works Director  
Print: Sign: Date:

**Accreditation Manager**  
Print: Sign: Date:
2.17 Recruitment

Recruitment procedures are developed to publicize employment opportunities. The plan includes posting announcements of vacancies on official bulletin boards and in other appropriate places. The plan should also describe provisions for publication of vacancies in newspapers, on websites, or in periodicals.

Announcements specify the position title, provide a description of the work involved, state the salary range and minimum qualifications that are required, and give other pertinent information.

Assigned To: Ester Marcelino, Grahame Watts  
Compliance: Full Compliance

Review Date: 07-14-2022  
Compliance Date: 10-16-2022

Documentation /Directives

Equal Employment Opportunity Policy

Telework Policy and Procedure

Recruitment Policy

Job Opportunity Email Message Example

Agency Compliance:

Job announcements for open recruitments are publicized on the City’s website, the employee website, and statewide job sites, such as Cal-Ops and LinkedIn. Special advertisements may be published in local and regional newspapers, trade journals, professional organization websites, and at professional organization meetings, such as California Society of Municipal Financial Officers or APWA chapter meetings. Job announcements for promotional recruitments are publicized on the employee website and via email. All examinations for classifications in the competitive service are publicized by such methods as the Personnel Officer deems appropriate. Special recruiting is conducted, if necessary, to ensure that all segments of the community are aware of the forthcoming examination process. The announcement specifies the title and pay of the classification for which the examination is announced; the nature of the work to be performed; preparation desirable for the performance of the work of the classification; the manner of making the application; and other pertinent information.

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2.18 Application Process
A standardized application form is used, and the application process is described. A standardized application format and process enables applicants to understand the application process and associated employment requirements.

Assigned To: Ester Marcelino, Grahame Watts    Review Date: 07-14-2022
Compliance: Full Compliance    Compliance Date: 10-16-2022

Documentation /Directives
Online Employment Application
Instructions for Completing Job Applications

Agency Compliance:
A standard City application form is available through a link on the City’s website to CalOpps.org, an internet service for finding area public sector job announcements and filing an application. For many job openings, a supplemental questionnaire is required. Each job announcement describes the selection process and job requirements. The job announcement also outlines instructions for anyone who needs reasonable accommodation during the recruitment and selection process.

Documents:
How to Apply Instructions Thousand Oaks, CA.pdf, Online Employment Application.pdf

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
2.19 Hiring Process and Final Authority

A policy assigns responsibility for the selection process, determines any forms that must be completed before hiring is finalized, and appoints an authority to make final decisions on employment action. It is essential to have a clear assignment of responsibilities as well as to identify final authority clearly.

**Assigned To:** Ester Marcelino, Grahame Watts  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-16-2022

**Documentation /Directives**

Recruitment Administrative Policies and Procedures

**Agency Compliance:**

When a conditional offer of employment is made, the Department Head notifies HR with the name of the person selected. No appointment will be final until approved by the HR. The individual selected for employment reports to the HR for orientation. Prior to beginning work, a candidate must provide proof of U.S. citizenship or right to work in the U.S. and a Department of Motor Vehicles print out (if job requires a valid California Driver’s License), and successfully pass a background reference check, fingerprint screening, and a medical examination. The final step in the selection process is successfully passing a six-month to one-year probationary period.

**Documents:**

Recruitment Policy.pdf

**Approved By**

Public Works Director

Print:  
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Accreditation Manager

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2.20 Diversity in the Workplace

The agency has a policy to encourage diversity in the workplace. The workforce in the agency should be reflective of the diversity of the community. This will include providing an equal opportunity for employment for all qualified candidates and making a reasonable accommodation to ensure fair and equitable treatment for everyone.

Assigned To: Ester Marcelino, Grahame Watts  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-16-2022

Documentation /Directives

Discrimination/Harassment Policy and Complaint Procedure
Code of Ethics
MOU General Employees
MOU Management Employees
MOU Senior Management Employees
Diversity Training

Agency Compliance:

The City's Discrimination Harassment policy and Complaint Procedure requires that all employees be treated with respect and dignity. Actual or perceived discrimination and or harassment of an employee by a supervisor, management employee and or coworker based on race, religious creed, color, national origin, ancestry, disability, medical condition, marital status, sex, sexual orientation, or age is not tolerated.

The City's Code of Ethics requires public officials and employees to be impartial and responsible to the people. No person shall be appointed to, removed from, or in any way favored or discriminated against with respect to any appointive administrative office because of such person's race, color, age, religion, sex, national origin, political opinions, affiliations, or functional limitation if otherwise qualified for the position or office. The City’s MOU with the three employee bargaining units, states, in part:

A. It is the policy of the City that all employees are to be treated with respect and dignity.
B. Actual or perceived discrimination and/or harassment of an employee by a supervisor, management employee and/or co-worker based on race, religious creed, color, national origin, ancestry, disability, medical condition, marital status, sex, sexual orientation, or age will not be tolerated.
C. The guidelines of this policy refer to unwanted attention from supervisors and/or co-workers to employees, to protect employees from harassment or other unwanted attention and/or action.
D. The City has an affirmative duty to maintain a working environment that is free from harassment. Training programs of diversity and workplace harassment prevention are offered to increase employee awareness.

In addition to the Articles in the Memoranda of Understanding, the City also has an adopted Administrative Policy regarding discrimination and harassment, including what constitutes such behavior and consequences.

Documents:

**Approved By**  
**Public Works Director**  
Print: ___________________  Sign: ___________________  Date: ___________________

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**Accreditation Manager**  
Print: ___________________  Sign: ___________________  Date: ___________________
2.21 Orientation Process
An agency program establishes an employee orientation process. A formal orientation process provides all newly hired or appointed employees with the same orientation to the agency and with the necessary information to begin assignments. Orientation includes pertinent policies; organizational structure and philosophies; general information and supplies (uniforms, keys, equipment, tools, training etc.); and forms to be completed and processed. The orientation should include the general government and agency issues.

Assigned To: Ester Marcelino, Grahame Watts  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-16-2022

Documentation /Directives

New Employee Orientation Checklist

Injury and Illness Prevention Program

Agency Compliance:
A formal orientation is given by HR to all new employees. Public Works conducts an official onboarding process as well. For example, the hiring manager will ensure that newly hired staff is introduced to other employees, given a tour of the facility, provided with various forms to complete and return, and instructed in areas that are appropriate to their assignment:
· City safety policies and programs, and safety rules (both general and specific to the job assignments)

· Disciplinary procedures the City will utilize to enforce compliance with safety rules and regulations

· Use of tools and equipment

· Proper safety clothing and personal protective equipment
Handling of products

· Lifting techniques or use of lifting equipment as appropriate

· How and when to report injuries and unsafe conditions

· Importance of housekeeping

· Special job hazards and employee right to know training
· Evacuation plans, and the location of fire extinguishers and fire alarms

· Safe operation of vehicles

· Employee’s right to ask questions or provide information to the City on safety without fear of reprisal. In addition, a separate, formalized full-day orientation for new employees is coordinated through the HR, and includes tours of all City facilities and presentations by a representative in each department.

Documents:
Injury and Illness Prevention Program.pdf, New Employee Orientation Checklist.pdf

Approved By
Public Works Director
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Accreditation Manager
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2.22 Performance Review

Employee performance review procedures are adopted, documented, and reviewed at least every four years. The purpose of an evaluation system is to serve both management and the individual employee. Performance evaluations should be reviewed to ensure relevance to the position held. Performance evaluation programs require the following: definition of terms, evaluation forms, evaluator responsibilities, evaluator training, performance evaluation frequency, performance evaluation criteria, and employee review of evaluation. Evaluations are in writing and include an evaluator and employee meeting.

Assigned To: Ester Marcelino, Grahame Watts  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-16-2022

Documentation /Directives

Performance Evaluation - Management
Performance Evaluation – Senior Management
Performance Evaluation - General
Performance Evaluation - Hourly

Agency Compliance:

Performance evaluations for all employees are completed by supervisors and reviewed by both the Department Head and HR. Training is offered to supervisors and managers on completing evaluation forms and conducting employee performance reviews via an intranet-based system. Included with the evaluation form is a work plan, which spells out objectives, tasks, timeframes, deliverables and indicators of success, key partners, and additional comments. Although evaluations are conducted annually, work plans are reviewed on a quarterly basis and utilized as a tool for the supervisor to draft the evaluation.

Documents:

Approved By
Public Works Director

Print:  Sign:  Date:
2.23 Relationship of Performance and Compensation

The relationship between employee performance evaluations and compensation is documented. Appraisal systems used for merit pay, step pay, or pay for performance purposes should include levels or standards that will characterize the quality and quantity of an employee’s performance. The level or amount of pay increase awarded should be documented.

Assigned To: Ester Marcelino, Grahame Watts  
Compliance: Full Compliance

Review Date: 07-14-2022  
Compliance Date: 10-16-2022

Documentation /Directives

Pay for Performance - Management

Exceptional Service Award Memo

Agency Compliance:

The City has a Pay for Performance Program for management employees. The purpose of the Pay for Performance Program is to establish and maintain a compensation program that is externally competitive and internally equitable, and that rewards managers based on their performance. This applies to all Senior Management, Confidential, Supervisory, and Professional employees. The City’s exceptional service award program recognizes exceptional performance within an employee’s class. Exceptional service recognition may be granted as a lump sum payment equivalent to five to ten percent of the employee’s base rate for periods of one through twelve months. The City Manager determines if an employee is eligible for an award and the amount of the award. Exceptional service means that the employee, on his/her own initiative and by his/her own efforts and abilities, is rendering service above the level of proficiency normally expected in the class or is producing results consistently superior to that normally expected of employees in the class.

Documents:

Exceptional Service Award Memo Sample.pdf, Pay for Performance.pdf

Approved By

Public Works Director

Accreditation Manager
2.24 Promotion and Demotion

A policy details employment promotions and demotions. A policy on employee promotions and demotions is defined. The policy includes both a technique to fill all positions with qualified applicants and a commitment to promote from within when possible. As part of the agency’s career development program, supervisors can provide guidance to potential qualified employees to assist them in enhancing their skills and abilities so as to improve their ability to compete for future promotional opportunities.

Assigned To: Ester Marcelino, Grahame Watts  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-16-2022

Documentation /Directives

MOU Thousand Oaks Employee Association
MOU Thousand Oaks Management Association
MOU Senior Management Association
Personnel Actions Policy

Agency Compliance:
Memoranda of Understanding with each of the three bargaining units discuss promotions and disciplinary actions.
Promotions - An employee who is promoted to a higher job classification is placed at a rate in the higher salary schedule that will provide a pay increase of not less than five percent, except when the top step of the higher salary schedule provides a lesser pay increase. The employee shall be given a new review date for purposes of merit pay increase. When economic conditions, unusual employment conditions or exceptional qualifications of a candidate for promotion or reclassification indicate that a higher pay rate would be in the City's best interest, the HR Director may authorize appointment at a higher step in the Compensation Schedule.
Demotions - Disciplinary Actions include suspensions without pay, reduction in pay, demotions and dismissals imposed for reasons of punishment. Actions taken due to layoffs are not disciplinary actions, nor are performance evaluations and the withholding of step increases.

Documents:
General Employee MOU.pdf, Management Professional MOU.pdf, Personnel Actions Policy.pdf, Senior Management MOU.pdf

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2.25 Terminations and Resignations

A procedure for terminations and resignations is developed. A procedure for termination or resignation of employment should include several requirements. Among these are how, when, and to whom all resignations are submitted; and details concerning requirements for returning equipment and all public property (i.e., ID cards, uniforms and keys) to the designated supervisor or another individual receiving the property. Final checks are retained until all items are returned and the replacement or repair costs are deducted for any items that were lost or damaged while in the possession of the employee. Procedures required to effectively handle termination, such as the completion of any necessary pension application or pension refund forms, and the provision of information to the employee concerning pension refund or pension initiation procedures should also be specified. Exit interviews help to gain a better insight and provide useful information to the agency.

Assigned To: Ester Marcelino, Grahame Watts  
Review Date: 07-14-2022  
Compliance: Full Compliance  
Compliance Date: 10-16-2022

Documentation /Directives

MOU Senior Management Association
MOU Thousand Oaks City Employee Association
MOU Thousand Oaks Management Association

Agency Compliance:

An employee who is terminated or resigns from City service, is required to turn in to their supervisor all City-owned equipment including their identification card, uniforms, tools, cell phone, computer, hard-hat, and safety vest. Employees are required to complete exit interviews. Employees are compensated for any annual leave or miscellaneous leave accrued but not used.

An employee who terminates employment in good standing may be reinstated to a vacant position in his/her former job classification within two years of his/her termination date without requalifying for employment by competitive processes. Employees reinstated within 90 days of termination date shall be considered to have continuous service and are credited with the amount of sick leave at the time of termination, are placed in their former salary range, and annual leave accrual rate.

Documents:

General Employee MOU.pdf, Management Professional MOU.pdf, Senior Management MOU.pdf
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2.26 Grievance Procedures

Grievance procedures are developed to resolve differences between the employee and the employer for all employee classifications. Grievance procedures include methods for identifying grievances, establishing time limitations for filing, identifying who should present or respond to the grievance, developing criteria for employee representation, and outlining an appeal procedure for the handling of a grievance.

**Assigned To:** Ester Marcelino, Grahame Watts  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-16-2022

**Documentation /Directives**

MOU Senior Management Association

MOU Thousand Oaks City Employee Association

MOU Thousand Oaks Management Association

**Agency Compliance:**

Attempts shall be made to resolve all complaints on an informal basis between the employee and his/her immediate supervisor. Specific grievance procedures are set forth in Article 52 of the Memoranda of Understanding with each employee bargaining unit.

**Documents:**

[General Employee MOU.pdf](General Employee MOU.pdf), [Management Professional MOU.pdf](Management Professional MOU.pdf), [Senior Management MOU.pdf](Senior Management MOU.pdf)

**Approved By**

**Public Works Director**

Print:  
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**Accreditation Manager**

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2.27 Disciplinary Procedures

An established disciplinary system identifies procedures and steps for punitive actions, which include oral reprimands, written reprimands, suspension, demotion, and dismissal. The disciplinary procedures and criteria should be appropriate to the actions of the employee. The agency should strive for equitable treatment of all employees in similar situations.

Assigned To: Ester Marcelino, Grahame Watts

Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-16-2022

Documentation /Directives

MOU Senior Management Association
MOU Thousand Oaks City Employee Association
MOU Thousand Oaks Management Association

Agency Compliance:

Specific disciplinary procedures, including standards of conduct and performance, are set forth in the Memoranda of Understanding with each in bargaining unit. Grounds for disciplinary action include but are not limited to the following conduct or omissions:

· Incompetence

· Inefficiency

· Dishonesty

· Fraud in securing employment

· Insubordination

· Failure to fully and satisfactorily perform duties

· Failure to comply with or abuse of City departmental rules, regulations or directives, or relevant provisions in Agreement

· Absence or tardiness without authorization

· Abuse of leave articles

· Intoxication or use of intoxicants on duty

· Being under the influence or use of unlawful drugs on duty

· Addiction or excessive use of drugs or intoxicating liquor

· Conviction of a felony or misdemeanor involving moral turpitude
· Discourteous treatment of the public or other employees

· Misuse of City property or facilities

· Chronic or excessive absenteeism or tardiness

· Unauthorized use of or falsification of records or documents

· Any other failure of good behavior or acts which are incompatible with or inimical to City service.

Disciplinary actions include suspensions without pay, reduction in pay, emotions, and dismissal. When a Department Head intends to impose a disciplinary dismissal, the employee without coercion may be afforded the option to choose to resign to avoid dismissal. The decision to resign in lieu of discharge must be voluntary and the employee is allowed a full day in which to exercise this option. The Department Head must inform the employee of the consequences of resignation. An employee who resigns loses the right of appeal. His/her resignation cannot be withdrawn after acceptance by the Department Head and the employee may be ineligible for future employment with the City.

Documents:

Approved By
Public Works Director
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Accreditation Manager
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2.28 Employee Assistance Programs
Referral to professional counseling is available to employees. Professional counseling referrals are available to employees who have difficulty handling situations such as substance abuse, financial problems, domestic problems, psychological problems, and other personal problems.

**Assigned To:** Ester Marcelino, Grahame Watts **Review Date:** 07-14-2022
**Compliance:** Full Compliance **Compliance Date:** 10-16-2022

**Documentation /Directives**
Employee Assistance Webpage from Employee Intranet and Sharepoint

**Agency Compliance:**
The Employee Assistance Program (EAP) offers no cost, professional, confidential assistance to all full time and designated part time City employees, their dependents, and all household members. The program is available 24 hours a day, 365 days a year via telephone or the internet. EAP provides six sessions per covered incident. Information regarding the program is provided to employees during employee orientation, open enrollment, the employee website, and posters located in work and rest areas. EAP Services can help with:

- Childcare, elder care, and pet care
- Alcohol and drug abuse
- Stress and anxiety
- Goal setting
- Legal concerns
- Grief and loss
- Identity theft and fraud resolution
- Smoking cessation
- Budgeting, savings, and debt management

**Documents:**
Employee Assistance Program (EAP) from Intranet.pdf

**Approved By**
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2.29 Internal Communication
The agency has an established procedure for disseminating essential information to employees.
A method is established for communicating information and guidance to employees. This includes dissemination of information on essential issues such as job assignments, amendments of administrative policies, changes in work schedules, vacation and holiday schedules, and other issues associated with people working together and coordinating efforts. An opportunity is provided for responses and discussion. Staff meetings, internal correspondence, and agency newsletters are typical vehicles for communicating within agencies. Staff meetings, internal correspondence, agency newsletters, the intranet, and wikis are typical vehicles for communicating within agencies.

Assigned To: Ester Marcelino, Grahame Watts            Review Date: 07-14-2022
Compliance: Full Compliance                          Compliance Date: 10-16-2022

Documentation /Directives

Internal Toaks -Employee Website Home Page
Departmentwide email message example
City Wide email message example

Agency Compliance:
The City and the Public Works Department employ several communication tools to communicate information to employees. Methods of communication include Public Works Director Updates, the employee website, e-mails, bulletin boards, newsletters, the primary contacts list and staff meetings. The method of communication is situational and dependent on the type of information. Each department has designated key contacts assigned to share information with everyone in their department. The City also operates an employee based Mass Notification System.

Documents:
City Wide Email Message Example.pdf, Department Wide Email Message Example.pdf, Employment Webpage Offering Reasonable Accomodation.pdf

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
2.30 Supervisory Training

All supervisors are provided with training in supervision, leadership, and employee relations. Training for supervisors can substantially increase the effectiveness of an agency. Training should be provided before and after the employee assumes supervisory duties.

Assigned To: Ester Marcelino, Grahame Watts  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-16-2022

Documentation /Directives

Job Specification Engineering Division Manager
Job Specification Utilities Maintenance Supervisor
Liebert Cassidy Whitmore Supervisor Training Class Information example

Agency Compliance:

Supervisors are responsible for coaching and mentoring employees. They ensure employees receive training to proficiently perform their jobs. In-house and outsourced training classes provide supervisors with skills required to effectively manage their division’s core mission and assignments.

Documents:


Approved By
Public Works Director
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Accreditation Manager
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2.31 Employee Recognition

An employee recognition program is developed to acknowledge employee accomplishments. Types of recognition used by the agency (exceptional service to the public during working hours, anniversaries of employment with the agency, retirement from the agency, etc.) should be established in writing. Team, as well as individual, achievement is recognized. Recognition for occasions of outstanding and notable performance should include verbal and written commendations, the issuance of awards or mementos and, when appropriate, the publication of recognition in newspapers or at public events.

Assigned To: Ester Marcelino, Grahame Watts  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-16-2022

Documentation /Directives

Public Works Employee of the Year Award Request for Nominations Email Message
Public Works Employee of the Year Picture
Employee Service Awards Policy
Safety Award No Lost Time Policy
2022 Employee Recognition Taco Event Photo
2022 Public Works Week City Council Proclamation Photo

Agency Compliance:

The accomplishments of employees are recognized in many ways. Examples of employee recognition include:

· City Council Commendations
· Exceptional Service Award
· Public Works Department Employee of the Year
· City Employee of the Year
· Service Awards, Safety Awards
· Recognition in division newsletter

The City recently instituted an Employee Recognition Committee with representatives from each department to create events that will acknowledge employees. One such recognition tool from this committee is the City Employee of the Year. The Employee Recognition Committee coordinates employee events such as a Fall Fun Event with a pumpkin carving contest and a holiday breakfast.

For years, Public Works has been recognizing a Public Works Employee of the Year award during National Public Works Week. Staff may nominate a fellow employee who has gone above and beyond the City’s and Department’s mission, vision, and values during the past year. Prior review nominations and make recommendations for the new Public Works Employee of the Year.
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2.32 Customer Service Training

Training on the agency philosophy of customer service is provided to all employees. Customer service is an essential element of service delivery and should be a major focus of the agency’s mission, vision, and values.

Assigned To: Ester Marcelino, Grahame Watts  
Compliance: Full Compliance

Review Date: 07-14-2022  
Compliance Date: 10-16-2022

Documentation /Directives

City Mission Statement

City Council Goals

Agency Compliance:

The City’s mission statement and City Council goals provide a commitment to providing extraordinary service to citizens we serve. Supervisors are responsible for ensuring employees receive training to effectively work with internal and external customers.

In-house and outsourced training classes provide staff with customer service skills required to effectively serve the public. Customer service training classes impart communication, listening, and problem-solving skills. Classes help employees understand the impact their interaction with the public has on the City.

Providing outstanding customer service is pursuant to City Council Goals and Objectives. Customer service training is provided at new employee orientation, through specific training classes, and ongoing as part of on-the-job training.

Documents:

City Council Goals 2021-23.pdf, Mission Statement Affirmation.pdf

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Public Works Director

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Accreditation Manager

Print:  Sign:  Date:
2.33 Personnel Files

Official personnel files are maintained in one central location for all employees. In order to assure proper control is maintained over personnel records, it is necessary to eliminate separate personnel records in different locations and to maintain one master personnel file. If an agency maintains separate personnel files, it is important that all personnel files are linked and clear procedures or directives exist so employees, supervisors, and managers know what type of information is maintained and available.

Assigned To: Ester Marcelino, Grahame Watts
Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-16-2022

Documentation /Directives

Records Management Manual

Agency Compliance:

The City’s Records Management Manual defines personnel records as well as organization charts, job descriptions, salary schedules, employee history records, and union contracts. Major subjects/issues within each function are defined as record categories. Personnel records pertaining to City employees, benefits, employee relations, and training are categorized. Each folder is in the same file category and is grouped chronologically according to the retention schedule. Materials identified for Archival Storage are maintained in the City Clerk Vault. Personnel files are kept in the HR, which is the Office of Record.

Documents:
2.33 - Records Mgmt Manual.pdf

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
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2.34 Personnel File Access

The agency has a written policy that determines and defines access to personnel files. Every employee has a right to confidentiality of their own personnel file; personnel files must remain confidential and have restricted access. A clearly documented statement defines the employee's right to review the file and designates the immediate supervisors and other personnel within the agency who have access to this information.

**Assigned To:** Ester Marcelino, Grahame Watts  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-16-2022

Documentation /Directives

Records Management Manual (see hard copy)

**Agency Compliance:**

Personnel records are confidential. Per the City's Records Management Manual, access by unauthorized City personnel and or the public is not permitted. Access to personnel files is limited to employees who are requesting to see their own file, Department Heads, managers, and supervisors. HRD maintains all official personnel records. There is no written policy regarding access to records, but an employee may request to view their file at any time.

**Documents:**

**Approved By**
Public Works Director

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2.35 Personnel File Contents

The agency has a policy that determines and defines the content of personnel files. The basic contents of the personnel file include the original applications and resumes, any personnel actions taken in way of promotion, demotion, disciplinary action, or other personnel actions, a copy of the regular evaluations by the employee, a listing of all training the employee received, a listing of pertinent licenses or certifications the employee must maintain, and awards and commendations received by the employee.

Assigned To: Ester Marcelino, Grahame Watts
Compliance: Full Compliance
Review Date: 07-14-2022
Compliance Date: 10-16-2022

Documentation /Directives

Records Management Manual (see hard copy)

Agency Compliance:
Personnel records are confidential records. Per the City's Records Management Manual, access by unauthorized City personnel and or the public is not permitted. Personnel files include the initial application and subsequent letter of intent to hire, personnel action forms, commendations, disciplinary documentation, personnel evaluations, training or certification documentation, and some miscellaneous information such as copies of driver's licenses or permits. Organizational charts, job descriptions, salary schedules, employee history records, union contracts, etc., are kept in the Human Resources Department.

Documents:

Approved By
Public Works Director

Accreditation Manager
2.36 Americans with Disabilities Act (ADA) Compliance

The agency has a designated ADA coordinator who is responsible for overseeing Title II compliance and other aspects of ADA compliance. The ADA coordinator is responsible for ensuring compliance with the Americans with Disabilities Act. The coordinator is the point of contact for employees and the public seeking accommodations for filing complaints. The coordinator will oversee the creation of the transition plan and will manage updates to that plan during a review of at least every four years.

Assigned To: Ester Marcelino, Grahame Watts  
Compliance: Full Compliance  
Review Date: 07-14-2022  
Compliance Date: 10-16-2022

Documentation /Directives

California Building Code Section 11b Accessibility to Public Buildings (see hard copy)

City Council Meeting Agenda Offering ADA Accommodations

Disabled Access Appeals and Advisory Board Agenda Webpage Offering Accommodation

Employment Webpage Offering Reasonable Accommodation

Job Announcement Offering Reasonable Accommodation

Equal Employment Opportunity Policy

Agency Compliance:

California Building Code Section 11b Accessibility to Public Buildings sets forth ADA accessibility requirements for public buildings. Staff from the Community Development Department perform the duties of the City's ADA coordinator ensuring ADA requirements are met or exceeded in City facilities. All City facilities were designed to comply with Americans with Disabilities Act requirements to accommodate visitors and employees with disabilities.

The City Clerk Department oversees ADA services as they pertain to public meetings. In compliance with ADA requirements, assistance and services are available so that all persons may participate in meetings.

HR oversees ADA services related to employment. Accommodations are available so that applicants may participate in the selection process.

Documents:

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3. Occupied Facilities

3.1 Facility Security

A policy establishes the appropriate level of security for all facilities and methods for providing the established level of security at each facility. Security is essential to protect buildings, equipment, and employees from vandalism, theft, damage, or other risk. The policy should address fencing, access control, authorized/unauthorized users, alarms, emergency procedures, and other security-related issues.

Assigned To: Donald Covarrubias, Kevin Wilson  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-16-2022

Documentation /Directives

MSC Emergency Action Plan
MSC Site Evacuation Map (see hard copy)
MSC Security Policy
HCTP Emergency Action Plan
HCTP Site Evacuation Map (see hard copy)
Municipal Code Title 1, Chapter 12 City Badges
Access Identification Badges Procedure NEED DOCUMENT
HCTP Security Policy

Agency Compliance:

Policies and procedures for building security are followed to protect the security of the public, employees, and City facilities. Every reasonable effort is made to secure City facilities as well as the equipment and material in those facilities. Finance Department, Facilities Division administers safety at City Hall and the libraries. Public Works administers safety at the Municipal Service Center, (MSC) Hill Canyon Treatment Plant (HCTP), and water and wastewater facilities. Access to the staff areas of City facilities is controlled by keys or computerized identification badges and fobs. Emergency evacuation procedures at all City facilities are reviewed annually.

A physical security assessment of the Public Works Department Municipal Service Center (MSC) was completed in July 2004; additional video cameras and security procedures were implemented because of that assessment. Due to safety concerns, details of the report are not included in the documentation/directives. The City is in the process of completing an audit of the safety program. A vulnerability assessment of the City's water distribution system infrastructure was completed in December 2003 and was submitted to the Environmental Protection Agency. Recommended security improvements are being implemented. Some of the major enhancements are upgrading the Supervisory, Control and Data Acquisition (SCADA) software, perimeter fencing replaced, and entry access to facilities has been
updated. An updated assessment will be conducted soon.

The HCTP is a sixty-acre remote site secured by a six-foot chain link fence with triple strand barb wire. The facility currently utilizes a video security system with 13 cameras and card access at the administration building. The main administration building can only be entered by approved personnel. A security system capital upgrade project is in-process for 2022. The upgrade will include additional cameras through the plant, additional card access at high-risk and essential areas, and a web-based and integrated software system for both video and card access. The upgraded system will allow monitoring of the plant from remote City locations, alarm notifications through email or text and offer more robust documentation for post-incident investigation.

Documents:


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3.2 Risk Assessment

Risk assessments for environmental controls, safety practices, and security are conducted at all facilities at least every four years. Safety of personnel and protection of equipment and facilities require policies or procedures be established to cover such issues as hazardous material storage and disposal, flammable liquid storage, availability of and access to information on chemicals in use (right-to-know, MSDS, SDS, etc.), safety equipment and procedures, evacuation procedures, and safe working practices. Courtesy inspections by state, provincial, and federal agencies, insurance carriers, and other specialists are recommended, regardless of the jurisdiction of those agencies or organizations.

A safety risk assessment identifies, assesses, and implements key security controls in the operation. It will also focus on identifying security defects and vulnerabilities. A security risk assessment should:

- Identify all critical assets including employees, infrastructure, and facilities;
- Assess the identified risks, determining how to effectively allocate time and resources toward mitigation;
- Mitigate an approach to enforce security controls for each risk; and
- Prevent threats and vulnerabilities by implementing tools and processes.

**Assigned To:** Donald Covarrubias, Kevin Wilson  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-16-2022

**Documentation /Directives**

- HCTP Quarterly Inspection Example
- MSC Quarterly Inspection Example
- MSC Emergency Action Plan
- MSC Site Evacuation Map (see hard copy)
- HCTP Emergency Action Plan
- HCTP Site Evacuation Map
- Hazard Communication Program_3-12-21
- Hazard Communication Signs and Labels
- GHS Info Doc
- SDS Location at MSC - Example
- SDS Location at HCTP - Example
- Hazardous Material Material and Pesticide Storage - Example
Water System Vulnerability Assessment (confidential- see hard copy)

Agency Compliance:

Most facility inspections are conducted quarterly by facility staff (i.e. HCTP), Health & Safety Specialist, and the City’s Facilities Division. All inspection records are filed appropriately. Inspections are performed quarterly to identify and address such things as, but not limited to, physical building related safety concerns (e.g., electrical, exiting, flooring), chemical storage, imminent hazards, etc.

The MSC business plan is reviewed for storage of hazardous materials and updated, as necessary, at time of permit renewal. Safety Data Sheets “Right to Know” training is conducted by Risk Assessment staff.

A vulnerability assessment of the City’s water distribution system infrastructure was completed in 2004. Recommended security improvements are being implemented. Some of the major enhancements are upgrading the Supervisory Control and Data Acquisition (SCADA) software, perimeter fencing replaced, and entry access to facilities has been updated. A security assessment of the Civic Arts Plaza (City Hall) is completed periodically as changes warrant.

Hill Canyon Treatment Plant facility safety inspections are conducted quarterly by either supervisory or designated employees. Inspection results are forward to the site Safety Officer. Annually, The HCTP business plan is reviewed for storage of hazardous materials and updated, as necessary, at the time of permit renewal. Safety Data Sheets “Right to Know” training is conducted by the site Safety Officer on an annual basis.

Documents:


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Public Works Director
Print:      Sign:      Date:

Accreditation Manager
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3.3 Environmental Regulations

Policies and procedures are adopted to ensure that all facilities comply with local, state, provincial, and federal environmental regulations. Public agencies should be model stewards of the environment and leaders in sustainability. Environmental issues often encountered in facilities occupied by public works agencies include stormwater runoff, water quality, air quality, hazardous and flammable material discharge, noise, debris, fugitive lighting, and material storage.

Assigned To: Donald Covarrubias, Kevin Wilson  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-16-2022

Documentation /Directives

MSC Permit Spreadsheet  
National Pollutant Discharge Elimination System Permit  
Example Public Works Facility Environmental Regulations Compliance Policy

Agency Compliance:

Facility inspections are conducted quarterly by safety committee members and MSC Building Maintenance Technician; inspection results are forwarded to the Public Works Director and Risk Manager for review and filing. Cal Occupation Safety and Health Administration (Cal-OSHA) consultation visits are requested annually to review field and facility operation safety procedures. The MSC business plan is reviewed for storage of hazardous materials and updated, as necessary, at time of permit renewal. Material Safety Data Sheets “Right to Know” training is conducted by Risk Assessment staff.

Best management practices have been identified and implemented to comply with National Pollutant Discharge Elimination (NPDES) System requirements. Hazardous and flammable materials are properly stored and identified in accordance with local regulations and codes. Operation of underground storage tanks, coating operations, stationary diesel equipment, and vehicle emissions testing are permitted annually by Ventura County Air Pollution Control District and State Air Resources Board.

The HCTP is maintained at the highest level and is in full compliance with all environmental permits, including but not limited to: National Pollutant Discharge permit, Department of Fish and Wildlife flume permit, Environmental Laboratory Accreditation permit, and Ventura County Air Pollution Control District Air Emissions permit.

Hazardous materials storage and disposal, and flammable liquid storage procedures comply with local regulatory requirements. MSC Landscape Division staff have Pesticide Applicator and Pesticide Inspector certifications from the California Pesticide Applicators Professional Association. The City has a water chemical storage permit issued by County of Ventura Resource Management Agency. Water Division staff receive chemical training as part of the permit process.

City sustainability staff is Hazardous Waste Operations and Emergency Response (HAZWOPPER) and California Hazardous Waste Management certified. Wastewater staff are required to maintain State of California Wastewater Certifications and Water staff are required
to maintain California Department of Public Health Services certifications. As part of the certification wastewater and water staff receive hazardous chemical training.

**Documents:**
- Facility Environmental Regulations Policy.pdf
- MSC Permits.pdf
- NPDES General Permit Example.pdf

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**Accreditation Manager**
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3.4 Accessibility to Facilities

Procedures are established to ensure convenient access to facilities is provided to allow the general public and visitors or employees with disabilities to conduct business with the agency. Local, state, provincial, and federal policies may require specified levels of accessibility for publicly owned facilities including accommodation for individuals with disabilities. Facilities that do not currently meet the level of accessibility described in the goals, or by regulation, should have an implementation strategy to attain the desired level with target dates.

Facilities where members of the general public (i.e., customer or citizen) may visit to conduct official business should be conveniently located and accessible during established business hours. Reception areas, permit counters, and conference areas should be conveniently located near visitor parking, so people do not have to pass through active work areas.

The public should not be required to pass through active workspaces that might present a risk either to the public or the employees. If they must enter an active work area, visitors should be escorted through the area where any physical risk may be present. A procedure should be developed for visitors and tour groups, if permitted in the facilities.

Assigned To: Donald Covarrubias, Kevin Wilson
Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-16-2022

Documentation /Directives

Municipal Service Center Layout (see hard copy)
Access Identification Badges
Parking and Access at Civic Arts Plaza Policy

Agency Compliance:

All City facilities were designed to comply with Americans with Disabilities Act requirements to accommodate visitors and employees with disabilities. Adequate parking exists for the public and employees, handicapped parking areas are clearly identified. Locked gates or doors prevent visitors from directly accessing work areas. Authorization from staff is required to enter work areas. Visitors and tour groups are escorted by staff.

Documents:
ID Access Procedures.pdf, Parking and Access at Civic Arts Plaza.pdf

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Public Works Director

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3.5 Neighborhood Relations

The agency has an established procedure to ensure the facilities minimize disruption to neighborhoods and that communication is maintained with the impacted property owners. Public works facilities are often sited in locations dissimilar to the surrounding uses. The agency should develop a proactive procedure to minimize the impact to neighboring properties, especially residential uses, including traffic, drainage, air quality (including dust control and odors,) noise (e.g., equipment operation, fabrication, alarms, loudspeakers, fugitive lighting), and other issues.

A program of communication with affected property owners is established to receive concerns or complaints and to provide advance notice of changes of operation that may affect the neighboring properties. Seasonal changes (e.g., snow plowing, brush mulching) or emergency operations may change normal patterns of use, which should be communicated to neighbors.

Visual screening of the facilities is often helpful in maintaining peaceful neighborhood relations. Involving neighbors in the design of layout and screening of new or changed facilities is often an excellent way to minimize conflict.

Assigned To: Donald Covarrubias, Kevin Wilson
Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-16-2022

Documentation /Directives

Facilities Division Environmental Compliance Practices
Public Works Good Neighbor Policy
Notice to Residents examples
Example of Adjusting Project to Accommodate a Business

Agency Compliance:

The buildings and the landscaping at City facilities are maintained at the highest standard at all City facilities, staff has established a positive rapport with surrounding businesses. The Civic Arts Plaza (City Hall) is in the downtown commercial area to facilitate public access. City Hall has well maintained landscaping, walking paths, and a fountain with a reflecting pond. A drought tolerant demonstration garden is located on the grounds of City Hall.
The MSC is in a sparsely populated industrial area of the City and is located adjacent to the City's Household Hazardous Waste Collection Facility. The City's wastewater treatment plant is in an isolated canyon surrounded by open space with one access road leading into the facility. Neither facility is in residential areas. Both facilities were designed and constructed to minimize maintenance activity noise within the complex and the surrounding area. Water and wastewater pump stations are enclosed in buildings which were designed to minimize noise in the surrounding areas. Many water facilities are screened by well-maintained landscaping.
The HCTP is located deep within a canyon and has very few neighbors who can see the facility. HCTP is surrounded by dedicated open space. Noise and light pollution are minimal, and there have been few complaints about the facility in the past decade.
Documents:
- Facilities Environmental Compliance Practices .pdf
- Neighborhood Accomodations Example.pdf
- PW Good Neighbor Policy.pdf

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3.6 Materials and Equipment Storage

The agency has a policy identifying which materials and equipment to provide storage, maximizing the protection of the materials and equipment from damage, environmental degradation, and/or theft. The agency ensures all materials are stored in accordance with manufacturer’s recommendation or generally accepted practice. Storage facilities are designed to maximize the protection of the material from damage, environmental degradation, and/or theft. Adequate facilities are provided to ensure the protection of equipment and materials that are susceptible to environmental extremes. All-weather storage may be appropriate for emergency equipment (including snowplows and sanders) to ensure increased effectiveness and availability.

Assigned To: Donald Covarrubias, Kevin Wilson  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-16-2022

Documentation /Directives

Hazard Communication Program_3-12-21
Hazard Communication Signs and Labels
GHS Info Doc
SDS Location at MSC - Example
SDS Location at HCTP - Example
Hazardous Materials and Pesticide Storage - Example
Parts Inventory Detail Report example
Year End Inventory Memo
Public Works Facility Safety Inspection Report examples
Material Storage examples
HCTP Spill Prevention, Control, and Countermeasure Plan (see hard copy)

Agency Compliance:

Storage facilities are inspected as part of the quarterly safety inspections conducted by staff. Fire department personnel annually The City contracts with a vendor to test and inspect fire suppression systems per all State and local requirements. The County of Ventura Environmental Health Division inspects hazardous material storage areas at City facilities for their CUPA Program. The Facilities Division maintains the Hazardous Materials Business Plan and the CA Environmental Reporting System (CERS) certifications for City Hall. The Fleet Division maintains the Hazardous Materials Business Plan and the CA Environmental Reporting System (CERS) certifications for the MSC. The MSC has includes a general supplies warehouse. Inventory cycle counts are conducted weekly, and a comprehensive inventory count is completed annually. Public Works takes pride in a 99.96 percent inventory accuracy rate.
Containment pallets are used for bulk containers. Containers are marked and covered. Paints and chemicals are stored in individual rooms with explosion proof lighting and grounding rods. Safety Data Sheet information is maintained on all paints and chemicals in or near the location where they are stored. Storage facilities at the HCTP are inspected as part of the monthly safety inspections conducted by Supervisory staff. Storage practices are designed to maximize the protection of material from damage, environmental degradation, or theft. Most materials are stored appropriately within buildings and safe handling and storage is of paramount concern to staff.

Documents:

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3.7 Meeting and Training Spaces

Facilities are provided for employee meetings, conferences, and training events. Effective management is dependent on providing information and training to the employees. Adequate meeting facilities are essential to holding effective meetings and training events.

Meeting and training facilities are sometimes designed as multi-use facilities, which serve as employee facilities when not being used for meetings or training.

**Assigned To:** Donald Covarrubias, Kevin Wilson  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-16-2022

**Documentation /Directives**

Meeting Room Reservation Procedure

Meeting Room Calendar example

Public Works Facility Maps Showing Training Rooms

**Agency Compliance:**

Training is conducted in many areas within City facilities. Conference rooms are available at all City facilities including, Civic Arts Plaza, MSC, HCTP, Newbury Park Branch Library, and the Grant R. Brimhall Thousand Oaks Library. Meeting rooms can be set up for lectures, presentations, classroom, or other training formats. Audio visual equipment is installed in most meeting rooms. An online reservation system is available for many of the meeting rooms. At Public Works facilities, trainings and meetings are held at the Municipal Service Center Conejo Room, at the HCTP conference and training rooms, and at the City Hall Public Works conference room. Training rooms can accommodate meetings with all Public Works staff.

**Documents:**

Meeting Room Calendar Example.pdf, Meeting Room Reservation Procedure.pdf, PW Training Rooms .pdf

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3.8 Employee Spaces

Facilities are provided for employees, including areas for breaks, meals, restrooms, lockers, and showers, if appropriate. The agency should provide sufficient facilities to provide employees comfortable areas for employees to rest during approved breaks, mealtimes, and other rest periods. Every effort should be made to provide equivalent facilities for all genders, in proportion to the actual employee demographics. Where feasible, shower and locker rooms regularly used by employees should not be used as public restrooms.

**Assigned To:** Donald Covarrubias, Kevin Wilson  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-16-2022

**Documentation /Directives**

Employee Space Photo

Employee Fitness Center (City Hall) Policy

**Agency Compliance:**

Public Works operating divisions have shower/locker room facilities, break rooms with meal preparation capabilities. Wellness centers are located at the MSC, HCTP and City Hall. Shower/locker room facilities are not accessible to the Public. Restrooms are available in all facilities. Open-air areas with seating and umbrellas are available to staff who wish to sit outside during breaks or meals at all facilities.

**Documents:**

Employee Fitness Center Policy.pdf, Workstation Photo.pdf

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3.9 Ergonomics

The agency has a process for reviewing ergonomic issues relating to work areas and equipment and provides training for employees at least every four years. Ergonomics can significantly affect the effective delivery of services and the safety of the workplace. Agencies should perform ergonomic surveys and identify reasonable accommodations to reduce risk and improve employee comfort.

**Assigned To:** Donald Covarrubias, Kevin Wilson  
**Review Date:** 07-14-2022  
**Compliance:** Full Compliance  
**Compliance Date:** 10-16-2022

**Documentation /Directives**

- Injury and Illness Prevention Program - Ergonomics (page 15)
- Ergonomic Evaluation Report/Recommendations examples
- Workstation Ergonomic Photos

**Agency Compliance:**

Ergonomic evaluations of employee work areas are conducted upon request. All evaluations are reviewed by the City's Health & Safety Specialist who works with employees to address their needs, while emphasizing work efficiency. Whether office or field evaluations, the Health and Safety Specialist submits recommended changes and/or equipment needs to achieve a comfortable work experience. Employees are encouraged to identify and report any ergonomic issues that may result in injury or damage to equipment.

**Documents:**


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3.10 Access to Electronic Information
When the agency uses electronic methods to communicate information to employees, access is provided to all employees.
If the agency relies on electronic methods for communicating with employees (i.e., email or intranet,) a process is developed to provide all employees with access to electronic information. Shared computers in a common area, such as an employee lunchroom, are encouraged for field and office personnel who do not have an assigned workstation with computer access.

Assigned To: Donald Covarrubias, Kevin Wilson  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-16-2022

Documentation /Directives

Computer Use Policy

Agency Compliance:

The City makes every effort to provide its employees with the best technology available to conduct City business. In this regard, the City has installed equipment such as computers, software applications, email, telephones and access to the internet for employees to conduct its official business. Separate passwords have been established for all staff. E-mail can be retrieved at home or other remote locations through a web-based e-mail system. iPhones are provided to management and key staff and have access to City e-mail 24-hours a day. Computers are available for field staff use to retrieve email and other electronic information. Hard copies may also be provided to field staff of important documents sent electronically.

Documents:

Computer Use Policy.pdf

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
3.11 Required Legal Notices and Postings

Required legal notices and employee information are posted in designated areas and kept current. Local, state, provincial, and federal notices regarding employment conditions and benefits are posted in designated areas where employees regularly congregate.

Additional notices may be required to be posted to comply with employee bargaining agreements. Procedures are developed to ensure the latest information is posted in a timely fashion.

13.12 Workplace Violence Program

A workplace violence program establishes the policies and procedures to be followed by employees in either an office or field environment in response to an active workplace violence event. The agency conducts workplace violence training for all personnel at least every four years.

Workplace violence (WPV) can originate from many different sources such as disgruntled customers or employees, domestic relationships, or random acts of violence. WPV can occur in an office, in a maintenance yard, or out in the field. Employees need training on how to identify and report concerning behaviors to the proper channels. They need to be trained on how to respond during an event. Furthermore, procedures need to be in place for an organization on how it will respond during and after an event.

Assigned To: Donald Covarrubias, Kevin Wilson
Compliance: Full Compliance
Review Date: 07-14-2022
Compliance Date: 10-16-2022

Documentation /Directives

Equal Opportunity Employer Information from City Job Flyer example
California State Workplace Discrimination Poster
Breakroom Postings Photo examples

Agency Compliance:

Local, State, and Federal notices identifying employment conditions and benefits are posted on the City’s website, and in break rooms, conference rooms, and main hallways. Human Resources is responsible for ensuring the information is current. Separate bulletin boards are maintained for bargaining unit and union information, and items of interest for staff,
Documents:

Calif State Work Place Discrimination Harassment Poster.pdf, Job Flyer with ADA and Veterans Statements Example.pdf, Legal Notices Bulletin Board.jpg

### Approved By

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**Assigned To:** Donald Covarrubias, Kevin Wilson  
**Review Date:** 07-14-2022  
**Compliance:** Full Compliance  
**Compliance Date:** 10-16-2022

**Documentation /Directives**

Workplace Violence Prevention Policy

Workplace Bullying Seminar

California Harassment Poster

**Agency Compliance:**

The City has an active program that ensures all employees can work in a safe and harassment free environment. The program is jointly coordinated by the City Attorney’s Office and the Human Resources Department. A citywide Employee Harassment Prevention Policy is in place that is also included in the new employee HR and Department onboarding process. The program is posted in all city offices in addition to management and employee webinars. The City also includes harassment awareness training on its iEvolve virtual platform.

**Documents:**

[Calif State Work Place Discrimination Harassment Poster.pdf](#), [Workplace Bullying Seminar 2-20.pdf](#), [Workplace Violence Prevention Policy.pdf](#)

**Approved By**

**Public Works Director**

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Date:

**Accreditation Manager**

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Date:
4. Finance

4.1 Authority

A directive specifies who is responsible for managing finances and budget, and what control levels are expected at each management level of the approved budget. Responsibility for the approved budget must be clarified to ensure there is only authorized spending of the budget. Internal control of revenues and expenditures should be established.

Assigned To: Nader Heydari, Nancy Arrieta
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-16-2022

Documentation / Directives

Municipal Code Title 2 Chapter 1 Article 2 Section 213 Powers and Duties of City Manager

City of Thousand Oaks Administrative Policies and Procedures - Budget Policy

Internal Controls Auditors' Letter

Copy of Computer Inventory Sheet Example

Agency Compliance:

The City is a general law city in the State of California. Pursuant to the City’s Municipal Code, the City Manager is required to prepare and submit the annual budget to the City Council and is responsible for its administration after adoption. The City Manager presents a biennial budget to the City Council for review and adoption, which is consistent with Generally Accepted Accounting Principles and the Government Accounting Standards Board (GASB 34). All governmental funds are budgeted and accounted for using the modified accrual basis of accounting. Proprietary fund revenues and expenses are budgeted and recognized on an accrual basis.

Primary responsibility for financial administration of the City rests with the Finance Director/City Treasurer. The budgetary level of control for all governmental fund types is the fund level. The City
Manager has the discretion to transfer appropriations between departments within a fund, but changes to appropriations or transfers between funds or capital projects must be approved by City Council. Though coordinated by the Finance Department Budget Team, the development of the Operating and Capital Improvement Program Budgets is a coordinated effort between the various departments involved in the planning and implementation of the respective budgets. The Public Works Director represents the Department and is a member of the Executive Team. The Public Works Department is a member of the Budget Team. The Budget and Executive Teams review the budget with the City Manager and Assistant City Manager.

Internal controls are annually reviewed by an outside audit firm and are referenced in the audit letters.

Documents:

4.1 - Inventory Count.pdf, 4.1 Municipal Code Title 2 Chapter 1 Article 2 Section 213 Powers and Duties of City Manager.pdf, Budget Policy.pdf, Internal Controls Auditors Letter.pdf

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
4.2 Preparation/Presentation
Responsibilities for budget preparation and budget presentation are defined. Budget preparation responsibilities should specify the procedure to prepare the budget, the way it is presented, and who will conduct its preparation and presentation.

Assigned To: Nader Heydari, Nancy Arrieta
Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-16-2022

Documentation /Directives

Administrative Policies and Procedures-Budget Policy

Capital Budget Kickoff Power Point FY 2022-2023

Capital Budget Project Entry and Comments FY 2022-2023
Capital Budget Kick-Off Meeting Agenda FY 2022-2023
Operating Budget Kick-Off Meeting Agenda FY 2022-2023

Agency Compliance:

The City prepares a biennial budget. The Public Works Director takes the lead in preparing the Public Works Department’s budget. The Deputy Public Works Director/City Engineer and Capital Projects Division Manager coordinate the preparation of the capital budget. Various department management staff coordinate the preparation of department user fees.

The Public Works Department begins preparing new budget requests and revenue estimates in fall or winter of the second year of the budget cycle. The Finance Department provides budget reports detailing five-year trends. Public Works Division Managers prepare budgetary expense requests and budget descriptions. The Finance Department enters all budget line items into the City’s financial system. Budget reports are compiled by the City’s Budget Officer. Information contained in the reports is analyzed by the Public Works Director and Deputy Directors. Remaining mindful of public safety and legal requirements; adhering to the City Council’s financial policies; as well as providing the most efficient, effective, and economical service levels possible are major considerations.
throughout the budget process. The City Council conducts budget workshops in April and May. The Finance Director, Deputy Finance Director, and Budget Officer present the final budget to City Council in June for adoption.

Documents:


Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
4.3 Budget Process

A budget process has been identified, documented, and utilized in the preparation of an agency budget. Budget formats can take any one of a number of forms, such as line item, performance, program, or project. Furthermore, budget philosophy may vary. A well-defined philosophy and format are essential in order to show the cost of all components for each activity or project.

Assigned To: Nader Heydari, Nancy Arrieta  
Review Date: 07-14-2022  
Compliance: Full Compliance  
Compliance Date: 10-16-2022

Documentation /Directives

City of Thousand Oaks Administrative Policies and Procedures - Budget Policy

Agency Compliance:

The City uses a combined program and line item budget format. This is designated to provide a comprehensive management control and fiscal planning system. This format is aimed at achieving objectives at the operational levels that are consistent with City Council Goals and Priorities. The budgeting process is incremental and begins with requests from departments, based on historical information, inflationary increases, and/or department knowledge of upcoming projects. Requests for appropriations are made at the Department level and are compiled and initially reviewed by the Budget Team. Once the Department review is completed, the Budget Team meets and reviews the budget with the City Manager and Assistant City Manager.

The Executive Team reviews department budget requests prior to presentation to the City Manager. After the final details are completed and approved by the City Manager, proposed Operating and Capital Improvement Program Budget documents are prepared. The City Manager presents the proposed Budget to City Council and the public for their review during the spring, followed by a public hearing in June. The City Council may revise the City Manager’s proposed Budget, as deemed necessary. A simple majority vote is required to adopt the final Budget. The Operating and Capital Budgets go into effect July 1.

Documents:
**Budget Policy.pdf**

**Approved By**

Public Works Director

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4.4 Variance Analysis

A procedure is developed for program expenditures that exceed an established limit from the approved budget. Conditions often change from the time of original budget requests. Sometimes costs increase too much to make a project feasible, priorities change after the budget is approved, or the original estimate was simply inaccurate. Whatever the reason, accounting for variance helps maintain agency credibility and ensures continued accountability for department activities. The community deserves an explanation of significant changes because community funds are at stake. A change in budget requires approval from the governing body or a designated official to move funds from one approved project to another, or from one approved program to another.

Assigned To: Nader Heydari, Nancy Arrieta  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-16-2022

Documentation /Directives

Budget Appropriation and Transfer Policy

Budget Appropriation Form

Budget Appropriation Example

Fiscal Sustainability Study 2016

Capital Budget Study Session City Council Report April 2021(Please see hard copy)

Biennial Budget Approval Resolution 2021-023

Agency Compliance:

The City uses electronic budget appropriation forms which reduce the City’s use of paper. Division Managers are responsible for ensuring that projects, programs and operations stay within budget appropriations. Finance Department staff are available to aid with budget analysis. If analysis shows that expenditures may exceed appropriations, City Council reports and budget appropriation forms requesting additional or new appropriations are prepared by the Department. The Deputy Public Works Directors and Public Works Director review the appropriations for accuracy. All requests for additional or new appropriations require City Council approval.

Periodically, the Finance Department prepares a Fiscal
Sustainability Plan which is presented to City Council by the Finance Director. This report establishes fiscal recommendations and options to ensure long-term fiscal sustainability of the City.

Documents:
- Biennial Budget Approval Resolution 2021-023.pdf
- Budget Appropriation Example.pdf
- Budget Appropriation Form 2020.pdf
- Budget Appropriations and Transfers Policy.pdf
- Fiscal Sustainability Study 2016.pdf

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
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4.5 Cost of Service
A system is established to determine the cost of providing individual services or service levels. Costs are generally categorized into capital, operations, and maintenance. Identifying a unit cost of service is essential to guide the allocation of resources and project workloads. Cost of service should be based on full-cost allocation including general overhead and administrative expenses.

Assigned To: Nader Heydari, Nancy Arrieta  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-16-2022

Documentation /Directives

User Fee Manual (please see hard copy)

User Fee Policy

Wastewater and Water Financial Plans (please see hard copy)

Capital Budget (please see hard copy)

Operating Budget (please see hard copy)

Landscape and Lighting Assessment District 79-2 Final Engineer's Report (please see hard copy)

LLAD Budget Worksheet -Example

LLAD Zone Only Allocations -Example

LLAD Zone Budget Totals-Example

California Uniform Construction Cost Accounting Commission Cost Accounting Policies and Procedures Manual (please see hard copy)

Resolution 91-163 Adoption of State Cost Accounting

Cost Allocation Study (please see hard copy)

Agency Compliance:

Various methodologies are used to determine the costs of programs, tasks, or activities.
Accounts Receivable, Accounts Payable, Payroll

The Finance Department is responsible for processing Public Works Accounts Payable, Accounts Receivable, and Payroll. Accurate documentation of Public Works activities provides information to determine the cost of a service, program, or activity. Checks for Accounts Payable are issued by the Finance Department. Checks for Accounts Receivable are received and recorded by the Finance Department.

On July 16, 1991, via Resolution No. 91-163, City Council adopted the cost accounting policies and procedures administered by the California Uniform Cost Accounting Commission. The Commission publishes a Cost Accounting Policies and Procedures Manual. The Manual is updated as needed by the Commission. These policies and procedures set forth the methodology for calculating the cost-of-service installations, replacements, and repairs for all Public Works Divisions and all City owned vehicles.

City-wide User Fees

The Finance Department typically retains a consultant to conduct a user fee rate study during each biennial budget cycle to assist in the preparation of the City’s User Fees. Public Works User Fees include costs for plan check, permits, utility service installation, transit service, traffic studies, and graffiti removal. The City sets Public Works related user fees for full cost recovery in most cases.

Water and Wastewater Service

Enterprise funds are established for the water and wastewater systems. Force accounts are prepared for all service installations, meter replacements, and repairs. The force account information is compiled and used to help determine the capital cost of utility service for existing residents. The enterprise fund accounts are reconciled by the Finance Department. Financial Plans for the Water and Wastewater systems are prepared biennially by a consultant. Cost of service is determined by the User Fee study and financial plans.

Capital

Project budget and costs are tracked by project managers for each
capital project. The Finance Department provides weekly project financial update reports that are accessible by all Public Works staff.

Landscape and Lighting Assessment District

Assessment District reports detailing costs for the district are prepared as needed by the Finance Department. The budget is prepared annually by the - the project engineer and Municipal Service Center staff. The engineer’s report is prepared annually by a consultant.

Cost Allocation Plan (Cost of Internal Service)

Periodically, the Finance Department hires a consultant to prepare a cost allocation plan for internal services provided to Public Works and other non-General Fund Departments by General Fund Departments such as City Clerk, City Attorney, Human Resources, and the Finance Department. Cost allocation is posted during the annual fiscal year end close to the various non-General Fund, Funds.

Documents:
LLAD Zone Only Allocations-Expenses FY 2020 Q3-2021 Q2 Example.xlsx, LLAD Budget Worksheet Prepared by Finance department Carrie Example.xlsx, LLAD Zone Budget Totals Example.xlsx, Resolution 91-163 Cost Accounting.pdf, User Fee Policy.pdf

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
4.6 Rate Setting

Rates are set for both internal and external customers for designated goods or services according to financial objectives, equity, efficiency, and administrative feasibility. Determination of the rate or price for a given good or service should take the cost of service analysis into account along with applicable laws and regulations. The characteristics of how and why the customer consumes the good or the service, the timing of payment for the good or service, and the community’s sense of equity and efficiency are important factors in determining how and what the customer actually pays.

Assigned To: Nader Heydari, Nancy Arrieta  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-16-2022

Documentation /Directives

Lighting and Landscape District Resolutions

Water and Wastewater Financial Plans (please see hard copy)

Landscape and Lighting Assessment City Council Report (please see hard copy)

Adjustments to Water Bills Policy

Agency Compliance:

City-wide User Fees

The Finance Department typically retains a consultant to conduct a rate study during each biennial budget cycle to assist in the preparation of the City’s User Fees. Public Works User Fees include costs for plan check, permits, utility service, transit service, traffic studies, and graffiti removal. The City sets Public Works related user fees for full cost recovery in most cases.

Water and Wastewater

The Finance Department retains a consultant to conduct water and wastewater rate studies and prepare Financial Plans. Water and Wastewater service rate and fee recommendations are included in the Financial Plans. Construction and buy-in fees (formerly connection fees) are calculated annually with adjustments generally effective in December of each year. City Council approves and adopts the rate studies, Financial Plans, and
construction and buy-in fee adjustments per ordinance.

Solid Waste

Solid Waste rates are prepared annually. Adjustments are made to account for contractual obligations and changes in CPI, landfill fees, and County and State fees. City Council adopts a resolution annually for Solid Waste rates.

Lighting and Landscape Assessment District Assessments

Recommended annual district budgets are collaboratively prepared by Finance Department and Public Works engineering and landscape maintenance staff. The City developed annual budget is then used by a consultant to prepare an Engineer’s Report including proposed assessments. Assessments, budgets, and the Engineer's Report are adopted annually by City Council.

Documents:


Approved By
Public Works Director
Print:  Sign:  Date:

Accreditation Manager
Print:  Sign:  Date:
4.7 Forecasting

Budget forecasts are updated at least every four years, and responsibility is assigned for keeping the document up-to-date. Forecasting for future revenue requirements is central to the planning of long and short-range goals and the attendant levels of service required in the local government decision-making process.

Assigned To: Nader Heydari, Nancy Arrieta
Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-16-2022

Documentation /Directives

Fiscal Sustainability Study 2016
Fiscal Sustainability 2020 City Council Report- Example Pages
Capital Budget -Example Pages
Monthly Financial Report Example Pages
Annual Comprehensive Financial Report Business Like Activities
Net Position
Fund balances Governmental Funds

Agency Compliance:

The Finance Department prepares a 10-year financial sustainability plan for all City Funds. This plan is updated every few years to provide City Council with 10-year budget projections. The Capital Budget includes a five-year forecast of future project expenses and revenue requirements. Public Works Division Managers are responsible for monitoring their budgets. Budget status is available online and can be viewed by managers at any time. The City’s Budget Officer prepares a monthly financial report which shows high level budget actual expenses and revenues.

Documents:

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4.8 Financing of Capital Planning and Improvement Program

A financial plan for the capital planning and improvement program is detailed and planned over a specified period. The capital planning and improvement program identifies how the capital plan fits into the established policies, goals, and objectives; and identifies how the capital improvement process incorporates engineering and finance recommendations. A financial analysis may be performed to determine the potential to carry out a capital plan, to identify financing methods and funding sources, and to assess funding availability and constraints. Input from all governing boards should be included in capital planning and improvement programming.

Assigned To: Nader Heydari, Nancy Arrieta  
Review Date: 07-14-2022
Compliance: Full Compliance  
Compliance Date: 10-16-2022

Documentation /Directives

Budget Policy
Wastewater Connection Fee policy
Budget Appropriation and Transfer Policy
Capital Improvement Program Policy
Capital Budget Kickoff PowerPoint 2022-2023
Capital Budget Project Entry and Comments 2022-2023
Capital Budget Kick-Off Agenda 2022-2023
Capital Budget (please see hard copy)

Agency Compliance:

A 5-year Capital Improvement Budget is prepared on a biennial basis. Capital projects are prioritized as follows: Priority 1) address health and safety, legal or regulatory requirements, or a top City Council requirement; Priority 2) project is necessary, but not essential, and there could be consequences if deferred; and Priority 3) nice to do and would contribute to quality of life, but not essential. Budget worksheets are used to determine capital requirements and to help identify the methods of financing or funding sources. The Finance Department provides budget assistance to project managers.
4.9 Establishing Selection Criteria

Guidelines are established and used to evaluate, compare, and identify priorities among project proposals. Fiscal resources will not accommodate all capital needs, and the agency must employ some means of measuring the relative importance of individual project proposals.

Assigned To: Nader Heydari, Nancy Arrieta  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-16-2022

Documentation /Directives

Capital Budget Kickoff Agenda 2022-2023

Capital Budget Project Entry and Comments 2022-2023

Capital Budget 2022-2023 (please see hard copy)

Agency Compliance:

The Deputy Public Works Director and the Capital Projects Division Manager coordinate the preparation of the Department's 5-year capital budget. A capital budget kick-off meeting is held at the beginning of the capital budget process. The process and guidelines are discussed at the meeting. Engineers and project managers prepare capital budget worksheets; the worksheets are then reviewed and prioritized by the Deputy Director and the Division Manager. Follow up project prioritization meetings are held with Division Managers and Supervisors. Prioritization of projects is based on need, identified work program goals, project scheduling, and availability of funds. The cost of capital project phases, pre-design, design, and construction may be appropriated over several years. Allocating budget and costs to multiple years helps ensure adequate budget for both planned and emergency projects and helps to mitigate rate increases.

Capital projects are prioritized as follows: Priority 1) address health and safety, legal or regulatory requirements, or a top City Council requirement; Priority 2) project is necessary, but not essential, and
there could be consequences if deferred; and Priority 3) nice to do
and would contribute to quality of life, but not essential. Budget
worksheets are used to determine capital requirements and to help
identify the methods of financing or funding sources.

Documents:

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Public Works Director
Print:  Sign:  Date:

Accreditation Manager
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4.10 Development Cost Recovery

A policy establishes a mechanism that provides for cost recovery for the construction of system-wide infrastructure or cost recovery for existing infrastructure. Funds are often used to construct facilities that are not immediately adjacent to new development, which will benefit undeveloped lands. As development occurs, the new developments should pay their proportionate share of the new and existing facilities cost, including capital, operations, and maintenance costs.

Assigned To: Nader Heydari, Nancy Arrieta
Compliance: Full Compliance
Review Date: 07-14-2022
Compliance Date: 10-16-2022

Documentation /Directives

User Fee Manual 2022-2023 (please see hard copy)
California Uniform Construction Cost Accounting Commission Cost Accounting Policies and Procedures Manual (please see hard copy
2020 Water Financial Plan
2020 Wastewater Financial and Cost of Service Plan
California Government Code Title 7 Division 1 Chapter 5 Fees for Development Projects
California Government Code Title 5, Division 2, Part 1, Chapter 4, Proposition 218 Omnibus Act
County Share of Traffic Signals Invoice-Example
Engineering News Record (ENR)Quarterly Cost Report (includes Construction Cost Index) -Example

Agency Compliance:

California state law (AB 1600, Government Code Section 66000 et seq) requires that fees be consistent with the impact created by new development on existing infrastructure and improvements. The code sets forth the procedural requirements for establishing and collecting development impact fees, including that a “reasonable relationship” or nexus, be shown to exist between the improvements required to mitigate the impacts of new development and the fee. Biennially, during the budget process, City
departments review cost indexes and supporting documents and make recommendations for fee adjustments to the City-wide User Fee Manual for City Council review and approval.

Additional California state law (Proposition 218, Government Code Section 53750 et seq) mandates property related rates and fees to be established through a balloting process of the impacted constituents. Thus, all taxes and many charges on property owners, including water and wastewater rates, are subject to public participation.

The City Council, in 1991, adopted cost accounting policies and procedures administered by the California Uniform Cost Accounting Commission. These procedures provide the methodology for calculating the cost of service for time and materials, based User Fees.

Water and wastewater rates are reviewed and adjusted every two years. Connection (system buy-in) fee adjustments are annually adjusted by the Engineering News Record Construction Cost Index (ENR CCI) and adopted by City Council. The methodology and justification for setting connection fees is reviewed every five to ten years or if there are significant changes, and the new methodology is included in the financial plans for that year.

Documents:

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Public Works Director
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Accreditation Manager
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4.11 Purchasing

A purchasing policy standardizes procedures for ordering, accepting, or rejecting materials and services. An established procedure is followed in soliciting service maintenance and professional service contracts. The established purchasing procedure should be distributed to agency directors and managers, and to those delegated purchasing responsibilities. Frequently, local ordinances or state or provincial laws will establish dollar amounts that dictate review by the chief administrator or political entity.

These documents should be detailed enough so anyone acquiring supplies or services for the agency will have established guidelines to follow.

Assigned To: Nader Heydari, Nancy Arrieta
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-16-2022

Documentation /Directives

Thousand Oaks Purchasing Manual
Purchasing Modifications City Council Report
Municipal Code Title 3 Chapter 10 Purchasing
Municipal Code Title 3 Chapter 10 Section 307 Rejection of Bids
California Commercial Code Section 2607 Breach Repudiation and Excuse

Agency Compliance:

The Finance Department oversees the City's purchasing policies and practices and follows the City’s Purchasing Ordinance. A Purchasing Manual is posted on the employee website and is available to the Public and City employees. In November 2017, City Council approved changes to the City’s purchasing policies and practices; a revised Purchasing Manual will be prepared by the Finance Department.

Documents:

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4.12 Operating Inventory

An operating inventory of supplies is maintained and updated to meet the needs of the operation. Operating inventory includes those supplies carried on hand for the normal course of operations, and which are necessary to operate the agency. In order to manage and recommend supply levels, there should be an analysis of the anticipated volume of usage, operating costs of carrying the supplies, costs and availability of funds to invest in supplies, and anticipated future price changes.

Assigned To: Nader Heydari, Nancy Arrieta  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-16-2022

Documentation /Directives

Annual Inventory Results 2021

Agency Compliance:

The Public Works Municipal Service Center maintains stock inventory for materials and supplies for General Fund, Water Fund and Wastewater Fund, and maintains a Fleet services inventory.

The Finance Department Purchasing staff use a computerized inventory system. Cycle counts are performed monthly. All inventory items are counted twice before the year-end inventory, once between July and December and once between January and June. The Finance Department reconciles year-end inventory counts to the cost of goods maintained in the City’s financial software system. A year end reconciliation memo is prepared and forwarded to the City Manager.

Minimum and maximum levels of items are set in the computer inventory system. Reorder reports are run twice a week. Staff monitors inventory levels for time of year purchases; for example, items such as rain gear are ordered during the fall and winter and are not normally ordered during July and August.

Documents:
Annual Inventory Results 2021.pdf
4.13 Contracts

A policy is established that determines when the procurement of goods and services requires a formal contract. Components of the contractual agreement include a description of the goods and services to be provided; the cost requirements; payment procedures; reporting and recordkeeping requirements; and guidelines for amendment, renewal, and cancellation. Provisions are included in the contract for any lawsuit or payment of damages that arise from the provided goods and services, as are provisions for hiring and for establishing equipment and property ownership and use. Any contract for service includes specific language regarding financial agreements between parties; direction, modification, and termination of the contract; specific arrangements for the use of equipment and facilities; and procedures to accept and close out the contract.

Assigned To: Nader Heydari, Nancy Arrieta Review Date: 07-14-2022
Compliance: Full Compliance Compliance Date: 10-16-2022

Documentation /Directives

Thousand Oaks Purchasing Manual (please see hard copy)
Agreement Template Examples

Agency Compliance:

The Department follows the policies and guidelines set forth in the City's Purchasing Manual. Professional Service and Construction Contract Agreements are drafted by the City Attorney’s Office and standardized for Citywide use. Templates for consultant agreements, public works contracts, grant contracts, and change orders are available for Citywide use.

Documents:
Agreement Template.pdf, Task Order Template.pdf

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
4.14 Alternative Service Delivery Methods

Alternative methods of service delivery are evaluated at least every four years consistent with the agency’s mission, vision, and values statements. An agency seeking services to accomplish some objective may examine alternative methods such as privatization, contracting, managed competition, joint powers or elimination of services, building expertise in-house, contracting with other public agencies possessing the needed service, or using private sector providers of such services. The agency should develop an equitable evaluation method for selecting the best option for the community.

Assigned To: Nader Heydari, Nancy Arrieta  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-16-2022

Documentation /Directives

Purchasing Manual (please see hard copy)

Purchasing Modifications City Council Report 2017

Engineering Bid Documents example (please see hard copy)

Request for Bid-Example

Task Order Template

Task Order example

On Call Contract example (please see hard copy)

County Share of Traffic Signals Invoice Example

Agency Compliance:

Public Works employs multiple methods of service delivery including use of in-house expertise, contracting, joint powers, and private sector service providers. The Public Works Department regularly evaluates service delivery methods to determine the most cost effective and best method of obtaining services. The choice of service delivery methods can be determined by the type of service, department workload, and cost. Permanent changes in service
delivery methods, such as the outsourcing of street sweeping, are discussed with the City Manager and the City Attorney’s Office.

**In-House Expertise**
Several services are performed by in-house staff. In-house services include but are not limited to engineering design and construction management services, hydrology, surveying, tree trimming, asphalt repair, laboratory services, water valve exercising, and wastewater treatment.

**Contracting**
Public Works follows the City’s formal bid process for higher cost services, purchases and projects. Routine consultant and contract services can be obtained either through on-call contracts that provide for the issuance of Task Orders for specified scopes of work and set fees, or through individually bid contracts. Examples of services provided through on-call contracts include engineering design and construction services. Examples of services provided through individually bid contracts include wastewater treatment chemicals and water tank cleaning. Emergency contracts allow the City to quickly make repairs and provide essential services. Examples of emergency contracts include water main repairs and landscape services.

The City jointly shares the responsibilities and costs of providing maintenance service in some areas of the City. For example, the City and the County of Ventura share the cost of maintaining and operating traffic signals located at six intersections of City and County roads. The City maintains the traffic signals and bills the county for a portion of the energy costs, preventative maintenance, emergency response service, and extra work provided for the continuous operation of the traffic signal equipment. The County reimburses the City for its pro rata share of costs incurred by the City.
4.15 Use of Recycled, Reclaimed, or Energy-Efficient Products

Purchasing policies are adopted that encourage buying products manufactured from recycled materials and using recyclable products when such products are available. Such purchasing preferences create demand for recycled and recyclable products and support recycling by setting an example for others, raising public awareness, and improving markets. Policy should distinguish between post-manufacture and post-consumer recycled materials.

Assigned To: Nader Heydari, Nancy Arrieta
Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-16-2022

Documentation /Directives

Green Business Certification Check List- form
Green Business Brochure
Green Business Outreach Materials-examples
Environmentally Preferable Purchasing Vendor Evaluation- form
Environmentally Preferable Policy

Agency Compliance:

In 2016, the City Council adopted an Environmentally Preferable Purchasing policy. The City and Public Works encourage the use of recycled content and environmentally friendly products. Public Works Sustainability and Finance Department Purchasing staff are working together to formalize environmentally friendly guidelines to be added to the Purchasing Manual. Sustainability Division has been awarded numerous awards for green practices. A materials reuse program is included in the Household Hazardous Waste Collection Program. Businesses located in Thousand Oaks may become Green Business certified. Annually, City Council recognizes exceptional Thousand Oaks Green Businesses with a special Green Business Award.

Documents:

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4.16 Capital and Infrastructure Asset Reporting

A procedure is adopted for financial reporting of capital and infrastructure assets. Many state and local government agencies are required to comply with capital and infrastructure reporting requirements in the government-wide financial statements (may not apply to agencies outside of the United States) contained in the Governmental Accounting Standards Board (GASB) Statement Number 34. Agencies required to comply with GASB 34 are encouraged by APWA to use the "modified approach" for reporting the condition of the infrastructure assets rather than depreciating assets.

Assigned To: Nader Heydari, Nancy Arrieta  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-16-2022

Documentation /Directives

Asset Listing by Asset Class
Capital Improvement Program Policy
Bus Shelter Inspection Report Example Pages
Sidewalk Inventory Data Example Page
Contributed Capital Reports Example

Agency Compliance:

The Finance Department maintains capital asset inventories through a computerized Asset Management System. Purchased, donated, or internally developed assets meeting the City's capitalization definition and threshold are classified and recorded to the City's financial records as capital assets. The Finance Department obtains information about purchased assets from City purchase records. The Public Works Department Engineering Services Division provides annual reports listing contributed capital, such as sidewalks, and water and wastewater mains, from private developments to the Finance Department.

The useful life of assets is determined by using historical information or seeking guidance from external resources. Depreciation is recorded on a straight-line basis over the estimated useful life of the assets. Guidelines are as follows:
1. Buildings and Improvements- 20 to 50 years.
2. Infrastructure-10 to 50 years.
3. Intangibles- 2 to 50 years
4. Equipment-3 to 15 years

Major Asset Classes subject to reporting include:
1. Land
2. Buildings
3. Infrastructure
4. Improvements other than buildings such as roads, bridges, tunnels, drainage systems, and water and wastewater systems.
5. Equipment
6. Intangibles such as easements and software

City departments are responsible for annually inventorying capital assets. Departments are also responsible for evaluating the condition and functionality of existing capital assets. Public Works staff may determine the condition of some assets such as sidewalks or they may contract with consultants to prepare asset reports. One example of a consultant prepared condition report is the Water and Wastewater Asset Management Plan.

Documents:

Approved By
Public Works Director

Print: Sign: Date:
4.17 Routine or Monthly Reports

A practice is in place to ensure routine reporting of planned activities and accomplishments. Activity reports may include a formal annual report in combination with quarterly, monthly, and/or biweekly reports to plan work activities and budget. An annual report summarizes activities undertaken during the year and identifies the year’s highlights. Quarterly, monthly, and biweekly reports provide timely updates on ongoing projects.

Assigned To: Nader Heydari, Nancy Arrieta  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-16-2022

Documentation /Directives

Financial Monthly Report- Example Pages
Transit Budget Report- Example
Audit Policy

Agency Compliance:

The Finance Department publishes a monthly Financial Report which includes all Public Works programs and funds. Department staff prepare monthly operations and management budget reports for division managers. Capital projects reports are updated weekly by Finance Department staff on the City’s Financial computer system. Project managers and engineers update status information on a quarterly basis. Electronic capital project status reports are located on the citywide server and are available for review by all Public Works and Finance staff. Completed capital projects and purchase orders are closed out of the financial system before year end.

Documents:

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4.18 Property and Equipment Records

The agency has a record of the procurement of property and equipment, excluding infrastructure, and its location. Property records include land, buildings, expendable items, installed property, uninstalled property, equipment, vehicles, and personal-wear items owned by or assigned to the agency above a specified value. The records should identify acquisition information, present location, and condition. Capitalization thresholds may be adopted that differ from budgetary or finance thresholds, in which case they should be clearly identified.

Assigned To: Nader Heydari, Nancy Arrieta        Review Date: 07-14-2022
Compliance: Full Compliance        Compliance Date: 10-16-2022

Documentation /Directives

Capital Asset Capitalization Policy

Asset Listing by Class

Asset Replacement Equipment Listing (please see hard copy)

GIS Infrastructure Assets- examples

Agency Compliance:

The City follows a Capital Asset Capitalization Policy to define costs eligible and establish thresholds for capitalization in conformity with Governmental Accounting Standards Board Statement No. 34.

Capital property records are maintained by the Public Works and Finance Departments. Public Works maintains an electronic record in its Geographic Information System (GIS) of miles of infrastructure such as streets and water pipeline owned by the City. The Finance Department is the office of record for Capital property inventory records, depreciation, and asset replacement funding. Records Management staff and project managers are responsible for ensuring that acquisition and construction and maintenance records are included in the City's central filing system.

Infrastructure

After a Capital infrastructure project is accepted by the City, Public
Works project managers forward a notice of completion to the City Clerk and the Finance Department capitalizes the project.

Equipment

At the time the City takes possession of capital equipment, the project manager requests a fixed asset number from the Finance Department. The project manager attaches the asset number to the asset. Finance Department capitalizes the equipment.

Documents:

Asset Listing by Asset Class.pdf, Capital Asset Capitalization Policy.pdf, GIS Street Infrastructure Example.JPG, GIS Wastewater Infrastructure Example.JPG, GIS Water Infrastructure Example.JPG

Approved By

Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
4.19 Right-of-Way Acquisitions and Dispositions

A procedure is adopted for acquiring and disposing of right-of-way. Procedures are developed and adopted for obtaining land, or use of land, for agency needs. This may pertain to additional public right-of-way for roadway widening or easements for underground facilities such as sewer or water lines. Procedures are developed and adopted for periodically evaluating existing property, including rights-of-way, and disposing of property no longer necessary for agency needs. Appropriate state, provincial, and federal regulations are monitored and incorporated into procedures.

Assigned To: Nader Heydari, Nancy Arrieta
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-16-2022

Documentation /Directives

Asset Listing by Class
Surplus Property Policy- example
Caltrans Right-of-Way Acquisition Procedure
On Call Services City Council Report example

Agency Compliance:

The City has established a policy for disposition of surplus property. The Public Works Department typically follows State Department of Transportation (Caltrans) procedures established for the acquisition of needed rights-of-way, easements and other property needs. The Department often uses on-call consultants specializing in Right-of-Way and easement acquisitions. On call agreements are preapproved by City Council. Right-of-Way acquisitions are included in the City's Asset Listing by Class inventory

Documents:
Asset Listing by Asset Class.pdf, Capital Asset Capitalization Policy.pdf, GIS Street Infrastructure Example.JPG, GIS Wastewater Infrastructure Example.JPG, GIS Water Infrastructure Example.JPG

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Public Works Director
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5. Risk Management and Legal Review

5.1 Claims

A procedure establishes the investigation, processing, and payment of claims. Methods of documenting receipt of the claims, processing claims, and responding to the parties is clarified in the stated procedure. The city council, board of supervisors, board of aldermen, public works commission, parliament, or appropriate body overseeing the agency may be involved in acceptance of the claims and referral of these claims to legal counsel or insurance companies for their evaluation.

Assigned To: Kevin Fishman  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-16-2022

Documentation /Directives

City Clerk Claim webpage
Claim Form and Instructions
City Claims Process Summary

Agency Compliance:

The Public Works Department follows the Citywide procedure that establishes the investigation, processing and payment of claims. The City Clerk receives and maintains a log of all claims filed against the City. After the claim is logged and assigned a claim number, the City Clerk emails the entire claims packet to the Risk Manager, City Attorney, and the City’s Third-Party Administrator. Risk Management assigns the responsible City Department to investigate and to submit their findings in a formal report. Upon receipt, the Risk Manager forwards the report to the City Attorney’s Office and the Third-Party Administrator for their review. Collaboration between the three entities will determine if there is liability and to form a recommendation for a specific course of action, including settlement.

Documents:

City Claims Process Summary.pdf, City Clerk General Claim Homepage.pdf, Claim Against the City Form and Instructions.pdf

Approved By

Public Works Director

Print:  
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Date:

Accreditation Manager

Print:  
Sign:  
Date:
5.2 Worker Compensation Claims

All claims filed by employees and associated with injuries on the job are reviewed by professional claims administrators. To ensure the timely filing of reports concerning employee injuries on the job, the agency outlines a procedure for this purpose. The cost and extent of the injury is documented as part of the procedure, as well as a projection of the potential cost of the injury. Legal counsel and insurance carriers are consulted about the processing of these claims, the evaluation of the validity of the claim, and the extent of the injury.

Assigned To: Kevin Fishman

Compliance: Full Compliance

Review Date: 07-14-2022

Compliance Date: 10-16-2022

Documentation /Directives

Workers' Compensation Claim Documents

Incident Report Management System-Velocity Cover Page

Injury and Illness Prevention Program (Current)

Injury and Illness Prevention Program (Draft)

Agency Compliance:

Upon notification of a potential work-related injury/illness to City personnel, the City will inquire if the employee requires medical assistance. Medical assistance could be provided by the City’s designated medical care providers or emergency medical personnel (911). During this time, management will provide, and potentially assist with, the proper workers’ compensation paperwork, along with informing the Human Resources Department who in turn potentially will contact the City’s workers’ compensation Third Party Administrator if a workers’ comp claim is filed. All complete submitted claim forms are reported to our Third Party Administrator within 1 day of receipt. Additionally, management will gather details about the incident to fill out an incident report on the City’s digital Incident Report Management System (Velocity). Subsequently, an investigation will commence on determining the incident’s root cause, and necessary corrective actions. Each incident goes through an extensive review process to help prevent potential future incidents from occurring. If the filed workers’ compensation claim becomes litigated, the City may retain outside legal counsel to assist in finding resolve.

Documents:


Approved By
5.3 Accident and Injury Reporting Claims

Evidence in both property damage and personal injury incidents is reported and substantiated according to a set procedure. Documenting the evidence in all accidents involving both property damage and personal injury may be used in resolving issues associated with the accident. Some agencies use employee accident review boards, and many agencies promulgate a system of progressively severe disciplines, linked to the frequency and severity of chargeable accidents. An acceptable procedure will provide for investigation of injuries and property damage, and a system of identifying and removing hazards so accidents are unlikely to reoccur.

Assigned To: Kevin Fishman
Compliance: Full Compliance
Review Date: 07-14-2022
Compliance Date: 10-16-2022

Documentation /Directives

Incident Report Management System-Velocity Cover Page
Vehicle Collision Report
Cal/OSHA 300 Log Example
Workers' Compensation Claim Documents
Claim Against the City Claim Form and Instructions
City Claims Process Summary
MaintStar Work Order Example

Agency Compliance:

City Employee Incidents/Injuries:
When an injury/illness incident occurs, management will assist the injured by ensuring the injured is offered medical attention. Subsequently, management will inform Risk Management or the Human Resources Department and gather the appropriate information so that an incident report can be properly filed in the City’s digital Incident Report Management System (Velocity). This same process is followed when there is a City vehicle-involved traffic accident, as well. Through the incident process the appropriate paperwork and/or forms are offered and/or filled out including, but not limited to an incident report, vehicle collision reports, workers’ compensation paperwork, and the Cal/OSHA 300 Log.

Property Damage:
If there is property damage to private property, the owner can file a claim with the City through the City Clerk Department and by filling out a General Claim Form. Once the claim is received, the City will follow the City’s Claims Process Summary. Public Works staff will receive phone calls, emails, or digital customer service requests about miscellaneous concerns such as fallen tree branches, flooding, etc. In response to these notifications staff will gather all necessary information and then inform the appropriate division to investigate and remediate. A work order is generated on the computer management system. Once completed, the work
order is closed and filed.

Documents:

Approved By
Public Works Director
Print:  Sign:  Date:

Accreditation Manager
Print:  Sign:  Date:
5.4 Legal Review

Legal counsel reviews contracts, permits, resolutions, ordinances, bylaws, and intergovernmental and lease agreements. Legal counsel reviews documents and provides counseling in all legal matters to ensure compliance with federal, provincial, state, and local regulations. This review also assures the agency of recourse in the event of failure by suppliers or contractors to fulfill the conditions of the agreement. Contractual forms executed by the agency are reviewed by legal counsel and updated at least every four years.

Assigned To: Kevin Fishman

Review Date: 07-14-2022

Compliance: Full Compliance

Compliance Date: 10-16-2022

Documentation / Directives

City Attorney Review Process

CAO Work Request

CAO Areas of Practice

Municipal Code Section 1-8.124 - Ordinances, Resolution, and Contracts

Municipal Code Section 2-1.503 - City Attorney Functions

Agreement Amendment Template

Contract and Agreement Submission to City Clerk Policy and Procedure

Agency Compliance:

The department preparing legal documents submits them with a City Attorney’s Office Work Request cover sheet to the City Attorney’s Office. An assigned attorney will review and provide feedback to the requesting department if any changes are needed. Once completed, the attorney will “Approve to Form” and sign the document. The signed document will be logged into a database, and then returned to the requesting department.

Pursuant to the City Municipal Code, the City Attorney’s Office is responsible for preparing and approving all ordinances and resolutions for City Council approval and adoption.

Documents:

5.5 Depositions

A policy establishes the procedure for responding to depositions and identifies the legal defense provided to assist employees in responding to depositions. Legal counsel provides counseling to agency personnel in the appropriate methods of giving depositions and also in participating as a witness in courtroom cases. This directive does not imply the person involved in court cases is in violation of legal proceedings; rather, that the legal counsel outlines appropriate techniques for enunciating the facts, both in depositions and in testimonies to a judge or jury.

Assigned To: Kevin Fishman        Review Date: 07-14-2022
Compliance: Full Compliance       Compliance Date: 10-16-2022

Documentation /Directives

Municipal Code Section 2-1.503 - City Attorney Functions
Deposition Subpoena Forms Subpoena Manual

Agency Compliance:

The City Attorney’s office, or retained outside legal counsel, will represent City employees called to give a deposition regarding official City business. The employee will meet with the City’s legal representative prior to the deposition to review testimony. In cases where an employee is called to give a deposition about matters within the scope of their employment and the City is not a named party, the City Attorney’s Office will provide the employee with advice, and if necessary, attend the deposition and court proceeding. All deposition subpoenas must first be served on the individual named employee, and once received are presented to the City Attorney’s Office for review.

Documents:
Deposition Subpoena Forms.pdf, Municipal Code Section 2-1.503 City Attorney Functions.pdf

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
5.6 Legal Records

Legal counsel provides guidelines for record retention for evidence in any litigation. Records are retained in the event of filing of claims or lawsuits against the agency. Plaintiffs in lawsuits against the agency frequently will subpoena these records.

They can provide valuable testimonials in defense, particularly with respect to any settlement of the claim or lawsuit.

Assigned To: Kevin Fishman  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-16-2022

Documentation /Directives

Records Management Manual

Records Retention Change Form

Agency Compliance:

Pursuant to state law, the City Attorney maintains a file of incident reports and potential claims within the City Attorney’s Office. There is a standard retention policy for all public documents. Before any public records are destroyed, the City Attorney must approve the destruction. This procedure allows the City Attorney to prevent the destruction of documents that may be necessary for litigation.

Documents:


Approved By

Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
5.7 Ordinance and Regulations Enforcement

Legal counsel reviews policies concerning the enforcement of ordinances, bylaws, and regulations. Legal counsel is consulted for direction and approval of notices and actions preliminary to prosecution of ordinances. Failure of violators to comply with laws may result in further court action. Involved parties are notified in accordance with procedures recommended by the legal counsel.

Assigned To: Kevin Fishman  
Review Date: 07-14-2022  
Compliance: Full Compliance  
Compliance Date: 10-16-2022

Documentation /Directives

Municipal Code Section 2-1.503 - City Attorney Functions
Municipal Code Section 1-2.01 - Violations
Municipal Code Management Policy

Agency Compliance:

The City Attorney’s Office advises the Code Compliance Division and Public Works Department on all legal matters to ensure enforcement actions are consistent with City policy, the Municipal Code, and State law. All decisions regarding prosecution or clarity of the agreed terms and conditions of any resolution are within the discretion of the City Attorney.

Documents:


Approved By

Public Works Director

Print:  
Sign:  
Date:  

Accreditation Manager

Print:  
Sign:  
Date:
5.8 Legal Review of Regulations

Legal counsel is consulted about the interpretation and impact of federal, provincial, and state laws and regulations. With the frequent changes in federal, provincial, and state regulations (particularly regulations relative to environmental issues), legal counsel should be fully apprised of the financial and functional impact which enforcement of these regulations may have on the operation of the agency. In the event the federal, provincial, or state governments file claims against the agency, legal counsel should be consulted, and a strategy established for response to the respective governmental organizations.

Assigned To: Kevin Fishman  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-16-2022

Documentation /Directives

Municipal Code Section 2-1.503 - City Attorney Functions

Agency Compliance:

City Council and City staff have access to the City Attorney’s Office for legal advice regarding the application, interpretation and potential impact of applicable laws and regulations. Requests are usually submitted to City Attorney’s Office in writing. All requests are given a unique identification within the City Attorney’s database and assigned to a specific attorney. Responses are usually provided in writing unless it’s a routine question.

Documents:
Municipal Code Section 2-1.503_City Attorney Functions.pdf

Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
5.9 Risk Management Reporting

The agency routinely provides reports on risk management activities. Reducing risks, claims, and accidents, and providing a safe working environment should be the overriding goal of any agency. Providing routine reports and updates on the status of these issues should encourage employees to consider safety aspects of all activities.

Assigned To: Kevin Fishman
Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-16-2022

Documentation /Directives

None (reports and communications are confidential attorney-client privileged)

Agency Compliance:

Outlined in other practices in this chapter, there are many aspects of situations which require precaution and some that require immediate attention. Appropriate steps to be taken are outlined in the compliance statements and supporting documents for each practice. The City Attorney establishes these procedures and provides appropriate guidance to reduce potential risk to the City, the handling of all internal and external claims against the City and providing a safe work environment.

Information is collected by the Risk Manager from a variety of sources such as Incident Reports, investigative reports, Cal/OSHA 300 Log, third-party administrator loss runs, department investigative reports for outside claims, and regulatory and legal legislation. This information is reviewed, and findings and recommendations communicated to staff by holding meetings or providing written reports or emails.

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
6. Communication

6.1 Communication with Governing Boards

A procedure is established for formal and informal communication with governing boards and commissions. Methods are established for communicating information on agency programs and projects to governing boards. These methods may address time of submittal, level of detail, format, and distribution. To facilitate communication, a clear tracking system ensures all communication or queries from the governing board—whether written or verbal—are recorded, dated, tracked, and answered. The procedure outlines the method and timing of response to ensure no communication is left unanswered.

Assigned To: Ester Marcelino, Grahame Watts  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-16-2022

Documentation /Directives

City Clerk Agenda Administrative Manual
Boards, Commissions, and Committees Administrative Procedures Manual (please see hard copy)
Boards and Commissions Webpage
Contract and Agreement Submission to City Clerk Policy and Procedure
Meeting Minutes and Notes Policy and Procedure
Municipal Code Management Policy and Procedure

Agency Compliance:

Communication with the City Council is typically through the City Manager’s Office. Items requiring City Council approval or direction are presented as staff reports and agendized for action at City Council meetings. Less formal City Council committees, for example, the City Council Capital Facilities Standing Committee, are opportunities for staff to interact with City Council members.

Public Works staff manage the Traffic and Transportation Advisory Commission, a City Council appointed commission, which reviews information relating to traffic issues, identifies traffic problems and requests from residents, and develops and recommends local and regional transportation needs/solutions to the City Council. Five members of the Commission are nominated, each by a Councilmember, subject to approval by most of the entire Council. Each Commissioner's term is consistent with the term of their nominating Councilmember.

The City utilizes a website-based referral system that provides residents the ability to submit inquiries to the City Council. All inquiries are tracked to ensure that responses are timely and complete. Inquiries may also come to the City Manager’s Office or the Public Works Department via email, which is managed by staff and forwarded to the appropriate person and
tracked to ensure it is addressed in a timely manner.

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
6.2 Communication with the Public

Procedures are established for communicating with the public. The procedure outlines the method and timing of response to ensure all communications are answered in a timely way. Other methods of enhancing communication are identified and include the use of locally available channels of communication to notify the community of activities that affect citizens. Examples of these activities are road closures, hazardous situations, construction, and proposed funding changes.

**Assigned To:** Ester Marcelino, Grahame Watts  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-16-2022

**Documentation /Directives**

- Public Works Strategic Plan
- Customer Response Management System policy
- Submit Service Request City website page
- Email Policy
- Public Information Materials
- Email Addressed to City@TOAKS.org
- TOTV Services Policy and Procedure
- Construction Projects City webpage
- Media Relations Training Handout
- News Paper Advertisements -Examples
- Answering Incoming Phone Calls Policy and Procedure

**Agency Compliance:**

The City IT Division manages a Customer Response Management System that provides residents the ability through the City website to submit inquiries directly to staff. All inquiries are tracked to ensure that responses are timely and complete. The City also operates Thousand Oaks Television (TOTV), a local government channel that produces local programming, provides information on City programs and services, and is used to provide information during local emergencies. Public information is also provided via the City’s website, Facebook, Twitter and Instagram. The Public Works Department page on the City website includes a detailed description of facilities, services, and programs, along with key links and customer service contacts.
Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
6.3 Media Relations
A procedure is developed for communicating with various media outlets. Agencies should have a process or procedure for regularly communicating to the media about significant programs or projects that affect the community. Other methods of enhancing communication are identified and include the use of locally available channels of communication, including social media, to notify the community of activities that affect citizens. Providing timely, accurate information on agency programs to the public enhances the image of the agency.

Assigned To: Ester Marcelino, Grahame Watts  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-16-2022

Documentation /Directives
Public Information Office Webpage
Press Release Procedure
Press Releases Examples
Media Relations Training handout

Agency Compliance:

The Public Works Department coordinates its public information needs through the City Manager’s Office, which serves as the primary point of contact for all media and City officials. Press releases and social media messages are prepared by all departments and submitted to the Public Information Officer for review and approval, prior to being sent to the media. Responses to media inquiries are coordinated through the City PIO, with department subject matter experts usually talking directly with reporters. Media relations training is periodically provided to staff.

Documents:

Approved By
Public Works Director
Print:  Sign:  Date:

Accreditation Manager
Print:  Sign:  Date:
6.4 Media Contact

A policy is established on who has authority to represent the agency to the media. Information on who has the authority to speak for the agency is provided to all employees. To ensure accurate and credible reporting of agency programs and positions, personnel may be designated as representatives of the agency with the authority to communicate with the media. These media contacts are provided with timely and meaningful information on agency programs.

Assigned To: Ester Marcelino, Grahame Watts      Review Date: 07-14-2022
Compliance: Full Compliance                              Compliance Date: 10-16-2022

Documentation /Directives

Press Releases Examples
PIO Page
Public Information Materials Policy
Media Relations Training Handout

Agency Compliance:

Public Information staff in the City Manager’s Office interact with the media on behalf of all City departments. In many instances, the Public Works Department will designate a senior manager with subject matter expertise to speak on behalf of the City. However, all media requests, social media needs and press releases are coordinated through the City Public Information Officer. Media relations training is periodically provided to staff.

Documents:


Approved By

Public Works Director
Print:                     Sign:                     Date:

Accreditation Manager
Print:                     Sign:                     Date:
6.5 Public Participation

A policy is established on public participation in agency programs and projects. Success of an agency’s projects depends on an understanding of community needs. Agencies should seek and encourage public participation through a process that includes scheduled public meetings and public hearings on major programs or projects.

Assigned To: Ester Marcelino, Grahame Watts  
Compliance: Full Compliance  
Review Date: 07-14-2022  
Compliance Date: 10-16-2022

Documentation /Directives

Public Hearing Notice Example
Publication of Public Hearing Notices
Public Hearing Process
Traffic Commission Meeting Notice Example
Neighborhood Meeting Notice Example

Agency Compliance:

The City Clerk Department manages public meeting notices that pertain to Public Works projects that require hearings before the City Council. City staff and City Council value public participation and endeavor to provide opportunities for meaningful public input whenever possible. Notices of public hearings or meetings of the City Council, Planning Commission, and Traffic Commission are mailed to affected residents of the proposed project, so the public can provide input. In addition, Public Works project managers meet with residents before a project is started, to gather their ideas and feedback. For example, the Community Information Meeting on the Conejo/Willow Improvement Project allowed residents to comment on the City’s concepts for improvements along the project corridor and preliminary design plans and its impacts to individual properties.

Documents:


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Public Works Director

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6.6 Service Requests

A procedure is established for receiving, responding to, and recording action taken on verbal or written complaints, inquiries, and requests for services. Information about service requests includes date, time, name, address, telephone number, nature and location of the problem, and response status. The manner in which service requests are handled not only reflects the capability of the agency, but also can decrease operating costs significantly. A service request system, which records the complaint or service request, the nature of the request, and its location can reduce the occasions a given circumstance is investigated. A response system allows for citizen feedback.

A service request can be recorded on a card, log, or as a computer entry. Permanent service records are available for internal review and reporting. Records are retained for requests including those received by letter, in person, from agency members, or reported to agency members in the field.

Emergency radio transmissions or telephone calls are logged to provide information for internal monitoring of service delivery, response reporting, and investigation of repeated complaints. In legal matters, these records chronicle the time and form of complaints received, and the timeliness and appropriateness of the agency’s response. Logs may be replaced with tape recordings.

Assigned To: Ester Marcelino, Grahame Watts  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-16-2022

Documentation /Directives

Computerized Maintenance Management System work order example
Water Work Order Example
Customer Response Management System policy

Agency Compliance:

The City utilizes a Customer Response Management System that allows residents through the City website to request service. All inquiries are tracked to ensure a response is timely and complete.

For maintenance requests, the Public Works Department utilizes a computerized maintenance management system to log, assign, and track requests from the public or staff.

Documents:
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6.7 Intra- and Interagency Coordination

Public works construction, maintenance, and operations activities are communicated to and coordinated with other departments and other governments. To carry projects from planning through maintenance requires communication about the projects with other departments or governments. Activities should be communicated and coordinated with utilities, special districts, planning authorities, neighborhoods, business centers, and environmental bodies. Coordination is necessary to minimize interference, disruption, or damage of other infrastructure, maintenance, or operations functions.

Intra-agency communication is essential to the public relations operation. This type of two-way communication can be accomplished using internal newsletters and newspapers, voice and computer mail, bulletin board announcements, memoranda, inserts in paycheck envelopes, interviews, supervisory and staff meetings, and task forces.

**Assigned To:** Ester Marcelino, Grahame Watts  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-16-2022

**Documentation /Directives**

- Public Works Webpage
- Construction Projects City Website Page
- Ventura County Transportation Commission Agenda
- Utility Coordination Meeting Agenda
- Calleguas Water Purveyors Meeting Agenda

**Agency Compliance:**

The Public Works Department communicates project status with other staff and departments through the public and employee websites. In addition, presentations are made at local agency group meetings to provide information on City projects. Some of these groups include the Ventura County City/County Managers Association, Calleguas Creek Watershed Management Committee, Calleguas Water Purveyors, utility coordination meetings, Ventura County Transportation Commission, and American Public Works Association local chapter meetings.

**Documents:**


**Approved By**
6.8 Communication with Staff

Meetings are scheduled, or alternative forms of communication are developed to disseminate essential information to staff. Regularly scheduled staff meetings should serve to keep supervisors and employees up-to-date on departmental activities and provide an opportunity for interaction and coordination. Alternative methods of communicating may include electronic methods such as email, net-meetings, or Intranets.

**Assigned To:** Ester Marcelino, Grahame Watts  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-16-2022

**Documentation /Directives**

Division Managers Team Meeting agenda

Operations Staff Meeting Agenda

All Managers Meeting agenda

**Agency Compliance:**

The Public Works Director holds Division Managers meetings twice per month, and a quarterly meeting for all managers, supervisors, and senior staff. Public Works Division meetings are typically held monthly. At these meetings, Department and Citywide news and information is shared. The meetings sometimes include guest speakers, such as the City Manager or a representative from another department. Citywide communications to staff occur via email, the employee website, and all staff meetings conducted by the City Manager at various times throughout the year.

**Documents:**

All Managers Meeting Agenda.pdf, Division Managers Team Agenda.pdf, Operations Supervisors Meeting.pdf

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Public Works Director

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6.9 Access to Records
Public records are available, and a formal process developed and implemented for providing public access.
A procedure is applied to all departments, which defines the process of filing, accessing, and retaining engineering, operations, and maintenance records, including off-site storage of documents.

Assigned To: Ester Marcelino, Grahame Watts  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-16-2022

Documentation /Directives
Records Management Manual (please see hard copy)
Public Records and Information Request Procedure
Public Records and Information Request Form- NEED DOCUMENT

Agency Compliance:
California State Law requires all public agencies to provide records to the public within set time frames upon request. City records are available to the public and a formal process is in place for providing access. The Citywide Records Management Manual defines the process of filing, accessing, and retaining engineering, operations, and maintenance records, including offsite storage and destruction of documents.

Documents:

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Public Works Director
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Accreditation Manager
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6.10 Twenty-Four-Hour Emergency Telephone Access

Twenty-four-hour telephone access is provided to the public for emergency assistance. The agency should provide twenty-four-hour emergency telephone access, including monitoring and testing of the system to respond appropriately to calls; this helps ensure all the parts of the system will work smoothly together in the event of an emergency. Public safety departments in some agencies may provide this service; in which case, the process should clearly outline the agency’s role.

Assigned To: Ester Marcelino, Grahame Watts  Review Date:  07-14-2022
Compliance: Full Compliance  Compliance Date:  10-16-2022

Documentation /Directives

Employee Emergency Response Policy and Procedures

DPW Emergency Calls policy

Agency Compliance:

The Public Works Department manages the City’s Emergency Preparedness Program, which includes the availability of a 24-hour Employee Emergency Response Hotline. The purpose of the hotline is to provide City employees with status of an incident that may require the support of employees or response of employees to an alternate work site. The City also supports a Countywide mass notification system, and an employee-based VC Alert employee notification system. Both systems can call groups of people, a specific neighborhood, or the entire community by phone or email in a very short time frame for both emergency and non-emergency purposes.

The Public Works Department also provides on-call staff support for after-hour emergencies. An emergency after hours on call phone list is maintained and distributed.

Documents:


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6.11 Resources

Communications personnel must have immediate access to a supervisor and a current roster of crews and personnel. Personnel receiving communications on behalf of the agency are often required to contact crews or individual agency members. Night and weekend numbers are needed for emergency duty personnel within public works as well as public safety and health services. Standby crews are identified, and access information for the standby team is recorded.

**Assigned To:** Ester Marcelino, Grahame Watts  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-16-2022

**Documentation /Directives**

Emergency Contact Phone List (Confidential)

Public Works Operations On-Call Policy JSA 111.21

**Agency Compliance:**

City and Public Works emergency contacts lists are provided to all Department managers, especially those that have a key role as Emergency Operations Center responders. City on-call staff and police and fire dispatchers are provided these emergency contact lists.

**Documents:**

Public Works Operations On-Call Policy JSA 111.21.pdf

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Public Works Director

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**Accreditation Manager**

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6.12 Emergency Notification

Procedures are established for notifying appropriate responders and service providers in emergencies. Emergency procedures should include night and weekend numbers of emergency personnel, public safety and health services, public and private utilities, and other emergency services not within the agency. Agencies may cross-train personnel for critical tasks in the event the officially designated person is unavailable at the time of the emergency (on vacation, sick, job vacant, etc.).

Each individual or service that provides assistance in emergency situations must have specific procedures to follow. In some cases, when an emergency event is known to be impending, it may be appropriate to use a pre-established procedure whereby designated employees are placed on standby and are required to call in their location. Conditions warranting the initiation of a weather emergency alert or recall must be concisely identified and understood by those who are responsible for alerting and dispatching service personnel.

Those who are responsible for relaying emergency telephone calls must always have current telephone numbers in their immediate possession, and the alert listing must be systematically and updated at least every three years.

Assigned To: Ester Marcelin, Grahame Watts  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-16-2022

Documentation /Directives

Emergency Contact Phone List (Confidential)
Employee Emergency Response Procedures
HCTP Emergency Call List (Confidential)
Public Works Operations On-Call Policy JSA 111.21
MSC On Call Schedule

Agency Compliance:

The City manages a 24-hour Employee Emergency Response Hotline to advise employees during an incident that may require reporting to the City Hall Emergency Operations Center or the Virtual Emergency Operations Center that assigned staff can access 24-hours day. A public website offers details on emergency response, procedures, and protocols for emergency response. The City’s government access channel TOTV Channel 10 operates 24 hours a day and is used to post updates on incidents such as a fire, earthquake, or flood. The City also manages VC Alert, a mass notification system that can call small groups of people, a specific neighborhood, or the entire community by phone or email in a very short time frame for both emergency and customer service purposes.

Emergency call lists are maintained and distributed to Public Works managers, on-call staff, and police and fire dispatchers.
6.13 Misdirected Emergency Calls

A procedure outlines handling and routing of misdirected emergency calls. Agencies should accept any misdirected emergency call (except those associated with 911) and promptly relay information to the correct department, utility, or other agency with jurisdiction over the matter.

Assigned To: Ester Marcelino, Grahame Watts  
Compliance: Full Compliance

Review Date: 07-14-2022  
Compliance Date: 10-16-2022

Documentation /Directives

DPW Emergency Calls Policy

Agency Compliance:

Staff who handle incoming calls to City Hall or Department phone lines are trained to redirect emergency calls to 911 as necessary. Police and Fire Dispatch Centers have a current on-call emergency phone list.

Documents:

DPW Emergency Calls Policy.pdf

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Public Works Director

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6.14 Service Area Maps

Maps detailing the service area are kept current and readily available to communications personnel. Communications personnel should be able to locate the site of a reported problem quickly and determine immediately the appropriate crews or supervisor to contact.

Assigned To: Ester Marcelino, Grahame Watts  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-16-2022

Documentation /Directives

City of Thousand Oaks Online Map (GIS) (please see hard copy)

Agency Compliance:

All major components of the City infrastructure and service areas are maintained on the City’s Geographic Information System (GIS). The GIS can be accessed via any web browser from computers inside the City’s firewall. City infrastructure and service area GIS data are currently available to City staff outside the City’s firewall on mobile devices that either synchronize to the City’s GIS on a regular basis or that access the GIS data live through a cellular data connection. In addition, limited information can also be accessed by the public using the City’s GIS system through the City’s public website.

Documents:

Public GIS.pdf

Approved By
Public Works Director

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Accreditation Manager

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7. Information Technology and Telecommunications

7.1 Records and Data Management Control

Policies are established that determine how documents and data are managed and controlled. Records document when, how, why, and under what circumstances decisions were made and actions were taken. Using prepared records, questions can be accurately and quickly answered about projects or actions taken. Records should be in an available and usable form for review and should be linked to other functional records in the agency, so a user does not have to search in many different locations. Recordkeeping is coordinated in such a manner as to establish accountability.

Policies should indicate to employees at all levels the procedures and forms to be used, and the types and nature of records that must be maintained.

Assigned To: Grahame Watts, Mary Anne Van Zuyle

Review Date: 07-14-2022

Compliance: Full Compliance

Compliance Date: 10-16-2022

Documentation /Directives

Records Management Manual

GIS Browser Example

LaserFiche Browser Example

Agency Compliance:

Policies and procedures for both hardcopy and digital records management are established in the City’s Records Management Manual. This manual is available to all staff via the City’s online E-Manual system. Filing of project documentation in central files and on the City computer server is maintained in a consistent manner. A chronological file for all written official correspondence generated in the department is maintained. All staff working on projects are made aware of the City and departmental procedures, as well as what documentation is required for actions, decisions, and communications. Information relating to projects, developments, assets, or properties can be accessed online through the City’s Geographic Information System or Laserfiche electronic document management system. Digitization of records follows the State of California requirements for accurate and true copies. Papers copies are then disposed of appropriately. This assures that City staff and the public have enhanced access to our documents.

Any destruction of physical or electronic records is compliant with City records management retention schedule which is reviewed by City Council. The retention schedule follows all state and federal regulations. The City has been using its Laserfiche documents management system to introduce dynamic forms to both staff and the public. These forms live in our data repository by subject matter. They are retained in our system per our records retention schedule which applies to all records regardless of medium. The use of electronic forms has streamlined our approach to a multitude of processes from very simple travel authorizations to the more complex purchasing process which is now completely paperless. This has increased our efficiency and the speed at which we conduct business.
Documents:
GISBrowserExampleImage1_2022.JPG, GISBrowserExampleImage2_2022.JPG, LaserficheBrowserExample_2022.JPG

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7.2 Geographic Information Management

Geographic-based information is accessible and references, or is linked to, related agency data. Access to maps, engineering drawings, cadastral definitions, and other information normally in graphic form contributes to the level of service provided by the agency.

Records used to create geographic products should be identified and related to the resulting map or drawing. As this base data changes, modifications should be made accordingly in maps and drawings. Related information such as maintenance history, repair costs, or incident reports may be linked to these maps or drawings. Electronic methods such as automated mapping/facilities management and geographic information systems facilitate this activity.

Assigned To: Grahame Watts, Mary Anne Van Zuyle
Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-16-2022

Documentation /Directives

GIS Browser Examples- Water Use Violations
City GIS Map Hub Example
LaserFiche Browser Example

Agency Compliance:

Public Works infrastructure data is recorded in and managed with systems linked to the City’s Geographic Information System (GIS). GIS data are widely available through a Public Works internal GIS web browser and several single-purpose GIS web browsers. Assets are added an updated within the GIS based on as-built drawings recorded in our Laserfiche document management system, through paper forms submitted by field staff, and through edits made in GIS field applications. Notice of new as-built drawings are forwarded to GIS staff from Public Works engineering team as they are added to Laserfiche. As-builts are then evaluated for asset additions or updates by GIS staff. Assets are highlighted on the as-built drawings and then digitized into the City’s GIS. Infrastructure assets on the GIS are linked to a variety of other City data sources. The Public Works GIS web browser is a primary research tool for staff needing to learn more about assets. Links to other data include:
· Scanned record drawings (“as-builts”) residing in the Laserfiche electronic document management system.
· Asset maintenance history records in GIS and/or CMMS systems.

Parcel shape data and tax roll information is imported by the GIS Coordinator from the County Tax Assessor and integrated into the GIS every month. That data is combined with City enterprise information about each location through a SQL Database Package. Each parcel in the GIS contains the following information:
· Owner name and address
· Zoning
· Tract map and lot number
· Specific plan, if applicable
· Water and sewer provider
· Lighting and landscape zones and assessments

Parcels are linked to our land management and billing systems. Public works staff can access the following information from parcels in our Public Works internal GIS browser:

- building permits
- land development records
- customer contact information
- water consumption data

The GIS public works assets are used in ESRI Field Maps and other field applications to track installation, inspection, cleaning, and repair of assets undertaken in the field. Our field applications include:

- Sign Inventory
- Sidewalk defect identification and repair
- Catch basin inspection, cleaning, and maintenance
- Wastewater video inspections
- Wastewater main cleaning
- Catch basin retrofit suitability inspections
- Weed abatement in fire zones
- Landscape contractor work management
- Drought violation tracking (see below)

Our work order system, MaintStar, is configured to allow the selection of assets from a map to add to a work order. A user is also able to search for assets that have been maintained in the field using one of our GIS field applications and add those assets to a work order, completing the circle of integration from GIS asset to field application to work order.

City operations staff have access to editing capabilities through ArcGIS Online to create maps and asset lists for task orders for contracted maintenance for trees and sidewalk replacements. In addition, staff with knowledge about our fire preparedness weed abatement areas and our landscape contractor areas are provided applications specifically to edit those areas directly thus removing the steps where areas get revised on paper by knowledgeable staff and then subsequently digitized by GIS staff.

Our GIS Assets are also the fundamental data in our Infrastructure Reinvestment Intelligence System (IRIS). IRIS consumes our GIS water and wastewater into an asset hierarchy. Within this software, we generate a planned lifespan of assets based on asset type, material, and age of asset. Condition data recorded in the GIS and/or MaintStar can be used to update asset useful life based on field assessments and rehabilitation and repair work. Probability of failure is then calculated by remaining useful life of asset and consequence of failure is calculated by the geographic location of the asset (in a main street, near the hospital, in a system with fewer redundancies).

Within IRIS the GIS can display assets nearing end of life and this spatial intelligence can help plan effective and efficient capital improvement projects.

In addition, IRIS is used to estimate when replacement and rehabilitation costs will be incurred.
in future years allowing us to set utility billing rates and budget appropriately.

The most outstanding example of the strength of the City’s GIS preparedness is the new drought violation tracking process built entirely within the City’s GIS system.

The City receives its water from the California Water Project through the Metropolitan Water District (MWD). The current statewide drought has forced MWD to require us to reduce our water usage by 50%, with requirements to limit outdoor irrigation to one day per week with demonstrable enforcement processes in place. We were able to rapidly deploy a GIS solution with both field and office applications that are integrated with our customer and property owner data. This was possible because most of the data integrations had already been created and because we had experience developing GIS field and office applications.

Using ArcGIS Online, we have created a field application that creates water enforcement records that are attached to our water meters. Field staff can select the water meter at any address where they observe an irrigation violation and create a record of that violation, including attaching date-stamped photos as proof of violation. Parcels that have high water usage, locations reported by residents as sites of potential water waste, and parcels with exemptions to irrigation regulations are identified on the field application to focus enforcement efforts and to prevent the creation of invalid violations.

Violation data, including customer and owner contact information, is exported into Excel and used to create violation letters which are sent to the responsible parties. (Shortly, we will be generating the violation letters directly from the GIS using ArcGIS Pro’s reporting functionality.)

Office applications for the management of violations include:
• Recording locations of potential violation reported by residents
• Administrative review and editing of violations
• Violation letter generation
• Penalty payment
• Administrative hearing request tracking and management

We have created a dashboard to give managers a summary and detailed view of all enforcement actions taken to date. Penalty payments and administrative review requests and hearings are entered and managed in a GIS web map.

Having a mature municipal GIS and trained GIS staff allows the City to be nimble in its response to an expanding drought in a way that brings our residents into compliance and allows managers insight into our response.

Documents:
7.2 - City GIS HUB.pdf, 7.2 - GravityGIS MainMap.JPG, 7.2 - WaterGISMMap.JPG, 7.2 City GIS Map Hub.pdf, 7.2 GIS - WaterEnforcementCustomerServiceMasterApp.JPG, 7.2 GIS WaterEnforcementDashboard.JPG, GIS Browser Example Image.JPG.
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Public Works Director

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7.3 User Needs
A procedure is established to determine user needs for information technology applications. A systematic procedure details the process used to analyze the agency and user needs. Procedures should ensure the productive and effective design, choice, implementation, and use of information technology and telecommunication systems.

**Assigned To:** Grahame Watts, Mary Anne Van Zuyle  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-16-2022

**Documentation /Directives**
IT Governance Committee Agenda

**Agency Compliance:**

These needs are reviewed by a Citywide IT Governance Committee. The committee is made up of members from the City’s executive team, including the City Manager, Assistant City Manager, several department directors, assistant directors, and the IT Manager and IT Supervisors. The committee meets bi-monthly and reviews and approves Citywide technology initiatives, including software, hardware, data security and applications. The committee sets standards and priorities.

A second working committee is made up of key technology staff from each department. This group provides additional technology input and helps communicate and implement the technology decisions and priorities.

The Information Technology Division meets with each department annually to discuss their technology needs, new projects, review of completed projects, and updates on existing projects.

**Documents:**
[IT Governance Committee Sample Agenda 081622.pdf](#)

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Public Works Director

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7.4 Data Security

Procedures provide for the integrity, security, and efficiency of electronic information. Procedures are established for database access, security, and modifications to the database structure, or other sensitive areas. Techniques such as routine audits are used to minimize data redundancies. Backup and file retention procedures identify responsibilities, the medium to be used, and backup frequency and retention guidelines. Crucial information may be maintained online or in a redundant manner.

**Assigned To:** Grahame Watts, Mary Anne Van Zuyle  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-16-2022

**Documentation /Directives**

- Computer Use Policy
- Email Policy
- Password Policy
- Identity Theft Procedure

**Agency Compliance:**

Database access is role-based dependent on staff’s job duties and department designation. Staff only has access to the data and applications necessary to perform their job duties. The City’s network folders and files are centrally stored to enable sharing of data and accessible by staff dependent on their job duties and department designation. Online files are secured in Microsoft OneDrive/SharePoint and only accessible by the staff person(s) with whom that file has been shared and access is dependent on a person’s username and password to the City tenant. All user access is disabled upon separation from the City.

Databases and files are backed up daily, weekly, and monthly to provide redundancy and various data restore points as needed. As part of the backup procedure, data is replicated to another City location for redundancy. Throughout the day, file snapshots are performed to reduce potential data loss. Annual review of the City’s folders and files is performed to minimize duplication. Data retention is based on the City’s record retention policy.

All data, including any that is stored or printed as a document, is subject to audit and review.

**Documents:**

- Computer Use Policy.pdf
- Email Policy.pdf
- Identity Theft Policy.pdf
- Identity Theft Procedure.pdf
- Password Policy.pdf
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7.5 Software Documentation and Licensing

Documentation procedures are established for management of software, including verification of licensing. Procedures are developed to ensure software systems are compatible with the agency’s overall information technology plan. Agencies may limit the types of software installed and number of licenses in order to facilitate integration with other systems and ensure the software can be supported adequately. All software should be licensed appropriately to minimize liability.

**Assigned To:** Grahame Watts, Mary Anne Van Zuyle
**Review Date:** 07-14-2022

**Compliance:** Full Compliance
**Compliance Date:** 10-16-2022

**Documentation /Directives**

GIS License Report
Bluebeam Licenses
IT Licensing spreadsheet

**Agency Compliance:**

Much of the software used by the Public Works department is used City-wide, such as Microsoft Office, AutoCAD, ArcMAP. The licenses and upgrades for these programs are managed by the City's Information Technology division in the Finance Department. Some software systems are purchased by Public Works for specific uses, e.g., Supervisory Control and Data Acquisition (SCADA), Computerized Maintenance Management System (CMMS), and infraMap. The licenses and upgrades for software systems managed by Public Works are managed by the Information Technology technician at the Municipal Service Center and the project manager at the Hill Canyon Treatment Plant and overseen by the Information Technology Supervisor.

**Documents:**


**Approved By**

Public Works Director
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Accreditation Manager
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7.6 Hardware and Software Acquisition

The agency has procedures for the acquisition, development, testing, and use of hardware and software. Users should be involved in developing criteria for hardware and software selection and acquisition. Established criteria and appropriate training will facilitate use. Data requirements, data structure, and related matters are determined in accordance with proper programming and systems analysis procedures, which include, but are not limited to, elimination of unnecessary redundant data, access and modification security, and proper user-friendly design. All applications undergo appropriate testing procedures. Testing new information technology and telecommunications applications can reduce subsequent operating costs and, of equal importance, eliminate user frustration and encourage acceptance of new applications.

Assigned To: Grahame Watts, Mary Anne Van Zuyle
Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-16-2022

Documentation /Directives

City Purchasing Manual (please see hard copy)
IT Governance Committee Agenda

Agency Compliance:

The Citywide IT Governance Committee reviews all Citywide hardware and software requests. The goal is to ensure that any new technology is compatible with existing hardware and software. The City is standards based to minimize the support and maintenance efforts. The committee meets bi-monthly to review and approve any requests. Most hardware purchases are managed by Finance Department Information Technology (IT) staff. IT follows the City’s Purchasing Ordinance and the Purchasing Policy set forth in the Purchasing Manual. IT staff identifies the specifications of the hardware and obtains quotes. Three quotes are obtained, and a formal purchase order is issued for items such as servers and CPUs. Annual blanket purchase orders are set up with multiple vendors for parts and supplies, for example, memory, monitors, keyboards. Replacement parts are kept on-site so that computers can remain functional, and staff can continue to work. Citywide software purchases and maintenance are maintained and distributed by IT staff. Software purchases specific to the Public Works Department are coordinated with IT staff, budgeted through the Public Works Department budget and distributed by IT staff with licenses monitored by IT staff at all location sites.

Documents:
IT Governance Committee Sample Agenda 081622.pdf

Approved By
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Accreditation Manager

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7.7 User Responsibilities

A policy defines user responsibilities and all users are kept informed of updates to policies. Information technology and telecommunication system users are aware of their responsibilities in using applications. User responsibilities may also include the management of customized software and the use of mobile devices and removable storage devices, e.g., flash drives. Locate system servers in a disaster-proof room to reduce the possibility of interruption during an emergency.

Assigned To: Grahame Watts, Mary Anne Van Zuyle

Review Date: 07-14-2022

Compliance: Full Compliance

Compliance Date: 10-16-2022

Documentation /Directives

Computer Use Policy

Email Policy

Cell Phone and Smartphone Policy

Password policy

Agency Compliance:

The City has several technology policies and guidelines related to staff usage. These include Computer Use Policy, Email Policy, Cell Phone and Smartphone Policy, and Password Policy. All new hires are required to read, review, and sign these policies; existing employees are to review and sign every two years.

The City Computer Use Policy encompasses the responsibilities of each user and their actions and impact on the City network; the other policies branch off that main policy. The Computer Use Policy explains the fundamentals of City systems and data stored within being the property of the City of Thousand Oaks. It lists prohibited use of the City systems to include, but not limited to: illegal activities, threats/harassment, political endorsements, commercial activities and non-sanctioned software. The internet usage section prohibits buying/selling personal property, online gambling, pornography, posting of confidential City data, and anything that jeopardizes City security both online and in person. It prohibits personal devices being attached to the City network without IT approval.

The Email Policy is similar and discusses user’s City email to not be used for non-work-related items and prohibits its use for political endorsements/campaigning and any type of harassment or offensive text/images within the emails. A 2-year retention policy on all email is part of the policy and an explanation of saving emails as records for projects is included.

The Cell Phone and Smart Phone Policy along with the Password Policy describe the user’s responsibility as it pertains to securing City devices and data.
Documents:
Cell Phone and Smart Phone Policy.pdf, Cell Phone, Smartphone, Tablet, and Wireless Device Policy.pdf, City Computer Use Policy.pdf, Computer Use Policy.pdf, Email Policy.pdf, Password Policy.pdf

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
7.8 Hardware and Software Maintenance

Hardware and software are routinely maintained. Users must ensure hardware and software are functioning effectively. Preventive and routine maintenance practices should be applied. Operations practices also include protecting and supporting hardware with features such as non-interruptible power supplies, appropriate covers, and environmental controls.

Assigned To: Grahame Watts, Mary Anne Van Zuyle
Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-16-2022

Documentation /Directives
Public Works Software Update Maintenance Schedule

Agency Compliance:
Software and operating system updates are routinely monitored and are installed every 60 days. IT has a software program in place to push emergency updates to all computers as needed. Personal computers are maintained and repaired on an as-needed basis. Hardware replacement schedule is three to four years. Anti-virus and anti-spam software is installed on all computers and updated regularly. Non-interruptible power supplies are provided for all mission-critical systems, including servers and Supervisory Control and Data Acquisition. Environmental controls are in place for server systems.

Hardware and software that is licensed for maintenance through a 3rd party vendor is renewed annually.

Documents:
Software Maint. Schedule.pdf

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Public Works Director
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Accreditation Manager
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7.9 User Training
The agency provides training for information system users. Appropriate training should be provided for the information technology and telecommunication applications that may be used by public works agency personnel. These applications may range from word processing and spreadsheets to specialized analysis or modeling programs. The agency may include information technology and telecommunication system training in its work plans and budget.

In-house seminars may be used to educate personnel on new or upgraded applications or procedures.

**Assigned To:** Grahame Watts, Mary Anne Van Zuyle  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-16-2022

Documentation /Directives

Information Technology Training Schedule

Information Technology Training Classes Example

Agency Compliance:

A wide range of training for information technology users is provided by the City, both through in-house resources and outside seminars. Training classes for Office 365 applications, including Word, Excel, Teams, OneDrive, OneNote and Outlook are taught by IT staff, and are also available to City staff through LinkedIn Learning iEvolve online training. Regular tech tip sessions are held monthly on all City standard programs and conducted by IT staff. Training videos are available 24/7 through the LinkedIn Learning iEvolve portal for all full-time employees. The iEvolve portal can managed classes assigned to employees and can host training materials generated by City staff. For other more specialized applications, such as AutoCAD, Geographic Information System, Supervisory Control and Data Acquisition, Sungard, Naviline, HTE (public sector software), and Computerized Maintenance Management System, staff attend training seminars hosted by the software vendors. Biennially, a training budget is established for all divisions of the Public Works Department.

Documents:

Information Technology Training Schedule 2017 Example.pdf, IT Training Classes Example.pdf

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7.10 Communication System Functions

Functions and activities associated with each communication subsystem are described to all personnel. Accountability for the communication function should be maintained within the organizational structure. These functions include but are not limited to telephone, teletype/automated data and alarm monitoring, computer-aided dispatch, and cellular phones. Licenses must be renewed in accordance with licensing specifications.

Assigned To: Grahame Watts, Mary Anne Van Zuyle
Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-16-2022

Documentation /Directives

Radio Policy
Radio Training Flyer
Cell Phone and Smart Phone Policy

Agency Compliance:

Radio communication functions are assigned to the Public Works Fleet Services Division. The Emergency Preparedness Division provides emergency radio training classes. Telephone and cellular phone communication functions area assigned to the Finance Department Information Technologies and Purchasing Divisions.

Documents:
Cell Phone and Smart Phone Policy.pdf, Cell Phone, Smartphone, Tablet, and Wireless Device Policy.pdf, Radio Training Flyer.pdf, Two Way Radio Policy.pdf

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7.11 System Operation and Maintenance

Personnel are assigned and authorized to operate, inspect, test, and maintain the communication system. The communication system and its component parts are reviewed and inspected at established intervals. Allocation of personnel to specialized assignments contributes to reduced errors and reduced confusion during emergencies. Communication needs change as the agency or its responsibilities change. Communication equipment and facilities are reviewed at least every four years to determine their operational efficiency and adequacy in providing service.

 Assigned To: Grahame Watts, Mary Anne Van Zuyle
 Compliance: Full Compliance
 Review Date: 07-14-2022
 Compliance Date: 10-16-2022

Documentation /Directives

None.

Agency Compliance:

City telephone and cellular phone communication system equipment is managed by the Finance Department Information Technology and Purchasing Divisions. Key staff are provided City owned smart phone devices (iPhone) to enhance communications while out of the office. The radio communication system is managed and maintained by the Public Works Department Fleet Division and is tested on an annual basis. All City handheld radios are digital models. Satellite Phones are tested monthly.

Communication systems include:

- Landline Phones
- Cellular Phones
- Satellite Phones
- Portable Radios
- Email/Intranet
- Internet

Documents:

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Public Works Director

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Date: 

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7.12 Emergency Communications

Procedures are established for logging emergency communications. A procedure identifies which transmissions are logged. Reports are used to monitor service delivery, and track frequency, location, and time of communication.

Emergency procedures are established to disseminate necessary information to the general public.

Assigned To: Grahame Watts, Mary Anne Van Zuyle
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-16-2022

Documentation /Directives

Form ICS-214 Activity Log
MSC Non-Disaster Downed Tree Example

Agency Compliance:

The City’s Emergency Operations Center at City Hall and the alternate Emergency Operations Center at the East County Sheriff Station are equipped with radio base stations and dedicated phone lines used for 24-hour emergency communications. Staff assigned to the EOC log all communications involving any emergency incident.

Non-disaster related emergency telephone calls are logged into the department’s work order system.

Documents:

Form ICS 214 - Activity Log.pdf, MSC Non Disaster Downed Tree Example.pdf

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Public Works Director

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8. Emergency Management

8.1 Comprehensive Multi-Hazard Emergency Plan

A comprehensive multi-hazard emergency plan is adopted, tested, and maintained. Effective emergency response and recovery can only be achieved through a comprehensive multi-hazard plan. The plan must involve all governmental service providers and community groups that contribute to meeting emergency needs.

Emergency plans should include statements regarding mission, intent of plan, and a description of the organization, emergency resources, and provisions for outside assistance. It should establish emergency policies, procedures, responsibilities, and communications.

Assigned To: Grahame Watts, Nader Heydari  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation / Directives

Employee Emergency Response Plan
Emergency Operations Plan
Tabletop Drill Agenda
Multi Hazard Mitigation Plan City Council Report First Page
Minutes Showing Adoption of Multi Hazard Plan
Emergency Management Team Chart

Agency Compliance:

The Public Works Department oversees the City’s Emergency Management Program. In 2020 the City Council adopted an updated Emergency Operations Plan (EOP), which describes the preparedness, response and recovery from emergency incidents related to natural disasters, technological incidents, and community security issues. The EOP is a document, designed to be read, understood, and incorporated into the City’s Emergency Management Program. The EOP incorporates the National Incident Management System (NIMS) and the California Standardized Emergency Management System (SEMS). The EOP includes procedures, policies, and protocols for the City’s response to an emergency incident in partnership with the Ventura County Sheriff’s Department VCSO, Ventura County Fire Department (VCFD). The EOP outlines the process and key staff assigned to the City’s Emergency Management Team. All City employees have a physical ID that describes his or her responsibility and reporting instructions as a Disaster Service Worker (DSW).

Emergency management training is provided to all City employees as is included as part of the City’s New Employee Orientation Process, which includes ICS 100, ICS 200 ICS 700 and/or ICS 800. Additional training is included on the iEvolve Training platform, including a DSW video for all new employees to watch.
Documents:

Approved By
Public Works Director
Print:  Sign:  Date:

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8.2 Agency Emergency Operations Manual

An agency manual governs operations during and following a disaster event. Each public works agency having day-to-day responsibility for maintenance and operation of community infrastructure resources and public services must establish, in advance, strategies for dealing with potential emergency situations in a timely and effective manner. Policy and procedure statements or manuals facilitate priority setting and action decisions during emergency situations.

Assigned To: Grahame Watts, Nader Heydari
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Emergency Operations Plan (see hard copy)
Employee Emergency Response Procedure
MSC Emergency Operations Plan
JSA 111.09 MSC Emergency Evacuation Policy
HCTP Emergency Operations Plan (see hard copy)
JSA 111.10 HCTP Evacuation Policy
City Emergency Preparedness Web Page

Agency Compliance:

The City 2021 approved EOP describes the City’s planned response to emergency incidents and includes procedures, policies, and plans for each Department. The City supports a physical EOC at City Hall a Department Operations Center at the MSC and a Virtual EOC accessible 24-hours a day. The City Emergency Management Team follows activation procedures and position checklists for a variety of emergency incidents. All forms and procedures are posted on the City's Virtual EOC SharePoint site, including City Hall, MSC and the HCTP protocols.

Documents:


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8.3 Emergency Facilities Location

Emergency operating facilities are safeguarded against inaccessibility, damage, and loss. Emergency operations require that chosen facilities are not vulnerable to damage, inaccessibility, or loss.

Assigned To: Grahame Watts, Nader Heydari  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Emergency Operations Plan Management Section I (see hard copy)

Agency Compliance:

The City’s physical EOC is located at City Hall in the Oak, Park, and Board Rooms. The City also supports a Virtual Emergency Operations Center (VEOC). A DOC is in the Conejo Room at the MSC. City Hall and MSC facilities have backup power and are secured by an electronic key card system and standard keys. The MSC is a six-acre facility that houses rolling stock a warehouse, fueling and transit buses. A Household Hazardous Waste Facility is located next to the MSC. All sites have 24-hour video surveillance system and are surrounded by security fencing.

Documents:

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8.4 Emergency Exercises

The agency routinely participates in emergency exercises. Emergency exercises facilitate closer working relationships between emergency service providers and their personnel and test the adequacy of emergency plans. The agency should participate in emergency exercises and modify and/or update emergency plans based on the results of each emergency exercise.

Assigned To: Grahame Watts, Nader Heydari Review Date: 07-14-2022
Compliance: Full Compliance Compliance Date: 10-17-2022

Documentation /Directives

2022 After Action Report
2022 Table-Top Exercise

Agency Compliance:

The Public Works Department is responsible for the City’s Emergency Management Program, which includes preparedness, response, recovery, mitigation, recovery, and employee training. Annually tabletop exercises are conducted that involves the physical or virtual EOC and the City Emergency Management Team. Upon completion of each table-top exercise, an After-Action Report is completed to address areas that require follow-up. The City’s last table-top exercise was a virtual drill and was completed in March 2022 with 70 participants from the City and several other agencies.

Documents:
Table-Top Exercise Agenda.pdf, Table-Top Exercise - After Action Report.pdf

Approved By
Public Works Director
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8.5 Emergency Procedures and Operations Training

Personnel are trained in emergency procedures and operations. Training and cross-training of personnel should support the emergency plan by detailing how regular duties relate to emergency operations duties and to the overall emergency planning and operations strategies. Agencies should be aware the Department of Homeland Security (DHS) requires all employees to be trained in the National Incident Management System (NIMS) to be eligible for reimbursement of funds expended as a result of a declared disaster.

**Assigned To:** Grahame Watts, Nader Heydari

**Review Date:** 07-14-2022

**Compliance:** Full Compliance

**Compliance Date:** 10-17-2022

**Documentation /Directives**

- Employee Emergency Response Procedures
- Emergency Operations Plan (see hard copy)
- EOC Exercise Agenda example
- Power Outage Response Procedure
- NIMS Training Matrix 2018

**Agency Compliance:**

Every new employee participates is new employee orientation/onboarding process that describes an employee’s role as a DSW. A requirement is to view a video that describes an employee’s role during an emergency incident. All department’s also follow an Employee Emergency Response policy in compliance with State and Federal Homeland Security requirements.

**Documents:**

- [Employee Emergency Response Procedures.pdf](#)
- [EOC 2018 Sectional Drill Agenda with Schedule.pdf](#)
- [MSC Emergency Operations Plan.pdf](#)
- [NIMS Training Matrix 2018.pdf](#)
- [Power Outage Response Procedure.pdf](#)

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**Public Works Director**

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8.6 Emergency Services Coordination

A procedure for communication and coordination with other emergency service providers is developed and routinely updated. Ongoing coordination and communication with other emergency service providers enhance cooperation and support during emergency events. Modes of communication and plans for interoperability are identified.

**Assigned To:** Grahame Watts, Nader Heydari  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

- Public Works Mutual Aid Agreement
- County Emergency Planning Council (EPC)
- Volunteer Organizations Active in Disasters (VOAD) Agenda
- Countywide Operational Area Agreement-
- Hill Canyon Wastewater Treatment Plant Response Plan

**Agency Compliance:**

The Public Works Director and Emergency Services Manager attend countywide Emergency Planning Council (EPC) meetings. For the Operational Area. A countywide Public Works Director meeting is also held quarterly, and Operational Area meetings with Emergency Managers are scheduled 4-6 times per year to discuss common areas of interest among the Cities and County. The Emergency Services Manager also attends Volunteer Organizations Active in Disasters (VOAD) meetings as needed.

**Documents:**

- 8.6 - HCTP Emergency Response Plan.pdf  
- County Operational Area Agreement.pdf  
- Mutual Aid Agreement 09110-2009 Example.pdf  
- Ventura County Volunteer Organizations Active in Disaster Flyer.pdf

**Approved By**

Public Works Director

Print: Sign: Date:

Accreditation Manager
8.7 Employee Contact Information

The agency must maintain current contact information for all employees for emergency response. Personnel receiving communications on behalf of the agency are often required to contact crews or individual agency members during off-duty time. Night and weekend numbers are needed for emergency duty personnel within public works as well as public safety and health services. Standby crews are identified, and access information for the standby team is recorded.

**Assigned To:** Grahame Watts, Nader Heydari  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

Radio Call Signs

Public Works On-Call Standby Policy

MSC On-Call List

City Employee Contact List Example Pages

**Agency Compliance:**

A countywide emergency contacts list is posted on the VEOC site that is updated quarterly. This list includes home, cell, and work numbers for each key contact in the region. A 24-hour Public Works Stand by List is also in place for use with small emergency incidents related to water, wastewater, streets, and landscape. All Public Works staff can be reached by cell phone and MS Teams and through the VEOC platform that has a 24-hour Zoom Link to meet virtually without delay.

**Documents:**

8.7 - 2022 Radio Call List .pdf, 8.7 - 2022 Standby On Call Employee Schedule .pdf, 8.7 - Public Works On-Call (Standby) Policy.pdf, 8.7 Employee Emer Contact List.pdf

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Public Works Director

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8.8 Emergency Personnel Policies and Procedures

Employee procedures are established for emergency events. Emergency procedures cover employee contacts, reporting, and release before, during, and following emergency events. Personnel resources and alternative means of delivering emergency service are integral parts of resource management.

**Assigned To:** Grahame Watts, Nader Heydari  **Review Date:** 07-14-2022  
**Compliance:** Full Compliance  **Compliance Date:** 10-17-2022

**Documentation /Directives**

Employee Emergency Response Procedures

Emergency Response Plan (see hard copy)

MSC Emergency Response Pan

HCTP Emergency Response Plan(see hard copy)

**Agency Compliance:**

The City EOP outlines department, community wide and individual employee duties as a DSW before, during and after an incident. The City is also a signature to countywide Operational Area Agreement, Statewide Public Works Mutual Aid Agreement and a Cal-WARN Mutual Aid Agreement. The City is part of a countywide emergency notification system (VC Alert Program) and a countywide Incident Portal (VCemergency.com) that is used during countywide incidents.

**Documents:**


**Approved By**

Public Works Director

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Date:

Accreditation Manager

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Date:
8.9 Emergency Equipment Testing and Storage

Emergency equipment is regularly tested, and storage facilities are monitored to ensure operational readiness and availability for use. The agency must regularly test the performance and applicability of emergency equipment. The agency should identify additional features or equipment that would be useful in emergency operations. In choosing places for the location and storage of emergency equipment and supplies, the agency must account for susceptibility to isolation, damage, or destruction from potential hazards.

**Assigned To:** Grahame Watts, Nader Heydari  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

- Emergency Generator Work Order Form
- Emergency Generator Completed Work Order
- MSC Generator Task List
- MSC Emergency Generator Task List Report Example
- MSC Emergency Generator Monthly Test Form
- City Hall EOC Supply List
- Public Works Equipment List
- Public Works Mutual Assistance List

**Agency Compliance:**

Emergency facilities/equipment in Public Works and other departments are routinely tested, which includes communications equipment in the EOC and the DOC at the MSC. Additional supplies are stored offsite at another City owned facility (401 Hillcrest Drive). A Mass Casualty Trailer is located at the MSC and at the Hillcrest facility as well as a Communications Trailer secured at City Hall. Fixed and portable emergency power generators in the field and at multiple city facilities are regularly tested regularly.

**Documents:**

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8.10 Mutual Aid Agreements

Mutual aid arrangements are established in order to expand resources. Mutual aid agreements enable increased responsiveness to emergencies by using resources from others. Mutual aid agreements should include definition of key terms; definition of roles and responsibilities of individual parties; procedures, authorities, and rules for payment; reimbursement, and allocation of costs; notification procedures; protocols for interoperable communications; relationships with other agreements among jurisdictions; workers compensation; treatment of liability and immunity; recognition of qualifications and certifications; and sharing agreements as required.

Assigned To: Grahame Watts, Nader Heydari  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives

Public Works Mutual Aid Agreement
City Emergency Operations Plan
County Operational Area Agreement
Cal-WARN Mutual Aid Agreement

Agency Compliance:

Thousand Oaks is in Ventura County Operational Area IV and is a member of regional and state Mutual Aid Agreements. These agreements are used for personnel, equipment, and resources before, during and after a local, regional, or state emergency incident. Additional Mutual Aid Agreements are in place that are specific to fuel, vehicles/equipment, water, wastewater and a shared responsibility to support a Safety Assessment Program database for building inspectors throughout the County that may be needed following an Earthquake.

Documents:


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Public Works Director

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8.11 Specialized and Supplemental Resources Including Supplies, Equipment, and Contractual Service Listings

The agency has developed an emergency purchasing plan for the use of specialized equipment, supplemental personnel, and other resources during emergency events. The plan will include contingency arrangements for emergency resources such as equipment, supplies, and services, including consultants and contractors.

Lists of required resources, suppliers of resources, and emergency assistance agencies are maintained. The agency discusses with legal counsel any necessary insurance and other protection required for emergency assistance personnel. The agency works with purchasing and personnel authorities to develop contingency service arrangements for supplemental services.

Source listings for emergency supplies, equipment, and contractual services are maintained to supplement in-stock resources and agency staff in meeting emergency needs. Consideration should be given to expanding normal spending limits to cover unusually high spending needs during an emergency.

Assigned To: Grahame Watts, Nader Heydari  Review Date: 07-14-2022  
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives

Public Works Mutual Aid Agreements

Emergency Operations Plan - Logistics Section L23 (see hard copy)

On-Call Agreements List

Agency Compliance:

During an emergency incident, the Logistics Section is responsible for securing equipment, tools and the resources needed by the City Emergency Management Team as described in the City’s EOP. The Purchasing Unit in the Logistics Section orders resources and services as needed during incidents. On-call consultants, contractors, and vendor agreements are also in place, which include the City’s insurance and liability provisions. Multiple Mutual Aid Agreements with local and statewide agencies are also in place.

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8.12 Natural and Man-Made Hazards

Hazard potentials are identified and analyzed for the development of risk mitigation measures. Mitigation is avoiding, limiting frequency, reducing severity of exposure, and lessening the impact of actual events threatening the community. Mitigation starts with identification of risk potential and is followed by analysis to determine the following: (a) probable frequency of exposure, (b) possible extent of impact on the community or parts thereof, (c) economic and fiscal feasibility of various means used to avoid each risk entirely, limit its frequency of occurrence, or reduce the severity of the event.

Assigned To: Grahame Watts, Nader Heydari  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives

Hazard Mitigation Plan - City Council Report-

Agency Compliance:

As required by the Federal Disaster Mitigation Act, the City adopted a Hazard Mitigation Plan in 2022 that describes its hazard mitigation process, hazards, potential losses, mitigation needs, goals and citywide strategies. The Plan, was developed in partnership with the County of Ventura and includes a list of potential natural and human caused hazards. The City's most recent Plan was adopted in August 2022.

Documents:

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Public Works Director
Print:  Sign:  Date:

Accreditation Manager
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8.13 Hazard Mitigation through Planning

Hazard mitigation information and recommendations are considered in community planning and included in the emergency plan. The agency presents appropriate hazards mitigation information and recommendations to both staff and approving entities during the community planning process. It also urges inclusion and consideration of such information as part of emergency plan adoption, amendments, and implementation steps.

Assigned To: Grahame Watts, Nader Heydari  
Review Date: 07-14-2022
Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Hazard Mitigation Plan City Council Report

Agency Compliance:

The City has adopted a Hazard Mitigation Plan that in partnership with the County of Ventura which describes the planning and hazard mitigation process. Hazard mitigation provisions are included in standard development project conditions, including seismic, landslide and flooding mitigation measures.

Documents:

2022 Haz Mitigation Plan Staff Report.pdf

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Public Works Director
Print: Sign: Date:

Accreditation Manager
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8.14 Restoration of Community Lifelines and Public Services

Procedures are established for the timely restoration and/or replacement and full functioning of community lifeline and other critical infrastructure/ facilities and vital public services following disaster events.

Lifelines are the systems and facilities essential to a community’s functioning. Lifelines include roads, bridges, dams, water and sewer lines, treatment plants, drainage facilities, electric and gas systems, and communications, as well as hospitals, emergency shelters, and emergency operations and resource storage areas. Agency managers (in concert with other facility owners and operators) implement appropriate plans to ensure the reliable functioning and timely restoration of community lifeline facilities. To enhance system reliability during response and recovery phases, alternate locations and designs, and system redundancy should be considered for lifelines and other potentially vulnerable facilities.

**Assigned To:** Grahame Watts, Nader Heydari  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

Emergency Operations Plan (see hard copy)

Water Interconnect Agreement Example

Hill Canyon Emergency Response Plan (see hard copy)

MSC Emergency Plan

**Agency Compliance:**

Emergency response plans are in place for addressing restoration of roads, bridges, water, wastewater, treatment plant and public drainage facilities. Separate emergency response plans are in place for other utility providers such as Southern California Edison (electric utility), Verizon Phone/Internet), Southern California Gas Company and Spectrum (cable). All three water purveyors and exclusive Franchise Trash/Recycler Hauler have emergency response plans in place.

**Documents:**


**Approved By**

Public Works Director

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8.15 Cost Documentation

Procedures are established to document costs to assist in obtaining adequate financial resources to fund repair and restoration. Post-disaster recovery and restoration is costly, usually well beyond normal community financial resources. Federal (and possibly state or provincial) grant of loan assistance is often available, but on a reimbursable basis. Accurate records must be provided. The community must stand the initial cost of repairs and pay for upgrades and the local share of federal or state/provincial grants. Disaster event records are organized and completed to fully support applications for federal and other assistance, and local funding is arranged (or rearranged) as required. Specific personnel are assigned to prepare and pursue assistance applications.

Assigned To: Grahame Watts, Nader Heydari  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives

Emergency Operations Plan - Finance Section 1- Cost Recovery Unit F-17 (see hard copy)

Agency Compliance:

As described in the EOP, the Finance Section has a Cost Recovery Unit that is responsible for the documentation and processing of costs to the County and State for State and Federal reimbursement.

Documents:

Approved By
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Accreditation Manager
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8.16 Incident Command System

The agency has developed an ICS, if required by federal, state, provincial, local, or tribal government.

The purpose of the ICS is to provide organizational structure and guide planning; the existing structure and plans can then be adapted to meet the needs of each incident. Utilizing ICS in every incident or planned event will help develop command and management skills needed for large-scale incidents.

Emergency response plans should identify the incident command structure that will be used. The structure should include functional areas addressing command, operations, planning, logistics, and finance/administration. The management characteristics of the ICS should include the following: (1) common terminology, (2) modular organization, (3) management by objectives, (4) reliance on Incident Action Plan, (5) manageable span of control, (6) pre-designated incident locations and facilities, (7) comprehensive resource management, (8) integrated communications, (9) establishment and transfer of command, (10) chain of command and unity of command, (11) unified command, (12) accountability, (13) deployment, and (14) information and intelligence management.

ICS is a tool to provide agencies with an organizational structure for command, control, and coordination of response efforts to stabilize all types and sizes of emergency incidents.

Assigned To: Grahame Watts, Nader Heydari  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

City of Thousand Oaks Emergency Operations Plan
MSC Emergency Plan

HCTP Emergency Response Plan

Agency Compliance:

The Incident Command System (ICS) is a practice that is part of the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). These procedures are part of the City's Emergency Operations Plan. Emergency plans are in place for City Hall, MSC and the HCTP.

Documents:

Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager
9. Safety

9.1 Safety Responsibility

The agency identifies responsibilities for safety and health programs. Individuals responsible for safety and health training are properly instructed. Established safety and health policies are important, especially in agencies where seasonal turnover requires repeated training. Managers and supervisors should have safety responsibilities incorporated in their job descriptions. Supervisors are designated to monitor and check the workplace in order to identify potentially dangerous or possibly changed conditions which could affect safety and need to be addressed.

Assigned To: Kevin Fishman
Compliance: Full Compliance

Documentation / Directives

Injury and Illness Prevention Program
Training Classes Example_1-20-2022
Cover Page of the City’s Online Training Platform - iEvolve
Cover of the Incident Report Management System - Velocity
Public Works Superintendent Job Spec
HCTP Quarterly Inspection Example
MSC Quarterly Inspection Example
Safety Consultant Initial Assessment Example

Agency Compliance:

The Human Resources Department and Risk Management are responsible for the coordination of the City’s Safety Program by facilitating compliance with all occupational health and safety regulations. These regulations include, but are not limited to, Cal/OSHA, Federal OSHA and the Department of Transportation. The full time City Health and Safety Specialist develops and coordinates appropriate programs to reduce incidents and injuries, and to promote occupational health through educational training classes, safety concepts, field/job inspections, and through group and/or individual tutorials. In 2020, the City hired a safety consultant to assist the City’s Health & Safety Specialist by conducting a Culture and Compliance Gap Assessment. Currently, the consultant is still being utilized.

Documents:
9.2 Safety Manual

A safety manual is developed and adopted which includes a description of the safety program, rules, reporting procedures, forms, reviews, and evaluations. In order to effectively manage safety practices, a safety manual that includes rules, reporting procedures, program reviews, and evaluations is necessary. A safety manual may include a schedule for ongoing monitoring and periodic inspections of the workplace and of external conditions. The manual also includes provisions for inspecting and reviewing emergency management practices concerning workplace hazards.

Assigned To: Kevin Fishman                Review Date: 07-14-2022
Compliance: Full Compliance                Compliance Date: 10-17-2022

Documentation /Directives

Injury and Illness Prevention Program (Current)
Injury and Illness Prevention Program (Draft)
Final_Bloodborne Pathogen Program_5-21-21
Final_Chemical Hygiene Program_4-29-21
Confined Space Entry Program (need to update with revised document)
Final_Exposure Control Plan - Respirable Crystalline Silica_6-23-20
Final_Fall Protection Program_11-4-21
Final_Fire Prevention Plan_11-4-21
Final_Hazard Communication Program_3-12-21
Hearing Conservation Program (need to update with revised document)
Final_Heat Illness Prevention Program_10-8-2020
Final_Respiratory Protection Program_10-9-20
Pesticide Handler Program
PW Ops Pesticide Use Policy 2021
DPW Emergency Evacuation Plan
HCTP Emergency Action Plan_3-2-2022
HCTP Site Evacuation Map_2019 (please see hard copy)
MSC Emergency Action Plan_3-2-2022
MSC Site Evacuation Map_2019 (please see hard copy)
10-Day Safety Tailgate Example
Agency Compliance:

The City's Safety Program is comprised of developed and adopted compliance programs, policies, reporting procedures, forms, reviews, and evaluations. All are related to job safety and collectively make up the City's "safety manual." City workers perform a wide variety of operations throughout the City, which encompasses unique pieces of equipment and processes, along with potential exposure to hazardous chemicals and materials. All written documents related to safety are considered part of the safety manual. Whether it is an administrative policy, or a formal written Cal/OSHA program, the goal is providing proper communication to employees, so they can perform the work safely.

Documents:


Approved By
Public Works Director

Print: ________________________ Sign: ________________________ Date: ________________________

Accreditation Manager
9.3 Safety Measures and Reports

Workplace safety and health performance is measured, and reports are submitted and reviewed by risk assessment officers or other designated personnel. Governmental regulatory agencies and insurance programs prescribe recordkeeping systems. These records may be used to compare intra- and interagency performance. Agency programs should be modified to reflect information obtained from accident experience.

Assigned To: Kevin Fishman                      Review Date: 07-14-2022
Compliance: Full Compliance                    Compliance Date: 10-17-2022

Documentation / Directives

Cover Page of the Incident Report Management System - Velocity
Cover Page of the City’s Online Training Platform - iEvolve
2021 Cal/OSHA 300 Log Example
2021 Cal/OSHA 300A Log Summary Example
Poison Oak Log Example
Final_SOP Poison Oak Removal_2/28/2022
MSC Work Order Example
HCTP Work Order Example
Loss Run Form from TPA Example

Agency Compliance:

The City uses a Computerized Maintenance Management System to generate and complete all work orders. The System has the capability of attaching relative safety information associated with each work order such as appropriate Safety Data Sheets, task scheduling, tools needed, and necessary personal protective equipment. Incident reports are prepared by City staff to document any incident that involves injury, illness, near-misses, property damage, vehicle collisions, and other miscellaneous incidents utilizing the City’s digital Incident Report Management System called Velocity. This system is an added benefit to the City allowing for all collected information to be located in a singular location and making the data readily available. The system acts like a “one-stop shop”. All employee injury or illness incidents, meeting certain criteria, are listed on the California Occupational Safety and Health Administration’s (Cal/OSHA) 300 Log. Whether maintaining these databases for internal use or for regulatory compliance, they each play a vital role in identifying trends that can be incorporated into classroom and field training. All incident reports are reviewed and processed by Risk Management in the Human Resources Department.
Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
9.4 Safety Recognition

Good safety performance is recognized, recorded, and/or rewarded. Safety performance reviews may be included with your agency’s standard scheduled performance reviews. Recognition and reward systems may include plans for both individuals and groups. Rules should be publicized in advance; recognition and rewards should be distributed on a accordingly.

Assigned To: Kevin Fishman
Compliance: Full Compliance

Documentation /Directives

Safety Award – No Lost Time Recognition Policy

Agency Compliance:

The City acknowledges and recognizes employees on an annual basis for work performed that does not result in a lost-time incident. A lost-time incident is defined as a work-related injury or illness that results in one or more days away from work. Full-time and designated part-time employees, listed as a “Covered Employee”, are eligible for this award if the criteria defined in the policy is met. If criteria met, eligible employees are awarded miscellaneous hours that can be used for either sick or vacation time. In both 2020 & 2021, there were 95 Safety Award recipients.

Documents:
Safety Award-No Lost Time Recognition Policy.pdf

Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
9.5 Hazardous Materials

The agency develops a system of posting or otherwise distributing hazardous material information among appropriate employees. Hazardous materials handling, storage, identification, and disposal as defined by federal, state, and provincial regulations are performed according to approved directives.

Assigned To: Kevin Fishman
Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-17-2022

Documentation /Directives

Final_Hazard Communication Program_3-12-21
Hazard Communication Signs and Labels
Hazardous Materials and Pesticide Storage (please see hard copy photo)
GHS Info Doc
SDS Location at MSC - Example (please see hard copy)
SDS Location at HCTP - Example (please see hard copy)
Chemical Spill Response Plan Book 2021 - HCTP (please see hard copy)
Pesticide Handler Program
Final_Pesticide Use SOP_7-16-2021
PW Ops Pesticide Use Policy 2021
Reporting Chemical Fumes and Chemical Spills E-Manual
Hazardous Material and Pesticide Storage - Example (please see hard copy)
Biohazard Trauma Scene Management
JSA 111.18 ID & Spill Response Guide 2021

Agency Compliance:

City employees working with or who may be exposed to hazardous materials are required to participate in a Hazard Communications Training Program. This training covers information required by the California Occupational Safety and Health Administration including labeling, storage, and Safety Data Sheets. Onsite hazardous materials are properly labeled, stored, and controlled. Additionally, and although listed as a separate program, the City’s Pesticide Program falls under the same parameters and requirements as other hazardous materials along with the regulations established by the California Agricultural Commission.
Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
9.6 Excavation and Confined Spaces

A policy establishes requirements to ensure safe working conditions in excavations and confined spaces. Policies should specify shoring methods, materials, evacuation, available personal protection training, and enforcement responsibilities.

Assigned To: Kevin Fishman  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives
Confined Space Program (Current)  
Confined Space Program (Draft)  
Confined Space Entry Permit (Current)  
Confined Space Sign Example
HCTP CS List & Classification Revised 11-13-2019
HCTP Confined Space Downgrade Example
MSC Confined Space Downgrade Example
Confined Space Training Certificate Example
Daily Excavation Inspection Form Example
Dig Alert Ticket Permit Example
Trench-Excavation_Competent Person Cert Example 2022
Trench-Excavation_Awareness Cert Example 2022

Agency Compliance:

All City employees who may need to inspect and/or enter confined spaces to perform work must participate in annual classroom and field training. Prior to entering any confined space, the assigned Lead Person will fill out a Confined Space Entry Permit. The permit serves as a step-by-step checklist to ensure that all hazards have been addressed, proper equipment is available, and all participants are made aware of their roles in the operation. The City recognizes all confined spaces as Permit Required unless the confined space can be downgraded to Non-Permit Required. To assist in determining this, the Lead Person can reference a Confined Space Downgrade document that is specific for that space. A list of the City’s confined spaces is maintained by the respective City facility.

In addition to confined space work, City employees engage in trenching and excavation. This operation is quite common for street repairs, landscaping, or for underground utility work. Employees receive training at the awareness and competent person level on a frequent basis. While out in the field employees are required to use the Daily Excavation Inspection Form, which assists employees with shoring requirements, and the important reminder of confirming that an Underground Service Alert Permit (Dig Alert) has been established.

Documents:
Confined Space Entry Permit (Current).pdf, Confined Space Program (Current).pdf, Confined Space Program (Draft).pdf, Confined Space Sign Example.jpg, Daily Excavation Inspection Form Example

Approved By
Public Works Director
Print:                  Sign:                  Date:

Accreditation Manager
Print:                  Sign:                  Date:
9.7 Work Zone Safety

A policy establishes requirements for work zone safety. A policy should designate the responsibility for work zone safety reviews. Agencies may provide foremen, crew leaders, utilities, and contractors with a pocket guide illustrating typical work zone situations. Minimum standards for work zone signing and barricading are defined in the Manual on Uniform Traffic Control Devices (MUTCD) and the Uniform Traffic Control Devices (UTCD) book for Canada.

Assigned To: Kevin Fishman  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives

CAMUTCD_2014_Revision 6 (please see hard copy)
Traffic Control / Flagger Wallet Cards
Examples of PPE & Equipment Used in Temporary Traffic Control

Agency Compliance:

All City staff whose job duties may result in work within street rights-of-way are trained in work zone safety. Training is conducted either by an outside consultant, or the City’s Health and Safety Specialist. Additionally, the City’s Traffic Division may be consulted, as well. Whether it is a main arterial road or residential, traffic control is set up with the guidance of local, state, and federal regulations. All cones, signs, and barricades are purchased only from approved vendors whose products comply with the standards set by the California Manual on Uniform Traffic Control Devices (CA MUTCD). Traffic control is utilized potentially during all parts of a day under all types of weather conditions. The keys to proper traffic control set-up is visibility, directing oncoming traffic away and around the designated work zone, and employee safety. Employees are equipped with the appropriate personal protective equipment for visibility. Projects, and the complexities and circumstances associated with, will determine whether the City or an outside contractor will be responsible for traffic control set-up.

Documents:
Examples of PPE & Equipment Used for Temporary Traffic Control.pdf, Traffic Control-Flagger Wallet Cards.pdf

Approved By
Public Works Director

Print:  Sign:  Date:

Accreditation Manager
9.8 Safety Training

A policy ensures employees receive current job-related safety and health training. Examples of job-related training include instructions on handling hazardous chemicals, rescue drills, first aid, driver proficiency training, trench shoring, use of personal protective equipment, introduction to safe operations of new tools, work methods, or any other environmental safety issues. Records of training should be maintained by the instructor on each employee, identifying the subject, date, and certification of the employee’s participation. These records must be current and available for review and audit.

Assisted To: Kevin Fishman  
Compliance: Full Compliance  
Review Date: 07-14-2022  
Compliance Date: 10-17-2022

Documentation /Directives

Checklist – Benefits Orientation Example  
HCTP New Employee Safety Orientation Example  
MSC Employee Orientation Checklist Example  
JSA Example  
MSDSOnline Training Assigned for 10 Classes_MSC-HCTP_2021  
MSDSOnline Training Assigned for 10 Classes_MSC-HCTP Management_2021  
Training Classes Example_1-21-2022  
Job Safety Training Sign In Sheet Example

Agency Compliance:

Training is an essential part of a City worker’s job performance. The emphasis on training starts when the employee is hired. Within the first few weeks of employment, the employee will go through a New Employee Orientation, which would consist of meeting with the City’s Benefits Coordinator, City’s Health and Safety Specialist, and a hands-on introduction to the division or department the employee will be working in. On the first day the employee arrives they are introduced to the division/department they will be working in. The individual will get their first look at their office area and set-up, will receive instruction on some of the basics of the division/department such as restrooms, break schedule, parking, work schedule, breakroom location, division/department org chart, City vehicles, paperwork process, uniform (if required), and potentially a tour of the different City locations. Following all of that, arrangements are made to meet with the Benefits Coordinator.

The Benefits Coordinator meets with the employee to discuss the following: medical, vision, dental, paychecks, workers’ compensation, and various policies including the employee’s bargaining unit Memorandum of Understanding. The Health and Safety Specialist will then meet with the employee to discuss the Injury and Illness Prevention Program (IIPP), along with other pertinent safety training classes and information. The IIPP would consist of
information on emergency evacuation, fire prevention, injury reporting/prevention, hazard identification/mitigation, ergonomics, training, and recording keeping. Depending on the employee’s job classification, more in-depth training may be required such as: D.O.T., Confined Space, Fall Protection, Heat Illness Prevention, Hazard Communication, etc. Throughout each year a variety of training is offered that ranges in topics from harassment to Family Medical Leave Act (FMLA) to volunteering in the City’s AED/CPR program. Offered training will vary from year-to-year and is based on the work performed by the employees. For example, the Health and Safety Specialist has worked with some of the facilities to implement JSA (Job Safety Analysis) training. JSA’s are guidance documents that employees use to train with monthly. Each JSA is derived from a piece of equipment that is used in the field, which outlines the proper personal protective equipment to the necessary procedures and precautions that need to be taken when operating that specific equipment.

Training is provided, not only in-house by the Health and Safety Specialist and staff, but also by outside vendors, as well.

Documents:


Approved By

Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
9.9 Lock-Out/Tag-Out

A lock-out/tag-out procedure is established to protect employees while working on electrical and mechanical equipment. Maintenance procedures should include specific instructions to be followed before employees attempt to service or repair electrical or mechanical equipment.

Assigned To: Kevin Fishman
Compliance: Full Compliance
Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Lockout Tagout Program (Draft)
HCTP LOTO Procedure Example
Water Division LOTO Procedure Example
HCTP LOTO Equipment Station Example
Water Division LOTO Equipment Station Example

Agency Compliance:

The City has developed Lockout/Tagout procedures for maintenance repair work on electrical or mechanical equipment. The bulk of the procedures are developed for the Hill Canyon Treatment Plant, and the Water Division at the Municipal Service Center (MSC). When training is provided other MSC divisions such as the Fleet & Wastewater Divisions are included, as well. To complete the procedure specialized equipment is used. Sometimes equipment resides with an individual or vehicle, or within a building at a Lockout/Tagout Station.

Documents:


Approved By
Public Works Director
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Accreditation Manager
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9.10 Personal Protective Equipment (PPE)
A policy establishes the required personal protective equipment to be provided by the agency and under what conditions the PPE is required to be used by the employee. Personal protective equipment may include hard hats, safety shoes, safety glasses, hearing protection, high-visibility clothing, protective clothing, masks, respirators, gloves, or other equipment designated to protect employees while performing their duties. The policy should establish actions for non-compliance.

Assigned To: Kevin Fishman  
Review Date: 07-14-2022  
Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Personal Protective Equipment Program (Draft)
JSA Example
Prescription Safety Eyewear Policy
Examples of PPE Used in the Field for MSC & HCTP

Agency Compliance:

Employees perform all types of jobs out in the field. Some will require the usage of gloves, safety glasses, and a hard hat, while some will require donning a supplied-air respirator, a full-body harness, and a Tyvek suit. Issued personal protective equipment (PPE) is job specific. Not all employees will have to wear the same type of equipment. For example, the Job Safety Analysis (JSA) example informs the employee(s) of the required and recommended PPE.

A Memorandum of Understanding outlines the responsibilities and allocations for those positions requiring a uniform and/or safety shoes. Positions requiring uniforms, the employee is issued work shirts and pants, a safety traffic vest, safety glasses, hearing protection, and gloves. For those positions requiring safety shoes, the City allocates a monetary value for employees to use for their purchase. Additionally, the City established a Prescription Safety Eyewear Policy for those employees who wear prescription glasses.

The City’s Health and Safety Specialist carefully observes and analyzes each operation that employees perform to ensure that all employees are equipped with the proper PPE to ensure their comfort and safety while performing that operation.
10. Asset Management System

10.1 Asset Management Policy

An asset management policy with overarching principles is established to guide agency staff on their responsible assets include in the table. An asset management policy provides the main community guidance that captures what is important to community stakeholders regarding how the agency should manage the various assets they oversee. Policy statements and associated principles should be broad enough to relate to all physical assets, yet clear enough to allow the development of more specific objectives and asset management plans relating to specific assets. The following are illustrative examples of what policy principles might look like:

• All physical infrastructure will be managed to obtain the lowest total life cycle cost.

• All physical assets must be inventoried with known locations established.

• All infrastructure assets will be managed to obtain lowest total life cycle costs.

Assigned To: Shamir Shahamiri, Nader Heydari  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives

Master Plans

• Wastewater Interceptor Master Plan (2002)
• Water and Wastewater Asset Management Plan (2017)
• Forestry Master Plan (2017)
• Water Master Plan (2018)
• Pavement Management Plan (2019)
• Hill Canyon Treatment Plant Master Plan (2020)

IRIS Asset Management System (Web/Cloud-Based system)

Agency Compliance:

The Engineering and Operations Divisions in the Public Works Department are responsible for managing the various assets that the department maintains and operates, including Water Distribution, Wastewater Collection, Wastewater Treatment, Landscape, Streets, and Drainage. This is done via regular completion of master plans, incorporation of assets into GIS, the use of a Pavement Management Program, and the inclusion of Water and Wastewater Assets in the City’s IRIS Asset Management Plan/system. In addition, the City’s Capital Asset Capitalization Policy assists staff by defining major asset classes and asset useful life.
Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
10.2 Asset Management Objectives

Asset management objectives are established to begin the implementation of the agency’s asset management policy. The objectives are broad enough to cover all physical assets for which the agency is responsible. Because the asset management objectives are geared toward providing direction to agency staff for the implementation of the asset management policy, they should be clear, direct, and measurable. The objectives also provide further direction to allow comprehensive development of an agency’s asset management plan(s), which provides further refinement of the asset management system specific to a particular asset. Objectives should be comprehensive enough to reduce any confusion as to the implementation of the established policy. The following examples illustrate how the first policy principle example used in 10.1 might be implemented.

Illustrative policy principle: All physical infrastructure will be managed to obtain the lowest total life cycle cost.

• Objective example #1: Prior to purchase or construction, a life cycle cost analysis will be conducted on available alternatives to determine lowest potential overall asset cost.

• Objective example #2: Estimated life cycle costs will be recorded for all physical assets upon acquisition or construction acceptance.

Assigned To: Shamir Shahamiri, Nader Heydari  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Capital Budget (please see hard copy)

IRIS -Asset Management Software (please ask to see the program during the interview)

Agency Compliance:

When assets meet or exceed the $5,000 threshold (per the City’s Capital Asset Policy), they are recorded in the City’s financial system and assigned a useful life. Once the assets are put into operation the Public Works Department completes regular master plans for all public infrastructure, incorporates assets into GIS, leverages the use of a Pavement Management Program, and the inclusion of Water and Wastewater Assets in the City’s IRIS Asset Management Plan. Master Plans assist with identifying capital and operating/maintenance asset rehabilitation and replacement projects.

The City’s physical infrastructure assets are periodically inspected for condition assessment. Based on the results of the inspection, staff evaluates the condition and in conjunction with the asset’s operational importance, projects are programmed and prioritized for inclusion in the City’s biannual CIP for implementation. Examples include of City’s Pavement Management Program, Reservoirs coating and painting program, Citywide Sidewalk and Concrete Repair program, Wastewater Main Lining Program, and Polyline and Valve Replacement program.

The IRIS Asset Management System assigns a condition score and identifies high-risk water and wastewater assets to plan necessary replacements or rehabilitations before critical assets
fail.

Documents:

**Approved By**
**Public Works Director**

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**Accreditation Manager**

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10.3 Asset Inventory

All assets listed in the table at the front of this chapter for which the agency is responsible for managing are inventoried, with locations mapped for static elements (i.e., fleet vehicles don’t need to be mapped), and inventories updated. Physical assets include many components such as storm and sanitary sewers, water distribution systems, roadways, curb, gutters, sidewalks, streetlights, traffic control devices, trees, buildings, and vehicles. An infrastructure inventory and mapping will provide a record of location, size, installation date, type, and characteristics of each asset to assist with identifying long-term maintenance requirements. Inventory and mapping information can be used for work scheduling, planning, and budgeting.

Assigned To: Shamir Shahamiri, Nader Heydari
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Pavement Management Program Update 2019 -Master Plan Example Pages
Water Design Standards
Asset List or IRIS Screen shot/description

Agency Compliance:

The Public Works Department completes regular master plans for all public infrastructure, incorporates assets into GIS, leverages the use of a Pavement Management Program, and the inclusion of Water and Wastewater Assets in the City’s IRIS Asset Management Plan.

Documents:

10.3 - IRIS Water GIS Map.JPG, 10.3 - Pavement Mgmt Program .pdf, 10.3 - Wastewater Design Standards pdf.pdf, 10.3 - Wastewater Master Plan.pdf, 10.3 - Water Design Standards.pdf, 10.4 - HCTP Master Plan.pdf, 20.1 & 10.3 - Water Design Standards.pdf, IRIS Asset Mgmt System Screen Shots.pdf

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
10.4 Asset Condition

A record of the condition of all assets listed in the table at the front of this chapter for which the agency is responsible for managing is maintained and updated. Records of the condition of assets are maintained and used in tracking maintenance and operating costs and identifying service needs to maximize life expectancy of the asset.

Assigned To: Shamir Shahamiri, Nader Heydari  
Review Date: 07-14-2022
Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation / Directives

Master Plans

- Wastewater Collection Master Plan (2002)
- Water and Wastewater Asset Management Plan (2017)
- Forestry Master Plan (2017)
- Water Master Plan (2018)
- Pavement Management Plan (2019)
- Hill Canyon Treatment Plant Master Plan (2020)

IRIS Asset Management System (Web/Cloud-Based system)

Agency Compliance:

The Public Works Department completes regular master plans for all public infrastructure, incorporates all assets into GIS, leverages the use of a Pavement Management Program, and the inclusion of Water and Wastewater Assets in the City’s IRIS Asset Management Plan. All of these include asset condition reporting. Based on the planning documents and systems listed above, asset rehabilitations or replacements are incorporated into the operation/maintenance or capital program budgets.

Documents:


Approved By

Public Works Director

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10.5 Asset Inspection Schedule

An inspection schedule establishes the time and frequency of inspection for all assets listed in the table at the front of this chapter for which the agency is responsible for managing. Agencies should provide their criteria for evaluations or inspections that require review. The frequencies of all review shall be provided by the agencies, i.e. asset review, operation modification or employee review. Inspections assist with maximizing life cycles of assets and keeping overall maintenance costs low, while also assisting with minimizing asset downtimes that may be associated with an asset.

Assigned To: Shamir Shahamiri, Nader Heydari  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives

Scheduled Maintenance Report example (please see hard copy)

Agency Compliance:

The Public Works Department completes regular master plans for all public infrastructure, which includes detailed asset inspections. Additional year-round regular inspections take place on a scheduled basis for each element of our publicly owned infrastructure. The City also uses CMMS/Maintenance Connection/MaintStar work order systems for scheduling inspections and tracking work.

Documents:

Approved By
Public Works Director

Print:  Sign:  Date:

Accreditation Manager

Print:  Sign:  Date:
11. Infrastructure Planning

11.1 Land Use Planning

Plan reviews incorporate land use and design parameters. (Note: Agencies without direct responsibility for land use planning must address their role in the process.) The systematic development of lands within the jurisdiction of the agency results from land use planning. Land use planning encompasses zoning, subdivision and land subdivision controls, development and implementation of a master plan, and review of that plan at least every four years.

Assigned To: Shamir Shahamiri, Nader Heydari  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives

General Plan
Municipal Code Title 9. Planning and Zoning
Road Design and Construction Standards (see hard copy)
Water Design and Construction Standards
Wastewater Design and Construction Standards
Resolution 95-20 Standard Development Conditions (see hard copy)

Agency Compliance:

Updates to the General Plan are coordinated by the Community Development Department (CDD), and the Public Works Department provides input on infrastructure issues as required. Master Plans for water, wastewater, drainage, landscaping, and pavement management have been prepared. Land use policies are being revised in the ongoing citywide General Plan update, which is anticipated to be completed in 2023. Zoning along the 101 corridor and other key areas is being revised to allow for medium and higher densities and mixed use. Minor Zoning and Land Use changes have been processed by CDD on a case-by-case basis over the past 25 years, and each project is scrutinized for infrastructure impacts and appropriate mitigations required as needed (e.g., road improvements and widening, etc.).

The Public Works Department’s role in land use planning is providing review for water, wastewater, stormwater, street, traffic, and grading functions on land development projects. The Department establishes, maintains, and enforces City water, wastewater, grading, and street design standards.

Documents:
11.2 Current Planning or Zoning Control

Zoning control regulations are established and enforced to define lot areas and other particular requirements for specific areas. (Note: Agencies without ultimate responsibility for current planning or zoning must address their role in the process.) Subdivisions are usually controlled through zoning ordinances. Ordinances provide regulations and standards for off-street parking, required open space, sign placement, floodplain management, lot size and location, building setbacks, and environmental considerations.

Assigned To: Shamir Shahamiri, Nader Heydari   Review Date: 07-14-2022
Compliance: Full Compliance   Compliance Date: 10-17-2022

Documentation /Directives
Municipal Code Title 9. Planning and Zoning

Agency Compliance:
The CDD is responsible for the City’s planning and zoning control activities. The Public Works Department’s provides review services where water, wastewater, storm water, streets, trash and recycling, traffic, and other City infrastructures are impacted. Rezoning actions are reviewed by the Department.

Documents:
Municipal Code Title 9 Planning and Zoning.pdf

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
11.3 Subdivision Regulations

Regulations are established for the development of lands, including not only subdivision of parcels of land but also the use of individual lots. (Note: Agencies without direct responsibility for subdivision regulation must address their role in the process.) Subdivision regulations often include construction standards for private developers. Many of the facilities constructed by the developers will be dedicated to the municipality. Sanitary sewage disposal, stormwater management, water supply, street layout, traffic impact, and other relevant issues are addressed in land subdivision regulations.

Assigned To: Shamir Shahamiri, Nader Heydari  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives

Road Design and Construction Standards (see hard copy)
Water Design and Construction Standards
Wastewater Design and Construction Standards

Agency Compliance:

The CDD has primary responsibility over the City’s subdivision regulations up to approval of a tentative tract or parcel map. The Public Works Department’s role is to provide review services where water, wastewater, storm water, streets, traffic, and other City infrastructures are designed and proposed by developers. Rezoning actions are reviewed by the Department. Plan check and approval of final maps and any associated improvement plans are the responsibility of the Public Works Department.

Documents:


Approved By
Public Works Director
 Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
11.4 Plan Review

Plans for subdivision and land development proposals are reviewed in concept, preliminary, and final stages for impacts to infrastructure, operations, and maintenance. Plan reviews ensure the compliance of subdivision and land development proposals with the subdivision or zoning legislation and master plan; they also make provisions for a system of appeals. The agency may review construction estimates for inclusion in municipal improvement agreements prior to final plan approval.

Assigned To: Shamir Shahamiri, Nader Heydari  
Compliance: Full Compliance

Review Date: 07-14-2022  
Compliance Date: 10-17-2022

Documentation /Directives

Development Processing Checklist
Conditions Document on Entitled Projects
Grading Permit
Water/Wastewater Permit
Resolution 95-20 Standard Development Conditions

Agency Compliance:

The Public Works Department provides review services for developments that impact the water, wastewater, storm water, streets, traffic, and other City infrastructure. The Department determines conditions to be included in development permits at the entitlement stage. Infrastructure and final map plan checks are performed after entitlement permits are approved by the City Planning Commission. Plans must be approved prior to issuance of grading or encroachment permits.

Documents:


Approved By
Public Works Director

Print:  
Sign:  
Date:

Accreditation Manager

Print:  
Sign:  
Date:
11.5 Infrastructure Maintenance, Improvement, or Replacement

Infrastructure maintenance, improvement, or replacement plans are developed, documented, and address future effects of operations and maintenance. The agency conducts planning for the maintenance, expansion, improvement, or replacement of existing systems to meet future needs. Impacts on operations and maintenance should be addressed to ensure the agency is able to sustain the infrastructure and services.

Assigned To: Shamir Shahamiri, Nader Heydari
Compliance: Full Compliance
Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Summary of DPW Planning Documents-

Agency Compliance:

Numerous master plans and other documents provide input into the review and conditioning of new development in the city. Public Works Department Division Managers meet weekly to discuss Department business, including input into the Master Plan development process (see Section 10.5). Design workshops are attended by Operations and Maintenance staff to ensure post construction impacts are discussed.

Documents:
Summary of DPW Master Planning Docs 2022.pdf

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
11.6 Maintenance and Operations Considerations

A procedure is developed to ensure maintenance and operations personnel are involved in planning and design of infrastructure projects and services. The agency uses maintenance and operations experience to assist in the preparation of improvement programs and overall agency management. Agency design, maintenance, and operations staff should confer at least every four years to review the long-term impacts of new construction and operations decisions.

Effective feedback from maintenance and operations will produce more efficient and effective designs. Similarly, modification of maintenance and operations procedures and practices to accommodate new designs may also increase efficiency and effectiveness.

Assigned To: Shamir Shahamiri, Nader Heydari  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives

Public Works Department Organizational Chart
Division Managers Meeting Agenda example

Agency Compliance:

Public Works Department Division Managers meet bi-weekly to discuss all facets of Department business. Operations and Maintenance staff provide input in the Master Plan development process (see Section 10.5). Design workshops are attended by Operations and Maintenance staff to ensure post construction impacts are discussed. In addition, post-construction feedback is provided via regular reports during the warranty period.

Documents:
Division Manager Meeting Agenda docx.pdf, Public Works Org Chart.pdf

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Public Works Director
Print:  Sign:  Date:

Accreditation Manager
Print:  Sign:  Date:
11.7 Planning and Coordination

Infrastructure programs are coordinated with other divisions and local, regional, state, or provincial infrastructure and land use planning efforts. The relationship between changes in land use characteristics and the infrastructure system require that agencies become active participants in local land use and infrastructure planning efforts. Participation in established infrastructure planning programs will facilitate the coordination of agency activities with other local, state, or provincial infrastructure programs. Coordinated infrastructure and land use efforts are critical in land use planning, economic development programs, new facilities development, utility system operation and expansion, and operation of major terminals and transit programs. Where state or provincial agencies have major responsibilities for development of local highway projects, local and regional agencies should be involved in planning and project development activities.

Assigned To: Shamir Shahamiri, Nader Heydari  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives

Road Design and Construction Standards-Standard DPW Conditions of Approval-Transportation (see hard copy)

General Plan Circulation Element

Agency Compliance:

The Community Development Department leads the development conditioning process through the request for review by other departments. The Engineering Services Division identifies and proposes project mitigation requirements through a Traffic Impact Study. Public input is gathered through the Public Hearing process. Engineering Services consults with Planning to determine if there are other upcoming projects, on their Related Projects List that need to be considered. Timing of mitigation requirements and other Public Works projects ongoing or upcoming are considered.

The General Plan Circulation Element is periodically updated. The Circulation Element addresses the relationship between land use and zoning, and the City street system. The Public Works Department is highly involved in these updates.

City elected officials and management participate in regular meetings of the regional transportation planning agency, Ventura County Transportation Commission. Public Works Department staff attend monthly Transportation Technical Advisory Committee meetings. This committee prepares and publishes a biennial Congestion Management Plan which coordinates transportation projects throughout Ventura County.
Documents:

10.1 General Plan.pdf

Approved By
Public Works Director
Print:             Sign:             Date:

Accreditation Manager
Print:             Sign:             Date:
11.8 Planning Procedures

A policy establishes criteria and procedures for planning infrastructure facility improvements. Policies establish or reference the criteria and procedures for planning street improvements, lighting and on-street parking, pedestrian and bicycle facilities, and emergency and hazardous materials routes.

Assigned To: Shamir Shahamiri, Nader Heydari  
Compliance: Full Compliance

Review Date: 07-14-2022  
Compliance Date: 10-17-2022

Documentation /Directives

Circulation Element of the General Plan  
Road Design and Construction Standards (see hard copy)  
2019 Active Transportation Plan (see hard copy)

Agency Compliance:

The Public Works Department maintains several planning documents used to manage transportation for various constituents including bicyclists and pedestrians, and during normal and emergency conditions.

Documents:

10.1 General Plan.pdf

Approved By

Public Works Director

Print:  
Sign:  
Date:

Accreditation Manager

Print:  
Sign:  
Date:
11.9 Capital Improvement Programming

Short and long-term capital improvement programs establish the schedule sequence for major construction and rehabilitation projects. Short and long-term improvement programs are developed through participation in local planning programs and are based on regular inspection and assessment of conditions. Previous maintenance and operations experience should be considered when planning future projects.

Assigned To: Shamir Shahamiri, Nader Heydari  
Compliance: Full Compliance

Documentation /Directives
Summary of DPW Planning Documents
Capital Improvement Policy
Capital Improvement Budget

Agency Compliance:
The Public Works Department undertakes capital projects through the Capital Improvement process. A five-year program is prepared every two years that identifies, prioritizes, and schedules capital improvement projects throughout the City. Many of the projects included in the Capital Improvement Program are based on master plans for infrastructure systems. Operations and Maintenance provides regular input based on current conditions. Operations and Maintenance administers a Computerized Maintenance Management System (CMMS) that automatically generates recommendations for capital improvement prioritization based on current conditions and maintenance history.

Documents:

Approved By
Public Works Director

Accreditation Manager
12. Building Code Enforcement

12.1 Adopted Building Code

The agency has adopted a building code and has designated the personnel responsible for administration of the code. The agency’s governing body has adopted a building code. Agency staff or contracted services may carry out administration and enforcement of the adopted code. Any additional adopted code amendments are usually directed to specific local issues.

Assigned To: Grahame Watts, Nader Heydari
Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-17-2022

Documentation /Directives

Municipal Code Title 8 Building Regulations Chapter 1 Building Code
Community Development Department Organization Chart

Agency Compliance:

The Building Division within the Community Development Department is responsible for Building Code permitting, inspection and enforcement activities; therefore, this entire chapter is not applicable to the Public Works Department.

Documents:


Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
12.2 Qualifications of Code Officials and Staff
The agency has established required qualifications and training for permanent or contract staff responsible for administering its building code. The agency has sufficient numbers of permanent or contract staff with the range of expertise to carry out the required functions. Minimum qualifications may be established in a job description. Requirements are documented for ongoing training of code administrators.

Assigned To: Grahame Watts, Nader Heydari

Compliance: Not Applicable

Review Date: 07-14-2022

Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

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Public Works Director

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Accreditation Manager

Print: Sign: Date:
12.3 Permit Process

The agency has documented the process for obtaining building permits by its customers, and applicable forms are available to the public. It is important the agency’s customers know the general process for obtaining a permit. The document can describe the process of receiving, reviewing, and issuing the permit, and may include required forms, permit review timelines, information about when a permit is required, etc. These documents may be made available online for customer convenience.

Assigned To: Grahame Watts, Nader Heydari

Compliance: Not Applicable

Review Date: 07-14-2022

Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

Not applicable

Documents:

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Public Works Director

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Accreditation Manager

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12.4 Permit Review and Coordination

Permit applications are reviewed for compliance with the code, and reviews are coordinated with other agencies. Permit applications, drawings, plans, specifications, and other data are reviewed by agency staff or contracted services for compliance with the agency’s adopted building code and other regulations and ordinances adopted by the agency’s governing body. Review may include referral of the permit submittal to other review disciplines such as fire officials, engineering staff, planning staff, or other review professionals.

Assigned To: Grahame Watts, Nader Heydari Review Date: 07-14-2022
Compliance: Not Applicable Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
12.5 Permit Fees

The agency has adopted a fee schedule for administering the adopted building code. Fees may be charged for building permit applications, permit review, inspections, compliance orders, etc. The agency adopts a fee schedule and describes the basis for fees, such as permit valuation.

Assigned To: Grahame Watts, Nader Heydari          Review Date:  07-14-2022
Compliance: Not Applicable                      Compliance Date:  10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

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Public Works Director

Print:   Sign:   Date:

Accreditation Manager

Print:   Sign:   Date:
12.6 Inspections
A practice has been implemented which establishes building permit inspection requirements. The practice includes the authority to conduct inspections and outline the following: which inspections are required; how the permittee may request an inspection; how soon the inspections will be conducted after a request for inspection is received; and how inspection results are conveyed to the permittee.

Assigned To: Grahame Watts, Nader Heydari  Review Date: 07-14-2022
Compliance: Not Applicable  Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

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Public Works Director
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Accreditation Manager
Print:  Sign:  Date:
12.7 Compliance Orders

The agency's authority to issue compliance orders for work not in conformance with the approved building permit is documented. Personnel responsible for administering the agency's adopted building code shall have the authority to stop any work being performed contrary to the approved permit or adopted building code. Stop work directives are typically issued in writing and must state the reason for the directive.

Assigned To: Grahame Watts, Nader Heydari          Review Date: 07-14-2022
Compliance: Not Applicable                Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

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Public Works Director
Print:        Sign:        Date:

Accreditation Manager
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12.8 Permit Tracking

The agency maintains a system to track permits issued, inspection results, and permit expiration dates. To effectively administer the building code, the agency tracks the number and type of permits issued, permit review times, inspection results, permit expiration dates, and similar performance data. Data such as number of permits issued by category, valuation of improvements permitted, permits issued in flood hazard areas, etc., may need to be tracked and forwarded to other agencies such as taxing authorities. Such information may also be used to evaluate the agency’s budget for administering the building code.

Assigned To: Grahame Watts, Nader Heydari
Compliance: Not Applicable
Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

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Public Works Director
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Accreditation Manager
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12.9 Certificate of Occupancy and Permit Closeout

Procedures for closing out a permit are described in writing. The agency’s procedures for issuing certificates of occupancy, certificates of completion, and temporary certificates of occupancy or their equivalent are described in writing. The procedures for finalizing other permits not requiring a certificate are also documented to include the procedure and process for dealing with expired or inactive permits.

Assigned To: Grahame Watts, Nader Heydari  
Compliance: Not Applicable
Review Date: 07-14-2022  
Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

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Public Works Director

Print:  Sign:  Date:

Accreditation Manager

Print:  Sign:  Date:

13.1 Responsible Charge

Organizational policies assign engineering design responsibilities for infrastructure. Agencies may be organized in various ways, ranging from individual functions to departments with a range of responsibilities. Policies should state who is responsible for design and define when professional consultants are used. Interagency agreements or policies that provide for the sharing of design expertise or policies should be documented.

For each design project, have a summary memorandum or report on file which explains assumptions, objectives, and constraints of the project. In the case of staff turnover or a long project timeline, the project background is well understood and well documented.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian

Compliance: Full Compliance

Review Date: 07-14-2022

Compliance Date: 10-17-2022

Documentation / Directives

City Operating Budget- Example Pages
City Capital Budget- Example Pages
Public Works Department Organizational Chart
City Public Works Department website
Deputy Public Works Director/City Engineer Job Description
Capital Improvement Program Policy

Agency Compliance:

Overall responsibility for engineering design and construction of City public works infrastructure is assigned to the Deputy Public Works Director/City Engineer. The Capital Projects Division within the department reports to the City Engineer and manages design and construction activities related to the City's Capital Improvement Program. The Capital Improvement Program includes projects for water, wastewater, storm water, streets, traffic, landscaping, transportation, and other improvements to meet the City's current and future infrastructure needs, enhance reliability, and comply with regulatory requirements.

To fulfill its role, the Capital Projects Division administers project engineering and design, conducts the public bid process, pursues available funding initiatives, updates the City’s Road Design and Construction Standards and Master Construction Specifications, and updates the biennial Capital Improvement Program budget. The Capital Projects Division performs design in-house for minor projects and acquires professional engineering services through the Request for Proposal process for major projects. Project definition is done by the Capital Projects Division, other Public Works Department Divisions, or other City Departments. Capital Projects Division also assumes construction management responsibility up to project
completion and closeout.

Documents:


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Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
13.2 Design Coordination

A procedure is in place that ensures design work is incorporated with external groups and agencies. The agency ensures the most complete and effective design by coordinating design work with the appropriate groups, such as federal, provincial, and state agencies.

Coordination and communication with utilities, vendors and suppliers, and local citizen groups is also an essential element.

**Assigned To:** System User, Shamir Shahamiri, Mike Tohidian

**Review Date:** 07-14-2022

**Compliance:** Full Compliance

**Compliance Date:** 10-17-2022

**Documentation /Directives**

- Capital Improvement Program Policy
- Utility Contact List
- Utility Notification Letter example
- CIP Project Guidelines Checklist
- CIP Project Guidelines Check List example

**Agency Compliance:**

Every two years, the City prepares a 5-year Capital Improvement Program budget which includes project scopes, budgets and schedules. The City also has prepared Master Plans for all major infrastructure systems to ensure overall coordination and sufficiency of individual design projects and updates those master plans on a periodic basis. The Capital Projects Division sends all affected utility owners advance notification during the design phase for all projects.

Whenever required, the Capital Projects Division coordinates work with:

1. Army Corps of Engineers
2. U.S. Fish and Wildlife Service
3. California Environmental Protection Agency
4. California Department of Fish and Game
5. California Department of Transportation
6. Los Angeles Regional Water Resources Control Board
7. Ventura County Watershed Protection District
8. Ventura County Public Works Department
9. Ventura County Air Resources Protection District
10. Ventura County Fire Protection District
11. Calleguas Municipal Water District
12. California American Water
13. AT&T
14. Spectrum Cable
15. Frontier Communications
16. Verizon Wireless
17. T-Mobile
18. Crown Castle
19. The Gas Company
20. Southern California Edison
21. Building Industry Association
22. Chamber of Commerce
23. Conejo Recreation and Parks District
24. Conejo Valley Unified School District
25. City commissions
26. City Purchasing and other City departments
27. Homeowner associations
28. other local citizen groups

Documents:
Capital Improvement Policy.pdf, CIP Inspection Checklists September 2018.pdf, CIP Project
Guidlines Checklist Example.pdf, Utility Contacts Updated 10-17-2017.pdf, Utility Notice -
DESIGN PHASE2.pdf

Approved By
Public Works Director
Print:                      Sign:                     Date:
13.3 Qualified Personnel

A registered engineer and qualified design professionals are on staff, or contracted, to ensure proper procedures and methods are used on engineering design projects. Other design professionals are used on projects appropriate to their disciplines.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian
Compliance: Full Compliance

Documentation /Directives

City/PW On Call Consultants Matrix
Public Works Department Organizational Chart
Public Works Department website
Deputy Public Works Director/City Engineer Job Description
CIP Projects Guidelines Checklist
CIP Projects Guidelines Checklist Example

Agency Compliance:

The Capital Projects Division is staffed by nine California Registered Civil Engineers, including the Division Manager who is responsible in charge of all City Capital projects. All City project plans and specifications are also reviewed by the Deputy Public Works Director/City Engineer. Several on-call engineering consultants have professional services contracts with the City, to provide additional engineering support as needed on capital projects.

Documents:


Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
13.4 Design Criteria and Standards

Design criteria and standards are developed, adopted, and applied to all projects. The agency should use current procedures, design guides, and manuals for design of infrastructure such as roadway geometrics; streets; drainage facilities; traffic control; streetlighting; pavement; bicycle and pedestrian facilities; bridge, tunnel, and retaining wall design; etc.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian

Review Date: 07-14-2022

Compliance: Full Compliance

Compliance Date: 10-17-2022

Documentation /Directives

City Road Design and Construction Standards Example Pages
City Water Design and Construction Standards Example Pages
City Wastewater Design and Construction Standards
APWA Standard Plans and Specifications for Public Works Construction "Greenbook"
Caltrans Standard Plans and Specifications,

Agency Compliance:

The City has adopted and makes use of several procedures, standards, design guides and manuals for infrastructure design and construction. Internal design standards developed and adopted by the City include Road Design and Construction Standards, Water Standards and Wastewater Standards. The City has also adopted the APWA Standard Plans and Specifications for Public Works Construction (Greenbook), and Caltrans Standard Plans and Specifications for transportation projects. The City obtains updates for these standards as they are published.


Documents:


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13.5 Project Scoping

A procedure is in place to ensure project scoping is conducted so sufficiently detailed information is provided to allow agency or contract forces to design the project within the anticipated cost and timeline within the intended project objectives. Project planning information is provided, supplemented with data from field surveys (control and physical data) and soils investigations, as well as facts covering detailed codes and regulations, mandated or adopted standards, and utility conditions. Feasibility studies may be conducted to examine alternative approaches, environmental issues, ability to implement (time, budget, public acceptance), constructability and site review, availability of utilities, and preliminary cost evaluations.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian

Compliance: Full Compliance

Documentation /Directives

City Capital Improvement Budget (see hard copy)
Summary of DPW Planning Documents
Capital Improvement Program Policy
CIP Projects Guidelines Checklist
CIP Projects Guidelines Checklist Example

Agency Compliance:

Every two years, the City prepares a 5-year Capital Improvement Program budget that includes project scopes, budgets and schedules. The City also has prepared Master Plans for all major infrastructure systems to ensure overall coordination and sufficiency of individual design projects and updates those master plans on a periodic basis. Project “kick off” meetings are held for all projects with all affected stakeholders to receive input on specific project scope, budget and schedule issues. Preparation of preliminary reports or project design reports are typically part of the scope of work of projects to evaluate various alternatives feasibility, cost, and constructability prior to beginning the project design.

Documents:


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Public Works Director
**Accreditation Manager**

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13.6 Design Process and Schedule

Design parameters are prepared considering schedules required, budget limitations, and the intended use of new facilities. Prior to the design of any new facility, there must be a clear plan that sets forth what is required, the level of service to be offered, and objectives of the agency regarding annual maintenance, quality of construction, time schedule, and budgetary restraints.

Basic considerations in design are addressed, such as purpose of design, design phases, options and alternatives, estimates, permits and clearances, cost/benefit and value engineering, appearance and historical concerns, reviews, scheduling, and time allowances.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian
Review Date: 07-14-2022
Compliance: Full Compliance Compliance Date: 10-17-2022

Documentation /Directives

Capital Improvement Policy
Capital Improvement Budget Example Pages
Capital Improvement Plan Project Guideline Checklist
Capital Improvement Plan Project Guideline Checklist example

Agency Compliance:

The City prepares Master Plans for all major infrastructure systems to ensure overall coordination and sufficiency of individual design projects. These master plans inform the biennial preparation of the City's 2-year Capital Improvement Program budget. Project “kick off” meetings are held for all projects with all affected stakeholders to receive input on specific project scope, budget and schedule issues. The Capital Projects Division uses a project guideline checklist to ensure consistency and completeness in each phase of the design process. Preparation of preliminary reports or project design reports are typically part of the scope of work of projects to evaluate various alternatives feasibility, cost, and constructability prior to beginning the project design.

Documents:


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Public Works Director
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13.7 Site Surveying

A site survey includes control, boundary, and physical data information. Control surveys use permanent monuments and benchmarks to establish horizontal and vertical positions on which other surveys are based. Most agencies require control monumentation be installed as part of land development projects. Add procedures to locate and protect monuments during construction projects as is often required by law. Boundary surveys recover or set corners and lines for parcels of land or public rights-of-way. Physical data surveying is done to plot a reference plan showing topography and natural and man-made objects for purposes of records, planning, and design. Aerial mapping is often cost-effective for some physical data needs. Use of a geographic information system (GIS), geographic positioning systems (GPS), and digital photogrammetry may provide additional information.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian

Compliance: Full Compliance

Documentation /Directives

Contract Documents 01 11 00 Summary of Work
Contract Documents 01 71 33 Protection
Contract Documents 01 71 23 Surveying
Monument Preservation Policy

Agency Compliance:

The City maintains a survey monument and benchmark system that establish horizontal and vertical positions on which other surveys are based. These monuments were installed as part of prior land development or City projects and will continue to be installed and maintained in the future. The City’s tract/parcel map GIS layer provides boundary lines of each parcel and is updated on a regular basis. On City capital improvement projects, the contractor is responsible for construction surveying and staking as required in the project plans and specifications, and for preservation of existing survey monumentation. These requirements are set forth in the contract documents.

Documents:

01 11 00-Summary of Work.docx, 01 71 33-Protection of existing facilities.docx, Monument Preservation Policy 2014.pdf

Approved By
Public Works Director
13.8 Preliminary Design

Guidelines define preliminary design standards, methodologies, and cost estimates. Once approved, design plans, design standards, and methodologies are applied to generate one or more preliminary designs, which meet the standards of design. Preliminary designs examine the feasibility of various alternative processes, constructability’s equipment, etc., which will fulfill the objectives of the project.

**Assigned To:** System User, Shamir Shahamiri, Mike Tohidian  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

- Capital Improvement Program Budget (see hard copy)
- Capital Improvement Plan Project Guideline Checklist
- Capital Improvement Plan Project Guideline Checklist Example
- Summary of DPW Planning Documents
- Capital Improvement Policy

**Agency Compliance:**

Preliminary design procedures establish project guiding principles, purpose, objectives, existing condition, alternative analyses, and recommended alternative. The baseline for most preliminary designs is the Master Plans prepared for the City's infrastructure systems.

**Documents:**


**Approved By**

**Public Works Director**

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13.9 Preliminary Design Review and Approval

Design reviews are conducted at critical intervals. Engineering, operations, and maintenance personnel—including important stakeholders—should participate in the review. The review process may call for public comment also prior to final approval.

**Assigned To:** System User, Shamir Shahamiri, Mike Tohidian  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

CIP Project Guidelines Checklist example

Design Kick Off Meeting Agenda

**Agency Compliance:**

Design documents (plans, specifications, studies, reports) are reviewed typically at 30 percent, 60 percent, 90 percent, and completion stages. Sets of plan check documents are routed to supervisors, managers and the City Engineer. Stakeholder divisions (e.g., water, wastewater, streets, treatment plant), utilities, and regulatory agencies are included in the review process. Community Outreach meetings to receive public input are held during the design phase for many projects. Design workshops with consultant engineering teams are required in all professional services agreements or design contracts.

**Documents:**

[CIP Project Guidelines Checklist Example.pdf](CIP_Project_Guidlines_Checklist_Example.pdf), [Project Design Kick Off Meeting Agenda Template.pdf](Project_Design_Kick_Off_Meeting_Agenda_Template.pdf)

**Approved By**  
**Public Works Director**
Print: Sign: Date:

**Accreditation Manager**
Print: Sign: Date:
13.10 Final Design

A procedure describes the approval process necessary to begin final design. Procedures are established on disclosure of information, details on drawings, closed versus open specifications, use of drawing/specifications and reports (drainage, geotechnical, traffic study, etc.) prepared by others, organization of specifications, time/cost reduction incentives, estimates, etc.

Criteria for plans and specifications are established, which include review requirements and scheduling and obtain legitimate permits for required services. A project schedule is prepared for all phases from final design through construction. This ensures timely updates for the completion of the project and ensures project funds are available when payments are due.

Once the approvals are obtained, the final design is prepared, including schedules and cost estimates.

**Assigned To:** System User, Shamir Shahamiri, Mike Tohidian

**Review Date:** 07-14-2022

**Compliance:** Full Compliance

**Compliance Date:** 10-17-2022

**Documentation /Directives**

- Capital Projects Design Checklist
- Capital Projects Design Checklist example
- Final Design Review Meeting Agenda Template
- Final Design Review Meeting Agenda and Constructability Review Notes Combined Document example

**Agency Compliance:**

The Capital Projects Division project team conducts design review in conjunction with operations/maintenance, inspector and consultant teams at 30 percent, 60 percent, and 90 percent design levels. Plans, Specifications, and Estimates are prepared and distributed in each design level review. Capital Projects Division staff prepares the front-end documents at the 60% level for inclusion in 90 percent design level review. The Capital Projects Division performs constructability review at the 60 percent and 90 percent design level. The City Engineer also reviews all design submittals.

**Documents:**

- Final Design Meeting Agenda and Constructability Review Example.pdf, Project Design Kick Off Meeting Agenda Template.pdf

**Approved By**
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13.11 Quality Assurance Plan

A quality assurance plan is included for all design and construction projects and may include peer review for major project work.

A quality assurance plan includes inspection and measurement procedures, which are needed to determine that final projects conform to established standards for design and construction. In addition, all design computations and drawings must be checked, and records kept verifying they were indeed checked. Designs by consultants, as well as the construction of facilities by contractors, must be in accordance with the quality assurance plan. Part of the process of delivering reliable service may include peer review or value engineering of significant design projects. This will serve to improve the quality of the project and provide for the exchange of knowledge between design professionals.

**Assigned To:** System User, Shamir Shahamiri, Mike Tohidian  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

- Project Guidelines Checklist example
- CIP Inspection Checklists

**Agency Compliance:**

The professional services provider (consultant) provides expert review for quality assurance. For major projects, a third-party review is employed for quality assurance and constructability reviews. A value engineering review is performed when necessary. For inhouse designs, the Capital Projects Division Manager or City Engineer perform the quality control check. The Capital Projects Division also performs design review for all projects at the 30, 60, and 90 percent stages. Checklists were developed to help monitor, check, and inspect projects based upon the type of work.

**Documents:**


**Approved By**

- Public Works Director

**Accreditation Manager**
13.12 Standard Designs

Standard designs are established and applied where appropriate. The use of standard designs, where feasible, greatly facilitates the design and construction of projects. For example, standard procedures are used for intersection design studies and drainage calculations. Minimum grades for pipelines, maximum manhole spacing, and standard street widths for each street classification are also examples of the use of standards. Some design procedures may require computer programs. Statements of assumptions, formulae, and key calculation steps used in those programs should be documented. Hazard mitigation techniques are part of the design process and address, as appropriate, issues such as seismic design, wind resistance, floodplain zoning, and earth slide mitigation.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian

Compliance: Full Compliance

Review Date: 07-14-2022

Compliance Date: 10-17-2022

Documentation /Directives

City Road Design and Construction Standards (see hardcopy)

City Water Design and Construction Standards (see hard copy)

City Wastewater Design and Construction Standards (see hard copy)

APWA Standard Plans and Specifications for Public Works Construction "Greenbook," 2018 (see hardcopy)

Caltrans Standard Plans and Specifications, (see hard copy)

Agency Compliance:

The City has adopted and makes use of a number of procedures, standards, design guides and manuals for infrastructure design. The City has adopted the APWA Standard Specifications and Plans for Public Works Construction (Greenbook), and the State of California Department of Transportation (Caltrans) Standard Specifications and Plans for transportation projects. The City updates these standards as revisions are published. Internal design standards developed and adopted by the City include Road Design and Construction Standards, Water Standards, and Wastewater Standards. Codes used include International Conference of Building Officials, American Society of Testing and Materials, American Water Works Association, American National Standards Institute, National Electric Code, and the International Organization for Standardization.

Documents:

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13.13 Plan Standards
Standards for construction drawings and for graphics on plans and drawings are established and applied to all agency projects. The use of standards for repetitive items (e.g., borders, titles, standard symbols, and legends), and for basic graphic elements (e.g., line weights, lettering and dimensioning styles, and use of different media and reproduction techniques) achieves consistency, assists in the plan review, and makes errors in interpretation less likely.

Assign To: System User, Shamir Shahamiri, Mike Tohidian
Review Date: 07-14-2022

Compliance: Full Compliance
Compliance Date: 10-17-2022

Documentation /Directives

City Road Design and Construction Standards (see hard copy)
City Water Design and Construction Standards (see hard copy)
City Wastewater Design and Construction Standards (see hard copy)
APWA Standard Plans and Specifications for Public Works Construction "Greenbook," (see hard copy)
Caltrans Standard Plans and Specifications, (see hard copy)

Agency Compliance:
The City has adopted and makes use of procedures, standards, design guides and manuals for infrastructure design. The City has adopted the APWA Standard Specifications and Plans for Public Works Construction (Greenbook), and the State of California Department of Transportation (Caltrans) Standard Specifications and Plans for transportation projects. The City updates these standards as revisions are published. Internal design standards developed and adopted by the City include Road Design and Construction Standards, Water Standards, and Wastewater Standards. Codes used include International Conference of Building Officials, American Society of Testing and Materials, American Water Works Association, American National Standards Institute, National Electric Code, and the International Organization for Standardization.

Documents:

Approved By
Public Works Director
Print: Sign: Date:
13.14 Standard Construction Specifications

Standard construction specifications are adopted, which include bidding requirements, contract forms, and standard general conditions. The use of standard construction specifications has proven to be cost-effective. The use of areawide/region-based standard specifications reduces the need for contractors to be familiar with a number of standard specifications, eliminating the need of redrafting complete specifications for each project and allowing for more accurate construction bids.

**Assigned To:** System User, Shamir Shahamiri, Mike Tohidian  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

City Road Design and Construction Standards (see hard copy)

City Water Design and Construction Standards (see hard copy)

City Wastewater Design and Construction Standards (see hard copy)

APWA Standard Plans and Specifications for Public Works Construction "Greenbook," (see hard copy)

Caltrans Standard Plans and Specifications, 2015 (see hard copy)

**Agency Compliance:**

The City has adopted and makes use of a number of procedures, standards, design guides and manuals for infrastructure design. The City has adopted the APWA Standard Specifications and Plans for Public Works Construction (Greenbook), and the State of California Department of Transportation (Caltrans) Standard Specifications and Plans for transportation projects. The City updates these standards as revisions are published. Internal design standards developed and adopted by the City include Road Design and Construction Standards, Water Standards, and Wastewater Standards. Codes used include International Conference of Building Officials, American Society of Testing and Materials, American Water Works Association, American National Standards Institute, National Electric Code, and the International Organization for Standardization.

**Documents:**

**Approved By**

**Public Works Director**

Print:  
Sign:  
Date:
13.15 Contract Documents
An agreement between the contracting agency and the contractor lists the conditions of work and the rights and responsibilities of both parties for completion and quality control. The contract includes all necessary documents and standard forms; invitation documents and bid forms; and detailed specifications stating methods, work measurements, and payment allowance. Contract documents include advertising, indemnification of contracting agency, final plans and specs, bid sheets (bid proposal), permits, easements, rights-of-ways, completion times, insurance requirements, statement of disadvantaged business enterprise (DBE) participation, statement of non-collusion, and other applicable state, provincial, and federal requirements. Ensure computer-aided drafting and design (CADD) format files are stored on the city’s server for each completed design project, in a format readable by the version of CADD of software the city has.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian
Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-17-2022

Documentation /Directives
City of Thousand Oaks Bid Documents (see pages 39-42)

Agency Compliance:
The contract documents use the Construction Standards Institute format with City General Conditions and standard forms, including:

1. Notice Inviting Bids
2. Instructions to Bidders
3. Bid Forms
4. Bonds
5. Federal/State Required Forms
6. General Conditions
7. Contract Forms
8. Technical Specifications
9. Plans and Drawings

Depending on funding sources, state and federal requirements are included when required.

Documents:
Notice to Bidders-Bid Doc Template 2022.pdf
13.16 Work Zone Traffic Control Plans

Traffic control plans are developed where construction work occurs. Traffic detour plans should be made in consideration of bicyclists and pedestrians, in addition to motor vehicle traffic. Plans for accommodating traffic through the construction site, including detours, should be reviewed by the agency and the utilities in a joint meeting.

When several utilities’ activities must be coordinated with agency activities, traffic should be rerouted to minimize overall inconvenience to both the public and the utilities. Special concern should be given to work that will affect public transportation routes, rush hour traffic, schools, and hospitals. In all cases, provisions must be made to allow access for emergency response vehicles at all times for the duration of the project, whether or not the roadway is to be closed to usual traffic.

These concerns can be addressed by inviting representatives of the public transit company, fire, and police to the project traffic-planning meeting.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian

Review Date: 07-14-2022

Compliance: Full Compliance

Compliance Date: 10-17-2022

Documentation /Directives

Contract Documents 01 55 26 Traffic Control Specification

Standard Traffic Control Plans Plates 8-15 and 8-16 Lane Closure example

Haigh Road City Project Traffic Control Plan Example 1

Haigh Road City Project Traffic Control Plan Example 2

California MUTCD Traffic Control (see hard copy)

CIP Inspection Checklists

APWA WATCH Manual (see hard copy)

Agency Compliance:

All construction projects that involve street work requires the contractor to submit a traffic control plan conforming to Chapter 6, Traffic Control, of the California Manual on Traffic Control Devices. For projects that require street closures, the specifications may include traffic sequencing requirements and schematics of the traffic plan for review and approval to obtain an encroachment permit. The schematics are formulated and reviewed by the Engineering Services or Capital Projects Divisions, or the design consultant, and are approved by the City Traffic Engineer. Certain types of projects and encroachment permit work can make use of pre-approved standard traffic control plans, including the City Road Standards and the APWA Southern California Chapter Work Area Traffic Control Handbook (WATCH) manual. Section 3 of the CIP Inspection Checklists includes an item for traffic control.
Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
13.17 Final Plan Review

A final plan review is conducted before bidding, and the construction documents are amended according to review results. The review before finalizing the plan includes site and constructability review, a check of all calculations and methodologies, construction phasing and sequences, and unit price estimates. A review process and the reviewers are specifically designated. Amended permit applications are submitted.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian
Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-17-2022

Documentation /Directives

Final Design Review Meeting Agenda example
CIP Project Guidelines Checklist
CIP Project Guidelines Checklist example
Final Design Meeting Agenda Template
Final Design Meeting Agenda and Constructability Review Notes Combined Document

Agency Compliance:

The final plan review includes the 100 percent Plans, Specifications and Estimate. The final bid schedule, dates for the Notice Inviting Bids, state and/or federal requirements, and the insurance requirements are all included in front end documents. A Final Design Review meeting is held for most projects including all stakeholders. Final plans and specifications are distributed prior to the meeting.

Documents:


Approved By
Public Works Director
Print: Sign: Date:
13.18 Maps
Maps are updated on a regular schedule and are available to the public as determined by the agency. Accurate maps require continual updating as land use renovation and repair changes occur. Procedures for keeping maps include archives storage, a system to pull maps and to catalog them, a system for record retention, and security measures in a consistent manner.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives
GIS Browser Infrastructure example

Agency Compliance:
The Engineering Services Division maintains the Department's Geographic Information System and Atlases for water, wastewater, and storm water infrastructure. As-built files are in hanging storage systems and stored in a Laserfiche online viewable database. The Atlases are viewable from the City’s Geographic Information System internal and public webpages.

Documents:
GIS Browser Infrastructure Example Image.jfif

Approved By
Public Works Director
Print:  Sign:  Date:

Accreditation Manager
Print:  Sign:  Date:
13.19 Map Scale
An established standard for mapping scale, legends, map size, and symbols is used where appropriate.
It is important that the level of accuracy, scale, and features to be included in the map are uniform and clearly defined. Graphic map scales for documents generated using CAD or GIS technology should be printed on each hard copy document to assist the user in determining the scale of the document. Consider using a standard and consistent scale for documents that contain a large number of maps bound together, such as atlases, to avoid potential confusion of the user.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives
City Road Design and Construction Standards (see hard copy)
City Water Design and Construction Standards (see hard copy)
City Wastewater Design and Construction Standards (see hard copy)
Standard Plans and Specifications for Public Works Construction "Greenbook," 2018 (see hard copy)
Caltrans Plans and Standard Specifications, (see hard copy)

Agency Compliance:
The City has adopted the APWA Standard Specifications and Plans for Public Works Construction (Greenbook), and the State of California (Caltrans) Standard Specifications and Plans for transportation projects.

City standards for mapping scales are 1” = 200’ scale for atlases, and 1” = 20’ or 1” = 40’ for Construction Drawings. Standard symbols and legends are set forth in the City’s adopted road, water and wastewater standards. Template cover and drawing plan sheets are maintained and available electronically.

Documents:

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Public Works Director
Print: Sign: Date:

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14. Bid Process

14.1 Bid Advertisement

Legal requirements for official notices are established. Advertisements should identify the type of work involved, indicate where the work is to be accomplished, how long to post, and specify the date, time, and place for receiving bids. The advertisement may indicate the kind of security required of bidders; how copies of documents can be obtained; and the right of the agency to reject any or all proposals, to waive informalities in proposals submitted by bidders, and to accept the proposal that, in the opinion of the governing body, is in the best interest of the citizens.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian
Compliance: Full Compliance

Documentation /Directives
City’s DPW Bid Documents In Folder
Purchasing Manual
Notice Inviting Bids In Folder

Agency Compliance:

The City follows the California Public Contracting Code. Bid advertisement is classified as informal or formal. Informal bids will be advertised for at least 10 days on the City’s Bulletin Board. Formal bids will be advertised for at least 30 days at a local newspaper, with copies of contract documents provided electronically to local and regional plan rooms. Standardized plates for Notice Inviting Bids, Instructions to Bidders, and other bid forms are used. The bid advertisement uses the Notice Inviting Bids to identify the type of work involved, where the work will be done, and when and where bids are received. The Notice Inviting Bids also indicates the kind of security required of bidders; how copies of documents can be obtained; and the right of the agency to reject any or all bids, to waive informalities in bids submitted by bidders, and to accept the bid that in the opinion of the governing body is in the best interest of the residents.

Documents:

14.2 Pre-Proposal or Pre-Bid Meeting

A procedure describes when pre-proposal or pre-bid meetings are appropriate to provide prospective vendors or contractors with detailed information regarding the procurement process. Pre-proposal or pre-bid meetings, when required, provide information for prospective consultants, vendors, or contractors to ensure they submit bids with the best possible and consistent understanding of conditions and circumstances surrounding the project. These meetings also ensure that proposers and bidders have an understanding of standards set by the agency and that as much information about the project as possible is provided. Other information concerning the description of the project that will assist prospective proposers and bidders includes the method, location, time, and place for submission of bids; the proper method of submitting proposals; site examination requirements; payment of taxes; interpretation of documents; qualifications of bidders; notice of award; and time of starting and completing the work.

When soliciting pricing, the objective is to be able to compare apples to apples. Different understandings and interpretations lead to not being able to compare prices.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian

Review Date: 07-14-2022

Compliance: Full Compliance

Compliance Date: 10-17-2022

Documentation /Directives

Notice of Inviting Bids
City of Thousand Oaks Purchasing Manual
Pre-Bid Meeting Agenda
DPW Bid Documents

Agency Compliance:

A prerogative of the City’s Project Manager is to conduct a pre-bid meeting. When conducted, it is also the Project Manager’s prerogative to make it mandatory or not. A sign-in sheet with the name of the attendee, company name, address, telephone number, and email address are circulated. A short presentation about the project is made by the Project Manager and then opened for questions and answers.

Information about the project is provided to contractors in the Notice of Inviting Bids and in the Instructions to Bidders. These documents describe the scope of work; project location; time, date and location of bid submission; proper method for submitting proposals; site examination requirements, payment of taxes; interpretation of documents; qualification of bidders; notice of award procedures; and time of starting and completing the work. The policies outlined in the
City’s Purchasing Manual ensure the proper procedures are followed during the bid process.

Documents:
- Bid Specs and Bid Docs.pdf
- CI xxxx Prebid Meeting Agenda.pdf
- Notice Inviting Bids - CI 5441 FOG Facility Improvements Project.pdf
- Notice Inviting Bids.pdf

Approved By
Public Works Director
Print:  Sign:  Date:

Accreditation Manager
Print:  Sign:  Date:
14.3 Contractor Qualifications

Qualifications and performance of prospective bidders are investigated if allowed by provincial and state law or local guidelines. A designated official is responsible for ensuring that contractors who, for any of a number of reasons, are not qualified to undertake the work will not perform public construction. Surety or performance bonds do not always ensure the contractor is qualified; prequalification allows the agency the time to investigate the qualifications of contractors and helps to minimize the number of failures and defaults of contracts during construction. Qualification of contractors must comply with provincial, state, and local guidelines.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian
Review Date: 07-14-2022

Compliance: Full Compliance
Compliance Date: 10-17-2022

Documentation /Directives
City of Thousand Oaks Purchasing Manual
Notice of Inviting Bids
DPW Bid Documents

Agency Compliance:

The City's designated official responsible for ensuring that contractors who are not qualified to undertake the work will not perform public construction is City Council or the City Manager, depending on the contract amount. Per Thousand Oaks Municipal Code 3-10.108, "Public Works Contracts shall be established for work in an amount of Five Thousand and no/100ths ($5,000.00) Dollars and over. City Manager may award and execute contracts for individual projects in an amount of $175,000.00. Dollars or less. Individual projects in an amount exceeding One Hundred Seventy-Five Thousand and no/100ths ($175,000.00) Dollars shall be awarded by City Council."

Per Municipal Code 3-10.201 and formal bid procedures, "All bids shall be analyzed by the Purchasing Agent and the department for compliance with bid specifications. The department shall prepare a recommendation for award or rejection to the City Council or to the City Manager (depending on the contract amount)." Per Municipal Code 3-10.102, "The "Purchasing Agent," shall be the Finance Director or his/her designee. The City's Purchasing Manual outlines procedures that shall be followed by City staff and bidders in Chapter 7, Section 1 - Bidding Requirements.

State of California Public Contract Code section 2001 defines a responsible bidder as one "who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity, and experience to satisfactorily perform the public works contract." Bidders are required to register on the City's website (e-bid Exchange) prior to bidding on all work. The e-Bid Exchange is the City's list of bidders that is maintained by the Purchasing Agent. Bidders are required to provide their California state contractor license number (classification specified in the Instructions to Bidders) and City business license information when registering.
The Instructions to Bidders includes requirements and direction that bidders shall comply with submitting documentation that verifies their competency.

The Project Manager (identified in the Instruction to Bidders) reviews the apparent low bid to ensure the bid is correct and the contractor's qualifications comply with the specifications provided in the Notice of Inviting Bids, the Instructions to Bidders, and the documentation provided in the Bid Forms. Prior to award, the apparent low bidder's qualifications are further investigated, so to help minimize the number of failures and defaults of contracts during construction. The Project Manager verifies the contractor holds a valid California state contractor's license for the classification of work to be performed (sclb.ca.gov), that the contractor has not been debarred from bidding on or performing public works for violating prevailing wage or apprenticeship requirements for Federal aid projects (sam.gov), and the bond surety and insurance companies are certified as specified in the Contract Documents (fiscal.treasury.gov; insurance.ca.gov; ambest.com/ratings). To ensure the contractor has experience with the scope of work, their past performance on recent similar projects with other public agencies is verified by calling references and evaluating past performance.

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
14.4 Bid Opening

Bid opening procedures are established. At bid or proposal opening events, an agency official, financial representative, or legal representative may be designated to preside. Bid or proposal tabulation forms may be provided for bidders, proposers, and staff personnel. The proposals can be opened in alphabetical order, by chance, time received, or by any other order, at the discretion of the presiding official. Once the bids or proposals are opened, the contents of the envelope should be checked to determine that all required documents are enclosed. The presiding officer should then read the dollar amount of the bid (if a bid), time requirements, and any conditions for alternatives specified in the proposal.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian

Compliance: Full Compliance

Documentation /Directives

Purchasing Manual

Notice Inviting Bids

Bid Specs and Bid Docs

Bid Results Example

Scheduling and Conducting Bids

Agency Compliance:

The City Clerk Department conducts the public bid opening for the Public Works Department. Bid bonds are checked at the time.

Per Thousand Oaks Municipal Code Title 3, Chapter 10.201(c)(3) "Bid Opening Procedure. Sealed bids shall be submitted to the City Clerk Department and shall be identified as to bidder, project, and "Bid" on the envelope. Bids shall be opened by City staff in public at the time and place stated in the notice inviting bids. A written record and tabulation shall be made at the time of all bids received."

Per the Purchasing Manual Chapter 7 Section 3-C (7), Bid Opening Procedures shall be as follows:

a. Sealed bids must be received in the City Clerk Department prior to the date and time specified in the bid. Bids must be signed by an agent of the company authorized to bind the company to the bid requirements.

b. City Clerk staff will time stamp all bids received.
c. Sealed bids shall be opened by the City Clerk staff in public at the time and place stated on the notice inviting bids.

d. City Clerk staff shall verify receipt of required bonds.

e. City Clerk staff shall verify acknowledgement of addenda, if any.

f. A written tabulation shall be made at that time, and shall be open for public inspection for a period of two years after bid opening.

The Notice of Inviting Bids provides information regarding bid opening procedures, including bid submission procedures, bid documentation requirements, and that they will be opened and read aloud at the time/date/location they are due.

Documents:

Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
14.5 Bid Evaluation

All bids are reviewed according to established evaluation criteria. After the formal opening of bids or proposals, it is necessary to evaluate all aspects of the proposals that have been received. In determining whether the bid or proposal is suitable, designated personnel should decide whether the bid or proposal is responsive, check to see whether it is provided on the form furnished, and see it contains no exceptions to specifications or plans stated in the project proposal. All unit prices, extensions, and total dollar amounts should be checked, and any errors corrected.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Purchasing Manual
Bid Tabulation Form Example
Bid Results Evaluation Form
DPW Bid Documents
Notice Inviting Bids

Agency Compliance:

To ensure that a bidder is responsive and responsible, a Bidder Evaluation Form is filled out by the Project Manager after the bid opening. Call to the contractors licensing board or internet verification of contractor's license are made. Reference checks are made. Per the City's Administrative Policies and Procedures Manual Section 6.004 "City Contract and Agreement Submission to City Clerk," department requirements for verifying a contractor's bonds, insurance and surety companies are listed. The City's Purchasing Manual also outlines procedures to be followed for bid evaluation as follows:

Bid opening procedures
a. Sealed bids must be received in the City Clerk Department prior to the date and time specified in the bid. Bids must be signed by an agent of the company authorized to bind the company to the bid requirements.
b. City Clerk staff will time stamp all bids received.
c. Sealed bids shall be opened by the City Clerk staff in public at the time and place stated on the notice inviting bids.
d. City Clerk staff shall verify receipt of required bonds.
e. City Clerk staff shall verify acknowledgement of addenda, if any.
f. A written tabulation shall be made at that time, and shall be open for public inspection for a period of two years after bid opening.
g. Project Manager shall make an analysis of the bids for compliance with bid specifications and shall check the Excluded Parties List System (EPLS; sam.gov for Federal aid projects) prior to awarding federally funded contracts. The project manager shall collect a certification of non-exclusion from the contractor and maintain a record of such website check and certification in the project file.
h. Project Manager shall make a recommendation for award or rejection after the deadline to file a protest has passed.

The Instructions to Bidders includes requirements and direction for submitting bid security, bonds and insurance, and to submit completed Bid Forms with bid. The Project Manager (identified in the Instructions to Bidders) reviews the apparent low bid to ensure the bid is correct and the contractor’s qualifications comply with the specifications provided in the Notice of Inviting Bids, the Instructions to Bidders, and the documentation provided in the Bid Forms. Bids are checked to verify unit prices, extensions, and total dollar amounts using the bid tabulation form, and is provided to all interested parties. Prior to award, the apparent low bidder's qualifications are further investigated to help minimize the number of failures and defaults of contracts during construction. The Project Manager verifies that contractor holds a valid California state contractor's license for the classification of work to be performed (sclb.ca.gov), that the contractor has not been debarred from bidding on or performing public works for violating prevailing wage or apprenticeship requirements for Federal aid projects(sam.gov), and the bond surety and insurance companies are certified as specified in the Contract Documents (fiscal.treasury.gov; insurance.ca.gov; ambest.com/ratings). To ensure the contractor has experience with the scope of work, their past performance on recent similar projects with other public agencies is verified by calling their references and evaluating past performance.

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
14.6 Bid Award/Rejection

A procedure is used for formal award of contracts and the rejection of bids. After the completion of bid evaluations, the agency awards the contract or rejects all bids or proposals. The contract may be awarded, or all bids or proposals are rejected by resolution of the legislative body. A notice of the award of contract is sent to the successful bidder or proposer and, following receipt and approval of the insurance, bonds, and other required submittals, the authorized official executes the contract. A notice of rejection should be sent to all unsuccessful bidders or proposers.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian
Compliance: Full Compliance

Documentation /Directives

Purchasing Manual
Notice of Inviting Bids
Notice of Intended Award
Notice of Intended Bid Rejection
Notice of Award

Agency Compliance:

Per Municipal Code 3-10.108(e), Public Works Contracts shall be established for work in an amount of Five Thousand and no/100ths ($5,000.00) Dollars and over. City Manager may award and execute contracts for individual projects in an amount of One Hundred and Seventy - Five Thousand and no/100ths ($175,000.00) Dollars or less. Individual projects in an amount exceeding One Hundred Seventy-Five Thousand and no/100ths ($175,000.00) Dollars shall be awarded by City Council.

Per the Notice of Inviting Bids, the City notifies Bidders of the intended award. A notice of intended award is sent to all bidders that submitted bids, and protests must be filed within five business days. A notice of the award of contract is sent to the successful bidder and, following receipt and approval of the insurance, bonds, and other required submittals, the authorized official executes the contract. Per the Instructions to Bidders, "if any bid is to be rejected for non-responsiveness or because the Bidder is deemed non-responsible, the City will notify said Bidder and provide the grounds and evidence of such decision." A notice of intended rejection is sent to all unsuccessful bidders.

Documents:

Notice Inviting Bids - CI 5441 FOG Facility Improvements Project.pdf, Notice Inviting Bids.pdf, Notice of Award - 4.2.20 r2.pdf, Notice of Intended Award 2021.pdf, Notice of Intended Bid
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15.Construction Management

15.1 Construction Manager Authority

Duties and responsibilities of the construction manager are determined and applied to agency staff or the outside consultant assigned to the specific construction project. All parties to a construction contract need to be aware of their duties and responsibilities in terms of the construction contract. Written documentation provides this information. The use of a standard contract document minimizes the legal review time needed and ensures all parties’ interests are protected on each project.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian

Review Date: 07-14-2022

Compliance: Full Compliance

Compliance Date: 10-17-2022

Documentation /Directives

Public Works Org Chart-

Standard Agreement Templates

Senior Engineer job specification

Public Works Senior Construction Inspector Job Specification

Public Works Construction Inspector Job Specification

Agency Compliance:

The Capital Improvement Projects Division in the Public Works Department is responsible for project management during construction. Management of projects during construction generally takes the form of providing project administration, contract management, and inspection services. For some projects, a consultant may take on the construction management role. The Division has a team of engineers and inspectors that provide capital improvement construction inspection and management services.

Standardized contract documents are used on all Public Works construction contracts. Job specifications for engineers and inspectors set forth duties and responsibilities for construction contract management, among other things.

Documents:


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**15.2 Construction Monitoring**

A procedure is in place that ensures all construction is proceeding in accordance with contract documents. In order for any plan to be effective, follow-up actions are necessary. Periodic monitoring will ensure that various schedules and responsibilities are met. Weekly, monthly, or quarterly status reports are appropriate depending on the type of project. The project engineer also needs to provide a schedule of inspections and materials testing, so the key items of work will receive thorough inspection.

**Assigned To:** System User, Shamir Shahamiri, Mike Tohidian  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

Daily Inspection Report template  
Daily Inspection Report example (see hard copy)  
CIP Progress Meeting Agenda template

**Agency Compliance:**

The Capital Improvement Projects Division in the Public Works Department is responsible for project management during construction. Management of projects during construction generally takes the form of providing project administration, contract management, and inspection services. For some projects, a consultant may take on the construction management role. The Division has a team of engineers and inspectors that provide capital improvement construction inspection and management services.

To ensure construction is proceeding in accordance with the contract documents, regular project progress meetings are held with all stakeholders. Daily construction inspection reports are completed and reviewed by the Project Manager.

**Documents:**

[CIP Daily Report Sheet (Blank - Fillable).pdf, CIP Progress Meeting Agenda Template.pdf]

**Approved By**

Public Works Director

Print: Sign: Date:

**Accreditation Manager**

Print: Sign: Date:
15.3 Preconstruction Conferences

A policy is in place that determines when preconstruction conferences are required. Before the work begins, agency and contractor personnel must know the operations to be performed, the types of equipment and material deliveries that will be involved and the rate at which work is expected to progress. Several construction stages may be required. The contractor should develop staging and scheduling before the agency issues the notice to proceed. Meetings throughout the project may be appropriate to ensure the schedule is being followed or to make any necessary adjustments to the schedule.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Pre-Construction Meeting Agenda template
Notice to Proceed example
City Purchasing Manual

Agency Compliance:

A preconstruction meeting is required for all City capital improvement projects, private development projects, and for most encroachment permit work. In general, preconstruction meetings are attended by City staff, outside construction managers, contractors and subcontractors, utility companies, and other stakeholders prior to start of construction. Setting of the preconstruction conference is included in the Notice to Proceed sent by the City to the contractor.

Documents:


Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
15.4 Notice to Proceed

A notice to proceed is required prior to construction and may include special instructions or revisions to the construction schedule. The notice to proceed includes any revisions to the schedule or special instructions that resulted from the preconstruction conference. The notice advises the contractor that any time restrictions required of the contract are now in effect.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Notice to Proceed

Agency Compliance:

The City's standardized construction contract documents include the requirement for a Notice to Proceed to be issued prior to the start of any construction work, once the City Manager, City Council, or Public Works Director approves the agreement between the City and contractor. The Notice to Proceed identifies who the contractor will work with during construction and includes information regarding contract duration and required submittals.

Documents:
Notice to Proceed 2022 new.docx

Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
15.5 Mobilization

A policy identifies the method of payment for mobilization by the contractor. Mobilization is the effort of the contractor to bring materials, labor, and equipment to the worksite in preparation to begin construction activities. Mobilization may be specified in the construction documents, and a payment allowance may be provided. Providing a uniform method of paying for mobilization helps eliminate the problems that arise when bid items are unbalanced to cover mobilization costs and provides a more accurate analysis of what the project costs. Demobilization is sometimes included as a mobilization pay item.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Contract Documents 01 22 00 Measurement and Payment Mobilization
Contract Documents 01 71 13 Mobilization
Contract Documents Article 40 of General Conditions Mobilization

Agency Compliance:

In general, the disbursements and requirements for mobilization are defined in the Measurement and Payment sections of the Contract Documents. A payment allowance is provided for such items as contractor's site office, project signs, temporary utilities, Stormwater Best Management Practices, submittals, and construction schedule. Mobilization may be itemized in the approved schedule of values as part of the submittal by the contractor.

Documents:


Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
15.6 Work Zone Management

A policy identifies responsibility for administration and coordinating work in the public right-of-way. Responsibilities of work zone management include a procedure for permitting work in the right-of-way, for the administration of traffic control plans, and for maintaining smooth traffic flow. The public deserves efficient management of construction projects in the public right-of-way. The agency responsible for construction oversees this coordination between public and project needs.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian

Compliance: Full Compliance

Documentation /Directives

Thousand Oaks Municipal Code Title 7 Chapter 2
Contract Documents 01 55 00 Site Access
Contract Documents 01 55 26 Traffic Control

Agency Compliance:

City Municipal Code requires permits for all work within the public right of way. Encroachment permits are required and obtained for all capital projects as well as any other work performed in City right-of-way. The Public Works Department Capital Projects Division is responsible for administering and coordinating capital projects in the public right-of-way. The Engineering Services Division provides traffic control plan review to ensure smooth traffic flow during construction and is responsible for administering and coordinating encroachment permits in the public right-of-way. The Division and/or Construction Manager will coordinate activities during construction, in conjunction with the inspector.

Documents:


Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager
**15.7 Inspection**

A procedure is established for inspection of all construction projects in progress to ensure construction work is completed in accordance with project plans and specifications. The purpose of inspection is to verify that work meets the intent and requirements of the plans and specifications.

The agency establishes procedures for quality control, payment frequency and processing, and special payment issues.

**Assigned To:** System User, Shamir Shahamiri, Mike Tohidian  
**Review Date:** 07-14-2022  
**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

- City Road Design and Construction Standards (see hard copy)
- City Water Design and Construction Standards (see hard copy)
- City Wastewater Design Standards (see hard copy)
- Standard Plans and Specifications for Public Works Construction (“Greenbook”) (see hard copy)
- Caltrans Standard Plans and Specifications (see hard copy)
- Overtime Inspection Policy
- CIP Inspection Checklists

**Agency Compliance:**

City adopted standards and construction specifications include inspection requirements for specified construction activities and materials. Encroachment permits are required for any or all work performed in City right-of-way. Inspections are required. The Engineering Services and Capital Improvement Projects Divisions provide inspection services for development and capital improvement projects, respectively, including daily reports. Special inspection services are completed by consultants or inspection contractors. On-call inspection contractors are available to the City through multi-year contracts. Checklists were developed to help monitor, check, and inspect projects based upon the various types of work.

**Documents:**

[CIP Inspection Checklists September 2018.pdf](#), [Overtime Inspection Policy.pdf](#)

**Approved By**
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15.8 Materials Testing

A policy defines testing to assure the materials incorporated into the construction project meet the accepted standards. Construction inspection should include certified testing of materials to verify compliance with specifications. By establishing a standard for testing, the agency assures a minimum number of tests will be performed to comply with specifications.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian

Review Date: 07-14-2022

Compliance: Full Compliance

Compliance Date: 10-17-2022

Documentation /Directives

City Wastewater Design Standards (see hard copy)

City Road Design and Construction Standards (see hard copy)

City of Thousand Oaks Water Design and Construction Standards (see hard copy)

Contract Documents 01 45 00 - Quality Control

Standard Plans and Specifications for Public Works Construction (“Greenbook”) (see hard copy)

Caltrans Standard Plans and Specifications (see hard copy)

CIP Inspection Checklists

Agency Compliance:

City adopted construction standards and specifications require testing of construction materials and systems at specified milestones. In addition, specific project requirements and specifications may necessitate special testing. Testing may be performed or observed by City staff or by specialty consultants. Checklists were developed to help monitor, check, and inspect projects based upon the various types of work.

Documents:

CIP Inspection Checklists September 2018.pdf, Contract Documents 01 45 00-Quality Control.pdf
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15.9 Measurement and Payment

A specific unit of work or unit of materials is detailed in the contract documents to be measured and paid in a specified manner. The contractor submits a request for payment of work items to the contracting agency at regular intervals as specified in the contract. Payments are made to the contractor at specified intervals during the course of the contract time. Depending on legal requirements, a percentage may be retained to ensure performance of the contract.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian

Review Date: 07-14-2022

Compliance: Full Compliance

Compliance Date: 10-17-2022

Documentation /Directives

Contract Documents 01 22 00 - Measurement and Payment
General Conditions Article 41- Payment -NEED DOCUMENT
Contract Documents 01 71 13 Mobilization

Agency Compliance:

City contract documents for capital projects set forth specific measurement and payment schedules for various items of work. Two formats are used: Lump sum and Unit Price Bid. Measurement is confirmed through documentation provided by the contractor or through field observation.

Documents:


Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
15.10 Change Orders

The contract documents identify the procedure for approving changes in work conditions or requirements. All change orders are prepared and agreed to in advance of permitting the extra work to occur, or in allowing less work to be done, with the exception of emergencies. The change orders describe the work, method of payment, and any change in work schedule.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian

Compliance: Full Compliance

Review Date: 07-14-2022

Compliance Date: 10-17-2022

Documentation /Directives

City’s Purchasing Manual

General Conditions Article 43- Changes & Extra Work

Contract Forms in Bid Documents:

1. Work Directive
2. Change Order
3. Cost Proposal Breakdown Summary

Agency Compliance:

Change order process and format are defined in the City’s standard specifications and in the City’s purchasing manual. Change orders can be initiated by a City-issued Work Directive Change or by contractor request due to an unforeseen condition in the field.

Documents:


Approved By

Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
15.11 Acceptance and Final Approval

Procedures are established for acceptance and final payment. The acceptance and final payment trigger certain warranty requirements; therefore, it is critical to have the documentation of acceptance and final payment on record. The procedure should be used to attain the approvals required to allow final payment for a project, storage of dead project files, formal acceptance and transfer of payments to operating agencies, and an evaluation of the completed project by the operating, design, and construction agencies.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Contract Documents 01 77 00- Project Closeout
Notice of Completion
City Engineer Acceptance of Project
Closeout Memo

Agency Compliance:

Final acceptance of all City capital projects is done by the City Engineer once the projects are completed, and all final correction (punch list) items have been addressed. The City Engineer is delegated the authority to file a Notice of Completion with the County Clerk’s Office.

Documents:


Approved By

Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
15.12 Guaranteed Work and Warranty Period

The contract documents identify the method for tracking the warranties on construction projects to ensure they will be inspected before the warranty period has expired. Almost all construction contracts guarantee work for the length of the contract plus a specified warranty period (normally one or two years after acceptance). For this guarantee to be effective, a systematic review of the project prior to the expiration of a warranty period is required.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian

Review Date: 07-14-2022

Compliance: Full Compliance

Compliance Date: 10-17-2022

Documentation /Directives

General Conditions Article 49- Warranty & Guarantee

Agency Compliance:

Public Works Department project managers monitor project acceptance dates and warranty periods and initiate a final inspection by the Public Works Inspectors prior to close of the warranty period. A correction list (punch list) is provided to the contractor if needed. Performance (warranty) bonds remaining in effect are released once any final corrective work is completed.

Documents:

Article 49 - Warranty.pdf

Approved By

Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
15.13 Record Drawings

A method is established to prepare as-constructed or record drawings. Project plans and drawings need to become a part of the permanent record of the construction project and be available for future reference. Modifications made to the project design during construction should be reflected in the record drawings.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian

Review Date: 07-14-2022

Compliance: Full Compliance

Compliance Date: 10-17-2022

Documentation /Directives

Contract Documents 01 32 19 Submittals
Contract Documents 01 77 00 Project Closeout

Agency Compliance:

Contract documents for City capital projects and project conditions of approval for land development projects require record drawings (as built plans) be submitted to the City prior to final inspections. For capital projects, contractor provides “red line” mark up plans showing any changes to original required work. City staff or design consultants prepare the record drawings for permanent records. For development projects, the developer’s engineer prepares the record drawings for City files. The City’s contract documents specification 01 32 19 Submittals section 1.08 "Record Drawings" as well as specification 01 77 00 Project Closeout identify the requirements for record drawing submittal and approval.

Documents:

Contract Documents 01 32 19-Submittals.pdf, Contract Documents 01 77 00-Project Closeout.pdf

Approved By

Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
15.14 Conflict Resolution

Contract documents establish a procedure to resolve conflicts that may arise during construction. This procedure includes identifying causes of conflict, filing and handling claims, determination of damages, time issues, use of consultants in resolving conflicts, negotiation, and arbitration.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian  
Compliance: Full Compliance

Review Date: 07-14-2022  
Compliance Date: 10-17-2022

Documentation /Directives

General Conditions Article 47- Resolutions of Disputed Construction Claims

Agency Compliance:

City contract documents specify remedies for conflicts that may arise during construction. If costs can’t be agreed upon for changes to the contract work, force accounts (time and materials), and cost accounting may be employed. For claims not resolved at the staff level, third party arbitration is preferred.

Documents:

Article 47 - Claims.pdf

Approved By
Public Works Director

Print:  
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Date:

Accreditation Manager

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Date:
16. Right-of-Way Management

16.1 Permit Issuance

A permit process is established for all construction activity and/or encroachment in the right-of-way. Permits should be required for all construction in public rights-of-way to protect against damage and unsafe conditions, ensure proper placement and operations, provide access to underground facilities, guarantee all work is done in accordance with all applicable standards, and control construction and encroachments on the surface. If applicable, the permit should include a schematic showing the proposed work, other existing improvements and utilities that may be impacted in the right-of-way.

Assigned To: Mohammad Fatemi, Jim Taylor  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives

Encroachment Permit Specifications
Encroachment Permit Guidelines
Municipal Code Title 7, Chapter 2 Encroachments

Agency Compliance:

All construction work in City right-of-way requires an encroachment permit pursuant to the City Municipal Code. This is to ensure that the right of way is protected against damage and unsafe conditions, proper placement, and operations, provide access to underground facilities, guarantee that all work is done in accordance with applicable standards, and control construction and encroachments on the surface. Thousand Oaks Municipal Code Title 7, Chapter 2 and the Encroachment Permit Specifications contain regulations and requirements for work in City rights-of-way.

Documents:

2022 Encroachment Permit Guidelines.pdf, 2022 Encroachment Permit Specifications.pdf,
2022 Municipal Code Title 7, Chapter 2 Encroachments.pdf

Approved By
Public Works Director
Print:  Sign:  Date:

Accreditation Manager
Print:  Sign:  Date:
16.2 Permitting Responsibility
Responsibility for developing and implementing permit procedures and controlling activity within public rights-of-way is designated. Local and state or provincial governments regulate use of the public right-of-way in the interest of public safety and convenience and to operate and protect public facilities. Permitting programs are typically established to control use of the right-of-way. The forms that are developed provide for permit documentation and include identification numbers. An inspection system is established to check for compliance during and after the completion of construction.

Assigned To: Mohammad Fatemi, Jim Taylor Review Date: 07-14-2022
Compliance: Full Compliance Compliance Date: 10-17-2022

Documentation /Directives

Encroachment Permit Specifications

Encroachment Permit Guidelines

Municipal Code Title 7, Chapter 2 Encroachments

City Permits-Fees for Outside Agencies and Other City Departments

Agency Compliance:
The Engineering Services Division is responsible for managing, developing, and implementing permit procedures and controlling construction activities within the City’s right of way. Thousand Oaks Municipal Code Title 7, Chapter 2 contains regulations and requirements for work in City right-of-way.

Documents:

Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
16.3 Codes and Permits Information

Informational brochures and guidelines on codes and permits are available in public locations. Brochures and guidelines provide forms, permits, fees, specifications, standards, and other information pertaining to codes and permitted activities.

Assigned To: Mohammad Fatemi, Jim Taylor

Review Date: 07-14-2022

Compliance: Full Compliance

Compliance Date: 10-17-2022

Documentation /Directives

Encroachment Permit Specifications
Municipal Code Title 7, Chapter 2 Encroachments

Agency Compliance:

Information related to encroachment permit application and regulations is on the Public Works page of the City Website. Thousand Oaks Municipal Code Title 7, Chapter 2 contains regulations and requirements for work in City right-of-way. Forms, Standards, Fee Schedules, Standard Details, and other pertinent information are also readily available at the Public Works Customer Service Counter.

Documents:


Approved By

Public Works Director

Print: 
Sign: 
Date:

Accreditation Manager

Print: 
Sign: 
Date:
16.4 Permit Process
A permit form and process are utilized to track the work to be done and to ensure compliance with all applicable laws. The permit process is in compliance with all applicable laws, codes, rules and practices; and with federal, provincial, state, local and utility accommodation policies and practices. Standard permit provisions and specifications are typically developed and incorporated as part of the permit. Permittees may be required to keep a copy of the approved permit at the construction site. Local utility coordinating committees can be useful forums for developing new permit forms, provisions, and processes. These groups can also be used to advise potential permittees of changes in the permit process. Many communities require proof the one-call center is notified as part of the permit process for excavations.

Assigned To: Mohammad Fatemi, Jim Taylor          Review Date:  07-14-2022
Compliance: Full Compliance                       Compliance Date:  10-17-2022

Documentation /Directives

Encroachment Permit Application Form
Municipal Code Title 7, Chapter 2 Encroachments

Agency Compliance:

Thousand Oaks Municipal Code Title 7, Chapter 2 contains regulations and requirements for work in City rights-of-way. All construction work in City right-of-way requires an encroachment permit. This is to ensure that the right of way is protected against damage and unsafe conditions, proper placement and operations, access to underground facilities, guarantee that all work is done in accordance with all applicable standards, and control construction and encroachments. Encroachment permits, once issued, are assigned to a Public Works Inspector to coordinate a preconstruction meeting, and perform ongoing inspections. Permits are signed off and logged in a tracking database upon project completion.

Documents:
2022 Encroachment Permit Application Form.pdf, 2022 Municipal Code Title 7, Chapter 2 Encroachments.pdf

Approved By
Public Works Director

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16.5 Permit Inspection

A policy is established for inspection of permitted work. Permit inspection should verify compliance with adopted specifications. A program should be established by the permitting agency to ensure permit provisions and specifications included as part of the permit are met. This program should also provide for inspection of work in the public right-of-way before the end of a warranty period, or prior to releasing a performance bond related to the specified work.

Assigned To: Mohammad Fatemi, Jim Taylor
Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-17-2022

Documentation /Directives

Thousand Oaks Municipal Code Title 7, Chapter 2 Encroachments
Encroachment Permits Log

Agency Compliance:

Thousand Oaks Municipal Code Title 7, Chapter 2 contains regulations and requirements for work in City rights-of-way. Engineering Services and Capital Projects Divisions have an inspection group that performs inspections on permitted work located in the city right-of-way. Inspectors monitor conditions of work during warranty period and recommend corrective measures if necessary. Encroachment permits, once issued, are assigned to a Public Works Inspector to coordinate a preconstruction meeting and perform ongoing inspections. Permits are approved and logged in a tracking database upon project completion.

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
16.6 One-Call Center Coordination

The permit process is coordinated with the appropriate one-call center, where applicable. In order to promote safety and minimize disruption of service during construction, the permit process must be coordinated with utilities before exaction. The permit process may require the identification number provided to the excavator by the one-call system be included on the permit application form to ensure this important step is taken. A one-call center provides a communication link between excavators and utilities.

Assigned To: Mohammad Fatemi, Jim Taylor  
Compliance: Full Compliance  
Review Date: 07-14-2022  
Compliance Date: 10-17-2022

Documentation /Directives

Thousand Oaks Municipal Code Title 7, Chapter 2- Encroachments

Encroachment Permit Application Form

Road Design Construction Standards Plate 1-10

Agency Compliance:

Thousand Oaks Municipal Code Title 7, Chapter 2 contains regulations and requirements for work in City right-of-way. Encroachment permits require contractors to contact Southern California Underground Service Alert One Call center 811 prior to any excavation work. At the preconstruction meeting, the City Public Works Inspector will confirm that the One Call notification has been made, and that utility locate markings are evident prior to actual start of construction work.

All work is inspected for compliance with permits and standards. A moratorium against trenching is imposed on existing City streets that are less than five years old, have received an overlay within the last five years, or have been slurry sealed in the past three years. Exceptions to the moratorium may be granted by the City Engineer. Additional conditions, such as slurry seal, may be imposed, to bring the street pavement into acceptable compliance.

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16.7 Utility Marking Guidelines and Color Code

The permit process communicates the industry standard utility marking guidelines, and color codes are used for marking underground utilities. Use of APWA’s color code and utility marking guidelines promotes consistency in identifying underground utilities. (The Uniform Color Code [see page 76] is available on the APWA web site at www.apwa.net under Resources.)

Assigned To: Mohammad Fatemi, Jim Taylor
Compliance: Full Compliance
Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

APWA Uniform Color Code -
Municipal Code Title 7, Chapter 2- Encroachments

Agency Compliance:
Thousand Oaks Municipal Code Title 7, Chapter 2 contains regulations and requirements for work in City right-of-way. The City has adopted APWA’s standard color code for marking of underground utilities.

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
16.8 Pavement Cut Restoration

The permit process establishes the methods and quality of pavement cut restoration. The policy establishes when and how cuts are made to ensure the resulting patch is constructed according to required specifications and quality standards.

Assigned To: Mohammad Fatemi, Jim Taylor            Review Date: 07-14-2022
Compliance: Full Compliance                      Compliance Date: 10-17-2022

Documentation /Directives

Road Design and Construction Standards -Road Design Plate Example

Plate 8-14 Standard Trench Repair Within Paved Right of Way

City of Thousand Oaks Municipal Code Title 7 Chapter 2

Agency Compliance:

Thousand Oaks Municipal Code Title 7, Chapter 2 contains regulations and requirements for work in City right-of-way. The City’s adopted Road Design and Construction Standards include trench repair details. A copy of this standard is attached to Encroachment Permits that involve trenching work.

Documents:

16.8 - Road Design Plate.pdf, 2022 Municipal Code Title 7, Chapter 2 Encroachments.pdf,
2022 Plate 8-14 Standard Trench Repair within Paved Right of Way.pdf

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Public Works Director
Print:            Sign:            Date:

Accreditation Manager
Print:            Sign:            Date:
17. Utility Coordination

17.1 Utility Coordination

The agency uses a process to have public works, engineering, and planning authorities consult, cooperate, and establish effective liaison with all public and private utilities including water, stormwater, drainage, sewer, wastewater, gas, electric power, streetlighting, municipal communication, fiber optic, and telephone and cable communication. Proposals and requests for zoning changes, subdivision approval, annexations, street improvements, building encroachments into public right-of-way, requests for vacating streets, bridge construction or reconstruction, and roadway relocations should be reviewed by governmental agencies and utilities that could be affected by these decisions. In addition to an established review process, agencies will benefit from participation in utility coordinating committees. These organizations promote coordination by bringing representatives of all utilities and public works agencies together to discuss topics of mutual interest. Often, they include sharing of capital improvement programs and planning documents so scheduling conflicts and delays can be avoided.

Assigned To: Mohammad Fatemi  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives

- CIP Project Guidelines
- Utility Notice Overlay and Slurry Seal Projects example
- Road Design Construction Standards Plate 1-10 Moratorium

Agency Compliance:

The Public Works Department's capital projects guidelines include notifications to utility companies at several steps in the planning and design process. A moratorium against trenching is imposed on existing City streets that are less than five years old, have received an overlay within the last five years, or have been slurry sealed in the past three years. Exceptions to the moratorium may be granted by the City Engineer, such as for emergency situations like water line breaks. Accordingly, project managers provide written notice about overlay and slurry seal projects to all utility companies.

Documents:

- 2022 Road Design Construction Standards - Plate 1-10 Moratorium.pdf
- CIP Project Guidelines.pdf
- Utility Notice Template.pdf

Approved By

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17.2 Utility Location

A policy establishes the decision-making process regarding the placement of utility facilities underground and the location for placement of utility lines. An investigation of the site and existing utility lines is used to determine the most cost-effective and safe positioning of utility lines. Issues such as serviceability, maintenance costs, aesthetics, damage prevention, and service interruption due to weather and land subsidence events may be considered in this evaluation.

The policy establishes minimum horizontal and vertical clearances, area of placement, avoidance of non-compatible utility lines, safety of the public and of public property, and protection of structures and appurtenances from damage. Overhead line construction equipment clearances and clearance requirements for underground lines are essential to avoid line interference or damage and to provide adequate space for future installations and maintenance. A standard roadway cross section may be developed to define required right-of-way and allocation of space for utilities in new developments. Standard arrangements for placement of utilities in a common trench have also been established in many communities. Compatible multiple uses of rights-of-way are encouraged.

Assigned To: Mohammad Fatemi Review Date: 07-14-2022
Compliance: Full Compliance Compliance Date: 10-17-2022

Documentation /Directives

City of Thousand Oaks Road Design and Construction Standards- Plate 8-5
Municipal Code Encroachments

Agency Compliance:

Design and Construction Standards provide the requirements and criteria for utility locations and clearances.

Documents:

17.2 - Municipal Code Policy.pdf, Road Design and Construction Plate 8.5.pdf

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Public Works Director
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17.3 Long-Range Utility Planning

Long-range utility plans are coordinated with appropriate local, state, provincial, and federal agencies. Long-range utility plans are developed for major system additions, upgrades, or changes, and for compliance with federal, provincial, state, and local directives. Federal, state, provincial, and local regulations frequently require advance plan approval of major utility system changes in excess of specific cost or capacity levels. Utilities should keep local public works, planning authorities, and other utilities apprised of the status of planned systems additions, upgrades, or changes. Plans should be presented for review and comment for use in joint planning sessions.

Assigned To: Mohammad Fatemi

Compliance: Full Compliance

Review Date: 07-14-2022

Compliance Date: 10-17-2022

Documentation /Directives

Pavement Management Program (see hard copy)

5-Year Capital Improvement Program (see hard copy)

Water Master Plan (see hard copy)

Wastewater Master Plan (see hard copy)

Storm Drain Master Plan (see hard copy)

Agency Compliance:

Five-year infrastructure improvement plans are prepared and updated biennially. These plans are shared with appropriate local and regional utilities and agencies. Water, wastewater, storm drain master plans have been developed and are periodically updated. Capital Improvements are planned and budgeted in conformance with master plans and other identified community, regulatory, legal, operational, and safety requirements. The Planning Commission verifies that the Capital Improvement Plan is consistent with the City's General Plan. City Council adopts the 5-year Capital Improvement Plan biennially.

Documents:

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Public Works Director

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17.4 Excavation Clearance Requirements
Clearance requirements are established for excavating near underground lines. Procedures should be established for excavations near underground utilities. A clearance or tolerance zone around the buried facility is often used to indicate where hand tools are required in order to avoid damage to the facility or injury to the excavator. Excavators should understand how to proceed if excavation within the required clearance or tolerance zone is required; they should also know the clearance to be maintained between cutting edge of powered or manual equipment and any exposed lines. These excavation tolerance zones are often specified in state or provincial damage prevention laws.

Assigned To: Mohammad Fatemi  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives
City of Thousand Oaks Road Design and Construction Standards- Plate 8-5 -

City of Thousand Oaks Water Design and Construction Standards (see hard copy)

City of Thousand Oaks Wastewater Design and Construction Standards (see hard copy)

Agency Compliance:
Design and construction requirements and criteria as to utility locations and clearances between utilities are provided in the City’s standards. Preconstruction meetings are conducted with owners of buried utilities, contractors, and City staff. Conditions for excavation and monitoring necessary clearances and methods of excavation, including advance potholing and lay plans, are included in the design and construction standards.

Documents:
Road Design and Construction Plate 8.5.pdf

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17.5 Excavation Safety Procedures

Excavation procedures are developed and implemented to prevent excavation-related damage and injury.

Written procedures should be developed to guide excavators in the safe conduct of their work. These procedures indicate the necessary steps and precautions that are to be taken by agency personnel before any excavations. These steps may include the following: notifying the one-call system; meeting with utility company representatives at the excavation site; for excavations within the immediate area of an underground utility line, digging with hand tools, or tools specifically designed to safely expose an underground facility to determine its exact location; and procedures to follow in the event a facility is impacted. If an underground facility is impacted during excavation, the facility owner must be notified to inspect the line to ensure no hidden damage has been caused. In the event of an incident with

buried facilities such as gas pipelines, procedures are established for notification and response to facility damage. These procedures may include calling the emergency number 911 so emergency personnel can be dispatched immediately to the scene. Training is provided on excavation safety. Applicable local, state, provincial, and federal regulations should be consulted in developing these procedures.

Assigned To: Mohammad Fatemi  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives

City Road Design and Construction Standards -Plate 8-5
City Water Design and Construction Standards (see hard copy)
City Wastewater Design and Construction Standards (see hard copy)

Agency Compliance:

Design and construction requirements and criteria for utility locations and clearances are provided in the City’s standards. Permittee must call underground service alert 811 in advance of work and utilities must be marked prior to starting excavation. Preconstruction meetings are conducted with owners of buried utilities, staff, and contractor. Conditions for excavation and monitoring necessary clearances and methods of excavation, including advance potholing and lay plans, are included in the design and construction standards.

Documents:
17.6 One-Call Centers
A policy establishes the requirements to contact one-call centers and individual utilities as appropriate prior to excavation. A one-call center is a communication and coordination service for underground line owners to avoid line breaks or disruptions to service during construction activities. Facility owners should respond to notices of proposed excavations near their lines in a timely manner, consistent with one-call center guidelines and local or state/provincial regulations. Facility owners should provide for accurate surface markings of their underground facilities before excavation.

Assigned To: Mohammad Fatemi  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives
Encroachment Permit Specifications

Municipal Code Title 7, Chapter 2- Encroachments

Agency Compliance:
Thousand Oaks Municipal Code Title 7, Chapter 2 contains regulations and requirements for work in City right-of-way. Encroachment permits require contractors to contact Southern California Underground Service Alert 811 call center prior to any excavation work. At the preconstruction meeting, the City Public Works Inspector will confirm that the one call notification has been made, and that utility locate markings are evident and timely prior to actual start of construction work.

Documents:

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Public Works Director
Print:  Sign:  Date:

Accreditation Manager
Print:  Sign:  Date:
17.7 APWA Uniform Color Code

The APWA Uniform Color Code for Temporary Marking of Underground Facilities is used in all excavation activities, if applicable. The APWA Uniform Color Code for Temporary Marking of Underground Facilities has been developed and adopted by APWA to minimize damages during excavation and similar operations in which the earth, or the earth’s surface, is moved, removed, or displaced. The Uniform Color Code enables excavators, line owners, and surveyors to recognize the intent of paint, flags, stakes and other temporary markings, including markings that identify the location of subsurface utilities, lines and similar facilities, markings that identify proposed excavation, and survey markings which are inherent to construction sites. State damage prevention laws often specify use of a color code when marking underground facilities before excavation. (The Uniform Color Code [see page 76] is available on the APWA web site at www.apwa.net under Resources.)

Assigned To: Mohammad Fatemi  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

811 Uniform Color Code Best Practices

APWA Uniform Color Code

Agency Compliance:

Thousand Oaks Municipal Code Title 7, Chapter 2 contains regulations and requirements for work in City rights-of-way. The APWA utility markings are the same as the Dig Alert 811 markings which are state law in California.

Documents:


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Public Works Director

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18. Facilities Management

18.1 Regulations

The agency complies with all federal, provincial, state, or local building codes, regulations, ADA guidelines, and environmental laws with regard to the design, construction, and maintenance of buildings.

The agency should enforce agency building codes and regulations or adopt standard accepted building codes and regulations. A procedure is developed to monitor the handling and disposal of hazardous materials, radon, building pollutants, Freon, asbestos, and the construction and maintenance and monitoring of underground storage tanks. The agency should monitor both the interior and exterior of its structures to identify sources of contamination such as animals, cooling towers, vehicle exhaust, etc.

Assigned To: Donald Covarrubias, Kevin Wilson  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Thousand Oaks Municipal Code Title 8, Chapter 1- Building Code (see hard copy)

Clean Harbors Environmental Services, Inc. Contract 12896-2021 (see hard copy)

Ventura County Storm Water National Pollutant Discharge Elimination System Permit

Facilities Permit Spreadsheet

Agency Compliance:

The Facilities Division in the Finance Department is responsible for facilities building maintenance at the MSC, the HCTP. These City facilities comply with all Federal, State, and local building codes, regulations, and environmental laws. Public Works Department and Community Development Department staff administer compliance of building codes, ADA guidelines, and environmental laws. Public Works California State Licensed Professional Engineers direct the design and construction of Public Works projects.

The Facilities Division conducts quarterly inspections for building conditions and safety related to the building. HCTP facility safety inspections are conducted monthly by supervisory employees. Inspection results are forward to the site Safety Officer. California Occupation Safety and Health Administration conducts annual reviews of both the facility and the laboratory. HCTP’s business plan is reviewed for storage of hazardous materials and updated, as necessary, at the time of permit renewal. Safety Data Sheets “Right to Know” training is conducted by the site Safety Officer on an annual basis.

Best Management Practices have been identified and implemented to comply with National Pollutant Discharge Elimination System, Air Pollution Control District, Environmental Health Department, and other regulatory requirements at all City facilities. Hazardous and flammable materials are properly stored and identified in accordance with local regulations and codes. The City contracts for hazardous waste management including hazardous materials spills, abandonment, disposal, or release incidents at City facilities. Operation of underground storage tanks, coating operations, stationary diesel equipment, and vehicle emissions testing
are permitted annually by Ventura County Air Pollution Control District and State Air Resources Board. Fleet Services uses vehicle exhaust systems, design to evacuate vehicle exhaust from the facility.

Documents:
MSC Permit Spreadsheet.pdf, VC Stormwater NPDES Permit.pdf

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Public Works Director
Print: Sign: Date:

Accreditation Manager
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18.2 Plan Reviews

Plans and specifications are developed and reviewed for remodeling and renovation of existing facilities and new facilities. The agency assists other departments when developing long- and short-range building requirements and space needs, and when scheduling larger projects to coincide with master plans.

Assigned To: Donald Covarrubias, Kevin Wilson  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

How to Obtain a Building Permit
Online Building Permit Tracking -
On-Site Improvement Permit -
How to Obtain a Grading Permit from Public Works
Electric Vehicle Charging Station Permit Process-Example
Public Works Plans/Specifications/Permit MSC Solar Panel Project-Example (see hard copy)

Agency Compliance:

Requests for Public Works facilities’ construction or modifications follow the same permit process as for residential or commercial facilities. Depending on the work, a permit form is completed and submitted to Community Development Department Planning and Building Divisions along with plans or drawings pertaining to the project. Plans and permits are processed. On approval, a non-fee permit is issued. If upgrades are required to meet current codes, they are noted on the permit and completed as part of the project. A copy of the permit and plans are retained on site during construction. Public Works Engineering staff works collaboratively with the Community Development and Finance-Facilities staff regarding long-term and short-term building and space requirements.

Documents:

EV Charging Stations Installation Permit Process Information-Example.pdf, How to Apply for a Grading Permit.pdf, How to Obtain a Building Permit Instructions.pdf, On Line Building Permit Tracking - CDD.pdf, On-Site Improvement Permit.pdf

Approved By
Public Works Director

Print: Sign: Date:
18.3 Component Replacement

A replacement schedule is established for major components. Development of this plan allows agencies to project maintenance budgets and reduce the need for deferred maintenance. This expense may be a capital or non-capital expense based on each organization's guidelines for defining costs. A schedule would typically be based off of manufactured suggested cycles, organization experience and/or guidance from a facility maintenance professional organization.

OPERATIONS

Building operations encompasses maintenance activities such as the processing of maintenance requests and custodial services but also includes building and equipment inspections, inventory and security, and the maintenance unit cost per the various crafts.

**Assigned To:** Donald Covarrubias, Kevin Wilson  **Review Date:** 07-14-2022

**Compliance:** Full Compliance  **Compliance Date:** 10-17-2022

Documentation /Directives

Municipal Service Center Facility 15 Year Maintenance Budget -

Capital Improvement Program Facilities Projects (see hard copy)

Agency Compliance:

A 15-year projected facility building maintenance plan is maintained to identify costs and estimated year specific repair or replacement of facility items. The Finance Department coordinates the preparation of biennial Operating and Capital Budgets. Budget preparation begins approximately nine months before the adoption of the biennial budget. Capital budget items are identified, reviewed, and if approved are included in the City's adopted two-year budget. Adequate funds are requested for short, intermediate, and long-term Capital projects and equipment replacement.

**Documents:**

Capital Budget Facilities Projects.pdf, MSC 15 Year Budget.pdf

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Public Works Director

Print: Sign: Date:

Accreditation Manager

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18.4 Request for Maintenance

A procedure outlines the authority and responsibility of individuals responding to requests for maintenance. The procedure defines the agency’s responsibility and processes to assure timely response to building repairs. A system of recording and tracking requests is established. Repair services are initiated through telecommunication or electronic submissions from building occupants, written inter-departmental orders, or work orders initiated by plant administration and supervision. Standardization of work orders reduces the number of errors and confusion concerning maintenance assignments. The agency’s responsibilities also include closeout of maintenance activities and related costing of maintenance assignments. This system should provide maintenance unit costs for the various crafts along with the unit cost of utility production (e.g., 1,000 lbs. of steam, tons of refrigeration). Requests for maintenance should be tied to a work order management system.

Assigned To: Donald Covarrubias, Kevin Wilson Review Date: 07-14-2022
Compliance: Full Compliance Compliance Date: 10-17-2022

Documentation /Directives

Maintenance Service Request Policy and Procedure -
MSC Building Repair Work Order example -
User Fee Manual-Hourly Rate by Position Table (see hard copy)

Agency Compliance:

Requests for building maintenance at MSC and HCTP are directed to the Facilities Division through the Work Order system (Maintenance Connection), or directly to the building maintenance technician. Through the software a work order is created to record labor time and details of the request. Work Orders are generated and then assigned to staff. Records of the Work Orders are maintained within the software, and records are reviewed regularly.

Documents:
Maintenance Service Request Policy and Procedure.pdf, MSC Bldg Repair Work Order.pdf

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18.5 Repair and Maintenance Quality

Quality standards are established for all repair and maintenance work. Completed work is inspected for compliance and results are documented. The agency identifies the level of technically trained employees who can perform various repairs and maintenance work. The agency maintains a practice of random inspection of work. The results of the inspected work should be captured on the work order or within the work order system for future use.

Assigned To: Donald Covarrubias, Kevin Wilson  
Review Date: 07-14-2022  
Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Building Maintenance Technician, I/II Job Description
Senior Building Maintenance Technician Job Description
Facilities Maintenance Supervisor Job Description
Facilities Manager Job Description
Facilities Maintenance Work Order examples -
HCTP Completed CMMS Work Order -
HCTP Completed CMMS Service Report Work Order

Agency Compliance:

The MSC & HCTP facilities are maintained by Finance Department, Facilities Division staff. Maintenance and repairs requiring the knowledge of specialists (e.g., elevator, mechanical, fire and security systems) are contracted out as needed. Repair and maintenance activities are monitored by the Facilities Supervisor and Manager. Contract maintenance is inspected by the Facilities Supervisor, Building Maintenance Technicians or both depending on the task or project.

The Facilities Division Computerized Maintenance Management System (CMMS) allows staff to monitor the facility for maintenance and repairs. Completed work is regularly inspected, and all results are documented in CMMS.

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18.6 Preventive Maintenance Program
A preventive maintenance program and schedule is established. Preventive maintenance programs should address regular maintenance, routine maintenance, and cycled or planned maintenance. Routine preventive maintenance is the key component for any agency to have a successful maintenance program. Preventive maintenance scheduling is an extension of maintenance planning. Building maintenance planning and scheduling involves activities are predictable, continuous, and ongoing on a daily basis.

**Assigned To:** Donald Covarrubias, Kevin Wilson  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

Documentation /Directives
MSC Preventive Maintenance Schedule -
Hill Canyon Treatment Plant Preventative Maintenance Schedule -

Agency Compliance:
Preventative maintenance (PM) schedules are established for Public Works facilities at the MSC and HCTP.
PM such as for mechanical systems, elevators, and fire control systems are contracted. PM such as lighting, fire extinguisher, and door maintenance is performed by the Facilities Division.
The CMMS program allows staff to monitor the facility for maintenance and repairs. Completed work is regularly inspected, and all results are documented in CMMS. The maintenance practices are regularly reviewed for new and more effective maintenance procedures and preventive maintenance schedules.

Documents:
[HCTP Preventive Maintenance Schedule.pdf](HCTP_Preventive_Maintenance_Schedule.pdf), [MSC Annual Maintenance Schedule.pdf](MSC_Annual_Maintenance_Schedule.pdf)

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Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
18.7 Emergency Repair Program

An emergency repair program is established for building systems. The program should include training employees who are assigned to respond to emergencies and include contact information.

An emergency repair procedure exists for all unscheduled maintenance and emergency repairs. Critical facilities and infrastructure should be factored into the development of this program. A list of individuals (sorted by emergency situation) is widely available to personnel. The agency should also maintain a list of department heads to contact should an emergency arise. Fire or police departments should have the complete list, and it should be updated regularly or as changes occur.

Assigned To: Donald Covarrubias, Kevin Wilson   Review Date: 07-14-2022
Compliance: Full Compliance   Compliance Date: 10-17-2022

Documentation /Directives

Emergency Repairs SOP -
Maintenance Service Request Policy and Procedure -
Facilities Work Order Request example

Agency Compliance:

Facility unscheduled and emergency repairs are generally responded to by Facilities Division staff in the following order: Building Maintenance Technicians (during business hours), 24/7 On-call Building Maintenance Technician (after-hours), or the Facilities Supervisor or Manager based on personnel available to respond the quickest. The 24/7 on-call staff carry a City-owned cell phone and will respond within 30 minutes. The 24/7 responsibility is rotated among Building Technicians. Emergency Repairs are performed as needed either by Facilities staff or through contracted service providers. There are minimal emergency repairs due to the attention to preventive maintenance at the facilities.

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18.8 Energy Consumption Reports
Energy consumption reports are performed at least every four years for all facilities under the control or operation of the agency. Facilities can consume vast amounts of energy. Annual review of the energy consumed (electricity, natural gas, or fuel oil) and energy lost will allow operations or equipment changes, which assist in minimizing energy consumption based on the development of utility record costs and consumption by building unit. Qualified internal staff or consultants may perform reviews.

**Assigned To:** Donald Covarrubias, Kevin Wilson  **Review Date:** 07-14-2022

**Compliance:** Full Compliance  **Compliance Date:** 10-17-2022

**Documentation /Directives**
On Site Production of Electricity Report

Electric and Natural Gas Summary

**Agency Compliance:**

Public Works Sustainability Division oversees facility energy consumption and conservation. Energy consumption reports are reviewed, and adjustments are made to rate classes and time-of-use. Public Works actively encourages energy conservation. The City receives a lot of energy from the grid and onsite renewable energy systems.

**Documents:**
Electric and Natural Gas Utility Summary -Example.pdf, On Site Production of Electricity Report.pdf

**Approved By**
Public Works Director
Print:  Sign:  Date:

**Accreditation Manager**
Print:  Sign:  Date:
18.9 Testing Alarms and Critical Infrastructure

A schedule is developed to determine the frequency of alarm and critical infrastructure testing for all facilities. A log or record of the test results is maintained. Alarm systems must be functional at all times, and proper responses must be made when alarms are triggered. A log or record documents that testing is performed on a regular basis. Back-up generators should be tested frequently to ensure they will operate when needed. Fuel testing should be included as a part of this procedure.

Assigned To: Donald Covarrubias, Kevin Wilson

Review Date: 07-14-2022

Compliance: Full Compliance

Compliance Date: 10-17-2022

Documentation /Directives

Facility Security Policy -

Facility Maintenance Schedule -

HCTP Preventive Maintenance Report -

Agency Compliance:

A policy is established for operating the security system at the MSC. An electronic log is recorded of all alarms. The electronic log also identifies the person deactivating the alarm by their assigned access code. Testing of security and fire alarms is included in the annual maintenance schedule.

HCTP has a highly developed alarm system for its numerous processes, and it is monitored continuously by a contractor. It also has a back-up alarm system for the main alarm system that is used for calling out employees. HCTP conducts monthly alarm tests for fire detection systems and the Supervisory Control and Data Acquisition system for wastewater process control. The buildings use a computer-based system to control and monitor door access and intrusions. An on-site security camera system is used to monitor facility access points.

Documents:


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Public Works Director

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18.10 Custodial Methods

Custodial methods are established for each facility. The agency should have custodial methods that specify procedure and frequency for each facility type. The agency should maintain records of performance of custodial work and cost data. The maintenance practices may vary according to the type and intensity of use of the facility. Custodial practices must meet federal, provincial, state, and local health codes.

Assigned To: Donald Covarrubias, Kevin Wilson  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives

HCTP Custodial Contract

Custodian Job Description

Agency Compliance:

Routine janitorial services are contracted for Public Works facilities with detailed contract scope of work which defines areas to clean, types of cleaning and frequency of cleaning. The Fleet Services Supervisor ensures services are performed per the contract and meets regularly with the custodial service supervisor to perform walk around inspections. Additional specialized cleaning is performed by Facilities Division Custodians such as spot carpet cleaning, spill clean-up, deep cleaning within operational areas, and additional disinfection during the Covid-19 Pandemic. Each site is meticulously maintained.

Documents:
Custodian Job Description.pdf, HCTP Custodial Cleaning Contract .pdf

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Public Works Director
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18.11 Custodial Inspection

Custodial inspection programs are developed for all facilities. Inspection of facilities should be conducted on a regular basis to determine whether prescribed custodial methods are being followed allowing evaluation and adjustment of prescribed methods. Input should include staff or other people who work in or otherwise use each of the facilities under the jurisdiction of the agency.

Assigned To: Donald Covarrubias, Kevin Wilson  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives
Service Agreement examples (see hard copies)

Agency Compliance:
Routine custodial services are contracted with the detailed scope of work defining what areas are to be cleaned and the frequency of service. Contract compliance and performance are monitored by the Facilities Division. Routine quality control inspections are made by Building Technicians and the Facilities Supervisor to ensure performance and compliance with the contract. On-site Public Works staff report any non-compliance to the Facilities Supervisor who coordinates any corrective items with the vendor.

Documents:

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18.12 Supply Inventories

Custodial supplies are inventoried and properly stored. An inventory should be maintained of custodial supplies, and equipment is kept in proper storage for the specific equipment types. Ensure all appropriate storage requirements, local, state, and federal, are met for materials, chemicals and equipment.

Assigned To: Donald Covarrubias, Kevin Wilson  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives

Inventory Count in Location -
HCTP Custodial Supplies Inventory Example -

Agency Compliance:

Custodial supplies are issued from the MSC warehouse to custodial staff on an as-needed basis. Custodial staff has three specific areas for storage of cleaning supplies and their equipment. Custodial supplies are provided by the facility’s Purchasing staff and made available to employees on an as-needed basis. The MSC Warehouse uses a barcode computer system to issue inventory items to employees. Each employee is assigned an individual barcode. When issuing custodial supplies, the employee’s barcode and the barcode for the inventory item are both scanned, and the quantity is entered into the computer system. The computer system charges the expense against the correct expense account number.

At HCTP, custodial supplies are tracked on an Excel worksheet. The worksheet tracks items that have been purchased and those that are on hand.

Documents:
HCTP Custodial Supplies Inventory.pdf, Inventory Count in Location Order.pdf

Approved By
Public Works Director

Accreditation Manager
18.13 Life and Safety Systems
An inspection and testing program is established for all life and safety components located in facilities.
A routine inspection and testing program should be maintained, and inspections and testing should be recorded on the following facility components: elevators, emergency generators, fire alarm systems, sprinklers, emergency fire extinguishers, and other fire suppressant systems. Check all local, state, or federal rules as there may be rules and regulations in place that dictate the frequency of these inspection and tests.

Assigned To: Donald Covarrubias, Kevin Wilson  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives
MSC Fire Extinguishers Inspection Form -
MSC Emergency Generator Inspection Form -
MSC Alarm Testing Report example -
HCTP Quarterly Safety Inspection Form example -

Agency Compliance:
MSC and HCTP facility fire control systems and fire extinguishers are inspected quarterly and serviced annually. Facility emergency generators are operated automatically every Friday for 30 minutes with preventive maintenance service performed by Fleet every five months. Elevator maintenance and inspection is contracted with inspections and maintenance monthly. Facility fire control systems are inspected and tested by a contractor. Facilities Division staff review fire system reports and coordinate repairs as needed.

Documents:

Approved By
Public Works Director
Print:  Sign:  Date:

Accreditation Manager
Print:  Sign:  Date:
18.14 Security

A security policy details the provisions to be made to prevent thefts, damages, assaults, and disruption of life and safety systems.

Security of the building and its occupants is an important function. Types and extent of security measures depend on the relative risks involved and the possible effects of fire, theft, vandalism, or violence. Agency personnel must be aware of their responsibilities to follow security measures and report all security violations. Basic security measures include door locks, fencing, window grills, cameras, ultrasonic alarms, radioactive sensors, heat sensors, smoke sensors, infrared alarms, electronic eyes, silent alarms, fire alarm pull stations, safes and vaults, radio-controlled openers, lighting, and public safety patrols.

Assigned To: Donald Covarrubias, Kevin Wilson Review Date: 07-14-2022
Compliance: Full Compliance Compliance Date: 10-17-2022

Documentation /Directives

Emergency Response Procedures
MSC Facility Security Policy -
Safety and Security Reminder Example -
Access Identification Badges Policy

Agency Compliance:

Every reasonable effort is made to ensure security at City facilities for staff and visitors as well as secure the equipment and material in those facilities. A physical security assessment of the MSC and HCTP facility was completed in July 2004; additional video cameras and security procedures were implemented because of the assessment. In 2008, both Public Works facilities were included as part of a City Council approved security assessment. Emergency evacuation procedures are reviewed annually as part of the Public Works Job Safety Analysis.

A visual inspection of vehicles is performed by several supervisors nightly upon departure from the facility. Staff is frequently reminded to secure all equipment and materials prior to ending the workday. The main Administration building cannot be entered without a card issued to an individual or by permission from a building occupant. The facility is effectively covered by a video security system. An electronic record of all card usage is also maintained. Safety and security reminders are provider to City staff.

A major upgrade to the video security system is planned for 2021 at the HCTP. The software system will be upgraded to the City standard (Genetec) as well as additional cameras which will be installed. The upgraded system will maintain 365 days of video storage, be accessible via multiple workstations at HCTP as well as remoting at City Hall.
Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
18.15 Access Control System

A policy is established that identifies the administration and accessibility protocols for buildings, maintenance yards, and other support facility infrastructure. Access control limits the accessibility of a site to specific people for defined periods of time. Different examples of access controls are door locks, electronic access devices, and manned checkpoints. Controls are in place defining how the system will be maintained and how access privileges are assigned to employees and contractors.

Assigned To: Donald Covarrubias, Kevin Wilson
Compliance: Full Compliance
Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Employee Access Card Request Online Form
Facility Access Policy MSC (City maintenance yard)- Example

Agency Compliance:

The main administration buildings and property at MSC and HCTP cannot be entered without a card/fob issued to an individual or by permission from a staff. An electronic record of all card usage is also maintained.

A major upgrade to the security system is planned for 2021 at the HCTP. The software system will be upgraded to the City standard (Genetec) as well as additional card readers which will be installed. The upgraded system will be accessible via multiple workstations at HCTP as well as remoting at City Hall.

Documents:
18.15 - Facility Access Policy.pdf, Employee Access Card Request Online Form.pdf

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18.16 Monitoring System
A policy is established on the monitoring protocols at agency facilities. Continuous monitoring provides agencies with solutions needed to identify vulnerabilities and unsafe situations. Monitoring can provide real-time views to help public works agencies respond proactively and quickly to threats and compromises. Consideration may be given to using cameras for security, safety, or monitoring operational processes at agency facilities. The identified monitoring process should include agency procedures for responding to threats or hazards.

Assigned To: Donald Covarrubias, Kevin Wilson    Review Date: 07-14-2022
Compliance: Full Compliance    Compliance Date: 10-17-2022

Documentation /Directives
Facility Security Report

Agency Compliance:
The Facilities Division in the Finance Department is responsible for all City building and property security. Staff contracts daily night patrols for door and perimeter security checks. Various vendors maintain security software for access control, intrusion, and video security. Facilities maintains video security and access control systems at the Civic Arts Plaza, Grant Brimhall Library and Newbury Park library, the City's Transit Center, HCTP and the MSC. The surveillance video may be viewed via Web browser and is available 24/7. The City periodically completes security vulnerability assessments and has incorporated a variety of upgrades based on the recommendations in those reports.

The HCTP is surrounded by triple-strand barbed wiring atop of a chain-linked fence. The site also employs the use of 16 security cameras to monitor activities. No one person or one vehicle will enter the plant without being photographed four times, including photos of vehicle license plates. Fourteen additional cameras are strategically located throughout the plant to monitor chemical supplies and plant processes. All surveillance video is stored on file for approximately 60 days. The MSC is also protected by a 6-foot concrete wall, motion sensitive lighting and high-definition cameras and alarm system. All City facilities have interior and exterior cameras, including the Thousand Oaks Transit Center.

Documents:

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19.Equipment and Fleet Management

19.1 Technician Qualifications

The agency develops procedures to ensure maintenance technicians have appropriate training, licenses, and certifications. Mechanical repair requires various endorsements such as Department of Transportation (DOT) qualifications, air emissions certifications, commercial driver’s license (CDL) endorsements as required by type of equipment, and certifications or level of experience in line with the functions of the job, such as air conditioning, brakes, etc. A method of tracking endorsements for technicians within the agency should be in place.

Assigned To: 
Review Date: 02-26-2021
Compliance: Full Compliance 
Compliance Date: 10-17-2022

Documentation /Directives

Fleet Technician Assistant Job Specification
Fleet Technician I/II Job Specification
ASE Report

Agency Compliance:

The City’s Fleet Service Facility is an Automotive Service Excellence (ASE) Blue Seal Certified shop. Technician certifications are maintained by ASCE and are considered confidential. ASE provides a report showing the number of certifications that will be expiring. All technicians are asked to review and update their certifications before they expire. This process maintains employee confidentiality. City job specifications identify certification requirements and specifically identify Automotive Service Excellence certification requirements.

The City’s Fleet Service Facility is an Automotive Service Excellence (ASE) Blue Seal Certified shop. Technician certifications are maintained by ASCE and are considered confidential. ASE provides a report showing the number of certifications that will be expiring. All technicians are asked to review and update their certifications before they expire. This process maintains employee confidentiality. City job specifications identify certification requirements and specifically identify Automotive Service Excellence certification requirements.

Technician qualifications

1. The Fleet Technician Assistant is required to have a valid class C California Driver’s
2. The Fleet Technician I/II are required to have a valid class C California Driver’s License. Some positions may require a class A or B California Driver’s License and a class A Smog License.

3. The Fleet Technician I position is required to have Automotive Service Excellence certification in two of the following four areas: brakes, electrical, engine repair, and steering and suspension.

4. The Fleet Technician II position is required to have Automotive Service Excellence certifications in four areas; brakes, electrical, engine repair, and steering and suspension.

5. Some Fleet Technicians have other Automotive Service Excellence Automotive Service Excellence certifications in Auto Body Repair, Master Auto, and Master Med/Heavy Truck.

Documents:

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19.2 Authority for Repair and Maintenance

A policy establishes personnel qualified and authorized to perform inspection, repair, and maintenance functions. Job descriptions outlining the inspection functions and levels of expertise of personnel should be developed so the scope of responsibilities for inspections, repair, and maintenance is clear.

The fleet manager/supervisor should clearly outline the policy for repairs over a certain amount to ensure repairs are performed in the most cost-efficient and effective way. Repairs considered on units in line for replacement or older equipment not worth repair should be a part of the policy consideration.

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Compliance:  Full Compliance  Compliance Date:  10-17-2022

Documentation /Directives

Fleet Services Supervisor Job Specification
Fleet Services Policy

Agency Compliance:

Job specifications for each fleet position clearly define qualifications and maintenance responsibilities. The Fleet Services Supervisor is advised of all individual repairs exceeding $3,000 and considers repair or replacement options based on vehicle life expectancy, operational needs, and budget considerations. Final repair and maintenance options are authorized as appropriate.

Documents:
Fleet Services Policy.pdf, Fleet Supervisor Job Specification.pdf

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19.3 Operator Inspection

Operators are required to perform and log daily inspections of their equipment and report defects. Equipment operators' responsibilities are defined. Examples of operator inspection requirements include the following checks: tire pressure and condition; brake, power steering, transmission, battery, cooling system, windshield wiper and washer fluid levels; oil level and condition; belts and hoses; headlights, brake lights and signals; windows, mirrors and seat belts. Responsibilities may also include minor routine maintenance as recommended by the equipment manufacturer. The equipment operator’s supervisor should inspect vehicles for damage from abuse or collisions. All accidents must be reported to the supervisor.

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Documentation /Directives

- City Vehicle Operations Policy
- Drivers Vehicle Inspection Report
- Vehicle Accident Reporting Form
- Incident Report Form
- Vehicle Collision Reporting Procedures
- City Vehicle Operations Policy

Agency Compliance:

Established City vehicle use policy requires a pre-trip inspection before the operation of a vehicle. A driver’s vehicle inspection report identifies specific areas such as brakes and lights for operators to inspect. Drivers must complete a vehicle inspection report in writing each day. Vehicles are inspected at the end of the trip, day, or shift for each vehicle operated. It may include filling out a vehicle hard card listing any problems found. Vehicle pre and post trip inspection reports are submitted to Fleet Services at the end of each day.

The City provides an accident packet containing a Vehicle Accident Reporting Policy, insurance information, and camera in each vehicle glove box. The policy outlines and defines who needs to be contacted.

Documents:

- City Vehicle Operation Policy.pdf
- Drivers Vehicle Inspection Report.pdf
- Incident Report.pdf
- Vehicle Collision Report.pdf
- Vehicle Collision Reporting Procedures.pdf
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19.4 Preventive Maintenance Program

A preventive maintenance program is developed for all equipment and includes scheduling preventive maintenance, recording performance, and monitoring the preventive maintenance program. Preventive maintenance programs address the type and duty cycle of equipment and provide for routine inspection and maintenance of the fleet to meet the life expectancy. Planning preventive maintenance activities includes the following: definition of work to be performed; diagnosis of work to be performed prior to scheduling; estimate of labor hours, materials, shop space and time; and documentation to support maintenance action.

A review of records and repair orders is performed at least every four years to determine the effectiveness and efficiency of the maintenance program. The review should include measurements of technician efficiency, rework ratio, cost of repairs, time per repair, and failure analysis.

Preventive maintenance schedules are developed for advanced scheduling of work, to provide a system to call in units from operations areas, order parts, and plan for breakdowns and emergencies. Frequency of preventive maintenance is identified by distance traveled, hours or time based on past usage, the environment in which the vehicle is used, and manufacturers’ recommended maintenance intervals.

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Documentation /Directives

Fleet Service Standard Operating Procedures examples
Fleet Services Policy
Preventative Maintenance Report examples

Agency Compliance:

The City’s Preventive Maintenance Program was developed based on manufacturers’ recommended intervals. Some Preventive Maintenance schedules have been modified to reflect the environment the equipment is working in, for example buses have a different preventative maintenance schedule than carpool vehicles. Specific Preventive Maintenance procedures have been identified per type of Preventive Maintenance to be performed. These procedures are recorded in the City’s Fleet Management computer software program.
Documents:
Fleet Services Policy.pdf, PM SERVICE A SERVICE SOP.pdf, PM SERVICE B OIL SERVICE SOP.pdf, PM SERVICE D OPACITY SOP.pdf, PM SERVICE F CHP SOP.pdf, Small Engine SOP.pdf

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19.5 Preventive Maintenance and Repair Prioritization

All maintenance and repair activities are prioritized and scheduled for maximum shop efficiency. All non-emergency maintenance and repair activities are scheduled based on the equipment’s priority to the user, and to maximize the effectiveness of available shop space and manpower.

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Review Date: 02-26-2021  
Compliance Date: 10-17-2022

Documentation /Directives

Preventative Maintenance Due Report example  
Preventative Maintenance Completion Report example  
Fleet Services Policy

Agency Compliance:

A fleet services policy is followed. Preventive Maintenance schedules are printed at the beginning of each month, specific City departments or divisions are notified, and a specific date confirmed when the vehicle or equipment will be available for service. The fleet shop crew leader reviews the preventive maintenance schedule each time a repair request is received for a vehicle or piece of equipment, to prevent having to bring the vehicle back again for preventive maintenance service.

Documents:


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19.6 Storage Tanks

A policy establishes procedures for the installation, inspection, maintenance, testing and removal of above and underground storage tanks. Above and underground tank installation, inspection, maintenance, and removal meet federal, provincial, and local regulations. Routine leak detection tests are performed on all tanks to identify leakage.

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Compliance: Full Compliance
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Documentation /Directives

Fleet Services Policy
Underground Storage Testing Notification

Agency Compliance:

The City’s underground fueling storage system located at the MSC complies with all federal, state, and local regulations. The underground storage tanks have monthly visual inspections, and annual inspections are performed by the Ventura County Air Pollution Control District and the County of Ventura Environmental Health Division. Maintenance of the underground tanks and piping system is contracted out.

Documents:
Fleet Services Policy.pdf, Underground Storage Testing Notification Example.pdf

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19.7 Emergency Repairs

A procedure is developed to respond to emergency repairs or breakdowns. All maintenance operations are planned as far ahead of time as possible with the goal of minimizing costs and delays; however, emergencies and breakdowns will occur. Emergency repairs will invariably be necessary and should be anticipated to return equipment to serviceable condition at critical points of operation.

Planned maintenance, which can reduce disruption caused by equipment breakdown that often creates an emergency, should be an integral component of the repair plan. Commitments for planned work should carry a high priority so disruption of work by breakdown is avoided. An equipment priority repair policy, including emergency repair plan, should be developed in concert with users to identify repair needs of a critical nature to the customer agency.

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Documentation /Directives

Fleet Services Policy

Agency Compliance:

The City operates a modern fleet, which equates to fewer breakdowns and emergency repairs. However, when breakdowns do occur, the Fleet Division responds quickly to make repairs and keep the vehicle operational. An equipment priority has been established but fluctuates occasionally based on operational needs. Priority vehicles include buses, street sweeper, vactor trucks, dump trucks, backhoes, and trailers.

Documents:
Fleet Services Policy.pdf

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19.8 Replacement Policy

A replacement policy establishes and clearly defines vehicle, equipment, parts, and supply replacement cycles. Replacement cycles are clearly established as policy so related maintenance support can be planned. The economic life of equipment and parts is reviewed, particularly if the maintenance practices are being adjusted. Use of a vehicle or equipment replacement fund is encouraged.

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Review Date: 02-26-2021 |
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Documentation /Directives

Fixed Asset Replacement Policy
Vehicle Equipment Lifecycle Replacement Policy and Criteria
Equipment Replacement Report by Date example

Agency Compliance:

The City has developed and established a consistent method of replacing vehicles and equipment, which helps to identify vehicle and equipment lifecycles and replacement funding. The Fleet software system tracks replacement schedules for all vehicles and heavy equipment. Reports listing assets due for replacement are analyzed during the biennial budget process and budget is requested.

The City uses Fixed Asset Replacement (FAR) to reduce the financial impact on departments when replacing costly equipment. FAR funds are annually set aside over the life of the equipment being replaced. The City also maintains a retired equipment reserve. This reserve occurs when assets are deleted from inventory at the time, they are surplus or salvaged, and are not replaced, or when assets are replaced at a lesser value than accumulated FAR.

Documents:

Equipment Replacement Report by Date example.pdf, Fixed Asset Replacement Policy.pdf, Vehicle Lifecycle Policy.pdf

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19.9 Replacement Analysis

Replacement policy and cycles are reviewed at least every four years to verify replacement analysis.

In order to have the most economical replacement policy, the agency should take into consideration the following criteria: total cost of maintenance and depreciation, the environment in which the equipment operates, fuel costs, conditional suitability, safety, downtime, alternative fuels, energy-efficient vehicles and equipment, new technology, and a review of repair versus replacement costs.

Assigned To:  
Review Date: 02-26-2021

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Fixed Asset Replacement Policy
Vehicle Equipment Lifecycle Replacement Policy and Criteria
Equipment Replacement Report by Date example

Agency Compliance:

During the development of each City two-year budget, vehicles and equipment scheduled for replacement based on lifecycle are evaluated for mileage and mechanical condition to determine if they should be included in the budget. A Fleet Management System Report provides a list of vehicles and equipment eligible for replacement. New or replacement vehicles and equipment are purchased using Fixed Asset Replacement Funds or retired equipment.

Documents:

Equipment Replacement Report by Date example.pdf, Fixed Asset Replacement Policy.pdf, Vehicle Lifecycle Policy.pdf

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19.10 Equipment Utilization

A procedure establishes reviews to determine the adequacy and appropriateness of equipment. Each agency has a responsibility to make certain that equipment performs its intended purpose and meets all the agency’s health and safety requirements.

Assigned To: Review Date: 02-26-2021
Compliance: Full Compliance Compliance Date: 10-17-2022

Documentation /Directives

Vehicle Equipment Lifecycle Replacement Policy and Criteria

Agency Compliance:

Prior to purchase of new or replacement vehicle/equipment, the Fleet Services Supervisor meets with the user department to ensure that the right size and type of vehicle/equipment is identified to meet operational needs. Specifications are developed to meet the identified needs.

Upon receipt of new equipment, operator training is conducted, a job safety analysis is prepared, and special safety equipment is installed as needed, such as fire extinguishers and first aid kits. The job safety analysis and a physical vehicle/equipment review is conducted by the Health & Safety Specialist to ensure safe operation.

Documents:
Vehicle Lifecycle Policy.pdf

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Public Works Director

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Accreditation Manager

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19.11 Equipment Specifications/Bid Processing

Formal specifications are used to define the minimum acceptable configuration of the unit to be acquired. Designated employees, who will be using the equipment, review all equipment specifications and bids. Specifications are used to ensure the equipment matches the application and to generate a basis for cost comparisons during acquisition. Specifications may be technical, performance related, or a combination of the two. They can include guaranteed maintenance, buy back costs, and lease purchase arrangements.

Specifications can exclude certain makes and models for justifiable cause. Contracts may be awarded based on price, conformance with specifications, delivery, warranty, and availability of parts and service. Productivity and suitability of the equipment is a major factor, and specifications can require performance demonstrations before and after bids.

Equipment user involvement in developing specifications is important in acquiring equipment. A system is developed to facilitate an objective analysis process which will help to determine the extent of the equipment’s operational suitability, overall productivity, maintainability and acquisition cost.

**Assigned To:**  
**Review Date:** 02-26-2021

**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

- Purchasing Bid List example
- Notice Inviting Bid Specification example
- Doing Business with the City of Thousand Oaks Website
- Purchasing Manual

**Agency Compliance:**

The Fleet Services Supervisor includes the user department in the planning stages to review and recommend specifications and options to ensure the vehicle/equipment meets user needs. The Fleet Services Supervisor prepares technical bid specifications based on user needs identified. Standardization of vehicles and equipment is recommended, when feasible, to minimize repair parts inventory and technician training. The City has the authority to use the cooperative bid process of other agencies to reduce cost.

**Documents:**

- Doing Busniness with the City.pdf
- Notice Inviting Bid Specification example.pdf
- Purchasing Bid List Example.pdf

**Approved By**

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**Accreditation Manager**

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19.12 Equipment Manufacturer Warranty

Equipment manufacturer warranties are monitored. A procedure should be put in place to ensure that equipment manufacturers provide agreed upon warranty service. This service should be monitored to ensure it meets coverage and time requirements. Information from this procedure should identify not only the best bid, but also the best warranty or guarantee for new equipment repair. Firms that fail to meet their warranty commitments on equipment are identified. This information is considered in future equipment acquisition. A system to track, schedule, and administer warranty claims should be included in equipment and fleet management programs.

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Documentation /Directives

- Purchasing Manual- Chapter 8
- Parts Warranty Report
- Equipment Warranty Report example

Agency Compliance:

Equipment manufacturer warranties are tracked in the City’s Fleet Management Program. As repair work orders are created on newer vehicles or equipment, a search is initiated to verify purchase date to determine if repairs qualify under warranty time frames.

Documents:


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19.13 Parts Warranty Tracking

A procedure is established to track parts warranties. The inventory of parts should include a tracking of warranty on parts to ensure the full useful life of a part is attained. If a part is placed on a piece of equipment or vehicle and malfunctions, it should be tracked back to the supplier or vendor, and the responsibility for replacement is part of the defined contracted work. If an outside agency tracks your warranty claims, a written contract outlining the method of tracking dollars saved by warranty tracking should be included.

Assigned To:                     Review Date:  02-26-2021
Compliance:  Full Compliance          Compliance Date:  10-17-2022

Documentation /Directives

Parts Warranty Report example
Fleet Management Systems Reports

Agency Compliance:

Equipment manufacturer warranties are tracked in the City's Fleet Management Program. A part's failure would be compared against an issue date. For those under warranty, the vendor would be contacted for replacement or adjustment.

Documents:

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Accreditation Manager
Print:  Sign:  Date:
19.14 Fuels and Liquids Inventory
The agency uses a fluids management system, which tracks the use of fuels, oils, lubricants and automotive fluids. The inventory system must meet all applicable regulations and identify gallons of fuel received from vendors by locations, date and cost. It must identify fuel issued by vehicle number, quantity, type, and location. Gallons of fuel on hand must be identified by location, date and type. Issues, receipts, and current inventory levels are tracked to determine any variances from recorded inventory levels. Monitoring fuel usage assists in detecting fuel leaks. The fuel inventory is routinely reconciled.

 Assigned To: Review Date: 02-26-2021
Compliance: Full Compliance Compliance Date: 10-17-2022

Documentation /Directives

Fueling Policies and Procedures

Agency Compliance:
The City’s fuel inventory system meets all Federal, State, and local regulations. The City has two fueling stations for Unleaded, Diesel, and CNG fuel. The unleaded and diesel dispensing systems at the MSC and HCTP use OPW Phoenix SGL fuel management system software to record fuel transactions. When requesting to dispense fuel the user must identify vehicle number, pump (hose) number, and vehicle mileage. The fuel dispensing program captures date, type of fuel dispensed, and the number of gallons dispensed. The public/private CNG fueling system requires either a fuel card or credit card to obtain fuel. The CNG vendor provides the City with a transaction report of all vehicles fueled at the station. Slow fill connections are billed to specific vehicles (buses and carpool vehicles) assigned to those connections.

Documents:
Fueling Policies and Procedures.pdf

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Public Works Director
Print: Sign: Date:

Accreditation Manager
19.15 Parts Inventory

A parts inventory program tracks new and used parts, tires, and batteries used in the maintenance and repair of equipment. The program identifies parts received, to which vehicle number they were issued, when and to whom they were transferred and adjusted, cost, vendor number, bin location, date, and quantity issued. Parts inventory assists in monitoring stock levels, turnover frequency, and costs. The parts inventory is routinely updated. A tracking method for return-of-parts credit should be identified.

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Documentation /Directives

Parts Inventory Detail Report example
Vendor Credit Memo example
Inventory Issue Ticket

Agency Compliance:

Parts and materials records are maintained in the City’s Fleet Management program. Parts inventory is updated as parts are received or issued or returned. Parts inventory cycle counts are conducted monthly by the Finance Department Purchasing staff. Annual inventory is conducted at the end of the fiscal year. Stock levels are adjusted as needed. Parts vendors provide a return receipt or a credit memo for parts that are returned. MSC Purchasing Specialists forward the documents to the Finance Department Accounting staff so that credits may be applied against payments to vendors. The Fleet software system tracks vehicle numbers to which parts are issued, cost, warehouse location, date and quantity issued. The Finance Department financial software system tracks cost and account numbers.

Documents:

Credit Memo Example.pdf, Inventory Issue Ticket.pdf, Parts Inventory Detail Report.pdf

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Accreditation Manager
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19.16 Parts and Materials Disposal
A procedure identifies the disposal method for parts and materials in an environmentally sound manner. The agency establishes controls to dispose of oil, tires, batteries, and other parts and materials. Recycling or reuse of parts and materials should be implemented.

Assigned To: Review Date: 02-26-2021
Compliance: Full Compliance Compliance Date: 10-17-2022

Documentation /Directives
Fleet Parts and Materials Disposal SOP
Purchasing Manual - Chapter 8 (please see hard copy)
Vendor Disposal Invoice example

Agency Compliance:
Parts and materials records are maintained in the City’s Fleet Management program. Parts inventory is updated as parts are received or issued. Parts inventory cycle counts are conducted monthly. Annual inventory is conducted at the end of the fiscal year. Stock levels are adjusted as needed. Used tires, batteries, and other materials are returned to vendors for disposal. Other hazardous materials such as used oil and antifreeze are collected and disposed of or recycled through approved vendors.

Documents:
Parts and Materials Disposal SOP.pdf, Vendor Disposal Invoice Example.pdf

Approved By
Public Works Director

Accreditation Manager
19.17 Vehicle and Equipment Disposal

A procedure identifies the disposal method for vehicles and/or equipment. Disposal of used vehicles or equipment is a major consideration, and care should be taken to ensure the process is handled according to what the agency, state, and/or provincial guidelines allow. The process may include sealed bids, auction, reverse auction, or use of online bidding.

Assigned To:  
Compliance: Full Compliance  
Review Date: 02-26-2021  
Compliance Date: 10-17-2022

Documentation /Directives

Purchasing Manual
Fleet Services Policy
Surplus Equipment Policy

Agency Compliance:

Disposal of used vehicles and equipment follows City policies and Purchasing Manual which establishes guidelines regarding the proper transfer/disposal and accountability of surplus or obsolete City owned property, such as equipment, material, and inventory. Much of the City’s surplused equipment is sent to auction.

Documents:


Approved By

Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
19.18 Equipment Identification

A procedure is used to mark, identify, and inventory equipment used by the agency. The procedure identifies marking responsibility and authority, and it establishes requirements for the identification of agency equipment.

Assigned To:  
Review Date: 02-26-2021
Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Fleet Services Policy

Agency Compliance:

The Public Works Fleet Division is responsible for ensuring an asset number, assigned by the City Finance Department, and the City seal are affixed to each vehicle or large equipment. Asset numbers are etched on smaller pieces of equipment.

Documents:

Fleet Services Policy.pdf

Approved By

Public Works Director

Print:  
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Date:

Accreditation Manager

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Date:
Safety and Condition Inspection and Records

Required safety and condition inspections and their frequency are identified in writing for all mobile vehicles and equipment. Stationary or portable equipment and records of inspections are kept current and are retained. Equipment required for the safety of employees must be maintained in working order. A specifically defined routine preventive maintenance inspection is required for each level of maintenance check. The agency maintains inspection records, and once completed, a safety and condition report is made part of the equipment history file.

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Documentation /Directives

- Fleet Services Policy
- Preventative Maintenance Report examples

Agency Compliance:

All Preventive Maintenance inspections are scheduled based on days/months or miles traveled through the City’s Fleet Management Program. Preventive Maintenance tasks are defined within the Program. Electronic work orders are generated for all maintenance activities to track costs associated with maintenance activities. Levels of maintenance activities required are defined in groups. California Highway Patrol (CHP) periodically inspects vehicles. The City operates vehicles regulated under the State of California Bi-Annual Inspection of Terminals program. Each regulated vehicle is required to be periodically inspected within 90-day intervals, or sooner if necessary, to ensure safe operation. Inspections are documented and inspection reports are retained for at least two years. Periodic inspection reports include identification of the vehicle including, make, model, license number, City vehicle number; Date and nature of each inspection and repair performed; The signature of technician attesting to the inspection and to the completion of all required repairs.

Documents:

- Fleet Services Policy.pdf, PM S SMOG TEST SOP.pdf, PM SERVICE A SERVICE SOP.pdf

Approved By

Public Works Director

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19.20 Equipment Monitoring

Equipment is monitored, and equipment or fleet management system reports are reviewed to identify excessive costs and downtime, which would indicate a deviation from the average. Cost reviews and inspection of equipment condition assist in determining the need for replacement and whether changes are necessary in preventive maintenance programs.

Assigned To:  
Compliance: Full Compliance  
Review Date: 02-26-2021  
Compliance Date: 10-17-2022

Documentation /Directives

Fleet Services Policy
Fleet Management System Reports

Agency Compliance:

The City’s Fleet Management Program tracks all fuel, labor, and material cost associated with repairs or Preventive Maintenance. Reports are available through the Fleet Management System.

Documents:

Fleet Management System Report.pdf, Fleet Services Policy.pdf

Approved By

Public Works Director

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Accreditation Manager

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Date:
19.21 Defect Reports

Material and equipment defects are reported, and reports are investigated. Equipment and materials required for use by employees must be maintained in working order. Employees should report any defects in a timely manner, and repairs should be conducted, and results documented.

Assigned To: Review Date: 02-26-2021
Compliance: Full Compliance Compliance Date: 10-17-2022

Documentation /Directives

Fleet Services Policy
Fleet Management System Reports
Driver’s Vehicle Inspection Report
Operator Vehicle Condition Report

Agency Compliance:

Operator deficiency reports are completed and turned into the Public Works Fleet Division daily. All repairs require a work order to document labor hours and materials used. Major repeated defects are reported to the manufacturer.

Documents:


Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
20. Parks, Grounds, and Forestry

20.1 Landscape Management, Master Plan, or Reforestation Plan

A comprehensive landscape management plan, master plan, or reforestation plan establishes and includes operations, inspections, maintenance and inventory requirements and future program improvements.

Landscaping serves three major functions: (1) to enhance a facility by blending concrete, stone, or other building materials into nature; (2) to provide "green space" that isolates man-made structures from each other to give an illusion of space or openness; and (3) to add value. Other aspects of landscaping are control of wind damage and the provision of shade and cooling for buildings, equipment, and open spaces. Reduction of dust and erosion in the area assists in keeping buildings clean.

A master street plan and reforestation plan outlines the species to be planted, spacing requirements along street rights-of-ways and on other public property, proper planting guidelines and pruning regulations of trees obstructing rights-of-ways, specifications, replacement, diversification of species, and general maintenance and removal. Included in the plan is an inventory of street trees that specifies the location and condition of each tree and lists vacant spaces.

An agency may manage landscape design, operations, inspections, inventory (including location, species, and number of species) and maintenance (including weeding, pruning, fertilization, pest control, and mulching). Maintenance practices are performed on a regular schedule or when treatment is needed.

Assigned To:  
Review Date: 02-26-2021

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Citywide Tree Inspections SOP
Tree Removal Form
Tree Removal Justification Policy
Forestry Master Plan
Planting and Maintenance Manual
Municipal Code, Title 5, Chapter 20- Graffiti
Weed Abatement Contract
Graffiti Removal Policy
Graffiti Removal SOP
Landscape Capital Improvement Budget
Landscape Maintenance Schedule
Agency Compliance:

The Public Works Department Landscape Division provides landscape maintenance at City facilities, medians, and parkways, as well as providing irrigation, weed abatement, and tree maintenance pursuant to the most current version of the City's Forestry Master Plan. Several policies and procedures are in place that address landscape management. The Landscape Division oversees landscape maintenance contracts in 39 Landscape Zones as part of a Landscape Maintenance Assessment District and in the City's General Fund Landscape areas. The Landscape Division also removes graffiti from public and private property that is visible from the public right-of-way within 24 business hours after being notified. The Landscape Division also maintains an inventory of trees, which is captured by a hand-held device, saved and maintained by the Geographic Information System (GIS) software. The data reflects location, species, and maintenance of individual trees.

Maintenance of trees and landscaping (trimming, fertilization, pest control and planting) is a mix of as-needed and scheduled activities. Tree maintenance is also scheduled for the most appropriate season for each tree species.

Documents:


Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
20.2 Regulations

A tree ordinance is adopted. Formal tree ordinances are necessary to protect a community’s investment in its own street and public trees as well as its indirect interest in trees on private property.

When properly maintained, trees contribute to higher property values (and increased property tax revenue) as well as to a better quality of life. When neglected or ill-treated, they become hazards and potential bases for lawsuits.

At a minimum, the ordinance should require development of a street tree management plan and assignment of responsibility for the plan’s implementation to one individual or department. The ordinance also should include provisions for the enforcement of standards. The street tree management plan should detail information concerning specifications, replacement policy, planting in or near utilities (both overhead and underground), species avoidance, maintenance, and removal. Agency standards for trees on private property may be included either in the tree ordinance or as part of a zoning code.

Assigned To:  
Review Date: 02-26-2021

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

City Municipal Code -Title 7, Chapter 2 Article 9- Landscaping
Forestry Master Plan - Objectives (please see hard copy)
Forestry Master Plan Volume 2- Design and Management (please see hard copy)
Forestry Master Plan - Species Avoidance Policy (please see hard copy)
Forestry Master Plan Planting and Maintenance Manual (please see hard copy)
Tree Removal Justification Policy
Tree Removal Form example

Agency Compliance:

Thousand Oaks Municipal Code -Title 7, Chapter 2 Article 9, Sections 905 and 906 include requirements for landscaping and trees located in the street right of way, parkways and other public easements. Trees planted are to be identified within the planting pallets of the City’s Forestry Master Plan and approved by the Public Works and Community Development Departments. Trees which are dead, dying, or diseased within one-year subsequent to the final acceptance of development are replaced by the developer. If a street tree is removed, it is to be replaced by a City approved street tree as identified in the Forestry Master Plan and approved by the City’s Landscape Supervisor.
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20.3 Planting and Pruning Program

Standards are established for planting and pruning programs. Policies and standards are defined for planting and pruning trees. Employees are trained to use specific methods derived from these policies and standards. Work sites should be inspected at least every three years for conformity to these practices. The frequency of planting and pruning is dictated primarily by species and variety of trees and shrubs; the length of the growing season and the specifics of the design concept also are controlling factors. Planting and pruning are usually scheduled to coincide with special growing characteristics of the species. Methods of planting and pruning may follow recommended or standard practices. A planting plan and an inventory for all shrubbery, flowerbeds, and other decorative plantings are important planning tools for scheduling maintenance and replacement.

Assigned To:            Review Date:    02-26-2021
Compliance:  Full Compliance        Compliance Date:  10-17-2022

Documentation /Directives

Tree Planting SOP
Tree Trimming SOP
Root Pruning SOP
Forestry Master Plan Planting and Maintenance Manual
Municipal Code Title 5, Chapter 28- Tree Pruning
Tree Trimming On-Call Contract example

Agency Compliance:

Planting and pruning programs are outlined in the Forestry Master Plan. Public Works Department staff is taught correct tree maintenance practices according to the City’s Forestry Master Plan and current industry standards. Title 5, Chapter 28 of the City Municipal Code provides standards for pruning of trees planted pursuant to a City approved landscape plan. The City specifies pruning standards to protect the health and aesthetic value of trees. The City’s position is that trees that are well maintained have better structure minimizing the potential for failure while enhancing the aesthetic character of the City.

Documents:

20.1 - Forestry Master Plan.pdf, 20.3 - Landscape Work Order.pdf, 20.3 - Tree Trim Contract
Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
20.4 Transplants
A policy outlines procedure for tree transplants, including acceptance of donated trees and shrubs. Tree transplanting maintenance programs will generally include procedures for identifying transplant requirements and seasonal planting program instructions. Three types of transplants generally are used: bare root, balled and burlapped, and mechanical (tree spade). Specific requirements need to be outlined for each procedure.

Assigned To: 
Review Date: 02-26-2021
Compliance: Full Compliance 
Compliance Date: 10-17-2022

Documentation /Directives
City Resolution # 95-20 - Commercial/Industrial Standard Conditions
International Society of Arborists Guidelines for Transplanting

Agency Compliance:
Transplanting procedures are outlined in City Resolution # 95-20 - Commercial/Industrial Standard Conditions, which pertains to oak trees. The same standards and guidelines are followed for all tree transplants. The City also uses the International Society of Arborists guidelines.

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
20.5 Disease and Insect Control in Trees

An inspection program is established to detect and control disease and insects in public trees. A commitment is made to fund and respond in a timely fashion to identifiable diseases and insects in public trees. Consideration should be given to using a certified arborist when making determinations of disease and/or insect damage. Control programs may use any of the following methods: (1) Preventive: a scheduled chemical program designed to prevent significant damage; (2) Corrective: application of chemical or mechanical controls designed to eliminate observed problems; and (3) Integrated pest management: withholding any controls until pests demonstrate damage to plant materials or become a demonstrated irritant to the public.

The agency complies with federal, state, and provincial regulations on chemical spray and pesticide application. All applicators are registered, as such, under appropriate jurisdiction, and registration is maintained.

Disease and insect control may include application of fertilizers especially to those plants located in high use areas such as swimming pools, parking lots, and playgrounds.

Assigned To: Review Date: 02-26-2021
Compliance: Full Compliance Compliance Date: 10-17-2022

Documentation /Directives

Lady Bug Release SOP
Pesticide Use Policy
Forestry Master Plan Planting and Maintenance Manual

Agency Compliance:

Public Works Department policy is to rely on preventative maintenance and integrated pest management and whenever possible, less on chemical pesticides. Landscape Division monitors the areas of the City with historical pest problems. Several City employees have Pesticide Applicators Professional Association licenses. The City does not maintain areas near swimming pools, parking lots and playgrounds.

Documents:


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Public Works Director
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20.6 Removal of Diseased and Hazardous Trees

An ordinance exists which requires the removal and proper disposal of diseased trees on either private or public property. Certain diseases (such as Dutch elm and oak wilt) will spread rapidly and damage nearby trees. An ordinance is needed that requires the property owner to remove and properly dispose of the affected trees. If a diseased tree threatens the health of other trees on either public or private property, an ordinance exists which requires the removal and proper disposal of all affected material. Disposal of diseased trees is monitored and regulated to reduce the spread of certain diseases.

Assigned To:  
Review Date: 02-26-2021
Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Citywide Tree Inspections SOP
Private Trees During Storm Event SOP
City Trees During Storm Event SOP
Forestry Master Plan Planting and Maintenance Manual (see hard copy)
Municipal Code Title 7 Chapter 2 Article 9- Tree Removal
Tree Trimming On-Call Contract example
Hazardous Oak Tree Processing

Agency Compliance:

The City follows several policies and procedures for tree removals. City Landscape staff includes certified arborists. City arborists and contracted certified arborists assess trees and make recommendations for treatment or removal based on the specific disease, pest, or potentially hazardous condition.

Documents:

20.3 - Tree Trim Contract 2.pdf, 20.3 - Tree Trim Contract.pdf, City Trees During Storm Event SOP.pdf, Citywide Tree Inspections SOP.pdf, Hazardous Oak Tree Processing.pdf, Municipal Code Title 7, Chapter 2, Article 9, Landscape Provisions in the Public ROW.pdf, Private Trees During Storm Event SOP.pdf

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Public Works Director

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20.7 Tree Removal

A policy exists which describes the removal and replacement procedure for unsafe trees on public property. Age, storm damage, vehicle accidents, and power lines may create hazardous conditions. When a hazardous condition is observed, the agency takes immediate action to eliminate the hazard through trimming or removal of the tree.

Assigned To: Review Date: 02-26-2021
Compliance: Full Compliance Compliance Date: 10-17-2022

Documentation /Directives

Tree Removal SOP
Forestry Master Plan Planting and Maintenance Manual (see hard copy)
Municipal Code Title 7 Chapter 2 Article 9- Tree Removal
Tree Removal Justification Policy
Tree Removal Form example

Agency Compliance:
The City follows several policies and procedures for tree removals. Public Works Department policy is to remove only trees that are hazardous. Aged, diseased, or damaged trees are assessed to see if other options are viable instead of tree removal. Under certain circumstances, the City will contact a third party certified arborist and risk assessor to determine the health and stability of a potentially hazardous tree.

Documents:

Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

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20.8 Turf Management

A turf maintenance program is established that includes turf mowing, irrigation, fertilization, repair, and renovation.

Mowing: Grass height is maintained according to species and variety of grass. Aeration, reseeding or sodding, and weed control are practiced as needed. Turf mowing processes are based on mowing frequency or height standards determined either for all turf areas or by the type of turf.

Irrigation: Water use is evaluated based on the total amount of irrigation required for a healthy, actively growing turfgrass in areas where rainfall cannot meet the water demand. Consideration of climatic conditions, rootzone properties, grass species, turf use, and water sources should all be considered.

Fertilization: Fertilizers may be used to develop healthy turf. Fertilizer distribution depends on species, length of growing season, soils, and rainfall. Agencies should follow local recommendations for nitrogen, phosphorus, and potassium levels. Employees are trained in the proper use and testing for materials. The agency may adopt a program that does not include fertilization.

Repair and Renovation: Determining whether to do a repair or renovation may depend on signs the turf is reflecting. Repairs may be possible for bringing dead spots back to life, aerating, dethatching, or leveling bumps and depressions. If the turf does not respond to these repair methods, a renovation may be necessary.

Assigned To: 
Review Date: 02-26-2021
Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Turf Renovation SOP
Landscape Maintenance Contract example

Agency Compliance:
Turf maintenance programs are outlined in the City’s Landscape Maintenance Contract. Most turf maintenance is performed by the City’s Landscape maintenance contractor. Turf areas are mowed and edged on a weekly basis, weather permitting. Turf areas are to be maintained weed free.

Documents:
20.8 - Turf Contract Example Pages.pdf, Turf Renovation SOP.pdf

Approved By
Public Works Director

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20.9 Disease, Insect, and Weed Control in Turf

Disease, insects, and weeds are controlled in turf and landscaped areas. Lawn and shrub problems are monitored and controlled to reduce re-infestation. Where highly contagious diseases are found, the appropriate action (spraying or removal) is carried out, and the cutting equipment is sanitized to reduce or eliminate the spread of such disease. A commitment is made to respond in a timely fashion to identifiable diseases, insects, and weeds in public turf and landscapes. A control program may use any of the following methods: (1) Preventive: a scheduled chemical program designed to prevent significant damage; (2) Corrective: application of chemical or mechanical controls designed to eliminate observed problems; and (3) Integrated pest management: withholding any controls until pests demonstrate damage to plant materials or become a demonstrated irritant to the public.

All employees using chemicals are trained in the proper use of those chemicals and are licensed or certified as required by state or provincial agencies. Public notice is given when using these chemicals.

Assigned To: Compliance: Review Date: Compliance Date:
Review Date: 02-26-2021 Compliance Date: 10-17-2022

Documentation /Directives

Rodent Control SOP
Pesticide Use SOP
Poison Oak Removal SOP
Pesticide Use Policy
Lady Bug Release SOP
Forestry Master Plan Planting and Maintenance Manual (please see hard copy)

Agency Compliance:

City policy is to use preventative maintenance and integrated pest management as much as possible leaving chemical pesticides as a last resort. Pest control materials are selected and applied in a manner that minimizes risk to human health, beneficial and non-target organisms, and the environment. Turf disease, insects, fertilization, and weed control programs are outlined in the City's landscape maintenance contract. The pesticide standard operating procedures include weed control. City staff monitors landscape contracts for compliance with City policies, as well as federal, state and county regulations. The City is committed to not using anticoagulant rodenticides.
Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
20.10 Irrigation System Design

Design criteria are established for irrigation system installation. Parameters are defined in order to outline the required design standards and ensure systems meet local serviceability requirements with reasonable levels of maintenance. Identification of the landscaped and turf areas to be irrigated is important since irrigation is not universally installed in many regions. Aesthetics and costs of alternate watering techniques for water conservation are factors to consider in deciding whether to irrigate.

Assigned To: 
Review Date: 02-26-2021
Compliance: Full Compliance 
Compliance Date: 10-17-2022

Documentation /Directives

City Resolution # 95-20 - Commercial/Industrial Standard Conditions
City Resolution # 93-74 - Guidelines and Standards for Landscape Planting and Irrigation Plans
Landscape Master Plan- Planting and Maintenance Manual (please see hard copy)

Agency Compliance:

Irrigation plan procedures are detailed in City Resolutions 95-20 - Commercial/Industrial Standard Conditions and 93-74 - Guidelines and Standards for Landscape Planting and Irrigation Plans, and the Landscape Maintenance Contract Planting and Maintenance Manual. Landscaping is required to contribute to the beauty and well-being in the City and is to be designed to include irrigation that conserves water.

Documents:


Approved By
Public Works Director
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Date:
20.11 Irrigation System Maintenance

Irrigation systems are maintained in accordance with standard maintenance policies or practices. Seasonal maintenance is required to replace damaged portions of the irrigation system. Other maintenance and inspection practices are required to ensure functional systems. Backflow system devices are installed, maintained, and certified in accordance with local requirements.

Assigned To: Review Date: 02-26-2021
Compliance: Full Compliance Compliance Date: 10-17-2022

Documentation /Directives

Irrigation Check SOP
Backflow Testing SOP
Backflow Testing Notice example
Landscape Maintenance Contract example (please see hard copy)
Landscape Maintenance Schedule

Agency Compliance:

Irrigation maintenance programs are included in the scope of service in the City’s landscape maintenance contract. The contractor is required to maintain all irrigation systems in proper working order to minimize overspray, reduce runoff, hotspots, plant stress, and erosion. The contractor is required to check all irrigation systems a minimum of twice per month, apply irrigation at a rate that is conducive to water conservation and comply with the City’s water conservation ordinance. Backflow devices are tested in accordance with Ventura County Environmental Health Department guidelines. Backflow testing is included in the Landscape Annual Maintenance Schedule.

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
20.12 Fences

A fence maintenance program is established. Fencing is repaired or replaced when it becomes damaged. Repairs, including replacing posts, restringing, tightening wire mesh, and securing wire to posts are performed as necessary. Replacements or repairs should be accomplished with matching or like materials when possible.

**Assigned To:**

**Compliance:** Full Compliance

**Review Date:** 02-26-2021

**Compliance Date:** 10-17-2022

**Documentation /Directives**

Landscape Maintenance Contract example (please see hard copy)

Fence Repair Contract example (please see hard copy)

**Agency Compliance:**

Fence routine maintenance is included in the scope of work of the City’s landscape maintenance contract. Fence repairs are generally performed by either the City’s landscape maintenance contractor or by prequalified on-call contractors. The City and contractors make every effort to match existing materials. The City’s landscape maintenance contractor is required to maintain a reasonable supply of fence material commonly used in the City, so that necessary repairs can be expedited.

**Documents:**

**Approved By**

Public Works Director

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20.13 Controlled Burns

A policy and management program exist where the agency conducts or permits controlled burning of vegetation. A formal management program should include an inventory of all areas where controlled burns are used to control vegetation. The management program describes the permitted location, allowed frequency, and procedures to be followed. Frequency, climatic conditions, environmental controls, fire suppression, and other considerations should be addressed in the policy and management plan. The plan should identify appropriate, authorized staff responsible for conducting or permitting such controlled burns.

Assigned To:  
Compliance: Not Applicable

Documentation /Directives

Not applicable

Agency Compliance:

The City is not responsible for controlled burning within city limits. Controlled burns are under the control and regulation of the Ventura County Fire District.

Documents:

Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

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20.14 Playgrounds

A written program is adopted for the maintenance of playground equipment. Playground equipment inspection and maintenance procedures are thoroughly detailed and documented. The program should identify supervisory responsibility, a formal inspection plan, a maintenance plan, and training for maintenance personnel. Detailed records of maintenance activities may be documented to provide the history of inspections and repairs for individual pieces of equipment. Damaged or unsafe equipment should be replaced, repaired, or removed from service immediately. Long-range plans for renovation, refurbishment, or replacement are developed and included in capital improvement plans.

Assigned To:  
Compliance: Not Applicable  
Review Date: 02-26-2021  
Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

The City does not own or maintain playgrounds. Playground equipment is maintained by either the Conejo Valley Unified School District on school properties, or by the Conejo Recreation and Park District on park district properties.

Documents:

Approved By
Public Works Director

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Accreditation Manager

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Date:
20.15 Recreation Amenities

Policies and procedures are in place to control the design and maintenance of recreation amenities in grounds areas. Recreation amenities include such items as public restrooms, walks and trails, seating and rest areas, and signage in grounds areas. All recreation amenity design should address ADA and other federal, state, or provincial regulations as appropriate. Maintenance plans are in place to inspect and clean restrooms at a level acceptable to the community.

Assigned To:  
Compliance: Not Applicable

Documentation /Directives

Not applicable

Agency Compliance:

The Conejo Recreation and Park District, a public agency separate from the City, designs, implements and maintains recreational amenities in Thousand Oaks.

Documents:

Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
21. Solid Waste Management

21.1 Solid Waste Plan

The agency has adopted an ISWM plan, which is reviewed at least every four years. ISWM requires the optimal use of a variety of waste management practices to safely and efficiently handle the solid waste stream with an acceptable level of adverse impacts on human health and the environment. The plan delineates the relationship between various solid waste management practices, including the availability of private sector facilities and operational capabilities, as well as inter-jurisdictional cooperation, and provides a framework for operational decision-making. The plan is routinely updated and covers a period sufficient to implement strategies.

Assigned To: Helen Cox, Sandra McGurk
Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-17-2022

Documentation / Directives

Thousand Oaks Municipal Code Title 6 Chapter 2 - Solid Waste
Source Reduction and Recycling Element
Household Hazardous Waste Element

2020 Electronic Annual Report to Cal-Recycle

Agency Compliance:

In 1992, the City adopted a Source Reduction and Recycling Element (SRRE), a comprehensive (ten component) solid waste planning document. The SRRE establishes a waste diversion goal of 25 percent by 1995, and 50 percent by the year 2000. These goals were achieved by implementing, in order of priority, waste reduction, recycling and composting, transformation (waste to energy) and disposal methods. The SRRE includes a waste characterization study that describes the types of waste generated, materials recycled, diverted or landfilled, as well as implementation, collection, and public education programs. Also included are recycling and disposal options, recommended funding plans and an implementation schedule. Since 1995, the City has prepared annual progress reports to the State that describe programs implemented and success in achieving waste diversion goals. The annual reports are reviewed and approved by the State of California Department of Resources Recycling and Recovery (CalRecycle).

In 2014, the SRRE was updated, along with the Household Hazardous Waste Element (HHWE). Significant changes to our system are expected in the next few years as we assess our current waste and diversion infrastructure and programs and their ability to meet future State requirements. Additional changes will be made in 2023 following implementation of new
organics recycling programs under Senate Bill 1383, and adoption of a Community Climate and Environmental Action Plan (CEAP).

In 2021, the solid waste ordinance (Ordinance No. 1688-NS) was repealed and rewritten to include requirements from State legislation including Assembly Bill 1826, Assembly Bill 1594, Senate Bill 1383, and Assembly Bill 827.

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
21.2 Source Reduction
A policy is in place that describes techniques that will be used to reduce the amount of waste material placed for collection. Source reduction minimizes the quantity of waste produced either by redesigning products and packaging, or by changing societal patterns of consumption. Use and disposal source reduction mechanisms range from legislated redesign of products and packaging at the national or state/provincial level to mandated recycling and/or composting programs at the local level.

Assigned To: Helen Cox, Sandra McGurk Review Date: 07-14-2022
Compliance: Full Compliance Compliance Date: 10-17-2022

Documentation /Directives
Source Reduction and Recycling Element

Household Hazardous Waste Element

2020 Electronic Annual Report to CalRecycle

Solid Waste, Recyclable Materials and Organic Waste Collection Services Franchise Agreement - Athens Services (please see hard copy)

Agency Compliance:

In 1992, the City adopted a Source Reduction and Recycling Element (SRRE), which includes a component that specifies waste reduction and recycling programs the City has or plans to implement. Source reduction programs implemented by the City include discounts for compost bin purchases, composting workshops, recycling workshops, education and outreach program, volume-based waste collection rates, waste audits, on site mulching and grasscycling, materials exchanges, purchasing preferences, and other similar programs. Since 1995, the City has prepared annual waste diversion and program implementation reports, which are reviewed and approved by the State of California Department of Resources Recycling and Recovery (CalRecycle). Progress on implementing waste reduction programs is included in Electronic Annual Reports (EAR).

Waste diversion targets were included as requirements from the franchise hauler under the new (2022) Solid Waste Franchise Agreement.

See SRRE program summary for updated information.

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21.3 Control of Generated Wastes

Duly enacted procedures establish a program to identify, monitor, and control all generators of solid waste. The agency identifies the sources of waste material at the point of generation. Recorded information is used to establish rate structures for both the residential and nonresidential customer base. Flow control measures, both intra- and inter-jurisdictional may be desirable in order to ensure compliance with processing facility contractual obligations. Monitoring and control are effective in supporting source reduction objectives.

Assigned To: Helen Cox, Sandra McGurk  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Thousand Oaks Municipal Code Title 6 Chapter 2 - Solid Waste(please see hard copy) 
Source Reduction and Recycling Element

Household Hazardous Waste Element

2020 Electronic Annual Report to CalRecycle

2021 Quarterly Solid Waste Report

Agency Compliance:

In 1992, the City adopted a Source Reduction and Recycling Element (SRRE), which includes a waste characterization study that describes the types of waste generated, recycled, diverted, and landfilled. The City’s Municipal Code requires that waste haulers and recycling firms obtain a franchise agreement or a permit from the City to conduct business within the City limits. An exclusive franchise agreement has been awarded for the regular collection of residential and commercial waste, mixed recyclables, and organics/greenwaste. Limited, or non-exclusive, franchise agreements have been awarded for temporary collection uses, such as construction and demolition materials, landscaping projects and other short-term projects or clean ups. Through these franchise agreements, the City regulates the monthly rates companies can charge businesses and residents. These agreements allow the City to direct collected waste to specific facilities, as needed.

The State of California has a reporting database where landfills and other disposal facilities report the source and volume of all materials collected for all waste materials disposed of within the state. This data is used by the City to verify the correct disposition of waste. In addition, the franchise agreements require the City’s haulers to report quarterly on the volume and disposition of all waste collected in the City.
Documents:


Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
21.4 Environmental Compliance

Procedures identify environmentally sound methods for the collection, transportation, and disposal of solid wastes.
Appropriate means of environmental control are required for all elements of the solid waste management program. These means include soil, air, groundwater, surface water, and gas emission testing and monitoring. Testing is scheduled on a regular basis, and results are reported to appropriate agencies.

Assigned To: Helen Cox, Sandra McGurk
Compliance: Full Compliance
Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Trash & Recycling Web Page
County of Ventura Waste and Recycling Web Page
Waste Management - Simi Valley Landfill Web Page
Los Angeles County Sanitation District - Calabasas Landfill Web Page
City of Thousand Oaks Household Hazardous Waste Web Page
City of Thousand Oaks Solid Waste Disposal Facilities
Solid Waste, Recyclable Materials and Organic Waste Collection Services Franchise Agreement - Athens Services (please see hard copy)

Agency Compliance:

The City does not operate its own landfill and does not have the legal authority to regulate the two local landfills used by the City’s franchised waste hauler. The two local landfills do have extensive soil, air, ground water, surface water, and gas emission testing and monitoring systems. Testing is scheduled on a regular basis, and results are reported to various local, State and federal agencies. The City has an exclusive franchise agreement for the regular collection of residential and commercial waste, mixed recyclables and organic waste, and limited, or non-exclusive, franchise agreements for temporary collection. These agreements require the haulers to meet or exceed State clean air standards and to implement other environmental safeguard measures. The City owns a Household Hazardous Waste collection facility, with operations performed by a contractor.

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
21.5 Household Hazardous Wastes

A program for the disposal of household hazardous wastes is established to minimize the risk of inadvertent contamination of the municipal solid waste stream. Identifiable household hazardous wastes should be separated from municipal solid waste at the point of collection. Programs may include household hazardous waste cleanup days; permanent household hazardous waste drop-off facilities, temporary household hazardous waste drop-off sites, mobile household hazardous waste drop-off vehicles for periodic household hazardous waste drop-off days; a public education program that identifies potentially hazardous household products, safer substitutes (source reduction), and proper use, storage, and disposal of consumer products; and efforts to collect hazardous waste from conditionally exempt small quantity generators with a specified target participation goal of such generators.

Consideration should be given to ways to limit future liability related to legislation such as the federal Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA).

Assigned To: Helen Cox, Sandra McGurk
Review Date: 07-14-2022

Compliance: Full Compliance
Compliance Date: 10-17-2022

Documentation /Directives

Household Hazardous Waste Element
2020 Electronic Annual Report to CalRecycle
Form 303 FY 20-21 Example
City of Thousand Oaks Household Hazardous Waste Web Page
Household Hazardous Waste Facility Operations Agreement

Agency Compliance:

In 1992, the City adopted a Household Hazardous Waste Element, which is a comprehensive hazardous waste planning document. The Household Hazardous Waste Element includes program goals, management alternatives, program monitoring, public education and funding. Since 1995, the City has prepared annual progress reports of both solid waste management and household hazardous waste programs implemented by the City. The annual reports are reviewed and approved by CalRecycle.

The City opened a permanent Household Hazardous Waste Collection facility in 2014. The facility is open Friday and Saturday to residents from 9:00-1:00. On Fridays, from 1:00-3:00 the facility serves small businesses (Conditionally Exempt Small Quantity Generators). Both residents and businesses require an appointment. The City has also contracted with the County of Ventura to accept residents from the unincorporated county and bills the County monthly on a per car basis. Currently the facility is averaging 198 vehicles per weekend.

The City also has a very popular material reuse store where certain products brought to the HHW facility are placed out for residents to take home. Users are required to sign a waiver and are currently limited to 20 items monthly. While the program was suspended during FY 20-21 due to the COVID-19 pandemic, the City diverted nearly 18,000 pounds through its material reuse program during FY 19-20.
All required State reports are completed, filed and approved online. An annual report (Form 303) is attached documenting the types and volumes of materials collected through the City’s program.

Documents:

Approved By
Public Works Director
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Sign:  
Date:  

Accreditation Manager
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Date:  

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22. Solid Waste Collection

22.1 Level of Service

The level of service needed to meet the goals and objectives of the adopted solid waste management plan is determined and stated in a policy document. Documents are available to the public, which include a list of materials accepted for collection. A quality of service statement defines the parameters for the use and placement of containers and coordinates them with the frequency of various material collections to be provided. Documents are available to the public, which include a list of materials accepted for collection. It also defines procedures to ensure collection noise and spillage are minimized. An information telephone number should be readily available to the public.

Assigned To: Helen Cox, Sandra McGurk

Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Thousand Oaks Municipal Code Title 6 Chapter 2 - Solid Waste

Solid Waste, Recyclable Materials and Organic Waste Collection Services Franchise Agreement - Athens Services

Commercial Organics Flyer

Trash and Recycling Guide Sheet

Organics Recycling (Food and Yard Waste) Web Page

Residential Trash, Organics, and Recycling Booklet What Goes Where

Trash & Recycling Web Page

Athens Services Web Page
Agency Compliance:

The Thousand Oaks Municipal Code includes requirements for the use and placement of waste disposal containers. The Municipal Code also requires residential waste, recyclables, and organics/greenwaste be collected weekly, and commercial collection be provided up to six times per week. The City has an exclusive waste collection franchise agreement which specifies the frequency of collection. The hauler is required to maintain a customer service line and local office. In addition, the City disseminates program literature to the public that describes the level of service and items accepted. This information is also provided on the City website and on the hauler's website. The public can call the City’s Sustainability Division information phone line for program details, to register a complaint, or to leave messages after hours.

Documents:


Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
22.2 Storage Receptacles

The types, number, and sizes of storage receptacles are regulated. Types, as well as maximum or minimum capacities for receptacles used for all materials are specified to achieve compatibility with collection equipment and methods. Allowable numbers of receptacles to be set out may serve as the basis for collection charges.

Assigned To: Helen Cox, Sandra McGurk  
Compliance: Full Compliance  
Review Date: 07-14-2022  
Compliance Date: 10-17-2022

Documentation /Directives

Solid Waste, Recyclable Materials and Organic Waste Collection Services Franchise Agreement - Athens Services (please see hard copy)

Agency Compliance:

The City has an exclusive residential and commercial waste collection franchise agreement with one hauler. Waste/recycling collection rates are adopted by City Council resolution each year and are dictated by the terms of the franchise agreement. Rates are based on container type, size, quantity, and frequency of service. The exclusive franchise agreement and uniform collection rates ensure equity and uniformity of service, as well as compatibility with collection equipment and methods.

Documents:

2018 Rate Resolution.pdf

Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
22.3 Collection Days and Set-Out Time

A schedule designates the time and frequency of collection for all classes. Customers are notified of collection schedules for all classes of users and materials collected, as well as routine schedule modifications necessitated by holidays or other events. Times are specified for setting out filled containers and retrieving emptied containers to enhance public health and neighborhood appearances.

Assigned To: Helen Cox, Sandra McGurk  
Compliance: Full Compliance  
Review Date: 07-14-2022  
Compliance Date: 10-17-2022

Documentation /Directives

Solid Waste, Recyclable Materials and Organic Waste Collection Services Franchise Agreement - Athens Services (please see hard copy)

Carts Out Postcard Example

Agency Compliance:

The City has an exclusive residential and commercial solid waste collection franchise agreement with one company that is required to offer uniform residential waste collection schedules and regular collection service to commercial customers. Residential and commercial customers are notified of changes in collection schedules due to holidays. Containers are stored on private property behind gates or within an enclosure and are required to be out of view of the public. The City Municipal Code designates a limited time for residents to leave out containers for collection in the public right-of-way. Public Works staff enforces these standards as complaints are received about violations. Postcards and letters are sent to residents that leave trash carts in public view beyond the designated dates and times, and penalties are levied on repeat offenders.

Documents:

Carts Out Postcard Example.pdf

Approved By
Public Works Director

Accreditation Manager
22.4 Routing

Route designs are developed and optimized using collection areas, crew sizes, materials collected, and equipment needs. With the target of maintaining optimum efficiency, collection route design provides a balance between community needs and expectations and workloads for crews and equipment, and takes into account traffic patterns, topography, parking requirements, weather, street widths, availability of through driveways and alleys, crew sizes, and equipment availability. Routes can be established through use of computer modeling, observation, and operational experience, or a combination of the three.

Assigned To: Helen Cox, Sandra McGurk
Compliance: Full Compliance
Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Solid Waste, Recyclable Materials and Organic Waste Collection Services Franchise Agreement - Athens Services

Agency Compliance:

The City has an exclusive residential and commercial waste collection franchise agreement with one company. The franchised hauler designs routes for residential and commercial collection services to optimize efficiency and reduce vehicle emissions. The franchised hauler takes into account traffic patterns including school schedules, parking requirements, street widths, crew sizes and equipment availability with a goal of optimum efficiency. Routes are established through a combined use of computer modeling, observation, and operational experience.

Documents:
26.2 -Trash and Recycling Franchise Athens Contract.pdf

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
22.5 Transfer Stations

An operational and economic evaluation of the use of a transfer station versus direct haul to the disposal facility is conducted. Hauling costs to point of processing or disposal that exceed the cost to transport waste to an intermediate point warrant investigation of a transfer station. In addition to direct cost elements such as distance and time and labor, the evaluation should include an analysis of the total costs of the operations, such as wear and tear on collection equipment and the attendant increase in maintenance costs and need for extra crews to cover travel time. Balanced against these elements are the amortization of the capital cost of a transfer facility and required equipment.

Assigned To: Helen Cox, Sandra McGurk
Compliance: Full Compliance
Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Solid Waste, Recyclable Materials and Organic Waste Collection Services Franchise Agreement - Athens Services (please see hard copy)

Agency Compliance:

The City has an exclusive residential and commercial waste collection franchise agreement with one company. The franchised hauler disposes of waste at two landfills that are located approximately 10 and 14 miles from the City and transfers recyclables to a material recovery facility approximately 37 miles from the City. The City has not conducted an operational and economic evaluation of the use of a transfer station versus direct haul in the past five years, but consideration and analysis of such by the franchised hauler will take place as the hauler expands operations in the County.

Documents:

Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
22.6 Transfer Station Design
Transfer stations are designed to ensure sufficient capacity for the handling of solid wastes. Transfer station design meets all applicable environmental and land use regulations. Transfer station design ensures expedient and efficient flows of waste through the station. Consideration is given to tipping floor versus tipping bay design. The choice is based, in part, on the degree of separation expected of generators, required of transfer station personnel, and acceptable to processing/disposal facility operators.

Assigned To: Helen Cox, Sandra McGurk  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
The City does not own or operate a transfer station, and no transfer stations are located within the City limits.

Documents:

Approved By
Public Works Director
Print:  Sign:  Date:

Accreditation Manager
Print:  Sign:  Date:
22.7 Transfer Station Operations

An operational plan describes routine and emergency procedures and facilitates meeting of federal, state/provincial and local directives. Sufficient labor, equipment, load-out areas, and transfer vehicles are provided to ensure wastes are not held or stored at the facility. Operational plans include provisions for adequate personnel training, and the plans identify routine, preventive, and emergency maintenance procedures to meet environmental requirements.

Assigned To: Helen Cox, Sandra McGurk

Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

The City does not own or operate a transfer station, and no transfer stations are located within the City limits.

Documents:

Approved By

Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
23. Solid Waste Recycling and Reuse

23.1 Recycling

A feasibility study evaluates recycling program design and implementation based on available markets, materials to be recycled, expected participation, or waste stream analysis rates to determine the economic and social viability of the program. Program design complies with federal, provincial/state, and local directives and regulations, and is updated at least every four years.

Recycling programs require the processing and marketing of selected materials, which are generated through source separation or commingled collection practices. Overall program objectives should analyze expanding programs by adding materials with acceptable cost/benefit ratios that will increase tonnage and participation.

Recycling program design should ensure processed materials are marketable prior to initiation of processing since market factors will impact system cost-effectiveness due to the narrow financial margin of recycling. Enforcement measures should be installed to control scavenging and loss of valuable commodities.

Assigned To: Helen Cox, Sandra McGurk
Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-17-2022

Documentation /Directives

Solid Waste, Recyclable Materials and Organic Waste Collection Services Franchise Agreement - Athens Services
California AB 341 Mandated Diversion
Municipal Code Title 6 Chapter 2 - Solid Waste
County Integrated Waste Management Plan

Agency Compliance:

The City has an exclusive residential and commercial waste collection franchise agreement with one company. This franchised hauler collects recyclables from both residential and commercial customers, and is constantly evaluating recycling markets, materials to be recycled, and expected participation rates. As needed, the franchised hauler will meet with City Public Works staff to consider program updates. City Public Works staff research and review the recycling program periodically to ensure compliance with federal, state and local directives and regulations. The franchise agreement lists materials to be recycled and exceptions where markets do not exist.

California mandates a 50 percent diversion requirement, had a goal of 75 percent diversion by 2020 and can fine jurisdictions $10,000 per day for non-compliance with the 50 percent minimum diversion. The City has exceeded this threshold for many years with a diversion rate of around 70 percent. The franchise agreement specifies diversion rates that the hauler must meet. These exceed the State’s diversion mandates and incentivize the hauler to improve and
increase recycling over the next decade.

**Documents:**


**Approved By**

Public Works Director

Print: Sign: Date:

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Accreditation Manager

Print: Sign: Date:
23.2 Recycling Service Level

The level of service is developed and chosen for recycling and balances local needs and total waste management costs. Relevant factors include total landfill costs, collection and processing costs, emphasis on waste reduction in promotional efforts, and markets. Social attitudes must also be taken into account. Revenues derived from recycling may not be adequate to offset the cost of additional collection and processing. The agency should try to maintain a level of service in recycling which meets community objectives while reducing, through cost avoidance, regular collection and disposal costs, thereby, offsetting additional expenses of recycling.

Assigned To: Helen Cox, Sandra McGurk
Compliance: Full Compliance
Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Solid Waste, Recyclable Materials and Organic Waste Collection Services Franchise Agreement - Athens Services (please see hard copy)

Agency Compliance:

The City has an exclusive residential and commercial waste collection franchise agreement with one company. This agreement sets forth recycling services levels and costs. The franchised hauler collects recyclables from residential and commercial customers, and is constantly evaluating recycling markets, materials to be recycled, and expected participation rates. As needed, the franchised hauler will meet with City Public Works staff to consider program updates. City Public Works staff research and review the recycling program periodically to ensure compliance with federal, state and local directives and regulations. The franchise agreement lists materials to be recycled and exceptions where markets do not exist.

Documents:

Approved By
Public Works Director

Approved By
Accreditation Manager
23.3 Source Separation

A policy is developed which determines the degree of source separation. The degree of source separation required of generators is dictated by an analysis of market demands, processing capabilities, convenience to the users, cost, and the desired participation rates. Source separation (material sorting at the point of generation) is appropriate for either curbside or drop-off collection systems. Agency research compares the cost-effectiveness of source separation versus separation at a processing facility.

Assigned To: Helen Cox, Sandra McGurk
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Solid Waste, Recyclable Materials and Organic Waste Collection Services Franchise Agreement - Athens Services (please see hard copy)

Agency Compliance:

The City has an exclusive residential and commercial waste collection franchise agreement with one company. This agreement allows for the collection of commingled recyclables from residential and commercial customers. Operational case studies have determined that separation of materials into individual recyclable commodities is more expensive and labor intensive than mixed recyclables collection, and requires more collection vehicles, which would increase air pollution, greenhouse gas emissions, traffic, noise, and fuel consumption. The City-approved franchise hauler is constantly evaluating recycling markets, materials to be recycled, collection routes, and expected participation rates to meet the State’s mandates, optimize diversion and contain costs.

Documents:

Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
23.4 Recycling Collection

A program establishes materials to be recycled, collection frequency and location, and material preparation requirements.

Source separation (material sorting at the point of generation) is appropriate for either curbside or drop-off collection systems. Agency research compares the cost-effectiveness of source separation versus separation at a processing facility.

Collection programs curbside, at apartment buildings, and in city buildings should emphasize the full range of materials: newspaper; cardboard; magazines; glass and cans; phone books; and plastic milk, water, and soda bottles.

Collection practices should be established in a similar manner to and with regard to the same requirements as those set out in this manual (see Chapter 22, Solid Waste Collection). Options include commingled collection (recyclables are not separated), source-separated collection (materials placed in separate containers), or separation of commingled recyclables at the source by the collector. Collection may be at the point of generation or from a drop-off center. Choices are dictated by demographics, public expectations, participation rates, processing costs, and labor factors.

Assigned To: Helen Cox, Sandra McGurk
Review Date: 07-14-2022

Compliance: Full Compliance
Compliance Date: 10-17-2022

Documentation /Directives

Solid Waste, Recyclable Materials and Organic Waste Collection Services Franchise Agreement - Athens Services

Athens Services Thousand Oaks What Goes Where Guide Web Page

Municipal Code Title 6 Chapter 2 - Solid Waste

Agency Compliance:

The City has an exclusive residential and commercial collection franchise agreement with one company that collects mixed recyclables from residential and commercial customers. A full range of materials (newspaper, mixed paper, cardboard, magazines, glass and cans, phone books, plastic milk, water and soda bottles, etc.) are collected at curbside, at apartment buildings and in all commercial facilities, and taken to a materials recovery facility for processing. The franchise agreement lists materials to be recycled and exceptions. An online tool allows customers to search for the best means to dispose of any unwanted items.

The Thousand Oaks Municipal Code includes requirements for the use and placement of containers. The Municipal Code also requires that residential recyclables be collected weekly, and that commercial recycling service shall be offered up to six times per week. The City disseminates program literature that describes the level of service and recycling items accepted. This same information is also provided on the City website, and the public can call the Sustainability Division's information phone line for information or leave a message.
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23.5 Processing
Processing options are evaluated in the context of the operational goals of the overall program. Options are selected based on the investment required as well as other system costs, recycling opportunities, and landfill requirements. A periodic review of the processing system identifies changing market demands and methods to enhance the value of collected material. Processing options include packaging, baling, shredding, crushing, sorting of glass by color, sorting of plastic by type, sorting of paper by grades, and segregation of ferrous/nonferrous metals.

Assigned To: Helen Cox, Sandra McGurk
Compliance: Full Compliance
Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives
Solid Waste, Recyclable Materials and Organic Waste Collection Services Franchise Agreement - Athens Services (please see hard copy)

Agency Compliance:

The City has an exclusive residential and commercial waste collection franchise agreement with one company that collects commingled recyclables from both residential and commercial customers. This franchised hauler constantly reviews the processing system for changing market demands and methods to enhance the value of collected material. Processing options such as baling, sorting of glass by color, plastic by type, paper by grades and segregation of ferrous/nonferrous metals are used at the hauler’s materials recovery facility. As needed, the hauler meets with City Public Works staff to consider program modifications.

Documents:

Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
23.6 Recycling Program Review

A review of the recycling program is performed at least every four years. The review should include quantification of costs of source separation, collection, processing, marketing, and reuse, as well as the volume of material diverted from the waste stream. The review program analyzes factors which when integrated with policy can help maximize program participation and efficiency rates, thereby, reducing costs.

Composting is a solid waste management technique that relies on microbial degradation of organic wastes to yield a nuisance-free product of potential value as a soil conditioner. Compostable components of the solid waste stream include but are not limited to yard waste, wastewater treatment sludge, and household and commercial food wastes.

Assigned To: Helen Cox, Sandra McGurk  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives

Solid Waste, Recyclable Materials and Organic Waste Collection Services Franchise Agreement - Athens Services (please see hard copy)

Agency Compliance:

The City has an exclusive residential and commercial waste collection franchise agreement with one company that collects mixed recyclables from both residential and commercial customers. Research and operational case studies were reviewed and integrated with policy when setting up this recycling program. The hauler constantly evaluates recycling markets, materials to be recycled, and expected participation rates. City staff will meet regularly with the waste hauler to evaluate markets and processing costs. Under the franchise agreement the list of recyclables is updated annually.

Documents:
Solid Waste Service Rate Adjustment City Council Report Example.pdf

Approved By
Public Works Director
Print:  Sign:  Date:

Accreditation Manager
Print:  Sign:  Date:
23.7 Composting Program

A feasibility study is carried out in advance of composting program design and implementation based on available markets, materials to be composted, waste reduction targets, and expected participation rates to determine the economic and social viability of the program. Program design complies with federal, state/provincial and local directives, and regulations, and is updated at least every four years.

Composting programs require the processing and marketing of selected organic materials, which are accumulated through source-separated or drop-off collection techniques. Program design must ensure compost products are usable prior to initiation of collection or processing since market factors may impact system cost-effectiveness. The program may recommend or encourage home composting and/or detail components of a compost collection and processing program on a jurisdiction-wide basis.

**Assigned To:** Helen Cox, Sandra McGurk    **Review Date:** 07-14-2022

**Compliance:** Full Compliance    **Compliance Date:** 10-17-2022

**Documentation /Directives**

- Solid Waste, Recyclable Materials and Organic Waste Collection Services Franchise Agreement - Athens Services
- Organics Recycling (Food and Yard Waste) Web Page
- City Composting Web Page
- California SB 1383 Mandated Organics

**Municipal Code Title 6 Chapter 2 - Solid Waste**

**Agency Compliance:**

The City has an exclusive residential and commercial waste collection franchise agreement with one company that collects organics/green waste separately from garbage and recyclables. Organic waste (yard and food waste) is transported to a certified organic composting facility, where it is processed into various grades of mulch and compost. The franchised hauler constantly evaluates markets, materials to be recycled, prices, transportation, and other related factors. The franchised hauler has been successful in developing products and identifying markets for their compost and mulch products which are used by the agricultural market. The City has implemented a home composting program that includes compost bins for sale to the public at discounted prices. As of January 1, 2022, the City began providing bundled waste collection service that includes organics containers for collecting and recycling organics (food waste and green waste) to every resident and business. All residents and businesses are required to recycle their organic waste (per California mandate and local ordinance).
Documents:

- 23.1 - Athens Solid Waste Agreement.pdf
- 24.22 - Municipal Code Title 6 Chapter 3 C&D.pdf
- California SB 1383 Mandated Organics.pdf
- City Composting Web Page.pdf
- Organics Recycling (Food and Yard Waste) Web Page.pdf

Approved By

Public Works Director

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23.8 Compost Service Level

The level of service for composting should meet local needs, reduce the waste stream, and optimize total waste management system costs. Relevant factors include landfill costs, methane mitigation costs, collection and process costs, and markets. Revenues derived from composting may not be adequate to offset the cost of additional collection and processing. At the ideal level of service, the reduced collection/processing costs for municipal solid waste offset composting expenses.

Assigned To: Helen Cox, Sandra McGurk  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Solid Waste, Recyclable Materials and Organic Waste Collection Services Franchise Agreement - Athens Services (please see hard copy)

Food and Yard Waste Recycling webpage

City Composting Webpage

Agency Compliance:

The City has an exclusive residential and commercial waste collection franchise agreement with one company that collects organics/greenwaste separately from waste and recyclables. The organics/greenwaste is transported to one of the following facilities, Simi Valley Landfill or Crown Recycling Services. The organics/greenwaste that is sent to Crown Recycling Services for pre-processing and removal of contamination is sent to Recology Blossom Valley Organics, where it is processed into various grades of mulch and compost. The greenwaste processed at Simi Valley landfill is either composted locally within the County or at an organic composting facility in California’s Central Valley. The franchised hauler is constantly evaluating markets, materials to be recycled, prices, transportation, and other related factors. The franchised hauler has been successful in developing products and identifying markets for compost and mulch products. The City has implemented a home composting program that includes compost bins for sale at reduced prices and compost workshops. The City encourages backyard composting by providing a web page dedicated to the City’s composting program and discount compost bin offer. The City provides free compost at its annual Arbor Earth Day event and promotes the event on the City’s website and social media channels. The composting program meets local needs and reduces waste.

Documents:


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23.9 Compost Material Supply

An evaluation is conducted at least every four years that assesses the quality and quantity of available compostable material, current collection techniques, processes available, and markets. A program assessment determines the design of the processing system, based on the composition of the expected material stream, which maximizes yield and efficiency while minimizing costs and achieving local goals and environmental requirements. Material quality control is critical to process viability as well as market development.

Assigned To: Helen Cox, Sandra McGurk
Compliance: Full Compliance
Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Solid Waste, Recyclable Materials and Organic Waste Collection Services Franchise Agreement - Athens Services
Organics Recycling (Food and Yard Waste) Web Page
City Composting Web Page

Agency Compliance:

The City has an exclusive residential and commercial solid waste collection franchise agreement with one company that collects organics/greenwaste separately from garbage and recyclables. From 2012 to 2021, the City partnered with its previous commercial franchised hauler to provide a commercial food waste collection and composting program where food scraps were collected from participating businesses by the hauler and taken to a local composting facility where they were composted. As of January 1, 2022, the City began providing bundled waste collection service with its franchise hauler to every resident and business. The bundled service includes organics/greenwaste containers to collect and recycle organics (food waste and green waste). The City encourages backyard composting by providing a web page dedicated to the City’s composting program and discount compost bin offer. The City provides free compost at its annual Arbor Earth Day event and promotes the event on the City’s website and social media channels. Extensive public outreach (including flyers, brochures, special events, information on the City website) helps ensure excellent material quality. The composting program is included in the analysis of diversion programs conducted by City staff.

Documents:

23.1 - Athens Solid Waste Agreement .pdf, City Composting Web Page.pdf, Organics
23.10 Compost Market Development

A compost material market analysis is conducted to evaluate changing market demands. At a minimum, the composting process should produce an environmentally benign product that can be used as landfill cover. Ideally, the composted product is usable as a soil amendment or mulch. In either case, the avoided disposal costs and conservation of landfill space often justify the program and support revenues generated by marketing activities.

**Assigned To:** Helen Cox, Sandra McGurk  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

- Solid Waste, Recyclable Materials and Organic Waste Collection Services Franchise Agreement - Athens Services (please see hard copy)
- Organics Recycling (Food and Yard Waste) Web Page
- City Composting Web Page

**Agency Compliance:**

The City has an exclusive residential and commercial waste collection franchise agreement with one company that collects organics/greenwaste separately from waste and recyclables. Organic material is delivered to a composting facility that produces a variety of marketable mulch and compost products. From 2012 to 2021, the City partnered with its previous commercial franchised hauler to provide a commercial food waste collection and composting program where food scraps were collected from participating businesses by the hauler, mixed with greenwaste and taken to a composting facility. These products were used by farmers, landscaping contractors, homeowners, and residents and by local business and industry. As of January 1, 2022, the City began providing bundled waste collection service, which includes an organics container for food and green waste, to every resident and business. Mixed organics are pre-processed and then processed in a certified organic composting facility.

**Documents:**


**Approved By**

Public Works Director

Print:  
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Date:

**Accreditation Manager**
23.11 Compost Collection

An adopted program designates the time, frequency, location, and preparation standards of the material to be collected for composting. Compostable collection must be consistent with other collection systems and may include drop-off or curbside collection. Collection practices should be established in a manner similar to and with regard to the same requirements as those set out in this manual (see Chapter 22, Solid Waste Collection).

Assigned To: Helen Cox, Sandra McGurk  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Municipal Code Title 6, Chapter 2- Solid Waste

Solid Waste, Recyclable Materials and Organic Waste Collection Services Franchise Agreement - Athens Services

Food and Yard Waste Recycling webpage

City Composting webpage

Agency Compliance:

The City has an exclusive residential and commercial collection franchise agreement with one company that collects organics/greenwaste separately from trash or recyclables. From 2012 to 2021, the City partnered with its previous commercial franchised hauler to provide a commercial food waste collection and composting program where food scraps were collected from participating businesses by the hauler and taken to a composting facility. As of January 1, 2022, the City began providing bundled waste collection service, which includes organics (food and green waste) containers to recycle organics from every home and business.

The Thousand Oaks Municipal Code includes requirements for organics recycling and for the use and placement of containers. Organics shall be collected at least once per week, and commercial organics service shall be available from one to six times per week. The City disseminates flyers and brochures that describe the level of service and items accepted. This same information is also provided on the City website. An environmental information (Sustainability Division) phone line is also available to the public. Members of the public can call this phone number for information, or they can leave a message to ask questions or to convey their concerns.

Documents:

23.1 - Athens Solid Waste Agreement .pdf, 24.22 - Municipal Code Title 6 Chapter 3 C&D.pdf

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
23.12 Compost Program Review

Reviews of the composting program are done at least every four years to assure the program remains efficient and cost-effective. Program elements are evaluated based on their ability to reduce the extra costs of providing these additional waste management programs. Overall program evaluation is based on its ability to provide a viable service while still meeting environmental requirements.

Assign To: Helen Cox, Sandra McGurk

Compliance: Full Compliance

Review Date: 07-14-2022

Compliance Date: 10-17-2022

Documentation /Directives

Solid Waste, Recyclable Materials and Organic Waste Collection Services Franchise Agreement - Athens Services (please see hard copy)

Organics Recycling (Food and Yard Waste) Web Page

City Composting Web Page

Agency Compliance:

The City has a new exclusive residential and commercial collection franchise agreement that includes the collection and processing of organics from all residents and businesses. Also, the City has implemented a home composting program that includes compost bins for sale at a discounted price. Since 2012, the City, through its franchised hauler, has provided a commercial food waste collection and composting program to participating businesses. Research and operational case studies were reviewed and integrated with policy when setting up the green waste collection and home composting programs. As of January 1, 2022, the City began providing organics service to every resident and business.

Documents:


Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
23.13 Resource Recovery Material Supply

A policy is developed that enables the facility operator to secure a continuous supply of waste or RDF to optimize the facility’s projected operation and generation of energy. Typical instruments to secure material deliveries include long-term local agreements between public entities, or disposal contracts between private owners or operators and public users with put-or-pay or prepayment provisions. Such assurances are also necessary for project sponsors to be able to obtain favorable project financing and continue to operate.

Assigned To: Helen Cox, Sandra McGurk  Review Date: 07-14-2022
Compliance: Not Applicable  Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

The City does not own or operate a resource recovery facility. No resource recovery facilities are located within the City limits.

Documents:

Approved By
Public Works Director
Print:  Sign:  Date:

Accreditation Manager
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23.14 Resource Recovery Operations

All facility employees are given adequate training in facility management practices to ensure safe and cost-efficient operations. Mandatory training includes routine, preventive and emergency operations and maintenance procedures. The facility owner has developed and published a series of operating procedures and standards for the facility. All personnel receive initial and ongoing training in those portions of the plan that affect their duties. Procedures and standards will be facility-specific according to the size, complexity, and technology used at the particular facility.

Assigned To: Helen Cox, Sandra McGurk
Review Date: 07-14-2022
Compliance: Not Applicable
Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

The City does not own or operate a resource recovery facility. No resource recovery facilities are located within the City limits.

Documents:

Approved By
Public Works Director

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Accreditation Manager

Print: Sign: Date:
23.15 Resource Recovery Monitoring

A system continuously monitors operational parameters such as combustion efficiency and air, water, ash, and residue management to assure compliance with operating permits and environmental regulations. End-of-process monitoring includes stack emissions, ash disposal, and wastewater discharge. Monitoring of fuel stream is equally important to ensure efficient operations and pollution control.

Assigned To: Helen Cox, Sandra McGurk  
Compliance: Not Applicable

Review Date: 07-14-2022  
Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

The City does not own or operate a resource recovery facility. No resource recovery facilities are located within the City limits.

Documents:

Approved By
Public Works Director

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Date:

Accreditation Manager

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Date:
23.16 Ash Disposal

An ash management plan which complies with federal, provincial, state, and local directives is developed, implemented, and reviewed at least every four years. The management plan starts at the points of collection from the process and covers all ash streams through their disposal. Ash content is dependent on the technology used, and the degree of processing involved prior to incineration of the waste. Most ash can be co-disposed with other waste or placed in a dedicated ash monofill.

Emerging ash stabilization and reuse programs are evaluated prior to application and closely monitored if included in the facility operations plan.

Assigned To: Helen Cox, Sandra McGurk
Compliance: Not Applicable

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

The City does not own or operate an incinerator and does not have any generators within City limits producing a significant amount of ash.

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
24. Solid Waste Disposal

24.1 Landfill Design

An approved plan establishes standards for the siting and design of new or expanded landfill facilities in an environmentally responsible and publicly acceptable manner. Landfill siting and design are the keys to an economically viable facility. Initial siting must be done with responsible public involvement and must be sensitive to concerns of public health, the environment, transportation, and economic and sociopolitical issues. Trained, knowledgeable professionals must carry out design of expansions and new facilities. Designs must meet all local, state/provincial, and federal mandates; designs must also include provisions for construction, operation, maintenance, closure and post-closure procedures.

Assigned To: Helen Cox, Sandra McGurk  
Review Date: 07-14-2022  
Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Source Reduction and Recycling Element
Calabasas Land Fill webpage
Simi Valley Land Fill webpage

Agency Compliance:

In 1992, the City adopted a Source Reduction and Recycling Element, a comprehensive (ten component) solid waste planning document. The Source Reduction and Recycling Element discusses landfill disposal facilities and future disposal capacity needs. There are two landfills (Simi Valley Landfill and Calabasas Landfill) noted in the Source Reduction and Recycling Element, which are used by the City's franchised waste hauler. Both landfills are located outside the City limits, and not owned or operated by the City. The City does not have the legal authority to regulate design, public input or any aspects of any future landfill expansion plans. The County of Ventura regulates the Simi Valley Landfill.

Documents:


Approved By

Public Works Director

Accreditation Manager
24.2 Impervious Liners

The landfill design plan specifies that liners be used to control the collection and movement of leachate and gases. The landfill design plan specifies liner type and placement, subgrade preparation, seam and panel testing, and protective cover placement. Liners may be constructed from synthetic membranes, clays, concrete, asphaltic materials, soil mixtures, or a combination of the above. Selected liners should be evaluated for permeability and compatibility with the waste stream and expected leachate. Liners in U.S. landfills must conform to national standards referenced in the Resource Conservation and Recovery Act (RCRA), Subtitle D or to similar Canadian federal or provincial laws.

Assigned To: Helen Cox, Sandra McGurk  
Compliance: Not Applicable

Review Date: 07-14-2022  
Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

The City does not own or operate its own landfill. No landfills are located within the City limits. The County of Ventura regulates the Simi Valley Landfill, and the County of Los Angeles regulates the Calabasas Landfill, which are both used by the City’s franchised hauler.

Documents:

Approved By

Public Works Director

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Accreditation Manager

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24.3 Environmental Monitoring

Landfill design includes monitoring requirements that comply with federal, state/provincial and local directives. Environmental monitoring is initiated prior to operation and continues post-closure until the site is released from this obligation by the appropriate regulatory body.

Monitoring serves to detect any releases from the site and to identify the impact of any potential releases. Monitored sources include groundwater, point discharges, and air quality at site boundaries and various locations.

Assigned To: Helen Cox, Sandra McGurk        Review Date:  07-14-2022  
Compliance: Not Applicable        Compliance Date:  10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

The City does not own or operate its own landfill. No landfills are located within the City limits. The County of Ventura regulates the Simi Valley Landfill and the County of Los Angeles regulates the Calabasas landfill, which are both used by the City’s franchised haulers.

Documents:

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Public Works Director

Print:          Sign:          Date:

Accreditation Manager

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24.4 Methane Recovery and Venting
Landfill design includes methane collection and management techniques that comply with federal, provincial, state and local directives. Methane may be managed by either passive or active venting. Collected gases are discharged to the atmosphere, eliminated by flaring or controlled burning, or are recovered and burned for energy recovery.

Assigned To: Helen Cox, Sandra McGurk
Compliance: Not Applicable
Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
The City does not own or operate its own landfill. No landfills are located within the City limits. The County of Ventura regulates the Simi Valley Landfill and the County of Los Angeles regulates the Calabasas landfill, which are both used by the City’s franchised haulers.

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
24.5 Landfill Operations Plan

A plan outlines daily operations required to construct and manage the landfill in accordance with the design and applicable permits and regulations. Operational plans are flexible to allow for changes in weather, volume of waste, and other contingencies. Plans are revised as necessary to reflect the landfill’s operational or development phase as outlined in the overall facility plan. Operational plans include sections that describe drainage control plans, excavation, fill and transport patterns, development and maintenance practices for cover material, waste placement, compaction requirements, segregation of special wastes, leachate control and handling, and other critical elements. Operating records such as inspections, training procedures, monitoring reports and analytical results are maintained and available for review.

Assigned To: Helen Cox, Sandra McGurk  
Review Date: 07-14-2022

Compliance: Not Applicable  
Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

The City does not own or operate its own landfill. No landfills are located within the City limits. The County of Ventura regulates the Simi Valley Landfill and the County of Los Angeles regulates the Calabasas landfill, which are both used by the City’s franchised haulers.

Documents:

Approved By
Public Works Director
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Date: 

24.6 Incoming Wastes

Incoming wastes are routinely inspected to check for unacceptable materials. Certain wastes may not be accepted into the landfill due to their infectious or hazardous nature, because of their origin outside of the service area, or due to mandatory recycling requirements. The operator must, therefore, conduct random inspections to determine waste load origin and composition.

**Assigned To:** Helen Cox, Sandra McGurk

**Review Date:** 07-14-2022

**Compliance:** Not Applicable

**Compliance Date:** 10-17-2022

**Documentation /Directives**

Not applicable

**Agency Compliance:**

The City does not own or operate its own landfill. No landfills are located within the City limits. The County of Ventura regulates the Simi Valley Landfill, and the County of Los Angeles regulates the Calabasas Landfill, which are both used by the City’s franchised hauler.

**Documents:**

**Approved By**

Public Works Director

Print: Sign: Date:

**Accreditation Manager**

Print: Sign: Date:
24.7 Drainage Control

Landfill drainage, both onto and off the facility, is routinely inspected and controlled to decrease the volume and toxicity of runoff. Drainage is controlled through grading techniques (such as encouraging rapid vertical development and maintaining a minimum amount of daily working face), proper trench construction, and control of upland drainage siltation and runoff.

Assigned To: Helen Cox, Sandra McGurk  Review Date: 07-14-2022
Compliance: Not Applicable  Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

The City does not own or operate its own landfill. No landfills are located within the City limits. The County of Ventura regulates the Simi Valley Landfill and the County of Los Angeles regulates the Calabasas landfill, which are both used by the City's franchised haulers.

Documents:

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Public Works Director

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Accreditation Manager

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24.8 Leachate Control

Leachate is contained and treated during landfill operation and for the post-closure care period in accordance with federal, provincial, state, and local regulations. Leachate generation is influenced by the amount of moisture entering the landfill through incoming waste, direct precipitation, and surface and groundwater profiles and patterns. Leachate is collected in an engineered collection system placed between the deposited waste and an impermeable layer. The collected leachate is transported, treated, and discharged, or it is recirculated into recently filled areas of the landfill to accelerate biodegradation. No waste that would generate a leachate incompatible with the collection, conveyance, treatment or storage systems is accepted into the facility. Leachate handling methods must be in accordance with federal, provincial, state, and local regulations.

Assigned To: Helen Cox, Sandra McGurk  Review Date: 07-14-2022
Compliance: Not Applicable  Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

The City does not own or operate its own landfill. No landfills are located within the City limits. The County of Ventura regulates the Simi Valley Landfill and the County of Los Angeles regulates the Calabasas landfill, which are both used by the City’s franchised haulers.

Documents:

Approved By
Public Works Director

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Accreditation Manager

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24.9 Compaction

Compaction techniques are identified and used to maximize waste placement, create stabilized surfaces, and enhance safety and litter control of the landfill. Waste should be compacted to the optimum density based on operational techniques, the capabilities of available equipment, and an economic analysis of the placement efforts versus the value of the capacity consumption.

Assigned To: Helen Cox, Sandra McGurk  
Compliance: Not Applicable

Review Date: 07-14-2022  
Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

The City does not own or operate its own landfill. No landfills are located within the City limits. The County of Ventura regulates the Simi Valley Landfill and the County of Los Angeles regulates the Calabasas landfill, which are both used by the City's franchised haulers.

Documents:

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Public Works Director

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Accreditation Manager

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Date:
24.10 Cover Material

The type, amount, and placement of landfill cover material must comply with federal, provincial, state, and local directives. The type of availability of the cover material is established in the initial design. The final cover material may be a soil cover or part of a final cap that combines a soil cover and a liner.

Assigned To: Helen Cox, Sandra McGurk  
Review Date: 07-14-2022
Compliance: Not Applicable  
Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

The City does not own or operate its own landfill. No landfills are located within the City limits. The County of Ventura regulates the Simi Valley Landfill and the County of Los Angeles regulates the Calabasas landfill, which are both used by the City's franchised haulers.

Documents:

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Public Works Director

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Date:

Accreditation Manager

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Date:
24.11 Cover Systems

Daily, intermediate, and final landfill cover systems comply with regulatory requirements, enhance site aesthetics, and reduce moisture infiltration. Daily cover reduces odors, vectors, fires, and litter. Intermediate cover performs the same function as well as reducing moisture infiltration. Intermediate cover is applied to inactive areas of the landfill.

Final cover is designed to reduce moisture infiltration and erosion, encourage runoff, retain acquired moisture for plant root growth, and control gas mitigation. Federal, provincial, state, or local regulations govern the design of the daily, intermediate, and final cover. The cover must be applied, shaped, and compacted to comply with regulatory requirements, reduce moisture intrusion, and promote proper drainage.

**Assigned To:** Helen Cox, Sandra McGurk

**Review Date:** 07-14-2022

**Compliance:** Not Applicable

**Compliance Date:** 10-17-2022

**Documentation /Directives**

Not applicable

**Agency Compliance:**

The City does not own or operate its own landfill. No landfills are located within the City limits. The County of Ventura regulates the Simi Valley Landfill and the County of Los Angeles regulates the Calabasas landfill, which are both used by the City’s franchised haulers.

**Documents:**

**Approved By**

Public Works Director

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**Accreditation Manager**

Print: Sign: Date:
24.12 Inspections

Routine landfill site inspections include documentation of the operation, construction, maintenance, and monitoring of the landfill. Routine, systematic, and documented inspection of the landfill monitors the application of directives, design and operational plans, and provides a basis for making adjustments to practices and inspection techniques.

**Assigned To:** Helen Cox, Sandra McGurk  
**Review Date:** 07-14-2022

**Compliance:** Not Applicable  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

Not applicable

**Agency Compliance:**

The City does not own or operate its own landfill. No landfills are located within the City limits. The County of Ventura regulates the Simi Valley Landfill and the County of Los Angeles regulates the Calabasas landfill, which are both used by the City’s franchised haulers.

**Documents:**

**Approved By**

**Public Works Director**

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24.13 Litter Control

A plan details the frequency and type of litter control program. Local conditions and directives establish landfill litter minimization and control performance. Litter is minimized through an aggressive vehicle inspection and cleaning program, litter fencing, and controlled by systematic litter pickup.

Road dust and road mud are managed by dust suppressant methods or by road cleaning techniques.

**Assigned To:** Helen Cox, Sandra McGurk  
**Review Date:** 07-14-2022  
**Compliance:** Not Applicable  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

Not applicable

**Agency Compliance:**

The City does not own or operate its own landfill. No landfills are located within the City limits. The County of Ventura regulates the Simi Valley Landfill and the County of Los Angeles regulates the Calabasas landfill, which are both used by the City’s franchised haulers.

**Documents:**


**Approved By**

Public Works Director

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24.14 Vector Control
Established methods effectively control disease-carrying vectors such as flies and rodents. Procedures are in place and operating to control identifiable rodent or insect problems. Periodic inspections may be conducted by public health agencies.

Assigned To: Helen Cox, Sandra McGurk  Review Date: 07-14-2022
Compliance: Not Applicable  Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
The City does not own or operate its own landfill. No landfills are located within the City limits. The County of Ventura regulates the Simi Valley Landfill and the County of Los Angeles regulates the Calabasas landfill, which are both used by the City’s franchised haulers.

Documents:

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Public Works Director

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Accreditation Manager

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24.15 Landfill Landscaping

Final landscaping requirements are identified in the initial design of the landfill and are compatible with the planned future use of the closed landfill. A vegetative cover enhances future use of the landfill without interference of monitoring devices, final cover or top liner. A planting schedule is established, which lists species of vegetation compatible with local environmental conditions, final use(s), and proximity to waste materials.

Assigned To: Helen Cox, Sandra McGurk          Review Date: 07-14-2022
Compliance: Not Applicable                    Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

The City does not own or operate its own landfill. No landfills are located within the City limits. The County of Ventura regulates the Simi Valley Landfill and the County of Los Angeles regulates the Calabasas landfill, which are both used by the City’s franchised haulers.

Documents:

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Public Works Director
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Accreditation Manager
Print:            Sign:            Date:
24.16 Aesthetics

Barrier landscaping is planted and maintained to control visual and noise intrusions. Entrances, roadways, and areas visible to the public are landscaped and maintained. Trees, shrubs and berms are planted and placed to improve aesthetics, reduce noise and visually isolate the landfill operation.

**Assigned To:** Helen Cox, Sandra McGurk  
**Review Date:** 07-14-2022  
**Compliance:** Not Applicable  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

Not applicable

**Agency Compliance:**

The City does not own or operate its own landfill. No landfills are located within the City limits. The County of Ventura regulates the Simi Valley Landfill and the County of Los Angeles regulates the Calabasas landfill, which are both used by the City's franchised haulers.

**Documents:**

**Approved By**

Public Works Director  
**Print:**  
**Sign:**  
**Date:**

**Accreditation Manager**

**Print:**  
**Sign:**  
**Date:**
24.17 Odor

A landfill odor control program uses established methods to reduce odor migration from the site and equipment. Odors may be generated from incoming wastes, gases generated from the degradation of landfilled wastes, leachate, or exhausts from refuse trucks or heavy equipment. Odor reduction techniques include minimizing daily working area, daily cover activities, collection and control of gases, and leachate control.

Assigned To: Helen Cox, Sandra McGurk  
Review Date: 07-14-2022

Compliance: Not Applicable  
Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

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Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
24.18 Landfill Closure

Landfill closure plans must comply with federal, provincial, state, and local directives to prevent uncontrolled migration of contaminants.

The continued operation of surface water controls, leachate and gas management, and monitoring systems must be assured after landfill closure for a period of time typically governed by federal, provincial, state, and local directives.

**Assigned To:** Helen Cox, Sandra McGurk  
**Review Date:** 07-14-2022

**Compliance:** Not Applicable  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

Not applicable

**Agency Compliance:**

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**Documents:**

**Approved By**

**Public Works Director**

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Sign:  
Date:

**Accreditation Manager**

Print:  
Sign:  
Date:
24.19 Post-Closure Monitoring

Post-closure requirements comply with federal, provincial, state, and local directives and ensure proper monitoring and maintenance of the site. All systems that treat or control runoff, leachate, or gases, operate to prevent uncontrolled off-site migration of contaminants. The environmental monitoring equipment may operate at a reduced frequency after closure. Cover material erosion and subsidence is repaired, and cover vegetation is maintained as necessary. Site access is limited to prevent problems, which include illegal dumping and vandalism.

**Assigned To:** Helen Cox, Sandra McGurk  **Review Date:** 07-14-2022

**Compliance:** Not Applicable  **Compliance Date:** 10-17-2022

**Documentation /Directives**

Not applicable

**Agency Compliance:**

The City does not own or operate its own landfill. No landfills are located within the City limits. The County of Ventura regulates the Simi Valley Landfill and the County of Los Angeles regulates the Calabasas landfill, which are both used by the City’s franchised haulers.

**Documents:**

**Approved By**

Public Works Director

Print:  Sign:  Date:

**Accreditation Manager**

Print:  Sign:  Date:
24.20 Financial Assurance

Appropriate mechanisms are in place to assure sufficient funds are available to cover the cost of closure, a specified period of post-closure care, and corrective action for known problems. Cost estimates often must be independently prepared (assume that a third party conducts the activities) and be updated annually for inflation and whatever operation or design changes impact costs. Specific mechanisms available to meet these requirements are established in federal or state/provincial regulations. A minimum of thirty years may be used for planning post-closure care.

Assigned To: Helen Cox, Sandra McGurk Review Date: 07-14-2022
Compliance: Not Applicable Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

The City does not own or operate its own landfill. No landfills are located within the City limits. The County of Ventura regulates the Simi Valley Landfill and the County of Los Angeles regulates the Calabasas landfill, which are both used by the City’s franchised haulers.

Documents:

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Public Works Director

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24.21 Land Application

Standards are used to design, operate, and maintain a land disposal facility in an environmentally responsible manner and in accordance with all federal, state/provincial, and local legislation and requirements. Land disposal techniques include surface application; subsurface soil injection; and spray irrigation of solid wastes, water and wastewater treatment sludges, and other treatment residues. Land disposal may be solely for disposal, or it may have a beneficial reuse function by adding nutrients to the soil to enhance growth of vegetation.

Assigned To: Helen Cox, Sandra McGurk  Review Date: 07-14-2022
Compliance: Not Applicable  Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

The City does not own or operate its own landfill. No landfills are located within the City limits. The County of Ventura regulates the Simi Valley Landfill and the County of Los Angeles regulates the Calabasas landfill, which are both used by the City’s franchised haulers.

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
24.22 Construction and Demolition Waste

A policy establishes the acceptance and disposal of construction and demolition wastes. Construction and demolition waste can amount to a significant volume of waste that often can be recycled. Conversely, construction and demolition waste may contain hazardous or unsuitable materials requiring special handling.

Assigned To: Helen Cox, Sandra McGurk       Review Date: 07-14-2022
Compliance: Full Compliance       Compliance Date: 10-17-2022

Documentation /Directives

Municipal Code Title 6 Chapter 3 - Construction and Demolition Waste Management (please see hard copy)

Agency Compliance:

City Municipal Code Sec 6-3.101 through 112 includes regulations for construction and demolition waste management. Project applicants are required to divert construction and demolition from landfill disposal with a minimum diversion as established by the California Green Building Standards Code (Cal-Green), either through source separation or delivery to a commingled debris recovery facility. An online system is used by project managers to plan and verify disposal and diversion activity and by City staff to monitor projects. The closest commingled debris recovery facility is located at the Simi Valley Landfill, which is outside City limits and regulated by the County of Ventura.

Documents:

24.22 - Municipal Code Title 6 Chapter 3 C&D.pdf

Approved By
Public Works Director

Print:  Sign:  Date:

Accreditation Manager

Print:  Sign:  Date:
24.23 Greenwaste
A policy establishes the acceptance of greenwaste for disposal that complies with federal, provincial, state, and local directives. Greenwaste can amount to a significant volume or waste that can be recycled.

**Assigned To:** Helen Cox, Sandra McGurk  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**
Source Reduction and Recycling Element Update
Organics Ordinance 1688-NS

**Agency Compliance:**
Source Reduction and Recycling Element Update

**Documents:**

**Approved By**
Public Works Director

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24.24 Management of Special Wastes

A policy for management of special wastes includes plans for identifying, steps for determining acceptability, and procedures for managing special wastes. Special waste is any waste that would be considered dangerous to the health, safety, or welfare of living beings or the environment. This may include asbestos, biosolids, and industrial wastes.

Assigned To: Helen Cox, Sandra McGurk
Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-17-2022

Documentation /Directives

Municipal Code Title 6 Chapter 2 - Solid Waste (please see hard copy)
Household Hazardous Waste Element (HHWE)
HHWE Update
Form 303 FY 20-21 example

Agency Compliance:

The TOMC requires that franchised solid waste collectors notify all agencies with jurisdiction, including the City, of hazardous waste found within City limits. Franchise agreements require that Contractors arrange for proper disposal of undetected hazardous waste that is collected incidental to other waste. In 2014, the City opened a permanent Hazardous Waste Collection Facility for the collection of household and qualifying small business hazardous waste.

The City also has an extensive network for the collection of other special wastes, such as pharmaceuticals, sharps, batteries, and used oil. The Household Hazardous Waste Element and 2014 Update document the City’s mechanisms for handling special waste. Form 303 FY 20-21 is the annual report sent to the state documenting the volumes of materials captured through the City’s programs that require special handling.

Documents:


Approved By
Public Works Director
Print: Sign: Date:
Accreditation Manager

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Sign: 

Date: 

25. Street Maintenance

25.1 Coordination with Transportation Planning

A procedure outlines the method of coordinating street maintenance activities with future transportation improvements. Coordination of transportation planning, operations, and maintenance, including long-term maintenance budgeting, is essential to effective management of the street maintenance function.

Assigned To: Michael Farenkopf, Kevin Wilson
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

1-City of Thousand Oaks Final Report 10-11-19 (please see hard copy)

Capital Improvement Budget Streets and Sidewalk Projects

Agency Compliance:

The Public Works Department Street, Capital Engineering, and Engineering Services Divisions coordinate street maintenance activities in conjunction with current and future capital improvement programs.

The City conducts a street condition survey every five-years as part of the City’s Pavement Management Program. The Pavement Management Program includes pavement inventory, condition, and improvement strategies, cost benefit analysis, priority listing and street class (residential, collector, or arterial). Information from the Pavement Management Program and additional streets identified by staff are used to schedule preventive and corrective maintenance activities annually.

Documents:

Capital Improvement Budget Streets and Sidewalk Projects.pdf

Approved By
Public Works Director
Accreditation Manager
Print: __________ Sign: __________ Date: __________
25.2 Preventive Maintenance

A preventive maintenance program for the street and highway system is established. Providing timely and appropriate maintenance of streets and highways prolongs the useful life of the facility and reduces maintenance and rehabilitation costs. An automated maintenance system may be used to schedule maintenance activities. Preventive maintenance activities for streets and highways may include resurfacing, crack sealing, seal coating, pothole patching, signing, and striping.

Assigned To: Michael Farenkopf, Kevin Wilson

Compliance: Full Compliance

Review Date: 07-14-2022

Compliance Date: 10-17-2022

Documentation /Directives

Computerized Maintenance Management System Daily Report example

Computerized Maintenance Management System Work Order Form

Street Work Order Report example

Street Annual Maintenance Calendar

1-City of Thousand Oaks Final Report 10-11-19 (please see hard copy)

MSC Street Maintenance Work Order

Agency Compliance:

Computerized Maintenance Management System (CMMS) is used to identify, inventory, track condition, and repairs to streets, sidewalks, curb, gutter, and storm drains. The City prepares a projected annual maintenance schedule for street repairs including asphalt patch paving, asphalt crack sealing, pothole repairs, sign fabrication, painting of symbols, long line striping, and street sweeping. All field activities are tracked daily using the CMMS. Monthly reports are generated for each field activity. Labor, materials, and equipment are analyzed to ensure accountability, establish milestones, and monitor progress.

The Pavement Management Program assists in the selection of streets to be scheduled for preventative maintenance. Visual
assessment of pavement conditions and customer service requests from residents supports information in the Pavement Management Program.

Dependent on funding either annually or biennially, the City applies Slurry Seal as preventive maintenance to fill voids and seal street pavement. The slurry seal protects the street surface, adds useful life, and reduces maintenance costs. CMMS schedules activities such as weed eradication at curb/gutter or concrete cross gutters, asphalt crack sealing to fill block and longitudinal surface cracking, road striping, and sign replacement.

Documents:

Approved By
Public Works Director
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Accreditation Manager
Print: Sign: Date:
25.3 Operations and Maintenance Responsibility
Responsibility for the operation and maintenance of streets and related facilities is established. To ensure operations and maintenance responsibilities are carried out consistently and properly, specific areas of responsibility for operation and maintenance of streets and related facilities are established and documented. A clear delineation of responsibility, including budget monitoring, to maintain these facilities will help to ensure proper resources are allocated for this activity and minimize undue delay or confusion in emergencies.

Assigned To: Michael Farenkopf, Kevin Wilson          Review Date: 07-14-2022
Compliance: Full Compliance          Compliance Date: 10-17-2022

Documentation /Directives

Standard Operations Procedures- Street Maintenance
Capital Improvement Budget Streets and Sidewalk Project List
Bridge Caltrans Final Report
Bridge Capital Projects -Examples

Agency Compliance:

The Municipal Service Center (MSC) is responsible for routine maintenance which includes patch paving, asphalt crack sealing, and concrete repair of sidewalks, curb/gutter and driveway aprons. CMMS, via work orders, tracking the location, type of work, and cost of all repair work performed by the Street Maintenance Division. The Engineering Services and Capital Engineering Divisions are responsible for Capital Project activities (development, design, and construction). In 2009, the City Council established a three-tier priority ranking system to provide guidance for prioritizing capital projects.

1. Priority One Projects address health and safety, legal and regulatory requirements, or are a top City Council priority.
2. Priority Two Projects are necessary, but not essential, and there could be consequences, if deferred.
3. Priority Three Projects are nice to do and would contribute to quality of life, but not essential.
The Deputy Public Works Director, Engineering Division Managers, and project managers assign a priority number to each project. Biennially, as part of the City budget process, capital projects are added to the proposed capital budget. Projects are included in the adopted Capital Budget based upon assigned priority and available funding. The adopted Capital Budget includes project descriptions, estimated target starts and stops, and funding sources.

Engineering staff use the Pavement Management System to rate residential and arterial streets using the pavement condition index. Those streets that have a lower numerical number are selected for priority maintenance and are included in the overlay and slurry seal project scopes, and bid and contract documents.

Documents:


Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
25.4 Operations and Maintenance Coordination

Operations and maintenance activities for streets and related facilities are coordinated with all other departments, divisions, agencies, and outside organizations that may be affected. Operations and maintenance activities are coordinated with other departments, divisions, fire, law enforcement, emergency services, flood control agencies, and the public.

Assigned To: Michael Farenkopf, Kevin Wilson  
Review Date: 07-14-2022
Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Computerized Maintenance Management System Work Order Form

Pre-Construction Meeting Minutes-Example

Standby Notification example

Streets Utility Notification example #1

Agency Compliance:

The Public Works Capital Engineering Division holds quarterly staff meetings. Staff from the Utility and Public Works Divisions and Finance Department staff attend the meetings. Public Works staff notify other divisions and other agencies that may be affected by proposed maintenance. As an example, Street Division staff would notify Water, Wastewater, and Landscape Division staff of proposed sidewalk work.

Public Works Department staff are assigned to work standby or on call. Fire, police, ambulance, City facilities officials are provided contact information for on-call for operations staff. Key service providers including the United States Postal Service, and City franchise trash and recycling companies are notified of large-scale repair projects requiring road closures.

Documents:

## example #1.pdf

### Approved By
**Public Works Director**

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### Accreditation Manager

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25.5 Operations and Maintenance Procedures and Standards

Operations and maintenance procedures and performance standards are established and measured. Procedures are established for conducting operations and maintenance activities. These are based on accepted industry practices, local resources (maintenance funds, labor, and equipment), environmental issues, and other local conditions, which may affect practices such as terrain, street network, and climate.

Performance standards indicate how operations and maintenance activities will be accomplished with available resources. These standards may be integrated within a maintenance management system that ties the available resources with the workload to be accomplished. Performance standards define a realistic rate of accomplishment, which results from applying resources with the use of best procedures for work activities.

Accepted operation and maintenance standards are identified and used for street functions such as pothole patching, permanent pothole repair, traffic control devices, streetlighting, bridges, retaining walls, pedestrian facilities, pavement markings, and stormwater facilities.

Inspections test for structural integrity to identify damage or decay and thus prevent failure. Inspections are made during construction and at regular intervals afterwards. Inspections identify stability, settling, cracking, faulting, disintegration, presence of vegetation, erosion, water accumulation, and surface degradation.

Assigned To: Michael Farenkopf, Kevin Wilson
Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-17-2022

Documentation /Directives

Standard Operations Procedures for Street Maintenance examples
Road Design and Construction Standards (please see hard copy)
Road Design and Construction Standards -example plate
Sidewalk Maintenance Program Policy
CalTrans Bridge reports

Agency Compliance:

The City has established standard operating and maintenance procedures (SOPs), policies and standards. These are reviewed and updated on an annual basis.

Documents:
25.6 Maintenance Records
A work crew record documents types of activities, repairs, costs and locations. The daily record serves as a reference when investigating the repair history of an asset. A procedure is in place to retrieve the information.

Assigned To: Michael Farenkopf, Kevin Wilson          Review Date: 07-14-2022
Compliance: Full Compliance          Compliance Date: 10-17-2022

Documentation /Directives

Computerized Maintenance Management System Work Order Form

Computerized Maintenance Management System Daily Report example

Agency Compliance:

Daily maintenance crews and administrative staff have access to and use a Computerized Maintenance Management System (CMMS) work order program that tracks work scheduling, material, equipment and costs. The CMMS generates a daily report of work and locations. Maintenance and repair history can be retrieved with search criteria such as street name, customer name, staff assigned to complete the work, or other criteria.

Documents:

Computer maintenance management system daily report example.pdf, Computerized Maintenance Management System Work Order Form.pdf

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Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
25.7 Material Conservation
A policy addresses material conservation in planning, design, operations, and maintenance. Consideration is given to conservation of materials in all aspects of program operation. Material stockpiles are inventoried, and usage is monitored. Where feasible and cost-effective, materials are recycled or reused. Examples of conserved resources include salt, herbicides, and patching material.

Assigned To: Michael Farenkopf, Kevin Wilson  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives
Thousand Oaks Municipal Code Title 3, Chapter 10, Article 2, Section 3-10.204 Recycled Materials

Agency Compliance:
Municipal Code (TOMC) governs the purchasing of materials. The Purchasing Program is a Division of the City's Finance Department. The TOMC includes a requirement to use recycled products where feasible. The City uses recycled base material for road maintenance and repair. Roadway signs are refurbished and reused. Other construction material such as sand is used for providing cover over utility lines. Both materials are stored at the Municipal Service Center (City yard). Patching material is purchased by the bag and stored in the City warehouse. Construction material usage is monitored by purchasing staff and material is ordered on an as-needed basis. The City ascribes to an Integrated Pest Management program therefore limited amounts of pesticides are used. The City does not use salt for ice control.

Documents:
Municipal Code Title 3, Chapter 10, Article 2, Section 3-10.204.pdf

Approved By
Public Works Director
Print: Sign: Date:

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25.8 Pavement Cut Restoration

A policy establishes the methods and quality of pavement cut restoration. The policy establishes when and how cuts are made and ensures the resulting patch is constructed according to required specifications and quality standards.

Assigned To: Michael Farenkopf, Kevin Wilson  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives

Road Design and Construction Standards (please see hard copy)
Road Design and Construction Standards- Plate 8-14 Trench Cut Repair

Agency Compliance:

For installation of small underground pipelines in existing City streets, boring, jacking, horizontal directional drilling or micro-tunneling methods are required to be used to the greatest extent practicable. The City Engineer may permit open cut trenching if other methods are determined to be infeasible. All trenches in existing paved streets are backfilled and repaved per City standards.

A moratorium against trenching is imposed on existing City streets that are less than five years old or have received an overlay within the last five years. Exceptions to the moratorium may only be granted by the City Engineer, and, if granted, may be subject to additional conditions as determined by the City.

Where multiple trenches are cut in any street, such as for a mainline and service lateral replacement project, or where a trenching project results in significant wear or damage to the street surface, additional conditions may be imposed, including, but not limited to, an asphalt overlay or application of a slurry seal over the full width and length of the affected street.

Documents:

Road Design and Construction Standards_Plate_8-14.pdf

Approved By
Public Works Director

Print:  Sign:  Date:

Accreditation Manager

Print:  Sign:  Date:
25.9 Guardrails and Impact Attenuators

A policy establishes responsibility for repair and maintenance of guardrails and stationary impact attenuators. The policy defines and prioritizes guardrail and impact attenuating device maintenance and repair activities. Engineering studies precede any new guardrail or attenuator installation.

**Assigned To:** Michael Farenkopf, Kevin Wilson  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation / Directives**

- Caltrans Standard Plans - Guardrails

**Agency Compliance:**

The City follows Caltrans design and construction standards for installation, maintenance and repair of its 78 guardrails. Following a vehicle collision, street crews make appropriate repairs to damaged guardrails or attenuating devices. Larger repairs may require professional services. If a new guardrail or attenuator were needed, the Capital Engineering Division would oversee design and construction.

**Documents:**

- [Caltrans Standard Plans for Guardrails rspa77p1.pdf](#)  
- [Caltrans Standard Plans for Guardrails rspa77p2.pdf](#)  
- [Caltrans Standard Plans for Guardrails rspa77p3.pdf](#)  
- [Caltrans Standard Plans for Guardrails rspa77p5.pdf](#)  
- [Caltrans Standard Plans for Guardrails rspa77p6.pdf](#)  
- [Caltrans Standard Plans for Guardrails rspa77q1.pdf](#)  
- [Caltrans Standard Plans for Guardrails rspa77q2.pdf](#)  
- [Caltrans Standard Plans for Guardrails rspa77q3.pdf](#)  
- [Caltrans Standard Plans for Guardrails rspa77q4.pdf](#)  
- [Caltrans Standard Plans for Guardrails rspa77r1.pdf](#)  
- [Caltrans Standard Plans for Guardrails rspa77p4.pdf](#)

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**Public Works Director**

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**Accreditation Manager**

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25.10 Graffiti Removal from Public Infrastructure

A policy and procedure for removal of graffiti from public infrastructure is established and reviewed at least every four years. The incidence of graffiti on public signs, bridges, walls, manhole covers, buildings, railings, etc., has increased in recent years and produces a negative appearance to the community and to those viewing the community. Governments take a variety of approaches to remove the nuisance, including painting over the offending graphics, chemical removal, and the use of environmentally sustainable organic products. The policy may address establishing fines or punishment for offenders with an attempt being made to recover the costs to the government.

Assigned To: Michael Farenkopf, Kevin Wilson  
Compliance: Full Compliance  
Review Date: 07-14-2022  
Compliance Date: 10-17-2022

Documentation /Directives

City Graffiti Removal Policy
Graffiti Removal User Fee
Graffiti Removal Brochure

Agency Compliance:

The Public Works Landscape Division removes graffiti from public property and private property visible from a public right-of-way within 24 business hours. All incidents of graffiti are documented within a comprehensive web-based system that is designed to identify, track, prosecute, and seek restitution from graffiti vandals. The Ventura County District Attorney’s office prosecutes offenders on behalf of the City. Ventura County Court Collections collects graffiti restitution and forwards the collected restitution to the City Finance Department.

Documents:


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Public Works Director

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Accreditation Manager

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Date:
26. Street Cleaning

26.1 Planning

The agency has developed a comprehensive and integrated street cleaning plan, which defines how the level of services meets the needs and goals of the community. The plan delineates the relationship between various functions, such as litter control, sweeping, flushing, and leaf collection, and provides a framework for operational decision-making. The plan is routinely updated and addresses implementation strategies.

A level of service statement details the location, frequency, and schedule of various street cleaning activities. Satisfaction surveys are conducted at least every four years.

**Assigned To:** Kevin Wilson  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

2022 Resident Street Sweeping Schedule

Exclusive Franchise Waste Hauler Contract – Athens Services (please see hard copy)

**Agency Compliance:**

Beginning in 2010, street sweeping services were contracted with one of the City’s previous exclusive franchise waste haulers. The City continues to contract for street sweeping services with its current exclusive franchise waste hauler. The inclusion of street sweeping in the solid waste franchise agreement ensures the City’s meets stormwater permit compliance while recovering waste, organic material, and recyclables. The street cleaning schedule and program information are available on the City’s website.

**Documents:**

[2022 Residential Street Sweeping Schedule.pdf](2022%20Residential%20Street%20Sweeping%20Schedule.pdf)

**Approved By**

Public Works Director

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Date:

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Date:
26.2 Environmental Compliance

Environmentally sound methods of collection and disposal of street debris are identified in the plan. Appropriate means of environmental control are required for all elements of the street cleaning program. Areas requiring environmental procedures include such items as contamination of air or groundwater, particularly in conjunction with transfer and processing of materials discharged to waters or placed in disposal sites. Testing of debris for hazardous or unsuitable waste should be included in the environmental controls.

Assigned To: Kevin Wilson
Compliance: Full Compliance
Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

California Public Resources Code - Litter Reduction Act
Exclusive Franchise Waste Hauler Contract – Athens Services Example Pages

Agency Compliance:

The City’s agreement with one exclusive residential trash/recycling haulers requires the hauler to comply with applicable Federal, State, and County environmental requirements. Street sweeping debris is required to be diverted. Materials collected are deposited at the City’s Municipal Service Center in debris boxes which are serviced by the City’s exclusive franchised hauler. Loads that have a significant amount of organic debris are processed as green waste and taken to Crown Recycling Services for pre-processing and then transferred to Recology Blossom Valley Organics for composting. Street sweeping debris that is mostly road grit is hauled to Crown Recycling Services to process the material as construction and demolition (C&D).

Documents:


Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
26.3 Debris, Leaf, and Litter Collection
Methods of collecting street debris are developed, and equipment and personnel are assigned to implement the required collection process. Collection practices are based on an analysis of health and environmental concerns, population density, vehicle movement, on-site leafy material storage capabilities, local customs, climate, and the distance from cleaning equipment off-load points and disposal facilities.

Assigned To: Kevin Wilson Review Date: 07-14-2022
Compliance: Full Compliance Compliance Date: 10-17-2022

Documentation /Directives

Exclusive Franchise Waste Hauler Contract – Athens Services (please see hard copy)

2022 Residential Street Sweeping Schedule

Agency Compliance:

Street sweeping is included in the City’s exclusive franchise waste hauler agreement. Residential streets are cleaned twice per month from October to April and monthly from May to September, while arterial streets are cleaned weekly year-round. Leaves in the City right-of-way are either swept by the contracted street sweepers or collected by City staff and deposited in the organics/green waste collection bin. The franchised waste hauler transports the organics/green waste to a composting facility for recycling.

Documents:
2022 Residential Street Sweeping Schedule.pdf

Approved By

Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
26.4 Routing
Route design plans are developed and reviewed for effectiveness at least every four years. Routing may be affected by topography, neighborhood boundaries, crew sizes, available equipment, or other conditions. Route design of the sweeping program provides a balance between equipment loads, community needs and expectations, and equivalent workloads for crews. Route design also recognizes the following variables: traffic patterns, parking requirements, street widths, availability of through driveways and alleys, and crew sizes.

Routing can be designed using mathematical evaluations, observation and experience, or a combination of the three.

Assigned To: Kevin Wilson  
Compliance: Full Compliance

Review Date: 07-14-2022  
Compliance Date: 10-17-2022

Documentation /Directives

2022 Residential Street Sweeping Schedule

Exclusive Franchise Waste Hauler Contract – Athens Services (please see hard copy)

Agency Compliance:

Street sweeping is included in the exclusive solid waste franchise agreement. The street sweeping schedule and information is posted on the City website. Routes are designed so that streets are cleaned the day after solid waste, recycling, and organics/green waste pickup. The street sweepers use global positioning system (GPS) tracking. The GPS system generates reports which show route completion, travel time, and history of completed work. City staff have access to the GPS data, so staff members can assist residents who call with questions. The street sweeping routes were recently reviewed and revised to increase frequency in arterials, efficiency, and effectiveness. The new street sweeping routes began in January 2022.

Documents:

2022 Residential Street Sweeping Schedule.pdf

Approved By
Public Works Director

Accreditation Manager
26.5 Scheduling
A schedule designates the time and frequency of street sweeping, leaf collections, and emptying litter receptacles. Citizens are notified of regular schedules and of any schedule changes pertaining to the day or time.

Assigned To: Kevin Wilson        Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives

2022 Residential Street Sweeping Schedule

Exclusive Franchise Waste Hauler Contract – Athens Services (please see hard copy)

Agency Compliance:

Sweeping schedules and contractor information are posted on the City Website. Emptying of public litter and recycling receptacles is contracted through the City’s Exclusive Waste Collection Franchise Agreements.

Documents:
2022 Residential Street Sweeping Schedule.pdf

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
26.6 Litter Control

A litter control plan is developed and implemented. The plan should endeavor to change the attitude of citizens toward littering. Thus, anti-litter ordinances should be enacted and enforced. Educational and public relations programs should be developed to earn community support for these litter control actions. Adopt-a-street programs may be an effective addition to the agency’s overall management program.

Assigned To: Kevin Wilson
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Coastal Cleanup Day Web Page
Arbor Earth Day Outreach Material Example
Adopt-a-Highway Litter Removal Contract 12400-2020 (please see hard copy)

Agency Compliance:

Key components in shaping public attitude toward litter in Thousand Oaks are an advertising campaign and public outreach program. The advertising program is designed to advocate the improvement of stormwater quality, in part, by anti-littering messages to residents through television, radio, and print media. One example is Coastal Cleanup Day, where residents volunteer to clean inland waterways. The City sponsors this cleanup annually drawing hundreds of volunteers. Due to the pandemic in 2020 Coastal Cleanup Day became a month long virtual self-guided event where volunteers picked up litter at various locations throughout Thousand Oaks. Participants were asked to log their progress in a newly developed app, which was created to track the amount of waste collected. In 2021, Coastal Cleanup Day included a hybrid approach that combined the month long virtual self-guided cleanup initiative and a single day event on September 18, 2021.

City staff provides public outreach that stresses the environmental consequences of litter at events such as the City’s annual Arbor/Earth Day celebration, participation in local business and school events, and National Public Works Awareness Week. At these events, information is shared through presentations, informational brochures, signage and games with prizes.

The City is a member of the California Department of Transportation Adopt-a-Highway Program. Highway litter removal is managed by a professional company that is paid by the City to remove litter from freeway on- and off-ramps and the 101/23 Freeway Interchange. Through California Department of Transportation, residents and businesses may adopt portions of the 101 and 23 freeways which run through the City. At times, there are adoption waiting lists for the program. Weekly litter is removed by City staff and contractors along arterial and collector streets in conjunction with maintenance activities.
26.7 Storage Receptacles

Regulation of types and sizes of street-side litter storage receptacles promotes compatibility within the system. Maximum or minimum sizes, volume or weight, and types of storage receptacles are specified and are compatible with collection method, equipment, and personnel safety. Implementing a compatible system and, thereby, a more effective system, can provide for uniform types and sizes of storage receptacles. Community visual image programs may have influence on the desired size, color and type of receptacle, provided the operations and cost impacts are considered.

Assigned To: Kevin Wilson
Compliance: Full Compliance
Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Exclusive Franchise Waste Hauler Contract – Athens Services (please see hard copy)

Agency Compliance:

The City requires public trash receptacles to be functional and aesthetically pleasing. These are branded with the City logo or the City seal to make them readily identifiable. The City maintains street containers in 62 locations which are serviced by the exclusive franchise haulers. The containers are routinely inspected to ensure that they are still functional. The City has replaced numerous public waste receptacles over the past two years, using rodent-resistant bins in some locations. All replacement bins have been combination trash and recycling units with joined receptacles for each waste stream placed at all bus stops.

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
26.8 Dead Animal Pickup

A policy and procedure for removal of dead animals from the roadway right-of-way is established. Dead animals (typically dogs, cats, or deer) in the roadway right-of-way should be removed as soon as possible once notice is received. Procedures should be in place to ensure animal carcasses are disposed of promptly and properly with regard for employee and public health.

Assigned To: Kevin Wilson  
Compliance: Full Compliance

Review Date: 07-14-2022  
Compliance Date: 10-17-2022

Documentation /Directives

County of Los Angeles Animal Care and Control Contract

Agency Compliance:

The City contracts with the County of Los Angeles Animal Control for animal care and control services. The City’s Community Development Department administers the contract. Animal Control picks up and disposes of dead animals in the roadway.

Documents:

26.8 LA County Animal Control Contract.pdf

Approved By

Public Works Director
Print:  
Sign:  
Date:

Accreditation Manager
Print:  
Sign:  
Date:
27. Snow and Ice Control

27.1 Snow and Ice Control Plan

A snow and ice control plan establishes policies, procedures, and training to meet specified levels of service and is routinely reviewed. The plan defines the levels of service that will be provided during a typical winter storm and indicates the priorities by which the arterial, collector, and residential streets will be treated. Each street is assigned to a plow route. The personnel, equipment, and materials used for level of service goals are identified and assigned. Roles and responsibilities are clearly defined for the pre-winter, winter, and post-winter seasons and for pre-storm, in-storm, and post-storm times.

Assigned To: Review Date: 02-26-2021
Compliance: Not Applicable Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Due to the temperate climate in Thousand Oaks, there are no policies or procedures for snow removal or ice control; therefore, this entire chapter is not applicable to the Public Works Department.

Documents:

Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
27.2 Storm Warning Notification

A storm notification procedure is established to identify storms and predict potential effects. Preparation of equipment, organization of personnel and contract forces, and notification of approaching storms are basic to successful snow fighting. Private certified meteorologists or public weather forecasting services provide storm notification procedures. A department or individual is designated to receive forecast information and issue a mobilization order.

Assigned To:  Review Date:  02-26-2021
Compliance:  Not Applicable  Compliance Date:  10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

Approved By
Public Works Director
Print:  Sign:  Date:

Accreditation Manager
Print:  Sign:  Date:
27.3 Personnel Scheduling

A policy establishes maximum continuous work hours for crews during winter events. Conditions are established for length of time employees are engaged continuously in snow removal and ice control activities. Crew scheduling should ensure maximum use of equipment and management of personnel time.

Assigned To: 

Compliance: Not Applicable 

Review Date: 02-26-2021

Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

Not applicable

Documents:

Approved By

Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
27.4 Mobilization

A procedure to notify personnel is established that details how the notification is delivered and who is responsible for notifying personnel for storm events. The individual responsible for the mobilization effort is established to ensure the appropriate people are notified. The designated individual should mobilize personnel by stating the time crews will organize and garage operations will commence.

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Documentation /Directives

Not applicable

Agency Compliance:

Not applicable

Documents:

Approved By

Public Works Director

Print: Sign: Date:

Accreditation Manager

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27.5 Snow and Ice Control Materials

Guidelines establish the identification, acquisition, application, and storage of appropriate materials to control snow and ice. Once the level of service is determined for various routes, chemicals/materials to be used on those routes then need to be determined and purchased in advance of winter storms. Proper storage facilities to prevent loss of material and contamination should be provided. Guidelines may include weather conditions, traffic volume, location, wind, pavement temperature, route cycle time, intensity, and form of precipitation. Guidelines may also include pre-storm, in-storm, and post-storm actions.

Training is provided for operators of equipment prior to the snow/ice season each year to ensure safe operating procedures are in place and understood.

Assigned To:  
Compliance:  Not Applicable

Review Date:  02-26-2021
Compliance Date:  10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

Not applicable

Documents:

Approved By
Public Works Director

Print:  Sign:  Date:

Accreditation Manager

Print:  Sign:  Date:
27.6 Equipment Inspection

A plan establishes an annual maintenance inspection program. The annual inspection should include the recommended preventive maintenance plus any additional inspections appropriate to ensure vehicles and equipment are ready before ice and snow events. The purpose of this level of maintenance is also to minimize equipment downtime affecting the efficiency of snow removal. Snow removal vehicles and equipment must be operational by a prescheduled date to ensure readiness and efficiency in responding to storm conditions.

Assigned To: 
Compliance: Not Applicable
Review Date: 02-26-2021 
Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
27.7 Equipment Calibration
Calibration of all spreading equipment, including liquid distribution equipment, is performed prior to winter deicing or anti-icing activities, and during the season if necessary. Calibration is necessary to arrive at spreader settings that will produce an appropriate application of deicing or anti-icing material and meet the guidelines of regulatory agencies.

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**Documentation /Directives**
Not applicable

**Agency Compliance:**
Not applicable

**Documents:**

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27.8 Snow Route Assignment

Snow routes are assigned by prioritizing streets by class, level of service, emergency facilities, and amount of time to complete removal effort. Route assignments detail personnel, equipment, and materials based on the type of storm and the required level of service. Personnel should be familiar with the routes to accomplish plowing and deicing in the shortest period of time and in the most efficient manner.

Assigned To:                    Review Date: 02-26-2021
Compliance:  Not Applicable      Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

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Public Works Director
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Accreditation Manager
Print:    Sign:    Date:
27.9 Loading Procedures

A policy and procedures are established, and training is provided for loading spreading equipment with ice control materials. Loading procedures must be performed quickly, accurately, and safely to expedite snow control activities. To ensure safety and accuracy, personnel are properly trained on loading procedures.

Assigned To:        Review Date:  02-26-2021
Compliance:        Compliance Date:  10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

Not applicable

Documents:

Approved By
Public Works Director

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Accreditation Manager

Print:        Sign:        Date:
27.10 Spreading and Plowing Procedures

Spreading and plowing procedures are established and personnel are trained. Spreading and plowing procedures should be detailed according to the weather condition and form of precipitation, level of service, class of defined street, and time of day (rush hour, weekend, etc.).

Assigned To:  
Compliance: Not Applicable  
Review Date: 02-26-2021  
Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

Not applicable

Documents:

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Accreditation Manager

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Date:
27.11 Snow Storage
Where applicable, procedures are established for the removal, storage, and melting of snow in snow dumps. A plan is developed for storage of snow where applicable. When snow is removed from central city areas or other locations where adequate space is not available for on-site storage, snow dumps are established in advance. Procedures are established for loading and transporting snow, operating the snow dump, and any necessary treatment of snowmelt and operation of snowmelters.

Care must be taken to ensure all snow storage and melting procedures are in compliance with pertinent environmental regulations.

Assigned To: 
Compliance: Not Applicable

Review Date: 02-26-2021
Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

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Public Works Director

Print: Sign: Date:

Accreditation Manager

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27.12 Snow Operation Damages

Policies are established for resolving claims resulting from snow operations. Snow emergencies require immediate and continuous response of crews. Incidents where personal property is damaged may occur during these snow events.

Mailboxes may be knocked down during plowing, cars parked on the street may be damaged, or curbs and gutters may be damaged. Procedures are in place for addressing these matters during snow emergencies without impeding operations.

Assigned To:  
Compliance: Not Applicable  
Review Date: 02-26-2021  
Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

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Public Works Director

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Accreditation Manager

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Date:
27.13 Parking Limitations

A policy establishes parking limitations during snow and ice events. Vehicles parked on the roadway during an ice or snow event may impair the effectiveness of ice and snow control and removal. Establishment of emergency "snow routes" may be beneficial to provide clear lanes during ice and snow events. Vehicle removal procedures for both parked and disabled vehicles should be included in the policies established.

Assigned To:  
Review Date: 02-26-2021  
Compliance: Not Applicable  
Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

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Public Works Director

Print:  
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Accreditation Manager

Print:  
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Date:
28. Stormwater and Flood Management

28.1 Stormwater and Flood Management Service Levels

A policy establishes the storm magnitudes, level of protection, and ways of addressing stormwater quality. Storm attributes, such as size, intensity, and duration of rainfall, frequency, or chance of recurrence in relationship to stormwater facility attributes (such as conveyance and storage capacity) determine the level of service. Also, the expected application and use of stormwater best management practices (BMPs) provides for the control of urban stormwater runoff quality by the community. BMPs include the following: structural controls such as detention and retention basins, non-structural controls such as erosion and sediment control ordinances and public education programs, and operation and maintenance procedures. BMPs may be used to prevent stormwater runoff from coming into contact with potential pollutants, or they may be used to treat stormwater runoff to remove pollutants.

Assigned To: Mohammad Fatemi, Jim Taylor

Compliance: Full Compliance

Review Date: 07-14-2022

Compliance Date: 10-17-2022

Documentation / Directives

City Road Standards (see hard copy)

Municipal Code Title 7 Chapter 8- Stormwater Discharges and Stormwater Quality Management

Ventura County Flood Control Design Manual (see hard copy)

Ventura County Stormwater National Pollutant Discharge Elimination System Permit (see hard copy)

Stormwater Quality Urban Impact Mitigation Plan

Ventura County Technical Guidance Manual for Stormwater Quality Control Measures Update (see hard copy)

Storm Drain policy

Agency Compliance:

The Thousand Oaks Municipal Code Title 7, Chapter 8 Storm Water Ordinance and the Ventura County Watershed Protection District's Design Standards establish the level of service for storm water conveyance facilities. Generally, runoff from a 10-year frequency storm must be conveyed in an underground conduit with freeboard so as not to impede the travel lane on most roads. Stormwater retention and treatment requirements are specified in the City’s Stormwater Ordinance and in the Countywide Stormwater National Pollutant Discharge Elimination System Permit.

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
28.2 Operation Plan

A policy is established to maintain stormwater and flood control facilities. A plan describes inspection, maintenance, and cleaning programs to ensure facilities are operable during storm events.

**Assigned To:** Mohammad Fatemi, Jim Taylor  
**Review Date:** 07-14-2022  
**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

- Standard Operating Procedures- Storm Drain Maintenance
- City Road Standards (see hard copy)
- Municipal Code Title 7 Chapter 8- Stormwater Discharges and Stormwater Quality Management
- Ventura County Flood Control Design Manual (see hard copy)
- Ventura County Stormwater National Pollutant Discharge Elimination System Permit (see hard copy)
- Storm Water Quality Urban Impact Mitigation Plan

**Agency Compliance:**

The City cleans all storm drain system components on an annual basis, including catch basins, detention/debris basins, and conveyance pipelines (as needed).

**Documents:**

- [Municipal Code Title 7, Chapter 8 Stormwater Discharges and Stormwater Quality Management.pdf](mailto:)
- [Storm Drain Maintenance_rptStreetSOP_Part27.pdf](mailto:)
- [Stormwater Quality Urban Impact Mitigation Plan (SQUIMP).pdf](mailto:)

**Approved By**

**Public Works Director**

Print:  
Sign:  
Date:

**Accreditation Manager**

Print:  
Sign:  
Date:
28.3 Floodplain and Floodway Management

A policy is established to define and manage the floodplain and floodway. A floodplain management policy is important to help avoid detrimental effects and ensure development does not increase the potential for flood damages.

Assigned To: Mohammad Fatemi, Jim Taylor  
Review Date: 07-14-2022
Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Municipal Code Title 4 Chapter 7- Flood Damage Prevention
City Road Standards (please see hard copy)
Ventura County Flood Control Design Manual (please see hard copy)
Ventura County Stormwater National Pollutant Discharge Elimination System Permit (please see hard copy)
Storm Water Quality Urban Impact Mitigation Plan

Agency Compliance:

The City has an adopted Floodplain Ordinance which covers development standards within flood zones as identified in Federal Emergency Management Agency Flood Insurance Rate Maps. This ordinance is periodically reviewed by the Federal Emergency Management Agency and California Department of Water Resources as part of the City’s participation in the National Flood Insurance Program. Building permits within areas of special flood hazard are reviewed by the City to ensure structures and utilities are constructed to minimize flood damage.

Documents:


Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
28.4 Water Quality Goals

Stormwater quality BMP are established. The nature and use of receiving waters determine the water quality standards established for a receiving water. The character of the drainage basin, the potential sources of stormwater pollutants, and the character of the receiving water determine water quality BMP. Public education and other good housekeeping policies and practices are an important part of achieving this national goal. “Maximum extent practicable” is a performance standard used to indicate that reasonable efforts are made to lower pollutant loads as much as possible within existing constraints. What is practicable depends upon each situation and includes consideration of factors such as environment, community welfare, cost and available technology.

Assigned To: Mohammad Fatemi, Jim Taylor       Review Date: 07-14-2022
Compliance: Full Compliance       Compliance Date: 10-17-2022

Documentation /Directives

Ventura County Technical Guidance Manual- Stormwater Quality Control Measures Update (see hard copy)
City Road Standards
Municipal Code Title 7 Chapter 8- Stormwater Discharges and Stormwater Quality Management
Ventura County Flood Control Design Manual
Ventura County Stormwater National Pollutant Discharge Elimination System Permit
Storm Water Quality Urban Impact Mitigation Plan

Agency Compliance:

Stormwater quality Best Management Practices are required to be implemented by new development, existing land uses, capital improvement projects, and construction activities as set forth in several regulatory documents, including the Ventura County Stormwater National Pollutant Discharge Elimination System Permit, the Stormwater Quality Urban Impact Mitigation Plan, the Technical Guidance Manual for Stormwater Quality Control Measures, EPA Green Streets Municipal Handbook, and the Land Development Guidelines.

Documents:


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28.5 System Inflow of Polluted Runoff

Potential sources of polluted runoff are identified and mitigated. Stormwater discharges associated with “high risk” sources should enter the system only at those locations which will allow oversight of the discharge of pollutants, and take into consideration system capacities, impacts on drainage systems, and ability to comply with Federal Clean Water Act requirements as well as local discharge permits.

Assigned To: Mohammad Fatemi, Jim Taylor  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives

Municipal Code Title 10 Chapter 1 Article 6- Industrial Waste Regulations
Municipal Code Title 7 Chapter 8- Stormwater Discharges and Stormwater Quality Management
Ventura County Flood Control Design Manual (see hard copy)
Ventura County Stormwater National Pollutant Discharge Elimination System Permit (see hard copy)
Storm Water Quality Urban Impact Mitigation Plan
Illicit Discharge and Spill Response Guide (see hard copy)

Agency Compliance:

The City only allows discharges to the storm drain system (MS4) that meet TOMC and MS4 permit requirements. Dischargers require treatment devices such as oil/water separators to be in place, regular maintenance of such devices, and routine inspection by City staff. The Ventura County Stormwater National Pollutant Discharge Elimination System Permit requires Best Management Practices to be in place, and for private BMP owners to provide an annual maintenance report.

Documents:

Approved By
Public Works Director

Print:  Sign:  Date:

Accreditation Manager
28.6 Allowable Non-Stormwater Discharge into System

Federal, provincial, state, and local regulations define allowable non-stormwater discharge to the stormwater system or receiving waters. Where applicable, most non-stormwater discharge into municipal storm systems is prohibited. Most dry weather flows are prohibited. Provisions to reduce the presence of pollutants to the maximum extent practicable (MEP) are required.

Assigned To: Mohammad Fatemi, Jim Taylor  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Municipal Code Title 7 Chapter 8- Stormwater Discharges and Stormwater Quality Management

Ventura County Stormwater National Pollutant Discharge Elimination System Permit (see hard copy)

Storm Water Quality Urban Impact Mitigation Plan

Illicit Discharge and Spill Response Guide (see hard copy)

Drinking Water System Discharge Permit (see hard copy)

Agency Compliance:

Most non-stormwater discharges to the storm drain system are prohibited by the City’s Stormwater Ordinance and the Ventura County Stormwater National Pollutant Discharge Elimination System Permit. Exemptions are allowed for such non-stormwater discharges as foundation drains, natural rising groundwater, routine water system flushing (covered in a separate NPDES permit), irrigation runoff, dechlorinated swimming pool water, and emergency fire-fighting activities.

Documents:


Approved By
Public Works Director
Print: Sign: Date: 

Accreditation Manager
Print: Sign: Date:
28.7 Watershed Stormwater Drainage Master Plan

A stormwater and flood management master plan is developed. A master plan is a living document that details facility needs and provides comprehensive guidance for their implementation within a watershed as it develops and/or redevelops.

The size and nature of stormwater management facilities and flood management facilities can be determined from the selected design storms for the area and the land use for which the basin is planned. The planning of such facilities should include risk versus cost assessment, FEMA guidelines, and should balance stormwater management and flood management needs against other community goals. Master plans assist developers in addressing storm drainage system needs, stormwater quality requirements, and flood protection objectives.

The master planning process must consider the existing and projected land uses in the watershed, the existing and projected drainage and flooding problems (risks), open space needs, water quality goals for the watershed, wildlife habitat enhancement or protection, wetland protection, community priorities, and economics.

**Assigned To:** Mohammad Fatemi, Jim Taylor  
**Review Date:** 07-14-2022  
**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

Storm Drain System Master Plan & Deficiency Study (see hard copy)

Storm Drain Atlas (see hard copy)

**Agency Compliance:**

The City prepared a comprehensive Storm Drain System Master Plan in 1992, updated in 2006. The Storm Drain System Master Plan identifies system deficiencies and ranks them by severity so that appropriate capital improvement projects can be planned. A storm drain atlas has been prepared in GIS and is updated on a routine basis.

**Documents:**

**Approved By**

Public Works Director

Print:  
Sign:  
Date:

**Accreditation Manager**

Print:  
Sign:  
Date:
**28.8 Stormwater Design**

Design standards are developed and utilized. Stormwater designs provide criteria for stormwater system components to ensure quality control and compliance with protection level policy and the storm drainage master plan.

Plans for development and redevelopment are reviewed and evaluated in terms of the design standards, master plan, and protection level policy, to ensure minimum standard of quality and performance are achieved. Design standards provide technical basis for engineering design and also provide for operation maintenance and safety needs of the community.

**Assigned To:** Mohammad Fatemi, Jim Taylor  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

City Road Standards – Storm Drainage

Ventura County Flood Control Design Standards

Storm Drain Master Plan

**Agency Compliance:**

Drainage CIP projects are subject to the Drainage Design Criteria cited in the City's Road Design Standards. All proposed development projects in the City are required to comply with adopted storm drain design standards and incorporate stormwater quality components as required. Proposed projects are reviewed by staff and appropriate development entitlement conditions imposed relative to storm drain system design, including over-sizing if needed to comply with recommended Storm Drain System Master Plan improvements, or cash out contributions. All storm drain designs are evaluated against the City-adopted County Flood Control Design Standards, and Storm Drain System Master Plan build-out hydrologic flows based upon the City's General Plan's ultimate land use.

**Documents:**


**Approved By**

Public Works Director

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28.9 Stormwater System Improvement

Necessary improvements or additions to the stormwater system are identified along with appropriate funding sources. Changes in land use plans can require increased system capacity to accommodate changes in runoff as land uses change over time within any watershed. Effective plan review can minimize the need for parallel facilities in the future. Long-range plans should focus on a time frame to avoid frequent replacement or enlargement of these facilities. The agency uses operations and maintenance experience to improve design practices.

Assigned To: Mohammad Fatemi, Jim Taylor  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives

5-Year Capital Improvement Program- Stormwater Projects

Storm Drain Master Plan & Deficiency Study (see hard copy)

Agency Compliance:

The City's 5-year Capital Improvement Plan includes programmed improvements for the storm drain system. Funding sources are identified, although only the first two years of the plan have committed funding approved by the City Council. An example of operations and maintenance input into the storm drain Capital Improvement Program is the replacement of old, decaying corrugated metal pipes within the drainage system and known rainy season ponding due to inlet intercept or storm drain deficiencies.

Documents:

Capital Improvement Program Budget Stormwater Projects.pdf

Approved By
Public Works Director
Print:  Sign:  Date:

Accreditation Manager
Print:  Sign:  Date:
28.10 Sediment and Erosion Control

A policy establishes a sediment and erosion control program. Where needed, erosion and sedimentation control measures and management techniques are provided to reduce potential environmental damage and prevent costly site damage and construction delays.

Assigned To: Mohammad Fatemi, Jim Taylor      Review Date: 07-14-2022
Compliance: Full Compliance                     Compliance Date: 10-17-2022

Documentation /Directives

Stormwater Pollution Control Plan and Pollution Prevention Plan (SWPPP)
Stormwater Quality Urban Impact Mitigation Plan
City Road Standards – Storm Drainage
Municipal Code Title 7 Chapter 8- Stormwater Discharges and Stormwater Quality Management
Ventura County Stormwater National Pollutant Discharge Elimination System Permit

Agency Compliance:

Design of all new significant development and redevelopment in the City must comply with Storm Water Quality Urban Impact Mitigation Plan requirements for permanent stormwater retention, detention and treatment mitigation measures. Large projects typically include debris basins in the upper catchment areas. All construction projects must comply with City and State stormwater erosion control requirements, including preparation of a detailed Local Stormwater Pollution Prevention Plan (SWPPP) for all projects disturbing one or more acres.

Documents:


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Accreditation Manager
Print: Sign: Date:
28.11 Stormwater Flood Warning Systems

Flood warning systems are evaluated and tested at least every four years. Flood warning systems need to function when these emergencies arise. These include the functioning of the flood forecasting systems, of the warning alarm systems, of the information dissemination network (including the identification and training of responsible personnel), and of the emergency assessment and response system. All of these system components are to be tested on a regular basis, and a record of these tests should be maintained.

Assigned To: Mohammad Fatemi, Jim Taylor       Review Date: 07-14-2022
Compliance: Not Applicable                   Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

This section is not applicable. The County of Ventura is responsible for flood warning systems. Only a very small percentage of the City is located within a 100-year flood hazard zone.

Documents:

Approved By
Public Works Director

Print:                        Sign:                        Date:

Accreditation Manager

Print:                        Sign:                        Date:
28.12 Conveyance, Storage, and BMP Operations

Procedures are developed for the operation and maintenance of conveyance, storage, and BMP facilities, and details their drainage, flood control and water quality operational practices. Written procedures help to assure successful management of drainage, flood control, water quality and to optimize the operation of the facilities.

Assigned To: Mohammad Fatemi, Jim Taylor  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives

Covenant and Deed Restriction Storm Water Best Management Practices
City Road Standards (see hard copy)
Municipal Code Title 7 Chapter 8-Stormwater Discharges and Stormwater Quality Management
Ventura County Flood Control District Design Manual (see hard copy)
Ventura County Stormwater National Pollutant Discharge Elimination System Permit (see hard copy)
Stormwater Quality Urban Impact Mitigation Plan
Standard Operating Procedures- Storm Drains

Agency Compliance:

For all private development projects with stormwater retention, detention and/or treatment measures in place, a deed restriction is recorded upon the property title detailing the requirements for ongoing operations and maintenance of installed Best Management Practices. Pursuant to State NPDES Permit requirements, the City annually requests inspection, maintenance records and reports from all private BMP operators/owners. Procedures are in place that govern ongoing operations and maintenance of City-owned facilities. The Ventura County Water Protection District also maintains many debris basins and detention basins within the City limits

Documents:

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Public Works Director
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**Accreditation Manager**

| Print: | Sign: | Date: |
28.13 Catch Basins and Inlets

Maintenance procedures are established and documented for inlets, manholes, catch basins, stormwater lines and culverts. The work, method, and procedures to be followed; maintenance frequency and time; and emergency cleaning procedures in cases of flooding are established.

**Assigned To:** Mohammad Fatemi, Jim Taylor  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

City Road Standards

Municipal Code Title 7 Chapter 8- Stormwater Discharges and Stormwater Quality Management

Ventura County Flood Control District Design Manual

Ventura County Stormwater National Pollutant Discharge Elimination System Permit

Stormwater Quality Urban Impact Mitigation Plan

Standard Operating Procedures- Storm Drains

**Agency Compliance:**

Pursuant to State NPDES Permit requirements, the City performs annual inspections and maintenance of all catch basins and inlets. Procedures are in place that govern ongoing operations and maintenance of City-owned facilities. The Ventura County Water Protection District also maintains many debris basins and detention basins within the City limits.

**Documents:**


**Approved By**

Public Works Director

Print: Sign: Date:

Accreditation Manager
28.14 Private Owner Operations and Maintenance

An ordinance defines the operations, maintenance, and inspection requirements for private conveyance, stormwater storage, and BMP facilities. Privately-owned facilities are an important element of the total community stormwater management system. To protect property and facilities, operations and/ or maintenance guidelines for inspection of permanent private facilities are reviewed in the same manner as public facilities.

Assigned To: Mohammad Fatemi, Jim Taylor  
Compliance: Full Compliance

Review Date: 07-14-2022  
Compliance Date: 10-17-2022

Documentation /Directives

Covenant and Deed Restriction Stormwater Best Management Practices
City Road Standards (see hard copy)
Ventura County Flood Control Design Standards (see hard copy)
Ventura County Stormwater National Pollutant Discharge Elimination System Permit (see hard copy)
Stormwater Quality Urban Impact Mitigation Plan

Agency Compliance:

For all private development projects with post-construction stormwater retention, detention and/or treatment measures in place, a deed restriction is recorded upon the property title detailing the requirements for ongoing operations and maintenance of post-construction Best Management Practices. Pursuant to State NPDES Municipal Permit requirements, the City annually requests maintenance records and reports from all private BMP operators/owners.

Documents:


Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
28.15 Private Facility Inspection

An inspection program is developed for private stormwater facilities, which details inspection activities, establishes monitoring criteria, and penalties for noncompliance. An inspection program is necessary to ensure routine maintenance to the facility. The adopted program clearly establishes the burden of proof that must be met by the owner. Necessary right of entry access for private facilities inspection is retained.

**Assigned To:** Mohammad Fatemi, Jim Taylor  
**Review Date:** 07-14-2022  
**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

Private Stormwater BMP Annual Report/Inspection Procedures-
Covenant and Deed Restriction Stormwater Best Management Practices
Ventura County Stormwater National Pollutant Discharge Elimination System Permit (see hard copy)
Stormwater Quality Urban Impact Mitigation Plan
Storm Drain Compliance Letter
Storm Drain Maintenance Reminder Letter
Storm Drain Deed Restriction

**Agency Compliance:**

The City is required under the Ventura County Stormwater National Pollutant Discharge Elimination System permit to periodically inspect private Best Management Practices for specific commercial land-use types. As part of a follow up process, City staff may inspect all properties with private BMPs installed. These properties are subject to a deed restriction on their title. Public Works development staff collect a deed restriction at the time of building permit issuance, send reminder letters in the Spring of each year, and tally the maintenance reports as they are submitted to Public Works. Follow-up letters are issued for non-responsive owners.

**Documents:**

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28.16 Pollution Prevention Plans

Pollution prevention plans are established to protect and improve the quality of the receiving waters. The nature of individual discharges may result in the introduction of undesirable pollutants to the stormwater system. Pretreatment or reduction of pollutants may be necessary. Pollution prevention plans are in place for public facilities; they are provided and encouraged for use with private facilities.

Assigned To: Mohammad Fatemi, Jim Taylor  
Review Date: 07-14-2022  
Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Stormwater Pollution Control Plan and Pollution Prevention Plan (see hard copy)
City Road Standards (see hard copy)
Municipal Code Title 7 Chapter 8- Stormwater Discharges and Stormwater Quality Management
Ventura County Flood Control Design Standards (see hard copy)
Ventura County Stormwater National Pollutant Discharge Elimination System Permit (see hard copy)
Stormwater Quality Urban Impact Mitigation Plan
NPDES General Permit for Storm Water Discharges Associated with Industrial Activities (see hard copy)

Agency Compliance:

All construction projects must comply with City and State stormwater erosion control and pollutant prohibition requirements, including preparation of a detailed Stormwater Pollution Prevention Plan (SWPPP) for projects exceeding 1 acre. A Stormwater Pollution Prevention Plan is in place for the ongoing operations and maintenance of stormwater facilities at the City Municipal Service Center. For all private development projects with post-construction stormwater retention, detention and/or treatment measures in place, a deed restriction including the site’s Pollution Prevention Plan is recorded upon the property title detailing the requirements for ongoing operations and maintenance of installed Best Management Practices.

Documents:

28.17 Public Education

A public education program is developed to increase awareness of stormwater quality system needs. The program will provide information on nonstructural management practices that can be used around homes and businesses to reduce stormwater pollutants entering the system. Raising the level of public awareness can assist in overall best management practice efforts at reducing stormwater pollutants, which are generated from housekeeping practices around homes and businesses. It can also provide information on nonstructural management practices that can be used around homes and businesses to reduce stormwater pollutants entering the system.

Assigned To: Mohammad Fatemi, Jim Taylor  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Ventura County Storm Water Program – Outreach Publications examples

Municipal Code Title 7 Chapter 8- Stormwater Discharges and Stormwater Quality Management

Ventura County Stormwater National Pollutant Discharge Elimination System Permit

Stormwater Quality Urban Impact Mitigation Plan

Agency Compliance:

The City, along with all nine other cities in Ventura County, participates in a coordinated county-wide public outreach program that includes presentations to school age children, printed and broadcast media as part of the Ventura County National Pollutant Discharge Elimination System (NPDES) permit. These outreach efforts encompass business and residential audiences, including specific routine site visitation to industrial, automotive and restaurant businesses as mandated in the NPDES MS4 permit. Additionally, all new development is required to install “Don’t Dump, Drains to Creek” medallions on storm drainage inlets. The City places medallions on public catch basins and inlets when the previously-installed placards deteriorate or are rendered illegible.

Documents:


Approved By

Public Works Director
29. Vector Control

29.1 Population Identification

A method of identifying and recording vector populations within the agency’s jurisdiction is developed and updated. All modern, responsible vector control efforts should start with surveillance of the vector population to justify the need for control efforts. Detailed documentation is essential for this component, both at the program onset as well as in the valuation of utilized control methods.

Assigned To: 
Review Date: 02-26-2021
Compliance: Not Applicable  
Compliance Date: 10-17-2022

Documentation /Directives

Ventura County Vector Control Program https://vcrma.org/vector-control-program

Agency Compliance:

The County of Ventura Environmental Health Department manages a vector control program that serves the City. The City does not have jurisdiction pertaining to vector control within City limits; therefore, this entire chapter is not applicable to the Public Works Department.

Documents:

Approved By
Public Works Director
Print:  
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Date:  

Accreditation Manager
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29.2 Management Service Levels
A vector control program is developed that establishes the scope of work and level of service to be provided. Some program components should include surveillance and monitoring methods, population studies, records of complaints, abatement methods, and educational programs.

Assigned To:                  Review Date: 02-26-2021
Compliance:  Not Applicable  Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
29.3 Public Education
A public education program is developed. Raising the level of public awareness can assist in the overall efforts to reduce vector populations around homes and businesses.

Assigned To:            Review Date: 02-26-2021
Compliance: Not Applicable Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

Approved By
Public Works Director
Print:            Sign:            Date:

Accreditation Manager
Print:            Sign:            Date:
29.4 Chemical Management

Procedures are established for the storing, handling, and disbursement of pesticides and other chemicals used in vector abatement. Many chemicals used in vector control are toxic. They must be registered and properly handled at all times. Procedures for the mixing, handling, disbursement and all other aspects of chemical management are essential to any vector control program.

Assigned To:  
Review Date: 02-26-2021

Compliance: Not Applicable  
Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

Not applicable

Documents:

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Public Works Director

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Accreditation Manager

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29.5 Breeding Location
A plan for the continual elimination of vector breeding locations is established. Any method of physically altering a vector’s breeding site to render it unsatisfactory for the completion of the life cycle is considered a physical control or source reduction. Source reduction projects will vary in size and cost depending on the type, but typically are the most effective and economical long-term method of vector control. To a large extent, the public can be educated to play an integral part in this process.

**Assigned To:**

**Review Date:** 02-26-2021

**Compliance:** Not Applicable

**Compliance Date:** 10-17-2022

**Documentation /Directives**
Not applicable

**Agency Compliance:**
Not applicable

**Documents:**

**Approved By**

Public Works Director

Print:  
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**Accreditation Manager**

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29.6 Disease Surveillance

Procedures for disease surveillance are established and accomplished by staff trained in vector control. Some of the primary methods of surveillance that can be used include vertebrate host testing, vector sampling, human case reporting, and consulting state control officials. The use of biologists, entomologists, and/or trained inspectors is essential to this program.

Assigned To:  
Review Date: 02-26-2021

Compliance: Not Applicable  
Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

Not applicable

Documents:

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Public Works Director

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Accreditation Manager

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Date:
29.7 Licensing and Permitting

Licenses, certifications, permits, and training for inspectors and/or applicators are maintained and reviewed routinely. All licenses and certifications must be kept current, and a regular review is necessary to prevent any lapse in proper management of the vector control program. Permits from any regulatory agency are properly maintained and current.

Assigned To: 

Compliance: Not Applicable 

Review Date: 02-26-2021 

Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

Not applicable

Documents:

Approved By

Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
30. Drinking Water Distribution System

30.1 Drinking Water Source and Use

A directive establishes the source of drinking water and any limitations on usage. This directive identifies location, allowable annual yield of water, and the length of time the permit is valid. Any special conditions are identified. The document also defines the role of the operating body in relation to any other organization that draws its waters from the same source.

Assigned To: John Minkel, Mike Devlahovich
Compliance: Full Compliance
Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Water Master Plan
Urban Water Management Plan
Water System Operations Manual
Groundwater and Reclaimed Water Study
California State Water Permit Amendment
Water Quality Report

Agency Compliance:

The City has access to two sources of water: imported water and groundwater. The Calleguas Municipal Water District delivers imported water to the City. Groundwater is available via the Conejo Valley Groundwater Basin. Due to the poor water quality of the groundwater basin, groundwater is used for irrigation purposes only. The City uses treated imported water from Calleguas Municipal Water District to meet all domestic demands.

EXISTING WATER SUPPLY:

Imported Water - The City has been relying on imported water since it became available in 1963. The City receives imported water from Calleguas Municipal Water District, (Calleguas) a large wholesale water district, which owns and operates a transmission system to convey water to local water retail agencies across an area of approximately 350 square miles. Calleguas feeders and laterals, which traverse through the Conejo Valley, provide flow to Thousand Oaks. The imported water is brought into the Calleguas distribution through a system connection with Metropolitan Water District of Southern California, a state water contractor. The Calleguas potable water is supplied entirely through the California State Water Project, consisting of high-quality water from the Northern California Sierra Mountain Range. Generally, the water is low in total dissolved solids, sulfate, hardness, and iron and manganese. Prior to delivery to Calleguas, the imported water is treated at Metropolitan’s
Jensen Treatment Facility in Granada Hills to ensure that all federal and state water quality standards are met or surpassed. The Jensen Treatment Plant currently disinfects the water by chlorination.

The City water system has eleven (11) turnout connections to the Calleguas system, for a total combined maximum rates capacity of 32,750 gpm. All turnouts are used regularly and are critical elements to supplying water to the City customers. Of the ten turnouts, seven of them gravity feed directly into City service area zones, while the other three provide suction to a pump station. Total annual water demand for all purveyors within the city limits varies from 35,000 to 40,000 acre-feet, depending on weather conditions.

Calleguas Municipal Water District Turnout Summary

Turnout Name, Locations, Rated Capacity (Gallons Per Minute)

NEWBURY PARK PORTION OF THOUSAND OAKS
1. Ventu Park - 1306 Newbury Road (2,500)
2. West Kelley - 4 W. Kelly (2,000)

CENTRAL THOUSAND OAKS
1. Del Sol - 4195 Erbes Rd (5,000)
2. Encino Vista - 1111 La Jolla (2,500)
3. Gainsborough - 1240 N. Moorpark Road (2,500)
4. Hillcrest Drive - 9 E. Hillcrest Drive (2,500)
5. Las Flores - 2186 N. Moorpark Road (3,000)
6. Lindero - 2106 Erbes Road (6,000)
7. Lone Oak - 560 Lone Oak Dr. (3,750)
8. Los Arboles - 2825 Calle Quebracho (3,000)
9. La Jolla Turnout - 1351 La Jolla (1,000)

Total - 33,750 gpm

Groundwater Supply - The Thousand Oaks Area Groundwater Basin covers approximately 3,110 acres and has an estimated total storage capacity of 130,000 acre-feet and an estimated safe yield of 4,000 acre-feet per year. The Ventura County Public Works Agency is the permitting authority for any new wells in the basin.

The groundwater basin has high iron content and high Total Dissolved Solids levels ranging from 1,200 to 2,300 mg/L. Total Dissolved Solids levels average at 1,410 mg/L according to the California State Water Resources Control Board. The results of high Total Dissolved Solids levels are high alkalinity and hardness, which influences taste and quality characteristics. The groundwater does not meet secondary water quality standards and cannot be used as potable water without treatment.

The Ventura County Public Works Agency operates two wells that are used to monitor the groundwater levels. These monitoring wells yield, on average, 39 gpm. The City of Thousand
Oaks owns three groundwater wells throughout the service area, two of which are currently active. The wells are categorized as irrigation wells.

1. Hillcrest Drive Well - Hillcrest Drive median, West of Lynn Road
2. Library Well, 1401 Janss Road, Inactive,
3. Los Robles Golf Course Well - Los Robles Golf Course

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
30.2 Water Quality or Quantity Changes

A plan establishes operating procedures used during a change in quality or quantity of available raw water and identifies procedures to minimize treatment problems. Variations in the quality and quantity of water from various sources can be expected on a routine basis. Daily records of water source operations are kept for future planning or inquiries. In the event of a raw water shortage, a plan is implemented that encourages consumer conservation.

Assigned To: John Minkel, Mike Devlahovich  
Review Date: 07-14-2022
Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Water Master Plan (please see hard copy)
Urban Water Management Plan (please see hard copy)
California State Water Permit Amendment (please see hard copy)

Agency Compliance:

The City does not treat potable water. The City purchases and subsequently distributes treated potable water from the Calleguas Municipal Water District, a wholesale purveyor and member agency of Metropolitan Water District of Southern California. The City serves potable water to approximately 35 percent of the City’s residents. Three other retail purveyors provide treated potable water from Calleguas to the remainder of the City’s residents.

During periods of extended drought, mandatory water conservation measures may be enacted in response to reduce water supplies. Projected drought water supply and conservation requirements are set forth in the Urban Water Management Plan, required by the State of California to be updated every five years.

Documents:
Water Distribution Permit.pdf

Approved By
Public Works Director

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30.3 Energy Consumption Review

Energy consumption reviews of the entire system are performed. The operation of a water treatment pumping station and distribution facility is generally energy intensive. Evaluations of all aspects of the operation assist in planning operational or equipment changes to reduce energy consumption.

Assigned To: John Minkel, Mike Devlahovich  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives

Water Master Plan 2014 (see hard copy)
Southern California Edison Pump Efficiency Reports example
Southern California Edison Rate Analysis Summary example

Agency Compliance:

The City operates and maintains sixteen pump stations in its water distribution system. Southern California Edison, the local electric utility, provides electricity for these pump stations. Southern California Edison has developed rate schedules, which apply charges based on varying energy demands and time of usage. During the development of the Water Master Plan, the City’s energy billing data was used to analyze and evaluate pump schedule efficiency for each pump station. The hydraulic model evaluated the efficiencies of the pump stations at each available Southern California Edison rate schedule to determine the most cost-effective plan.

Southern California Edison and the City developed a Biennial Pump Efficiency Test Program. All stations are scheduled to be tested by every two years, at a minimum. Reports are generated by Southern California Edison. The results of these reports are used to determine which pumps need to be replaced or overhauled to meet operating efficiency standards.

Documents:
Southern California Edison Pump Efficiency Report Example.pdf, Southern California Edison Rate Analysis Summary.pdf

Approved By
Public Works Director
Print:  Sign:  Date:

Accreditation Manager
30.4 Fire-Flow Requirements

A policy establishes fire-flow requirements and provides for testing and maintenance of fire-flow volumes and pressures for the various zones within the service area. Fire-flows, required in various zones, are established in conjunction with the fire department and comply with established standards. Volume and pressure testing should be conducted to identify leaks, pressure losses, and any necessary repairs or replacements. Fire insurance ratings may also dictate the need for future planned infrastructure.

**Assigned To:** John Minkel, Mike Devlahovich  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

Water Master Plan

Fire Hydrant Master List

Asset Management Software Fire Hydrant example

Water Work Order example

**Agency Compliance:**

The City Water Master Plan, adopted by City Council, sets fire-flow requirements for the water system. During the development of the City Water Master Plan, a fire-flow analysis was conducted using the calibrated hydraulic model. A maximum day scenario was used to evaluate the fire-flow capabilities of each pressure zone within the water distribution system. Thousand Oaks Municipal Code Title 10 requires the system to have a minimum level of 20 pounds per square inch during fire events. The fire-flow analysis conducted with the calibrated hydraulic model indicated that the City’s water distribution system can provide a minimum fire-flow of 1,250 gallons per minute at a minimum of 20 pounds per square Inch at all hydrants.

A preventative fire hydrant maintenance schedule is in place where all hydrants are serviced, flushed, pressure tested, and painted. This program is maintained in the Water Division Computer Maintenance Management System Program. Water Division employs an asset management interface software program to update both the work order system and the GIS water system atlas and database.

**Documents:**

30.1 - Water Master Plan.pdf, 30.4 - Fire Flow Plan Screen Shot.jfif, 30.4 - Fire Hydrant GIS Detail.JPG, 30.4 - Fire Hydrant Master List.pdf, 30.4 - Water Service Work Order.pdf, Asset Management Software Fire Hydrant.pdf, Water Work Order.pdf
**Approved By**

Public Works Director

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30.5 Operation and Use of Water Resources

A program establishes the operation and use of reservoirs, wells, surface drinking water sources, and pump stations to enable efficient delivery of treated water, including drought contingency plans. Facility inspections are conducted to ensure water pressure and volume are continuously available at various points in the system and to determine the energy required to operate the system.

Assigned To: John Minkel, Mike Devlahovich Review Date: 07-14-2022
Compliance: Full Compliance Compliance Date: 10-17-2022

Documentation /Directives

Water Design and Construction Standards (please see hard copy)
Water Standard Operating Procedures examples
Water System Operations Manual (please see hard copy)
Water Emergency Notification Plan
Urban Water Management Plan (please see hard copy)

Agency Compliance:

The Public Works Water Division operates and maintains a water distribution system that includes turnouts, reservoirs, pumping stations, pressure reducing and sustaining stations, transmission and distribution pipelines, to meet the potable water demands of its customers. Due to the varying range of surface elevations within the City service area, the City has divided its distribution into four pumping zones.

The City currently has 16 reservoirs in the distribution system, ranging in storage capacity from 0.35 million gallons to 5.0 million gallons, totaling 35.5 million gallons. The reservoirs provide storage to meet peak demands and emergency storage for fire protection. Reservoir storage should also be utilized to minimize pumping requirements during on-peak energy hours. The City also owns and operates 12 booster pump stations and four hydro pneumatic pump stations. Water facilities are designed and constructed in accordance with the City’s Water Design and Construction Standards to meet the City build-out demands for fire-flow and domestic use. The City’s state of the art Supervisory Control and Data Acquisition system provides around the clock monitoring and operational control of facilities. The City has several on-going inspection and maintenance programs to insure proper and efficient operation of the system to keep the reliability of system at optimum level. These programs encompass a large variety of activities ranging from monthly to yearly and as needed basis. A comprehensive Water System Operations Manual was prepared that reflects the detailed information about each individual City water facility.
Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
30.6 Water Source Protection

Protection and testing measures are established for raw water to prevent contamination. Both the physical and chemical composition of raw water sources must be protected from contamination. Supplies are regularly tested for chemical and bacteriological changes.

Assigned To: John Minkel, Mike Devlahovich
Compliance: Not Applicable
Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

The City does not produce or treat potable water. The City purchases and subsequently distributes treated potable water from the Calleguas Municipal Water District, a wholesale purveyor and member agency of Metropolitan Water District of Southern California. Metropolitan Water District of Southern California purchases water from the State Department of Water Resources. The State Department of Water Resources and Metropolitan Water District of Southern California provide protection for raw water sources and protection during the transportation and storage of these raw water supplies prior to treatment.

Documents:

Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
30.7 Vulnerability Assessment

A vulnerability assessment of the water system is conducted to ensure optimum security is provided for the water supply. Vulnerability assessment is performed regularly to seek out any vulnerable areas within the water system or source of water that might be easily breached and cause damage to the drinking water of the agency.

Assigned To: John Minkel, Mike Devlahovich
Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-17-2022

Documentation /Directives

Water Master Plan (please see hard copy)
Water Emergency Notification Plan
Risk and Resiliency Assessment (confidential document)
Urban Water Master Plan (please see hard copy)

Agency Compliance:

The Risk and Resiliency Assessment (RRA) is a requirement of the US EPA and is completed every 5 years along with the Urban Water Management Plan and the Emergency Response Plan. All three reports were completed by a consultant in 2021 by their respective due dates determined by the EPA.

The 2021 RRA discusses the following areas:

1. Risk and resilience.
2. Critical assets.
3. Consequence of failure.
4. Risk and recommended actions.

The RRA report is a confidential document and is not linked to the APWA accreditation due to security reasons.

Documents:

Water Emergency Notification Plan.pdf
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30.8 Water Distribution System Operations and Maintenance

Maintenance practices are developed for the water distribution system to include installation, testing, and preventive maintenance activities for all elements of the system. The level and frequency of maintenance provided for the various elements of the water distribution system is preplanned, so the overall system is properly and adequately managed. Maintenance practices include installation, testing, and preventive maintenance for water meters, fire hydrants, valves, pump stations, PRVs, and pipes, as well as a program for leak detection and elimination.

**Assigned To:** John Minkel, Mike Devlahovich  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

- Water Work Order example
- Annual Operation Maintenance Schedule
- Water Standard Operating Procedures examples
- AWWA Water Loss Memo
- AWWA Water Loss Software Example

**Agency Compliance:**

The Water Division is responsible for the operation and maintenance of the City’s water distribution infrastructure. All maintenance activities are entered by work order in the Computer Maintenance Management System (CMMS) software program. CMMS tracks work performed for various water activities including Transmission and Distribution, Pumping, Reservoirs, and Groundwater.

In 2020, American Water Works Association provided free water loss audit software. Water Division uses the software. The City’s water loss for 2020 to 2021 is approximately 0.25 percent, well below the industry standard.

**Transmission/Distribution**

Maintenance practices for water transmission and distribution include:

1. **Valve Exercise Program** – The City operates and exercises approximately 5000 mainline/hydrant valves.

2. **Meter Maintenance Program** – Upgrade water services to design standards, improves accessibility, and install and/or change out meters to a migratable AMR metering system to enhance meter reading.

3. **Response to customer inquiries and emergencies.**
4. Fire Hydrant Maintenance Program – Service, paint, flush and repair fire hydrants to insure uninterrupted fire flow to approximately 1,850 hydrants in the water system.

5. Annual Large Meter Testing Program – Test high consumption meters to determine lost revenue due to inaccurate meters.


7. Provide after-hour emergency on-call staffing.

Pumping Program

The Water Division is responsible for the operation and maintenance of eleven pump stations, four hydro stations and one booster station.

Pump and motor repair and preventive maintenance practices.

1. Instrumentation and electrical preventive maintenance
2. Facility re-furbishing: painting, roofing, and building repair
3. Cla-valve maintenance
4. Supervisory Control and Data Acquisition System monitors and controls operation of City reservoirs and pump station facilities

Reservoirs

The City maintains and operates 16 reservoirs and is responsible for clean and safe potable water storage and ensuring that fire-flow requirements are met. Total water storage is 35.35 MG at maximum capacity.

The Water Maintenance Division inspects reservoirs biweekly. Reservoir maintenance practices include:

1. Instrumentation preventive maintenance
2. Annual cathodic protection contract (corrosion control)
3. Landscape contract services for water facilities
4. Preventive maintenance of reservoir appurtenances
5. Contract dive inspection and cleaning every 5 years

Ground Water

The Water Division is responsible for operation of two active ground water facilities. The
groundwater is used for irrigation.

Ground water maintenance practices include weekly inspections of the following:

1. Electrical and instrumentation preventive maintenance
2. Preventive maintenance of facility and appurtenances
3. Pump efficiency testing

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
30.9 Cross-Connection Control
A program is established to protect the drinking water supply from possible contaminants, pollutants, or entry of other waters from an unapproved source. This program aims to protect the drinking water system and its consumers from water-using establishments that have a greater possibility of harming the quality and safety through backflow and/or cross-connections. More specifically, this program is intended to prevent delivered water that has passed beyond the drinking water system and into the consumer’s water system from reentering the system.

Assigned To:  John Minkel, Mike Devlahovich  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives

California State Health & Safety Code Division 104 Part 12 Chapter 5 Article 2- Cross Connection Control
Municipal Code Title 10, Chapter 2, Article 6- Cross Connection and Backflow Prevention
City Water Design and Construction Standards (please see hard copy)
Ventura County Backflow Device Database Example
City of Thousand Oaks Compliance Tracking Database Examples
Ventura County Delinquent Notice Examples
City of Thousand Oaks Delinquent Notice Examples

Agency Compliance:

Cross connection control requirements for the City are set forth in Title 17 of the State Health and Safety Code, Title 10, Sections 10-2.510 through 10-2.614 of the Thousand Oaks Municipal Code, and Section 12 of the City Water Design and Construction Standards.

1. The City contracts with the County of Ventura Resource Management Agency, Environmental Health Division to administer the Cross-Connection Control Program to fulfill all six elements of a cross-connection control program as outlined in Title 17, Section 7584(a-f). County Contract and Responsibilities Per Title 17, Section 7584: "the water supplier shall protect the public water supply from contamination by implementation of a cross-connection control program. The program, or any portion thereof, may be implemented directly by the water supplier or by means of a contract with the local health agency, or with another agency approved by the health agency."

2. City Public Works Department Responsibilities: Because the County does not have access to the latest billing contact and owner information for each parcel with a backflow prevention device nor a means for generating fines or shutting off water service when required, the Department maintains a separate data base independent from the County’s official data base to:
3. Testing Notices. The County is responsible for sending out initial notices regarding backflow device test due dates. The County tracks of three important dates for each device in their database.

1. Installation Date - This is the date a backflow prevention device was installed.

2. Last Test Date - This is the date of the last test of a backflow prevention device.

3. Next Activity Date - This is the first day of the month in which a test report is due.

The County’s policy is to mail notices and test forms on the Next Activity Date to all responsible parties with backflow devices due to be tested that month. Their letter states that that test report must be received by the County by the last day of the month. If the device passes inspection by the due date as indicated on the test result report form, the Next Activity Date for the following year is set by advancing the date one year. If a test report is not received or if the device does not pass inspection, a second notice is sent at the beginning of the month following the Next Activity Date. If the device still has not passed within 45 days of the last day of the month of the Next Activity Date, a notice is sent to the City.

Data Extract. In the second week of each month, the City will request a data extract so that the database may be updated. The data to be updated includes BD numbers, the last test date, the installation date, and the next activity date. The data extract facilitates generating the Department’s delinquency letters as discussed below.

4. Delinquency Letter (i.e. "Third Notice"). When the data extract is received from the County, the City Backflow Prevention Office, within 10 days, sends a delinquency letter for each delinquent assembly to the person or company (customer) paying the water bill associated with said assembly. At the discretion of the Backflow Prevention Officer, a copy of the letter may be sent to the owner of the parcel, corporate headquarters, and/or some other party who has been designated in advance by the water customer. The letter advises the customer that the assembly,[1] must be tested:[2] must pass the test:[3] that a copy of the test report must be received and posted by the within 30 days of the date of said letter.[4] that failure on part of the customer to fulfill these requirements will result in a substantial fine and may jeopardize continued water service. The amount of the fine is set bi-annually through an administrative process to update the User Fee Manual and subject to change.

5. Response to Cross Connection or Backflow Events. If a portion of the public water supply becomes polluted or contaminated due to a cross connection or backflow from a customer’s premises, the City’s Backflow Prevention Officer shall, upon discovery, immediately contact the Water Supervisor at the Municipal Service Center. The Water Supervisor shall then:

[1] contact field crews in order to shut down mainline valves both upstream and downstream of the incident,
[2] request that an Environmental Compliance Inspector take samples of the water at several stations along the line and within the contaminated area,

[3] flush the system thoroughly,

[4] repeat the second and third steps as necessary, and

[5] write a report pertaining to the incident

Copies of the report are made available within 24 hours of the incident to both the Utilities Superintendent as well as the Backflow Prevention Officer. The City Backflow Prevention Officer forwards a copy to the Cross Connection Control Officer at the Ventura County Environmental Health Division.

Documents:

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Accreditation Manager
Print: Sign: Date:
30.10 Meter Reading

Meter reader responsibilities are developed and include a meter reading schedule. Meter readers’ responsibilities should detail meter reading cycles, standards, or elapsed time between readings, meter maintenance, and accuracy checks.

Assigned To: John Minkel, Mike Devlahovich  
Review Date: 07-14-2022  
Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

- Meter Billing Program
- Meter Reader Schedule
- Meter Test Report example
- Meter Data Profile Graph example
- Leak Letter Template

Agency Compliance:

The City’s Water Division oversees field meter reading responsibilities including; meter payment delinquencies, meter reading, initial/final reads, and service turn-on/turn-offs. The City has over 17,000 metered water accounts. Residential meters are read bi-monthly and commercial meters are read monthly. There are 54 - meter reading routes. All meters are read utilizing a field hand held unit where reads are downloaded in the field and then transferred to the Water Utility Billing System. The City completed the process of changing out all meters to automatic meter reading (AMR) technology.

Documents:

- Leak Letter Template.pdf, Meter Billing Program.pdf, Meter Data Profile Report Example.pdf, Meter reading schedule example.pdf, Meter Test Example.pdf

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Public Works Director

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Accreditation Manager
30.11 Pumping Operation

A schedule is established for monitoring activities and preventive maintenance of pumping operations. Monitoring and preventive maintenance activities may include review of pumps, performance curves, power consumption, discharge flows, pressures, and maintenance records.

**Assigned To:** John Minkel, Mike Devlahovich  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

Pumping Rounds example  
Southern California Edison Pump Efficiency Report example  
Water Master Plan (please see hard copy)

**Agency Compliance:**

The City operates fifteen pump stations that supply water to various service area zones. The pumps range in type, size and capacity. Pump stations are critical elements of the City’s distribution system, moving the source water to the higher elevations. There are four Variable Frequency Drive pumps in the City’s distribution system. These pump stations provide a variable flow rate, which is set to a target discharge pressure.

Southern California Edison performs pump tests for each of the City’s pump stations, documenting pump efficiencies, providing a Pumping Cost Analysis and recommendations for improving the pump efficiency. A pump is considered efficient if the overall efficiency is 70 percent or more. This pump efficiency testing is performed every two years. The results of the pump tests are maintained on file at the MSC.

Pump stations are inspected twice a week for operational discrepancies. Water Division staff performs routine preventative maintenance on all pumps and documents maintenance on the City’s Computerized Maintenance Management System.

**Documents:**

- [Pumping Rounds Example.pdf](#)
- [Southern California Edison Pump Efficiency Report Example.pdf](#)

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30.12 Disinfection Procedures
Disinfection procedures are developed to provide measures for dealing with water main breaks, installation of new services, and additions to the distribution system. Maintenance and repair of the system must be followed with disinfection procedures for decontamination. Procedures must include protection from foreign matter during construction and appropriate disinfection before initiating service.

Assigned To: John Minkel, Mike Devlahovich  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives

AWWA Manual M-3 - Distribution Main Flushing and Cleaning (please see hard copy)
Water Design and Construction Standards

Agency Compliance:

The City follows AWWA standards for water main disinfection procedures. If a section of water main is replaced, a chlorine mixture is used to swab that portion of pipe being replaced. Water service lines are flushed prior to placing in service. Upon completion of any repairs a water quality sample is taken in the affected area. Further flushing is conducted, if required, based on the results of water quality testing.

All new piping added to the water distribution system is pressure tested, flushed and appropriate water quality samples taken per AWWA Standards. The main is then connected to the existing water system after test results have passed.

Documents:

20.1 & 10.3 - Water Design Standards.pdf

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Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
30.13 Public Notification Procedures
Public notification procedures are established which detail water contamination conditions. Public notice procedures include how the public should be notified, provisions for auxiliary supplies, and conditions that require the public to boil water before use.

Assigned To: John Minkel, Mike Devlahovich Review Date: 07-14-2022
Compliance: Full Compliance Compliance Date: 10-17-2022

Documentation /Directives

Bacteriological Sampling Procedures
California Code of Regulations Title 22 Section 64463
Emergency Notification Plan

Agency Compliance:
In compliance with State Law, the City has procedures in place which detail conditions that would necessitate public notification. These procedures are based on Title 22 of the California Code of Regulations. These procedures include direction and appropriate contacts for the laboratory to notify staff and management in case a bacteriological, Maximum Containment Level violation or sampling omission. Upon laboratory notification, the City would contact the State Department of Public Health Services/Drinking Water Division staff to coordinate notification procedures.

Documents:

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Accreditation Manager
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30.14 Sampling and Testing
A program is established for the sampling and testing of water quality in the system. The location and frequency of tests, as well as the type of tests to be conducted, are defined. Procedures are established on where to send the samples for testing, and a review of the results is conducted.

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**Review Date:** 07-14-2022  
**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

**Bacteriological Sampling SOP**

**Agency Compliance:**

The City water distribution system monitoring program was approved by the State Department of Public Health Services. The program includes sampling stations for both distribution system and storage reservoir locations. Analytical parameters include total and fecal coliform, Heterotrophic Plate Count, chlorine residual, pH, temperature, turbidity, nitrite, odor, and disinfection byproducts. The bacteriological sampling is conducted weekly from samples collected at fifteen dedicated sample stations; analysis is conducted at a state-certified laboratory. Additional sampling may be initiated in response to water quality inquiries or complaints.

**Documents:**

[Bacteriological sampling procedure (SOP).pdf](Bacteriological%20sampling%20procedure%20(SOP).pdf)

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Public Works Director

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30.15 Public Education Program

A program is established to educate the public on water resource issues. A program is established for educating the public on water resource issues, including a targeted water conservation plan that advises and directs individual and corporate efforts to reduce water use demand.

**Assigned To:** John Minkel, Mike Devlahovich  
**Review Date:** 07-14-2022  
**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

- Water Ordinance 1690-NS (please see hard copy)
- Water Conservation Webpage
- Water Conservation Billing Insert example
- Energy and Water Conservation Brochure

**Agency Compliance:**

The City's water education-based conservation program consists of the following:

1. Water bill inserts to all water customers educating them on ways to save water inside and outside;
2. Ability for water customers to track their water usage online;
3. Direct Customer letter contact targeting specific large property neighborhoods;
4. Commercial customer personal contact to discuss consumption analysis, potential leaks, and ways to save;
5. Homeowners Associations contact providing water consumption analysis and requesting a decrease in irrigation;
6. City website featuring water conservation;
7. Public Service Announcements and water conservation programs on the local government television channel;
8. Hotline established to report excessive water use;
9. Water conservation Demonstration Garden featuring a dozen varieties of drought tolerant plants, mulching, and drip irrigation system;
10. Framed posters relaying the message "It's Time to Get Serious About Saving Water" in 59 restrooms of City-owned facilities;
11. City fleet displaying magnetic signs saying "Please Conserve - Slow the Flow";
12. Transit placards promoting water conservation inside all City buses;
13. Press releases announcing permanent measures and limits of irrigation;
14. Advertising on a regular basis in local newspapers and publications;
15. Restaurants provided with table tents explaining that water is served upon request only;
16. Lodgings requested linens and towels to be used more than once;
17. Articles written in the City's City E newsletter;
18. Attendance and promotion at several events such as Arbor/Earth Day and Public Works Week;
19. Kiosks displaying pamphlets and booklets in all public facilities;
20. Promotional items such as shower timers, water conservation kits for use in the shower and toilet, and water drop-shaped sponges to soak up and save.

Documents:

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Public Works Director
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Accreditation Manager
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30.16 Long-Range Water Resource Plan

A long-range water resource plan is developed. A plan is developed that anticipates future demand for drinking water, system development needs, source protection needs, and community growth to determine future investment in capital improvements. System models may be a tool used to assist in planning for the future.

**Assigned To:** John Minkel, Mike Devlahovich  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

Water Master Plan (please see hard copy)

Water and Wastewater Asset Management Plan Update (please see hard copy)

Urban Water Management Plan (please see hard copy)

5-Year Capital Improvement Program- Water Projects (please see hard copy)

Water Financial Plan

**Agency Compliance:**

The City's water service area is near buildout. Usage is expected to increase minimally as vacant parcels within the City's water service boundary are developed. Based on development of vacant parcels, proposed redevelopment projects, and proposed new development projects, the ultimate average day demand is projected to increase in the next 14 years by about one percent of the total current average day usage. It is unlikely that the water service boundaries will change.

The Water Master Plan includes projects that were identified and recommended for inclusion in the City’s Capital Improvement Program. The recommended projects include upgrades to City water facilities to support improvements and the implementation of operations and maintenance programs. A brief description of each project is included in the Water Master Plan and the City’s five-year Capital Improvement Plan.

The Urban Water Management Plan, updated every five years, reviews the City's long-range water resources status.

**Documents:**

[Water Financial Plan 2020.pdf](#)

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30.17 Incentives for Water Conservation

A program to encourage the conservation of water should be developed and incentives put in place where needed.
A program to encourage the conservation of water should be developed, at a minimum, for periods of drought. Ongoing incentives can include variable rate structures that are beneficial to lower usage customers.

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Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-17-2022

Documentation /Directives

Water Ordinance 1690-NS (please see hard copy)

City Water Conservation App Screen Shot Examples

City Council Report November 2021

 Leak Letter Template

Water Footprint Calculator Example from City Website

Agency Compliance:

Title 10, Chapter 2, Article 11 of the Thousand Oaks Municipal Code (TOMC) sets out the City’s water conservation requirements. The TOMC details permanent conservation requirements and Level 1 through Level 6 conservation requirements. Water conservation information is conveyed to water customers through the City website social media, electronic newsletters and newspaper print advertisements.

The City has permanent water conservation requirements. These requirements include prohibiting outdoor irrigation between the hours of 8 am and 6 pm, limiting outdoor irrigation to 10 minutes per station, no watering during or 48 hours after rain, no excessive runoff, no washing down of hard or paved surfaces, and requiring leaks to be fixed within seven days. Residents in the City water service area are offered a free water survey upon request to better assist them with water conservation tips. The water billing computer program generates a report that shows high water usage. Staff sends letters, containing conservation and leak information, to these high usage customers.

The City offers water conservation resources to water customers. The extensive City website includes information on drought tolerant landscaping, watering, and irrigation, locating and fixing water leaks, and a link to Metropolitan Water rebates for water conserving equipment and appliances. The water conservation webpage includes a personal water calculator that City water customers can use to determine potential water savings and a link to a sustainability calendar of events.
Staff designed a GIS water conservation enforcement app that is used by staff and a contracted security company to patrol City streets and document water conservation violations. The App is address based, uses time-stamped photos and is an all-inclusive paperless resource to track and communicate with residents and staff at City Hall and in the field.

Documents:
August 2022 City Council Water Shortage Staff Report.pdf, GIS Based Water Mobile App.pdf, Your Water Footprint Example from City Website.pdf

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Public Works Director
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30.18 Testing Alarms

A schedule is developed to determine the frequency of alarm system testing. A log or records of the test results are maintained. Alarm systems must be functional and proper responses must be made when alarms are triggered. A log or record of the testing establishes that testing has been performed on a regular basis.

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**Review Date:** 07-14-2022  
**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

Supervisory Control and Data Acquisition Alarm Log  
Water Work Order example  
Pump Station Alarm Response example

**Agency Compliance:**

All City operated reservoirs and pump stations are monitored by a Supervisory Control and Data Acquisition system. The Supervisory Control and Data Acquisition system has various alarm points programmed to send an audio alarm alerting office staff of an existing problem. When City offices are closed, the Supervisory Control and Data Acquisition sends a phone alert to the assigned standby person. Two others will be alerted if the standby person fails to respond to the alarm. Alarms are checked routinely and tested during preventative maintenance. Intrusion alarms are tested weekly.

**Documents:**

- Pump Station Alarm Response Example.pdf, Supervisory Control and Data Aquisition Alarm Log Example_.pdf, Water Work Order.pdf

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Public Works Director  
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Date:

Accreditation Manager  
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31. Water Treatment

31.1 Drinking Water Treatment

A water quality treatment program outlines treatment methods, facility maintenance, staffing requirements, and the quality and quantity of drinking water to be produced. Treatment may vary with changes in the quality of the raw water source. Maintenance of all equipment is planned so an adequate supply of drinking water is always produced.

Assigned To: John Minkel, Tim Mooney
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Metropolitan Water District of Southern California Treated Water Facilities (please see hard copy)

Agency Compliance:

The City’s potable water supply is imported from Northern California and is treated by the Metropolitan Water District of Southern California (MWD) at its Joseph Jensen Treatment Plant. The City purchases fully treated potable water from the Calleguas Municipal Water District, the imported water wholesale agency in Ventura County, and does not own or operate conventional water treatment facilities; therefore, this entire chapter is not applicable.

The City does own and operate two supplemental disinfection boosting trailers that are used to boost chloramine residuals at two reservoirs. Procedures for supplemental disinfection are noted in Chapter 29.

Documents:

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Public Works Director

Print: Sign: Date:

Accreditation Manager

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31.2 Operations Manual
An operations manual covers all aspects of plant and pump station operating procedures. An operations manual describes equipment and facilities and is reviewed at least every four years and updated accordingly. The manual also contains detailed accounts of the processes used in the plant and the impact of varying these processes.

Assigned To: John Minkel, Tim Mooney
Compliance: Not Applicable

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

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Public Works Director

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31.3 Records
Operating records are maintained to verify the water treatment plant facility meets performance requirements.
Laboratory support services facilitate adequate testing and recordkeeping of the facility.
Necessary submissions are made to regulatory agencies, and copies are kept for the required records retention period followed by the agency

Assigned To: John Minkel, Tim Mooney  Review Date: 07-14-2022
Compliance: Not Applicable  Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

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Public Works Director

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Accreditation Manager
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31.4 Treatment Facility Maintenance, Repair, and Operations

Inspection, maintenance, repair, and operations procedures are established and utilized. Treatment facility maintenance includes the following: a regular inspection of all pumps, equipment, piping and structure with a well-defined periodic maintenance program; inventory and location of records; and verification that all alarm systems are functioning. Where components of the system cannot be physically accessed, alternate technologies may be employed.

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Compliance: Not Applicable

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

Not applicable

Documents:

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Public Works Director

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31.5 Safety
A safety plan is established to meet the particular hazards of the water treatment plant operations. The importance of avoiding or mitigating safety hazards should be emphasized. Personnel should be trained in safety procedures for hazards such as exposure to ultraviolet, all classified chemical agents, and unsafe noise levels, as well as for working in confined spaces, handling dangerous equipment, and implementing emergency protocols.

Assigned To: John Minkel, Tim Mooney  
Compliance: Not Applicable  
Review Date: 07-14-2022  
Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

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Public Works Director

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31.6 Long-Range System Planning
A long-range plan is developed that anticipates future demand for treatment capacity system needs and community growth. The plan should be developed in conjunction with long-range plans to ensure effective long-range capital improvements are made. The plan should be a multi-year forecast and be updated at least every four years. Planning periods should be sufficiently long to accommodate the complex planning siting, environment issues and clearances, and design and construction process necessary to make facility improvements or expansion.

Assigned To: John Minkel, Tim Mooney  Review Date: 07-14-2022
Compliance: Not Applicable  Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

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Accreditation Manager
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31.7 Vulnerability Assessment

A vulnerability assessment of the water treatment facility is conducted to ensure optimum security is provided. A vulnerability assessment is performed to seek out any vulnerable areas within the water treatment facility that might be easily breached and allow damage to be caused to the facility or the community.

**Assigned To:** John Minkel, Tim Mooney

**Compliance:** Not Applicable

**Review Date:** 07-14-2022

**Compliance Date:** 10-17-2022

**Documentation /Directives**

Not applicable

**Agency Compliance:**

Not applicable

**Documents:**

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31.8 Capacity

The capacity of the water treatment plant and associated facilities is established, monitored, and evaluated as development occurs. An understanding of the water plant capacity needs to be established by modeling, calculating, or regulatory requirements, so development and system programs can be established and implemented.

Assigned To: John Minkel, Tim Mooney  
Compliance: Not Applicable  
Review Date: 07-14-2022  
Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

Not applicable

Documents:

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Accreditation Manager

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31.9 Residuals Management
A program has been developed to properly dispose of biosolids and other residuals. A plan for residuals disposal should be established and followed after consideration of alternatives to ensure public safety, worker safety, reliable service, and compliance with regulatory requirements. Land disposal techniques include surface application, subsurface soil injection, and spray irrigation of residuals. Land disposal wastes include treatment residues.

**Assigned To:** John Minkel, Tim Mooney  
**Review Date:** 07-14-2022

**Compliance:** Not Applicable

**Compliance Date:** 10-17-2022

**Documentation /Directives**
Not applicable

**Agency Compliance:**
Not applicable

**Documents:**

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31.10 Water Quality and Quantity Changes

A plan establishes operating procedures used during a change in quality or quantity of available raw water and identifies procedures to minimize treatment problems. Variations in the quality and quantity of water from various sources can be expected on a routine basis. Daily records of water source operations are kept for future planning or inquiries. In the event of a raw water shortage, a plan is implemented that encourages consumer conservation.

Assigned To: John Minkel, Tim Mooney
Compliance: Not Applicable
Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

Not applicable

Documents:

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31.11 Water Source Protection

Protection and testing measures are established for raw water to prevent contamination. Both the physical and chemical composition of raw water sources must be protected from contamination. Supplies are tested for chemical and bacteriological changes.

**Assigned To:** John Minkel, Tim Mooney  **Review Date:** 07-14-2022  
**Compliance:** Not Applicable  **Compliance Date:** 10-17-2022

**Documentation /Directives**

Not applicable

**Agency Compliance:**

Not applicable

**Documents:**

**Approved By**

Public Works Director

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31.12 Energy Consumption Plans

Energy consumption reviews of the entire system are performed. The operation of a water treatment pumping station and distribution facility is generally energy intensive. Periodic evaluations of all aspects of the operation assist in planning operational or equipment changes to reduce energy consumption.

Assigned To: John Minkel, Tim Mooney
Compliance: Not Applicable

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

Not applicable

Documents:

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Public Works Director

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Accreditation Manager

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31.13 Testing Alarms

A schedule is developed to determine the frequency of alarm system testing. A log or records of the test results are maintained. Alarm systems must be functional at all times, and proper responses must be made when alarms are triggered.

**Assigned To:** John Minkel, Tim Mooney  
**Review Date:** 07-14-2022  
**Compliance:** Not Applicable  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

Not applicable

**Agency Compliance:**

Not applicable

**Documents:**

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Public Works Director

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Accreditation Manager

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32. Wastewater Collection and Conveyance

32.1 Collection and Conveyance Management Plan

A plan establishes the method of managing wastewater collection and conveyance. A management plan should outline responsibilities and authority for effective operation, maintenance, repair, replacement, and expansion of the system.

Assigned To: John Minkel, Ryan Zhrabik  
Review Date: 07-14-2022
Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Municipal Code Title 10 Chapter 1- Wastewater (please see hard copy)  
Wastewater Master Plan (please see hard copy)  
Wastewater Related Spills and Overflows Policy JSA 122  
Wastewater Design and Construction Standards (please see hard copy)  
Municipal Service Center Emergency Management Plan  
Water and Wastewater Permit Application  
Wastewater Capital Improvement Projects - Wastewater (please see hard copy of Capital Budget)  
Wastewater Financial Plan and Cost of Service Study

Agency Compliance:

The Thousand Oaks Municipal Code Title 10 Chapter 1 governs the operation and maintenance of the City’s wastewater collection system.

The City Wastewater Master Plan was adopted by the City Council in July 2002 and is still current. This comprehensive plan evaluates the interceptor system and makes recommendations for ongoing maintenance, repairs, capital improvement projects, as well as expansion of the existing wastewater collection system. The Wastewater Master Plan presents a comprehensive assessment of the structural condition and hydraulic capacity of the City’s sewer system, and a long-range plan for capital improvements.

Procedures and reporting requirements for wastewater spills are set forth in the Wastewater Related Spills and Overflows Policy. Collection system construction, design, and inspection is established through a set of Wastewater Design and Construction Standards. Emergency procedures for the Wastewater Division are found within the Municipal Service Center Emergency Management Plan. Established service is obtained through a permit application process. Planned wastewater system capital improvements are included in the 5-year Capital Improvement Program. A wastewater financial plan is updated every two years.

Documents:

**Approved By**
*Public Works Director*

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32.2 Operations Manual

An operations manual covers all aspects of lift and pump station operating procedures. An operations manual describes equipment and facilities and is reviewed at least every four years and updated accordingly. The manual also contains a detailed explanation of various operating modes.

Assigned To: John Minkel, Ryan Zhrabik  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Index to Wastewater Procedures

Lawrence Lift Station Operation Manual example

Agency Compliance:

The City operates and maintains two wastewater lift stations, one at approximately 100,000 gallons per day and the second at approximately 200,000 gallons per day. The wastewater is held in a wet well until the appropriate level is reached. The wastewater is then pumped through a force main to a gravity line which eventually empties into the Hill Canyon Treatment Plant. The operations manual, specifications, maintenance, and electrical schematics are maintained at the lift station sites and a copy is available at the MSC.

Documents:

Index to Wastewater Operational and Maintenance Procedures.pdf, Lawrence Lift Station Operation Manual Index Example.pdf

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Public Works Director
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32.3 Records

A system of recording inspections, operations, and maintenance and repair activities is developed and maintained. Recordkeeping is essential to effective maintenance and management of collection and conveyance systems. Records should be analyzed for trends that indicate potential failure of the system from deterioration, contamination, blockages, and other factors. Recordkeeping systems integrated with GIS, work order management systems, or finance systems can greatly enhance effective management of the systems.

Assigned To: John Minkel, Ryan Zhrabik
Compliance: Full Compliance
Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Wastewater GIS example
Wastewater Work Order example
Wastewater Work Order Query example
Computerized Maintenance Management System Work Order Report example

Agency Compliance:

The City cleans and televises the wastewater system on a routine basis to maintain the integrity of pipelines throughout the City. Records are kept on each cleaned and televised pipeline. Each pipeline is analyzed carefully, noting any problems or potential failures that may occur in the future.

All sanitary sewer overflows are reported to eight different agencies, including the State Office of Emergency Services (where a case number is assigned) and the California Regional Water Quality Control Board. Several reports are completed for each sanitary sewer overflow, including a Proposition 65 Report form. All reports are kept on file permanently. The City follows the waste discharge requirements for every sanitary sewer overflow. Information is reported to the State of California.

The City keeps records of wastewater maintenance and operation costs and work orders on the Computerized Maintenance Management System, and the Geographic Information System keeps track of the locations of different wastewater structures.
Documents:
Computerized Maintenance Management System Work Order Report example.png, Wastewater GIS example.pdf, Wastewater Work Order example.png, Wastewater Work Order Query Example.pdf

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32.4 Facility Maintenance

Maintenance, repair, and cleaning procedures for all facilities are established and maintained. Collection system maintenance includes the following: an inspection of all lift or pump stations, siphons and other structures with a well-defined maintenance program; a walking tour of all off-street facilities to detect hidden damage; a cleaning and root elimination schedule that reflects the pattern of callouts and problem areas; and verification all alarm systems are functioning. Where components of the system cannot be physically accessed, alternate technologies such as television inspection may be employed.

Assigned To: John Minkel, Ryan Zhrabik  
Review Date: 07-14-2022
Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Wastewater Standard Job Safety Analysis example

Closed Circuit Television Inspection Form example

Annual Maintenance Schedule example

Agency Compliance:

The City operates and maintains two lift stations that are inspected and data is recorded on a weekly basis. Throughout the collection system, there are five siphons which are cleaned and inspected on a monthly cycle. All pipelines that pass-through canyon areas are inspected monthly, bi-monthly, and after each rain event. Data is then recorded and filed. The Wastewater Division has identified root intrusion areas throughout the collection system. These areas are root cut or root foamed to avoid sanitary sewer overflows. In extreme cases, a cured in place lining will be performed to eliminate root intrusion.

Documents:

Annual Maintenance Schedule.pdf, Closed Circuit Television Inspection Form example.pdf, JSA025 Combination Hydro Cleaner (Vactor) Truck.pdf

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32.5 Inflow and Infiltration

An infiltration and inflow control plan is established, including inspection and repair elements. The plan may be coordinated with plans for future growth in the community to prevent overtaxing the system. Inflow and infiltration rates are used as part of the system analysis to determine the capacity of the system for land use planning and zoning purposes.

Assigned To: John Minkel, Ryan Zhrabik
Compliance: Full Compliance
Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Closed Circuit Television Inspection Forms
Capital Improvement Program- Unit W Pipe and Maintenance Hole Lining Project, Phases I and II -Examples

Agency Compliance:

Through routine inspection and television inspections City staff has identified inflow and infiltration areas throughout the collection system. 10 flow meters have been installed throughout the City to compare flow rates as they change from dry weather conditions to wet weather conditions. All flow meters have built in alarm set points to alert staff to adverse conditions. Areas of the City with the highest flow rate change are televised and/or smoke tested to locate specific inflow or infiltration problem areas. For pipelines with infiltration, a cured in place liner is installed to eliminate the problem. For manholes with infiltration a polyurethane coating is sprayed onto the inside walls of the manholes to eliminate the problem of both water infiltration and root intrusion.

Documents:
32.5 - Inflow Capital Project.pdf, Closed Circuit Television Inspection Form example.pdf

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Public Works Director
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32.6 Illicit Discharges

A procedure is established for locating and determining the source of illicit discharge and for managing abatement of illicit discharges. Acceptable industrial discharges and pretreatment requirements are identified, and detailed penalties for noncompliance are included.

Assigned To: John Minkel, Ryan Zhrabik
Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-17-2022

Documentation /Directives

Municipal Code Title 10, Chapter 1, Article 10-1.501- Illicit Discharges
MSC Wastewater Emergency Management Plan
Wastewater Related Spills and Overflows – JSA122
Illicit Discharge and Spill Response Procedures

Agency Compliance:

The City collects samples for Priority Pollutants identified by the Environmental Protection Agency. If the results of testing reveal a concentration of pollutants of concern, the City samples the private waste stream to verify the findings. Additional sampling will then be conducted on a regular basis. Examples of substances that are considered illicit to discharge are: oils and grease, noxious material, improperly shredded organic garbage, and corrosive wastes. The City is required through the National Pollution Discharge Elimination System (NPDES) to respond to all reports of spills, illicit discharge and illicit connections. The Illicit Discharge Response Procedures addresses non-wastewater spills.

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32.7 Industrial Pretreatment

The agency has established industrial pretreatment requirements for discharge into the collection and conveyance system. Many commercial and industrial wastes require pretreatment for discharge into collection systems. Agencies should establish regulations prohibiting discharge of waste requiring pretreatment. Agencies that only collect and convey wastewater to a treatment facility not in their control should consider adopting, by reference, the discharge and pretreatment regulations adopted by the agency owning the treatment and disposal facility.

Assigned To: John Minkel, Ryan Zhrabik
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Municipal Code Article 10, Chapter 1, Section 10-1.604- Regulated Waste Control (please see hard copy)

Industrial Waste Discharge Permit example

Agency Compliance:

The City has installed sampling stations in the industrial areas of the City. Samples are collected on a quarterly basis and then sent to a lab for testing for Priority Pollutants identified by the Environmental Protection Agency. If sample results determine that pollutants are a concentration of concern, the City staff will collect samples from the private waste stream to verify the findings. Additional sampling is then conducted on a more regular basis.

An industrial wastewater pretreatment system or device may be required to treat industrial flows prior to discharge to the public wastewater system. Pretreatment may be necessary to restrict or prevent the discharge of certain waste constituents, to distribute peak discharges of industrial wastewaters more equally over a longer time-period or to accomplish any pretreatment result required. Pretreatment may also require a gravity separation interceptor, equalizing tank, neutralization chamber, as well as other means of mitigation as determined necessary. Such pretreatment facilities are maintained and kept in good working order. They are installed, maintained and operated at the expense of the discharger pursuant to a permit issued by the City.

Industrial Waste Discharge permits are issued by California State Water Resources Control Board. Although, the most recent permit expired on June 30, 2020, terms and conditions of the permit will remain in place until a new permit is issued.

Documents:

Industrial Waste Discharge Permit.pdf
32.8 Energy Consumption Reports

Energy consumption reports are conducted at established intervals, and measures are implemented to ensure cost-effective operations of the lift and pump stations. The energy consumption report identifies conservation measures that will reduce the energy consumption at the lift or pump station. Qualified internal staff or a consultant may conduct the review.

Assigned To: John Minkel, Ryan Zhrabik  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Lift Station Checklist example
Energy Efficiency Report examples
Olsen Road Lift Station Inspection Site Inspection List example
Olsen Road List Station Log Sheet example

Agency Compliance:

The City operates and maintains two lift stations within the wastewater collection system. On a weekly basis, the stations are checked for proper operation of pumps, valves, alarms, emergency back-up equipment and pump efficiency. All information is logged and kept at the site for weekly comparisons. Annual preventative maintenance is performed on all equipment at the site, adjustments, repairs, or replacement of the equipment is determined after the maintenance has been performed. All work performed is logged and filed at the site. The Public Works Sustainability Division manages energy consumption and efficiency. Energy consumption reports are prepared by Sustainability.

Documents:


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Accreditation Manager
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32.9 Sanitary Sewer Overflows
A plan establishes how the agency manages sanitary sewer overflows, including required
public notification and cleanup.
Overflow from wastewater collection and conveyance systems may affect community health
and water quality of receiving waters. The plan should address preventive measures, reporting
requirements, and remediation of the overflow.

Assigned To: John Minkel, Ryan Zhrabik  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives

Municipal Code Title 10, Chapter 1, Section 10-1.501- Illicit Discharges
Municipal Service Center Wastewater Emergency Management Plan
Wastewater Related Spills and Overflow Policy
Illicit Discharge and Spill Response Procedures
Sanitary Sewer Overflow Certification Report example

Agency Compliance:

All sanitary sewer overflows are reported to eight different agencies, including the State Office
of Emergency Services (where a case number is assigned) and the California Regional Water
Quality Control Board. The City has a response and action plan for wastewater related spills.
The Plan is reviewed and updated annually. Reports are completed for each sanitary sewer
overflow including a Proposition 65 Report form. All reports are permanently kept on file. The
City follows the Waste Discharge Requirements for every sanitary sewer overflow. All sanitary
overflows which require reporting to the State. The State of California Requires a monthly no
spill report in periods of no reportable overflows.

Documents:
32.6 & 32.9 - Municipal Code - Illicit Discharges.pdf, 32.6 & 32.9 - Wastewater Spill
Procedures .pdf, JSA122 Wastewater Related Spills and Overflows.pdf, MSC Wastewater

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32.10 Testing Alarms
A schedule is developed to determine the frequency of alarm system testing. A log or records of the test results are maintained. Alarm systems must be functional at all times, and proper responses must be made when alarms are triggered. A log or record of the testing establishes testing was performed on a regular basis.

Assigned To: John Minkel, Ryan Zhrabik  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-17-2022

Documentation /Directives

Lift Station Weekly Log Checklist example
Olsen Road Lift Station Log Sheet
Olsen Road Lift Station Site Inspection List

Agency Compliance:
The City operates and maintains two lift stations. On a weekly basis, stations are checked for proper operation of pumps, valves, alarms, and emergency back-up equipment. All information is logged and kept at the site for weekly comparisons. Annual preventative maintenance is performed on all equipment at each site, repairs, or replacements of the equipment are determined after the maintenance has been performed. All work is logged and filed at the site.

Documents:
Lift Station Weekly Log Check List.pdf, Olsen Road Lift Station Log sheet.pdf, Olsen Road Lift Station Site Inspection List.pdf

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32.11 Safety
A safety plan is established to meet the particular hazards of the collection and conveyance system. Safety hazards, including items such as confined space safety procedures and dangerous facility and equipment conditions, should be emphasized.

Assigned To: John Minkel, Ryan Zhrabik
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Job Safety Analysis examples:

- JSA001 Hydraulic Articulated Boom Crane
- JSA 015 Potable Pumps
- JSA025 Combination Hydro Cleaner (Vactor) Truck
- JSA076 Gas Blower-Backpack-Handheld
- JSA 111 Fire Extinguisher Training Video
- JSA 071 Shoring

Agency Compliance:

Throughout the year the City conducts mandatory training for employees who work in or around the wastewater collection system. All training listed in the Employee Training and Development Program that is directly related to the collection system is scheduled by the City Safety Officer.

The Safety Officer reviews all incidents and accidents. Recommendations for improvement are made and administered based on findings. Each year, an effort is made to meet with the local California Occupational and Safety Hazard Administration (Cal/OSHA) review office to discuss current practices and seek improvements.

Documents:

- JSA001 Hydraulic Articulated Boom Crane.pdf
- JSA015 Portable Pumps.pdf
- JSA025 Combination Hydro Cleaner (Vactor) Truck.pdf
- JSA071 Shoring.pdf
- JSA076 Gas Blower-Backpack-Handheld.pdf
- JSA111 Fire Extinguisher Training Video.pdf

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32.12 Long-Range System Planning

A long-range plan is developed to meet the future needs of community growth. The plan should be developed in conjunction with long-range planning to ensure effective long-range capital improvements are made. The plan may need to have a twenty-year planning period and should be reviewed and updated at least every four years.

**Assigned To:** John Minkel, Ryan Zhrabik  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

Wastewater Master Plan

Water and Wastewater Asset Management Plan

Capital Improvement Program- Wastewater (please see hard copy of Capital Budget book)

**Agency Compliance:**

The City’s comprehensive Wastewater Master Plan evaluates the interceptor system and makes recommendations for ongoing maintenance, repairs, replacement, as well as expansion of the existing wastewater collection system. The Wastewater Master Plan contains a capital improvement program that outlines long-range projects. The Asset Management Plan includes an inventory of all wastewater assets, their condition, recommended maintenance and replacement schedules, and current values and replacement cost of the wastewater assets. The City’s adopted Capital Budget includes a five-year schedule of wastewater projects and their projected budget.

**Documents:**

10.3 - Wastewater Master Plan.pdf, 10.4 - HCTP Master Plan.pdf, 33.10 - W & WW Asset Mgmt. Plan Example Pages .pdf

**Approved By**

**Public Works Director**

Print: Sign: Date:

**Accreditation Manager**

Print: Sign: Date:
32.13 Capacity

The capacity of the system needs to be established, monitored, and evaluated as development occurs. An understanding of the system capacity must be established by modeling or calculating so development and system programs can be established and implemented.

Assigned To: John Minkel, Ryan Zhrabik  
Compliance: Full Compliance

Review Date: 07-14-2022  
Compliance Date: 10-17-2022

Documentation /Directives

Wastewater Master Plan (please see hard copy)
Capital Improvement Program- Wastewater (please see hard copy of Capital Budget book)
Flow Meter Data example

Agency Compliance:

The City’s Wastewater Master Plan evaluates the interceptor system and makes recommendations for ongoing maintenance, repairs, replacement, as well as expansion of the existing wastewater collection system.

City has installed 10 flow meters in the collection system which are continuously monitored. The meters keep track of flow rates, velocity, and depth of water flowing through the manhole channel. The meters are located to help staff determine what areas of the City are experiencing water infiltration and inflow, and if pipeline size is sufficient. The flow meters are equipped with an alarm system which provides a low battery warning, and indicates low flow, and high flow. Staff compare dry weather flow against wet weather flow to determine how much and what areas of the City are experiencing water infiltration and which areas are not. The City does not have a combined sewer system.

Documents:
Flow Meter Data example.pdf

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Public Works Director

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Print:  Sign:  Date:
33. Wastewater Treatment and Disposal

33.1 Wastewater Treatment Requirements

Defined effluent limits comply with federal, provincial, state, and local directives. A detailed breakdown on the regulatory limits imposed on the facility determines the testing and reporting necessary to ensure conformity with permit directives. Ongoing planning is required to ensure facilities continue to meet the needs of the community.

Assigned To: Ryan Zhrabik, John Minkel  
Compliance: Full Compliance

Review Date: 07-14-2022  
Compliance Date: 10-17-2022

Documentation /Directives

Hill Canyon Treatment Plant National Pollutant Discharge Elimination System (NPDES) Permit

Monthly, Quarterly, Semi-Annual NPDES Compliance Report

HCTP Annual Water Quality Report

Agency Compliance:

The HCTP is in full compliance with its National Pollution Discharge Elimination System (NPDES) permit administered by the State of California Los Angeles Regional Water Quality Control Board. The permit was last renewed January 1, 2020. The NPDES permit expires December 31, 2024. Like most wastewater facilities, there is the potential for future regulatory changes that may alter the HCTP operation plan and require additional capital facilities.

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33.2 Operations Manual

An operations manual covers all aspects of plant and pump station operating procedures. An operations manual describes equipment and facilities and is revised routinely. The manual also contains detailed accounts of the processes used in the plant and the results of varying these processes.

Assigned To: Ryan Zhrabik, John Minkel
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Hill Canyon Treatment Plant (HCTP) Computerized Maintenance Management System (CMMS)
Hill Canyon Treatment Plant (HCTP) Operations & Maintenance Manual – Facilities Information Management System (eFIMS)

Agency Compliance:

The HCTP maintains customized electronic operation and maintenance manual/facility information systems (CMMS & eFIMS), which is accessible to employees by computers located around the facility.

Documents:
CMMS.pdf, eFIMS.pdf

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Public Works Director

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33.3 Records

Operating records are maintained to verify the wastewater treatment facility meets performance requirements. Laboratory support services facilitate adequate testing and recordkeeping of the facility. Submissions are made to regulatory agencies, as necessary, and copies are kept for a designated period.

Assigned To: Ryan Zhrabik, John Minkel
Compliance: Full Compliance
Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

City Records Retention Schedule

Monthly, Quarterly, Semi-Annual NPDES Compliance Report (please see hard copy)

HCTP Annual Water Quality Report (please see hard copy)

Agency Compliance:
The City has a records retention policy. Hill Canyon Treatment Plant record keeping efforts comply with this policy and meet the record keeping requirements set forth in the facility’s National Pollutant Discharge Elimination System permit. The City prepares, maintains and submits to the State regular operational reports.

Documents:
Records Retention Schedule 2019.pdf

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Public Works Director

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Accreditation Manager

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33.4 Treatment and Disposal Facility Maintenance, Repair, and Operations

Inspection, maintenance, repair, and operations procedures are established and utilized. Treatment and disposal facility maintenance includes the following: inspection of all pumps, equipment, piping, and structure with a well-defined maintenance program; inventory and location records; and verification all alarm systems are functioning. Where components of the system cannot be physically accessed, alternate technologies such as television inspection may be employed.

Assigned To: Ryan Zhrabik, John Minkel  
Compliance: Full Compliance

Review Date: 07-14-2022  
Compliance Date: 10-17-2022

Documentation /Directives

Hill Canyon Treatment Plant (HCTP) Computerized Maintenance Management System (CMMS)

Wastewater Work Order Example

Agency Compliance:

All equipment is regularly inspected, and most equipment is subject to preventive maintenance protocols that are detailed in the Computerized Maintenance Management System (CMMS). Heating, Ventilation, and Air Conditioning, pump repairs, Turblex blowers, and some high voltage electrical maintenance is maintained by third party service providers. Critical equipment is inspected daily, some up to four times a day. Corrective maintenance on equipment is also captured, assigned, and tracked through the same CMMS system. HCTP has a modern Supervisory Control and Data Acquisition alarm system, and alarms are tested regularly.

Documents:

33.4 - Wastewater Work Order.pdf, CMMS.pdf

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Public Works Director

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Accreditation Manager
33.5 Illicit Discharges

A procedure is established for locating and determining the source of illicit discharge and for managing abatement of illicit discharges. Acceptable industrial discharges and pretreatment requirements are identified, and detailed penalties for noncompliance are included.

Assigned To: Ryan Zhrabik, John Minkel  
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

City Municipal Code Title 7, Chapter 8, Articles 1 to 5
Ventura County National Pollutant Discharge Elimination System Permit (NPDES) (please see hard copy)
Wastewater Spills and Overflow Policy (please see hard copy)
HCTP Spill Prevention, Control & Countermeasure Plan (SPCC)(please see hard copy)

Agency Compliance:

The City Municipal Code prohibits unauthorized discharges of a pollutant into the storm drain system. The Ventura County National Pollutant Discharge Elimination System Permit (NPDES) sets requirements and monitoring and inspection requirements. The Wastewater Spills and Overflow Policy and the Spill Prevention, Control, and Countermeasure Plan provide quick reference in the event of a discharge.

Documents:
Municipal Code Title 7 Chapter 8 Article 1-5.pdf

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33.6 Industrial Pretreatment Program

The agency has an industrial pretreatment program with special permit controls. The program contains components of permit application and issuance; inspection and surveillance; sampling; laboratory analysis; billing regulations; and federal, state, and provincial requirements.

Assigned To: Ryan Zhrabik, John Minkel  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

City Municipal Code Title 10 Chapter 1 Article 6 Industrial Waste Regulations

Ventura County National Pollutant Discharge Elimination System Permit (NPDES) (please see hard copy)

Industrial Waste Discharge Permit example

Agency Compliance:

The City Public Works Department implements an approved Pretreatment/Industrial Waste Program. Nine dischargers are identified as Significant Industrial Users. Five of the nine significant industrial users are regulated by federal categorical standards in addition to local limits.

Monitoring and sampling activities are conducted at least twice during the year at each permitted facility. One of the events is scheduled and the other is an unscheduled or surprise event. Quarterly sampling is also performed at two collection system maintenance manholes that incorporate over 95% of the flow originating from our industrial area. These quarterly maintenance manhole samples are analyzed for Priority Pollutants. Screw press composite samples from the treatment plant are also sampled and analyzed monthly for heavy metals.

New industrial activity is tracked through referrals from the City Planning Department, Building and Safety Division, Business License application reviews, as well as an ongoing survey of the business sites in the industrial areas. This includes commercial dischargers, auto service, restaurants, and dry cleaners. Inspections provide significant opportunity to address industrial waste/ pretreatment issues with business owners and operators. Over 200 businesses are surveyed and/or inspected through the year.

Documents:

Baxalta Permit Example.pdf, Municipal Code Title 10 Chapter 1 - Article 6 .pdf
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33.7 Peak Flows

Water pollution control facility procedures are developed to include a description of wastewater treatment plant operating activities during peak flows and flooding conditions. Operating procedures during peak flows identify operator activities and emergency response procedures. Warning devices should be implemented to allow sufficient time for operators to implement emergency procedures.

Assigned To: Ryan Zhrabik, John Minkel  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

HCTP Stormwater No Discharge – MAX Flow

High Flow Operations Heavy Rain Event Procedures

Agency Compliance:

HCTP includes (2) two-million-gallon equalization basins and nearly eight-million gallons of auxiliary storage in emergency retention basins. The plant is rated with a 14-million gallon a day (mgd) capacity, and currently receives on average 8 mgd. Hydraulic capacity is 30 mgd for peak flows. In 2017, an evaluation was completed for stormwater retention within the facility. It was determined the facility could process stormwater precipitation that falls on its property during the maximum historic precipitation event. Stormwater catch basins were modified to divert all stormwater that falls within the facility back to the plant process, allowing HCTP to have zero stormwater discharge.

Staff has created a Standard Operating Procedure (SOP) to address high flow events.

Documents:


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Public Works Director

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Accreditation Manager

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Date:
33.8 Residuals Management

A program has been developed to properly dispose of biosolids and other residuals. A plan for residuals disposal should be established and followed after consideration of alternatives to ensure public safety, worker safety, reliable service, and compliance with regulatory requirements. Land disposal techniques include surface application, subsurface soil injection, and spray irrigation of solid wastes. Land disposal wastes include municipal wastewater treatment plant sludge and other treatment residues.

Land disposal may be solely for disposal purposes, or it may have a beneficial reuse function by adding necessary nutrients such as potassium, phosphorous and nitrogen (P, K, N) to the soil to enhance growth of vegetation. Site conditions and possible environmental contaminants such as metals, organic chemicals, toxins, pathogens and radionuclides must be considered in land disposal policies.

Assigned To: Ryan Zhrabik, John Minkel  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation / Directives

Hill Canyon Treatment Plant (HCTP) Biosolids Process Flowchart and Facts

Biosolids Disposal Contract

Agency Compliance:

HCTP entered into a 3-year agreement in October 2020, with Synagro, LLC, to receive HCTP’s class B biosolids. Synagro is committed to composting, and as the largest organic residual’s composter in the U.S. Synagro is engaged in its surrounding community while contributing to local and global environmental health. The many benefits include: a sustainable biosolids management solution for Southern California municipalities; high-quality compost that sequesters carbon in its soil, enabling the soil to retain nutrients; an extension of landfill lifespans due to reduction of organic material in “waste stream;” a reduction of reliance on synthetic chemical fertilizers; and an increase in productivity of farms and of gardens. Staff plans to address upcoming regulations on organic diversion to landfills through the upcoming HCTP Master Plan. Biosolids reduction, treatment, or alternative disposal options will be a topic of the Master Plan.

Documents:


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33.9 Safety
A safety plan is established to meet the particular hazards of the treatment plant operations. Safety hazards, including items such as chlorine detection and control, confined space safety procedures, dangerous equipment, noise levels, and conditions should be emphasized.

Assigned To: Ryan Zhrabik, John Minkel  
Review Date: 07-14-2022  
Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives
Cover Page of the City's Online Training Platform – iEvolve
MSDSOnline Training Assigned for 10 Classes_MSC-HCTP Management_2021
MSDSOnline Training Assigned for 10 Classes_MSC-HCTP_2021
HCTP New Employee Safety Orientation Example
HCTP Confined Space Downgrade Example
HCTP CS List & Classification Revised 11-13-2019
HCTP LOTO Procedure Example
HCTP North Plant Shut Down for By-Pass SOP Example
Safety Consultant Initial Assessment Example
HCTP Emergency Response Plan 3-2-2022
HCTP Site Evacuation Map_2019 (please see hard copy)
Hill Canyon Treatment Plant (HCTP) Safety Plan/Policy (please see hard copy)
Chemical Spill Response Plan Book 2021 - HCTP (please see hard copy)
HCTP Spill Prevention, Control, & Countermeasure Plan – SPCC (please see hard copy)
Shut Off Locations (Water, Gas, Electrical, etc.) (please see hard copy)

Agency Compliance:
Hill Canyon Treatment Plant (HCTP) has long made safety a major part of its daily work plan and is fully compliant with safety regulations. HCTP operating budget funds 25% of a Health and Safety Specialist staff position. HCTP received the Tri-Counties California Water Environment Association Safety Award for facility safety. In 2011, HCTP was the first Public Agency in California to be awarded the prestigious SHARP Award for Safety excellence. Several safety plans and procedures have been prepared. In 2019, a safety consultant was hired to perform a compliance gap assessment of our safety program. The consultant would work along the Health and Safety Specialist in revitalizing the program by introducing new methodologies, recommendations, and written procedures to further our compliance.

Documents:
33.10 Long-Range System Planning

A long-range plan is developed that anticipates future demand for treatment capacity system needs and community growth. The plan should be developed in conjunction with long-range plans to ensure effective long-range capital improvements are made. The plan should be a multi-year forecast (e.g., twenty years) and be updated at least every four years. Planning periods should be sufficiently long to accommodate the complex planning, siting, environmental clearances, and design and construction process necessary to make facility improvements or expansion. Systems models may be a tool used to assist in planning for future growth and development.

Assigned To: Ryan Zhrabik, John Minkel

Compliance: Full Compliance

Review Date: 07-14-2022

Compliance Date: 10-17-2022

Documentation /Directives

Hill Canyon Treatment Plant (HCTP) Computerized Maintenance Management System (CMMS)

Hill Canyon Treatment Plant (HCTP) Operations & Maintenance Manual – Facilities Information Management System (eFIMS)

Wastewater Asset Management Plan

Wastewater Financial Plan

Wastewater Capital Improvement Projects

Agency Compliance:

A Facilities Plan Update was prepared for the Hill Canyon Treatment Plant (HCTP) in May of 1994 that provided the basic framework in which the treatment facilities have been expanded to accommodate build-out capacity and upgraded to meet new regulatory requirements. Also, the update established the financial basis to fund the proposed expansion and upgrades through 2020. The Financial Plan is now biennially updated with the last update done in 2017.

There are four ongoing Capital Improvement Projects at HCTP. They include electrical, SCADA, sludge dewatering, and bioreactor optimization upgrades.

Documents:


Approved By

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33.11 Vulnerability Assessment

A vulnerability assessment of the wastewater treatment facility is conducted to ensure optimum security is provided. A vulnerability assessment is performed to seek out any vulnerable areas within the treatment facility that might be easily breached and allow damage to be caused to the facility, the community, or the receiving waters.

Assigned To: Ryan Zhrabik, John Minkel  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

HCTP Security Assessment (confidential- please see hard copy)

HCTP – Standby

Camera Picture

Agency Compliance:

With the constant threat of potential terrorist activities, the City of Thousand Oaks’ 60-acre Hill Canyon Wastewater Treatment Plant (HCTP) has taken extensive measures to increase the security of the plant process and its employees.

HCTP is surrounded by triple-strand barbed wiring atop of a chain-linked fence. The site also employs the use of 16 security cameras to monitor activities. No one person or one vehicle will enter the plant without being photographed four times, including photos of vehicle license plates. Fourteen additional cameras are strategically located throughout the plant to monitor our chemical supplies and plant processes. All surveillance video is stored on file for approximately 60 days.

Some treatment plants are manned only during the day. Hill Canyon is manned 20 hours per day 7 days a week from 6:30 am to 2:30 am. For those four hours when the plant is not manned an employee will be on-call to address all alarms and other activities involving plant process. All buildings within the plant are secured with either an alarm system or an electronic keypad system. All doors starting at 5:30 pm are locked by the Night Crew and will remain locked until the next morning; this includes the main gate leading into the plant. The entrance gates to the facility are closed between 5:30 p.m. until 6:00 a.m. Private security also patrols the facility after hours.

Documents:

Camera Picture.pdf, Standby.pdf
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Public Works Director
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Accreditation Manager
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33.12 Capacity

The capacity of the system needs to be established, monitored, and evaluated as development occurs. An understanding of the system capacity needs to be established by modeling or calculating so development and system programs can be established and implemented.

**Assigned To:** Ryan Zhrabik, John Minkel  
**Compliance:** Full Compliance  
**Review Date:** 07-14-2022  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

HCTP Stormwater No-Discharge

**Agency Compliance:**

The Hill Canyon Wastewater Treatment Plant (HCTP) is a 14 mgd capacity advanced tertiary wastewater treatment plant. Over the past 16 years, flows to HCTP have continued to go down as water conservation measures and water usage habits have changed. Additionally, several improvements to the Wastewater Collection System including major pipe lining projects have reduced the amount of Inflow and Infiltration (I&I) to the facility. The current influent flow to HCTP averages 8 mgd.

It is a National Pollution Discharge Elimination System (NPDES) requirement to begin planning for potential upgrades when the effluent dry weather flow surpasses 75% of the design flow or 10.5 mgd. Due to very little new development within the City, it is not anticipated that this 10.5 mgd effluent discharge will be realized within the next decade. HCTP remains fully compliant with its NPDES permit.

**Documents:**

[**HCTP Stormwater No Discharge Max Flow w-stamp.pdf**](HCTP%20Stormwater%20No%20Discharge%20Max%20Flow%20w-stamp.pdf)

**Approved By**

**Public Works Director**

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**Accreditation Manager**
33.13 Testing Alarms

A schedule is developed to determine the frequency of alarm system testing. A log or record of the test results is maintained. Alarm systems must be functional at all times, and proper responses must be made when alarms are triggered. A log or record establishes testing was performed on a regular basis.

**Assigned To:** Ryan Zhrabik, John Minkel  
**Compliance:** Full Compliance

**Review Date:** 07-14-2022  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

SCADA Alarm Log examples

WIN 911 Alarm Log example (please see hard copy)

**Agency Compliance:**

**Documents:**

*Alarm Current Example 1.pdf, Alarm History Example 2.pdf, Win 911 Windows.pdf*

**Approved By**

Public Works Director

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34. Traffic Operations

34.1 Traffic Policy and Procedure Manual

A traffic control policy and procedure manual is developed. The agency establishes and documents policies for traffic control. The MUTCD and state/provincial regulations will guide these policies. The policy and procedure manual helps to ensure consistency in use and placement of traffic control devices.

**Assigned To:** System User, Mohammad Fatemi, Jim Mashiko  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**


Municipal Code Title 4 Chapter 3 Section 201 Traffic Conformity to Uniform Standards

Traffic Division Level of Service Policy and Procedure

Traffic Control Policy

**Agency Compliance:**

The City has adopted the California Department of Transportation traffic uniform standards and specifications which are identified in the California Manual on Uniform Traffic Control Devices.

**Documents:**


**Approved By**

Public Works Director

Print: Sign: Date:

**Accreditation Manager**

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34.2 Traffic Control Devices

Minimum criteria are defined and met for installing traffic control devices. The MUTCD and the UTCD book for Canada are used to establish minimum criteria. Traffic control devices must be checked at least every four years to ensure they still provide for motorist safety. Control devices that are no longer suitable for current traffic conditions are removed or changed.

Assigned To: System User, Mohammad Fatemi, Jim Mashiko
Review Date: 07-14-2022

Compliance: Full Compliance
Compliance Date: 10-17-2022

Documentation /Directives

California Manual on Uniform Traffic Control Devices (CA MUTCD 2014 Revision 6, effective March 30, 2021), (please see hard copy)

Municipal Code Title 4 Chapter 3 Section 201 Traffic Conformity to Uniform Standards

Speed Hump Policy Resolution 2009-045

Pedestrian Crossing Policy Resolution 2002-092

City Road Standards (please see hard copy)

Agency Compliance:

The City uses the California Manual on Uniform Traffic Control Devices for installation criteria and guidance in the decision to install traffic control devices. Periodic review of existing traffic control devices is made in response to citizen questions or concerns, damaged devices, or field observation by Public Works staff.

Minimum criteria to install speed humps and speed cushions was adopted by City Council with Resolution 2009-045. The intent of the policy was to set eligibility criteria to reduce speeding on residential streets and guard against the proliferation of speed humps which burden emergency vehicle response times and create a significant inconvenience to the motoring public. Minimum criteria to install marked pedestrian crosswalks at uncontrolled intersections and mid-block (uncontrolled) locations was approved with Resolution 2002-092. The resolution sets criteria for the installation of marked crosswalks at uncontrolled intersections, midblock locations, traffic signal or stop sign-controlled intersections, and school crosswalks.

City Road Standards include plates that provide the specifications and installation standards for speed humps and speed cushions.

Documents:

Municipal Code Title 4 Chapter 3 Section 201 Traffic Conformity to Uniform Standards.pdf
34.3 Requesting Installation of Traffic Control Devices

A procedure is established for considering requests for placement of traffic control devices. A procedure is established to provide for public initiation of desired traffic control devices. The procedure considers accepted traffic engineering practices and field study findings.

Assigned To: System User, Mohammad Fatemi, Jim Mashiko  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Resolution 2009-045 Speed Hump Policy
Resolution 2002-092 Pedestrian Crosswalk Marking Policy
Traffic Calming Standard Operating Procedure

Agency Compliance:

Traffic control devices, speed humps/speed cushions, crosswalk markings, traffic signals, stops signs, may be requested by the public through various processes. Some traffic devices such as speed humps require a petition for the City to consider its installation. After a request is received, staff performs necessary field investigations and reports the results back to the citizen or petitioners. If the traffic control device is warranted, a work order is issued to the MSC to install the device. If the device (e.g. speed humps, stop signs and traffic signals) requires a public meeting to receive public input, the request is placed on the work program for by the Traffic and Transportation Advisory Commission and subsequent approval by City Council if required.

Documents:


Approved By
Public Works Director
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Accreditation Manager
Print: Sign: Date:
34.4 Traffic Signs Maintenance

Procedures are established for maintenance requirements. Each sign is maintained to ensure effectiveness, including reflectivity standards, during all hours of the day.

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Review Date: 07-14-2022

Compliance: Full Compliance

Compliance Date: 10-17-2022

Documentation /Directives

California Manual on Uniform Traffic Control Devices (CA MUTCD 2014 Revision 6, effective March 30, 2021)

FHWA Maintenance of Signs and Sign Supports

City Road Standards

Agency Compliance:

All traffic control signs used in the City meet the requirements of the California Manual on Uniform Traffic Control Devices. Chapter 2A of the manual details sign maintenance elements such as reflectivity, color, and size. Chapters 2B through 2N identify all acceptable standard signs that may be used on public roadways. The Municipal Service Center sign maintenance program is in place to replace worn signs. Worn sign faces are refurbished and reused.

The City follows the methodology and procedures for sign maintenance outlined in the FHWA Maintenance of Signs and Sign Supports published in 2010. The FHWA publication outlines provides specific guidelines on sign installation, sign supports, preventative maintenance, inventory, repair and replacement, and reporting/record keeping.

Documents:


Approved By

Public Works Director

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Accreditation Manager
34.5 Statutory Speed Limits on Roadways

An ordinance is adopted that specifies the statutory speed limit on residential roadways and on other streets where no signs are posted. The statutory speed limit for a jurisdiction is the limit for each roadway unless posted otherwise.

Assigned To: System User, Mohammad Fatemi, Jim Mashiko
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

California Vehicle Code Sections 22358 through 22366, 40802
California Manual on Uniform Traffic Control Devices (CA MUTCD 2014 Revision 6, effective March 30, 2021), (please see hard copy)
Municipal Code Title 4, Chapter 3, Article 5 Speed Limits
Speed Limit Survey example
Radar Speed Limit Survey example

Agency Compliance:

Traffic speed surveys are typically conducted every five to seven years (but they can remain valid for up to 14 years) as required by Sections 22358 through 22358.5 and 40802 of the California Vehicle Code and the California Manual on Uniform Traffic Control Devices (see Section 2B.13). The City typically conducts speed surveys on non-residential streets having a speed limit greater than 25 miles per hour. Following the survey, the 85th percentile speed is determined and that speed forms the basis for establishing the posted speed limit. Law enforcement cannot enforce the posted speed limit using radar where the posted speed is not in compliance with the procedures identified in Section 2B.13 of the CA MUTCD. State law and the courts allow lowering the speed of up to 5 mph in areas with a high collision rate, visibility restrictions, and pedestrians and bicyclist activity. Title 4, Chapter 3, Article 5 of the Municipal Code identifies speed limits established by the City Council; established speed limits are found in Sections 4-3.501 through 4-3.568.

Documents:


Approved By
Public Works Director
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Accreditation Manager
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34.6 Street Name Signs

A policy is adopted for placement and specifications of identification signs at intersections. The policy may identify how street signs will be located (which quadrant of the intersection, on posts, or mounted to streetlight posts or overhead traffic signal masts, etc.) and the sign standard format (sign blank size and color, letter height, and color). Signs are in place to serve as navigational and safety devices. Procedures may also address how signs are replaced due to vandalism or change in street name.

Assigned To: System User, Mohammad Fatemi, Jim Mashiko

Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

City Road Standards

California Manual on Uniform Traffic Control Devices (CA MUTCD 2014 Revision 6, effective March 30, 2021),

Policy Street Name Signs

Agency Compliance:

The City follows the State policy on street name signs identified in the California Manual on Uniform Traffic Control Devices Section 2D-43. Requirements for lettering and retro reflectivity are followed to ensure visibility. Street name signs are installed at all street intersections. City Road Standards Plates 7-6 through 7-9 provide the specifications and installation standards for street name signs.

Documents:


Approved By
Public Works Director

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Accreditation Manager

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34.7 Vegetation Control

A policy is in place to provide for adequate visibility of traffic control signs and signals. A policy is in place to provide for trimming of tree branches and other vegetation or removal of other obstructions to allow adequate visibility of traffic control signs and signals by motorists and pedestrians. Vision clearance is maintained at street, alley, and driveway intersections to prevent landscaping and foliage from restricting motorists’ vision.

Assigned To: System User, Mohammad Fatemi, Jim Mashiko

Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

The California Manual on Uniform Traffic Control Devices (CA MUTCD 2014 Revision 6, effective March 30, 2021), (please see hard copy)

City Road Standards (please see hard copy)

Agency Compliance:

The City follows the California Manual on Uniform Traffic Control Devices requirements of traffic control sign visibility. Chapter 2, Section 2A.07 of the CA MUTCD identifies Retro reflectivity and Illumination requirements. Section 2A.08 identifies Maintaining Minimum Retro reflectivity. Plate 7-9 of the City Road Standards provides minimum sign height requirements for signs on the right side of roads, where most signs in the City are mounted. Minimum height standards allow signs to remain visible even with the presence of parked vehicles along the curb. The City trims trees and vegetation that obscure signs.

The City’s traffic signal maintenance contractor reviews and identifies any traffic signal indications that require the trimming of tree branches on a quarterly basis when a routine traffic signal maintenance inspection is performed. Each traffic signal is inspected four times a year.

Documents:

Approved By
Public Works Director

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Accreditation Manager
34.8 School Pedestrian Crossings

Policies are established for placement of school pedestrian crossing signs. Policies establish use of school pedestrian signs and school crossing advance signs. Cooperative arrangements may be made with the appropriate school district for development of school pedestrian routes and signage.

**Assigned To:** System User, Mohammad Fatemi, Jim Mashiko  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

California Manual on Uniform Traffic Control Devices (CA MUTCD 2014 Revision 6, effective March 30, 2021), (please see hard copy)

2022 City Council Staff Report- Crossing Guards

**Agency Compliance:**

The City refers to Chapter 7 of the California Manual on Uniform Traffic Control Devices requirements for school pedestrian crossings for guidance on placement of school crossing signs and advance signs. Engineering and traffic studies provide pedestrian and vehicle information which is used to determine the locations of school pedestrian crossings. Section 7B.12 (School Crossing Assembly) identifies the policy and procedures to install school pedestrian crossing signs.

Human Resources Department manages the City’s school crossing guard program. Trained crossing guards are assigned to designated elementary and middle school crossings to assist students cross the street. City Council has the final authority on the assignment and removal of crossing guards at specific locations. The Traffic and Transportation Advisory Commission will review recommendations to add or remove crossing guard locations prior to review by the City Council.

**Documents:**


**Approved By**

Public Works Director

Print: Sign: Date:

Accreditation Manager
34.9 School Zone Speed Limit Signs

A policy is established on posting of school zone speed limit signs. Special speed limits may be set in school areas. A policy on school zone speed limit signs is established in consultation with school safety officials.

Assigned To:  System User, Mohammad Fatemi, Jim Mashiko
          
Compliance:  Full Compliance

Review Date:  07-14-2022

Compliance Date:  10-17-2022

Documentation /Directives

California Manual on Uniform Traffic Control Devices (CA MUTCD 2014 Revision 6, effective March 30, 2021), (please see hard copy)

California Vehicle Code Section 22358.4

Agency Compliance:

Section 22358.4 of the California Vehicle Code establishes maximum speed limits in school zones. Section 7B.15 of the California Manual on Uniform Traffic Control Devices and the California Vehicle Code provide requirements for speed limit signs in school zones.

Documents:

34.9 - Cal. Vehicle Code School Zone Speed Limits.pdf, California Vehicle Code 22358.4 School Zone Speed Limits.pdf

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34.10 Special Signs

Policies are adopted for use and placement of special signs. Special signs may include deaf child area, drug-free zone, watch for children, and church directional signs. Consideration is given to MUTCD guidelines, state/provincial regulations, community characteristics, and accident history when determining use and placement of special signs.

Assigned To: System User, Mohammad Fatemi, Jim Mashiko
Review Date: 07-14-2022

Compliance: Full Compliance
Compliance Date: 10-17-2022

Documentation /Directives
California Manual on Uniform Traffic Control Devices (CA MUTCD 2014 Revision 6, effective March 30, 2021), (please see hard copy)
California Traffic Control Devices Committee

Agency Compliance:
The City uses the California Manual on Uniform Traffic Control Devices requirements for special signs. Staff's general practice is to install recognized and approved signs to maintain consistency with the provisions of the California Manual on Uniform Traffic Control Devices regarding signs. Staff may seek approval from the California Traffic Control Devices Committee on special signs not contained within the manual.

Documents:
California Traffic Control Devices Committee Information.pdf

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Public Works Director
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Accreditation Manager
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34.11 Alley Stop Signs

A policy on placement of stop signs at alley exits is adopted. Alleys are typically platted to serve adjacent property owners and not intended as through streets. An alley intersecting a through street may be considered an uncontrolled intersection similar to that of a private road or driveway. State or provincial law may indicate the right-of-way is given to the through street and not the alley or driveway. A vehicle entering from an alley or private road must yield to vehicles on the public or through roadway. Policies are enacted to address this issue and provide guidance on requests for placement of signs.

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Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

California Manual on Uniform Traffic Control Devices (CA MUTCD 2014 Revision 6, effective March 30, 2021), (please see hard copy)

Municipal Code Title 4 Chapter 3 Section 202

California Vehicle Code 21800-21809

Agency Compliance:

City policy for the placement of stop signs at alleys is the same as that for public streets. Municipal Code Title 4, Chapter 3, Section 202 grants City Council the authority to approve the placement of stop signs. Stop sign standards and specifications in the California Manual on Uniform Traffic Control Devices are followed. California Vehicle Code section 21800 provides additional guidance on right of way at intersections, including alleys.

Documents:

CA Vehicle Code 21800-21809 Right of Way.pdf, Municipal Code Title 4 Chapter 3 Article 4 Section 202 City Council Authority.pdf

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Public Works Director

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34.12 Pavement Markings Maintenance

A policy is adopted that sets standards for the installation and maintenance of all pavement markings to ensure uniform design, position, types of materials, and application. Pavement marking standards may reference the MUTCD or the UTCD book for Canada. These manuals mandate certain colors and patterns, but material for each application is chosen based on which material provides the most cost-effective marking.

Assigned To: System User, Mohammad Fatemi, Jim Mashiko
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

California Manual on Uniform Traffic Control Devices (CA MUTCD 2014 Revision 6, effective March 30, 2021)

Agency Compliance:

The City follows Chapter 3B of the California Manual on Uniform Traffic Control Devices requirements for pavement markings. This section contains detailed information on pavement markings, including retro reflectivity, materials, widths, patterns, and colors.

Documents:


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Public Works Director

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Accreditation Manager

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34.13 Installation of New Signals

A policy determines the process used for the installation of new signals. Traffic signals provide the highest and most expensive form of traffic control. Decisions on their use are based on accepted traffic engineering practices, the MUTCD and the UTCD book for Canada as appropriate.

Assigned To: System User, Mohammad Fatemi, Jim Mashiko
Review Date: 07-14-2022

Compliance: Full Compliance
Compliance Date: 10-17-2022

Documentation /Directives

California Manual on Uniform Traffic Control Devices (CA MUTCD 2014 Revision 6, effective March 30, 2021), (please see hard copy)
Resolution 97-82 Master Traffic Signal Plan Locations
Agency Compliance:

The City adopted policies and procedures on the placement and design of new traffic signals. The Warrants published in the California Manual on Uniform Traffic Control Devices Chapter 4 are used to determine if a traffic signal installation is warranted. A prioritized list of future signal locations is maintained and updated biennially.

Documents:


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Public Works Director
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Accreditation Manager
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34.14 Temporary Stop Signs for Signal Outage

Policies are adopted for responding to traffic signal failures. Policies are developed in consultation with police authorities to respond immediately to reports of traffic signal failures. The use or placement of temporary traffic control devices and on-site traffic control personnel is established in advance of incidents.

Assigned To: System User, Mohammad Fatemi, Jim Mashiko

Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Traffic Signal Malfunction Policy

Agency Compliance:

Battery backup systems are installed at all traffic signals. City policy allows temporary stop signs upon approval by the Police Chief or Public Works Director only after a signal is set to all flashing red operation.

Documents:

Traffic Signal Malfunction Policy.pdf

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
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34.15 Traffic Signal Timing

A procedure is provided for traffic signal timing. Each signal under the agency’s jurisdiction has a traffic signal timing plan. Plans may be modified when intersection configurations change, based upon complaints, or to coordinate with other regional signals.

**Assigned To:** System User, Mohammad Fatemi, Jim Mashiko  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

California Manual on Uniform Traffic Control Devices (CA MUTCD 2014 Revision 6, effective March 30, 2021)

**Agency Compliance:**

The City follows the policies outlined in the California Manual on Uniform Traffic Control Devices Part 4 on Traffic Signal Operations when developing traffic signal timing plans. Special care is given to proper yellow times and pedestrian WALK times. Caltrans Engineers are consulted when developing effective coordinated signal timings between City controlled signals adjacent to freeway on/off-ramp traffic signal controlled by Caltrans.

**Documents:**


**Approved By**

Public Works Director

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34.16 Truck Routes

A policy on designation of truck routes is adopted. Truck routes may be used to keep truck traffic out of residential or congested areas. Truck routes are developed in consultation with the business community, neighborhood groups, and the trucking industry. Procedures for designating truck routes, or no-truck areas, are established and enforcement mechanisms put in place.

Assigned To: System User, Mohammad Fatemi, Jim Mashiko

Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Municipal Code Title 4 Chapter 3 Article 4 Section 700 Truck Routes

Agency Compliance:

Truck routes are set by the City and codified in the Thousand Oaks Municipal Code. Municipal Code Title 4 Chapter 3 Article 4 Section 7 designates established truck routes in the City. Currently there are no truck routes in the City. Trucks are expected to use State Route 23 and Highway 101.

Documents:

Municipal Code Title 4 Chapter 3 Article 4 Section 700 Truck Routes.pdf

Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
34.17 Bike Paths

A policy on designating and marking bike facilities is adopted. Bike routes, bike lanes, and paths may be identified in cooperation with neighborhood and organized cycling groups. Guidelines should be set for identifying and marking bike paths in accordance with the MUTCD or other legally established standard.

Assigned To: System User, Mohammad Fatemi, Jim Mashiko
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Bicycle Master Plan
2018 City Road Standards
Active Transportation Plan

Agency Compliance:

In Thousand Oaks there are approximately 107 miles of bicycle facilities consisting of 1.6 miles of Class I bike paths, 89.1 miles of Class II bike lanes, and 16.4 miles of Class III bike routes. A Bicycle Facilities Master Plan was originally adopted by City Council in 2005 and was updated and readopted in 2010. In December 2019, the City Council Adopted an Active Transportation Plan which replaced the Bicycle Master Plan. The Plan outlines the planning and design criteria used to select the high and low priority bike path projects. Detailed descriptions of each proposed bikeway segment are included in the plan.

Road Standards Plates details green bike lane marking where a right turn lane is positioned to the right of a bike lane.

Documents:


Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
34.18 Bus Stops

Procedures are implemented for designating bus stops. Bus stops can affect traffic flow on roadways. Guidelines for placement of bus stops are worked out between the agency responsible for bus services and the agency responsible for the streets and highways. Efforts are made to optimize operations of both bus services and traffic.

Assigned To: System User, Mohammad Fatemi, Jim Mashiko  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Municipal Code Title 4 Chapter 3 Article 4 Section 404 Bus Stops
Bus Stop Amenities Guidelines
City Road Standards (please see hard copy)

Agency Compliance:

Standards and policies are adopted for designating bus stops throughout the City. The Municipal Code authorizes the City Engineer to establish bus stops within 50 feet of an intersection. The Bus Stop Amenities Policy Guideline provides standards for the placement of benches, shelters, signs, lighting, trashcans and information sources. Safety is the primary concern in the placement of bus amenities. Bus stop signs which include route information are located at all bus stops and shelters. City Road Standards Plate 8-1 sets standard dimensions and criteria for bus turnouts.

Documents:


Approved By

Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
34.19 Temporary Street Closings

A policy is adopted by the agency on when streets may be closed for special events. Streets may be temporarily closed in emergencies, for neighborhood events, parades, or other special occasions. A policy for considering, approving, and enacting temporary street closings is adopted. Issues considered in street closing include duration of event, emergency vehicle access, access to properties affected by the closing, and alternative traffic routes. Close cooperation between public works and law enforcement personnel should be established.

Assigned To: System User, Mohammad Fatemi, Jim Mashiko
Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-17-2022

Documentation /Directives

California Manual on Uniform Traffic Control Devices (CA MUTCD 2014 Revision 6, effective March 30, 2021), (please see hard copy)

Special Event Permit Application
Resolution 92-167 Street Closure policy

Agency Compliance:

The City follows Chapter 6F, California Manual on Uniform Traffic Control Devices when establishing temporary street closings. Temporary traffic control devices, for example, cones, arrow board, changeable message signs, and detour signs are used to direct traffic away and around the temporary street closure.

Temporary street closure requests for special events are processed by the Community Development Department. Special Event Permits include conditions placed, on the organizers, by the Police Department, Fire Department and Public Works. An example of a condition is proper temporary traffic control if a road is closed for a street fair. Permanent street closures can only be authorized by the City Council.

Documents:
Resolution 92-167 Street Closures.pdf, Special Event Application and Instructions.pdf

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Public Works Director

Accreditation Manager
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34.20 One-Way Streets

A policy is established on one-way street designation. Roadways may be designated one-way following engineering studies and action by appropriate governing bodies. One-way street designation is an important device for regulating traffic. It is a standard control that is well accepted and understood by the public.

**Assigned To:** System User, Mohammad Fatemi, Jim Mashiko  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

Not applicable

**Agency Compliance:**

There are only two short freeway frontage streets in the City that are one-way. City Council approval is required for designating streets as one-way.

**Documents:**

**Approved By**  
**Public Works Director**

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34.21 Traffic Calming

A policy on the use of traffic calming methods is established. Traffic calming, (e.g., traffic humps or bumps, chokers ["bump-outs"], diverters, etc.) is increasingly becoming a tool for controlling or mitigating the negative effects of vehicular traffic. While long-term benefits of traffic calming have not been conclusively documented, many communities have reported positive results using traffic calming techniques.

Assigned To: System User, Mohammad Fatemi, Jim Mashiko
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

Resolution 2009-045 Speed Hump Policy
Resolution 92-167 Street Closure Policy
City Road Standards (please see hard copy)

Agency Compliance:
The City adopted traffic calming policies for speed humps and speed cushions and street closures. These traffic calming devices may be requested by residents through a petitioning process. After petitioning criteria are met, staff performs necessarily field investigations and reports the results back to the petitioners. If speed humps, speed cushions, or street closures are warranted, the item is placed on the agenda for review by the Traffic and Transportation Advisory Commission and approval by City Council. Traffic Calming devices other than speed humps have not been considered because speed humps and speed cushions are the most cost-effective means to achieve traffic calming on residential streets.

City Road Standards Plates 7-15 through 7-17 provide specifications and installation standards for speed humps and speed cushions.

Documents:
Resolution 2009-045 Speed Hump Policy.pdf, Resolution 92-167 Street Closures.pdf

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
34.22 Streetlights

A policy establishes responsibility for streetlight installation, repair and maintenance, and reporting of outages. The policy identifies illumination levels, spacing, and maintenance requirements for streetlights.

**Assigned To:** System User, Mohammad Fatemi, Jim Mashiko

**Compliance:** Full Compliance

**Review Date:** 07-14-2022

**Compliance Date:** 10-17-2022

**Documentation /Directives**

City Road Standards (please see hard copy)

**Agency Compliance:**

City's Road Design and Construction Standards Plates 8-10 and 8-11 set requirements for streetlight locations, spacing and design. Most streetlights are owned and maintained by Southern California Edison (SCE), the local electric utility company. Some streetlights located on Thousand Oaks Boulevard are owned and maintained by the City. Requests for new streetlights are coordinated by the Engineering Services Division in Public Works.

**Documents:**

**Approved By**

**Public Works Director**

Print: Sign: Date:

**Accreditation Manager**

Print: Sign: Date:
34.23 Roadside Memorials

A policy establishes how an agency should treat roadside memorial requests. Many agencies permit citizens to place roadside memorials to persons killed in traffic accidents. This issue may be emotionally or politically charged and should be approached with caution and respect. Whether an agency officially permits or condones the practice, a procedure should be established to guide agency employees when they encounter such memorials. Appropriate state or provincial departments of transportation may provide an excellent source of guidance and may have formal policies on roadside memorials. (APWA has taken no official position on roadside memorials, and the recommended practice only extends to having guidance for agency employees who may encounter such memorials in the course of their assigned duties.)

Assigned To: System User, Mohammad Fatemi, Jim Mashiko
Review Date: 07-14-2022

Compliance: Full Compliance
Compliance Date: 10-17-2022

Documentation /Directives

Memorial and Shrine Removal Guidelines

Agency Compliance:

A policy is in place setting forth guidelines for the treatment of roadside memorials located in City medians and public right-of-way. When a memorial poses an immediate threat to public health or safety, City staff will remove personal items from the location. Prior to the removal of items, staff will photograph the memorial or shrine and place a notice at the site informing the family how they may collect their personal items. Due to the private and sensitive nature involving shrines and memorials, staff will not contact the family directly to arrange for the return of items; however, staff will work with Thousand Oaks Police Department to notify family members.

Documents:
Memorial and Shrine Removal Guidelines.pdf

Approved By
Public Works Director

Print: Sign: Date:
34.24 Roundabouts

A policy on the use of roundabouts is adopted. Modern roundabouts can replace traffic signals and have also been used as a form of traffic calming. The agency should consider when it is appropriate to utilize this method.

Assigned To: System User, Mohammad Fatemi, Jim Mashiko

Compliance: Full Compliance

Documentation /Directives

Federal Highway Administration Roundabouts

Agency Compliance:

The California Manual on Uniform Traffic Control Devices does not provide warrants on the installation of roundabouts. Other industry resources such as the Federal Highway Administration (FHWA) offer recommended practices for the design and installation of roundabouts. Agencies who have successfully installed roundabouts stress the need for an aggressive neighborhood outreach campaign when a roundabout is considered for installation in lieu of or to replace a traffic signal. The City recognizes that roundabouts may be a suitable alternative for intersection control when warrant levels are reached for traffic signalization. Funding, neighborhood consensus, and unique intersection traffic flow characteristics will dictate if a roundabout should be considered. Currently there are very few roundabouts in the City.

Documents:

Federal Highway Administration Roundabouts.pdf, ITE Roundabouts.pdf

Approved By

Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
35. Parking

35.1 Parking Facility Planning

A plan determines the need and placement of parking lots or structures. Size and placement of parking structures may take into consideration vehicle count, geometrics, loading time, access to facilities to be served, land values versus cost per stall, provisions for handicapped, regular and compact vehicle ratios, and accommodations for buses and service trucks.

Assigned To:  System User, Mohammad Fatemi, Jim Mashiko

Compliance:  Full Compliance

Review Date:  07-14-2022

Compliance Date:  10-16-2022

Documentation /Directives

Municipal Code Title 4 Chapter 3 Article 4 Parking

Agency Compliance:

Thousand Oaks Municipal Code Sections (TOMC) 9-4.2401 through 9-4.2406 set forth requirements and design for parking. There is only one City-owned public parking structure/parking lot at the Civic Arts Plaza/City Hall.

Documents:

Municipal Code Title 4 Chapter 3 Article 4 Parking.pdf

Approved By
Public Works Director

Print:  Sign:  Date:  

Accreditation Manager
35.2 Parking Facility Design

Standards and criteria are established for parking facility design and construction. Parking lot or structure design and construction standards may include considerations for stall angles, aisle widths, small cars, drainage, handicapped accessibility, lighting, safety, traffic flow, aesthetics, and surface treatments. It is important that parking lot design provide adequate slope for water runoff, sufficient foot-candle levels to light the parking lot with even illumination, security, suitable access and egress, and landscaping in accordance with the agency’s landscape plan.

The overall design should include the development of parking surface additions over the original usage, consideration of storm design, time of concentration, intensity, and capacity of existing storm sewers to handle runoff. Failure to handle normal runoff creates a need for stormwater detention/retention structures. Design studies should also provide for exploration of subsurface features that may create problems. These include old foundations with drains, abandoned underground utilities, tanks, wells, and tunnels that could allow depressions to develop. Initial design should provide sufficient depth to support vehicle loading with sufficient base for surface lots to avoid breakup of concrete or asphalt surface course.

Assigned To: System User, Mohammad Fatemi, Jim Mashiko  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-16-2022

Documentation /Directives

Municipal Code Title 9 Chapter 4 Article 24 Off Street Parking
Road Design and Construction Standards (see hard copy)

Agency Compliance:

Municipal Code Title 9 and the City Road Design and Construction Standards specify standards and policies for parking facility design and construction. Stormwater requirements are included in the conditions for all parking facilities. Public Works has a review process to confirm site plans submitted to the Community Development Department (CDD) will be able to meet stormwater runoff requirements. CDD takes the lead on private parking lot and structure design standards to meet minimum City standards. City owned and maintained parking facilities would be built to meet the same standards.
Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
35.3 Parking Facility Maintenance

Maintenance standards are determined for parking lots and structures. Lot and structure maintenance may include surface repairs, cleaning, snow removal, meter maintenance, and striping restoration. Routine inspections are critical to facilitate and schedule maintenance repairs. Maintenance activities describe the procedures to be followed and the personnel, equipment, and materials to be used.

Assigned To: System User, Mohammad Fatemi, Jim Mashiko
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-16-2022

Documentation /Directives

Municipal Code Title 9 Chapter 4 Article 24 Off Street Parking

Agency Compliance:

The Municipal Code sets forth requirements for parking facility maintenance including surface lots and structures. The City owns one public parking structure, located at City Hall. Operation and maintenance of the City Hall parking structure is managed by the City Facilities Division in the Finance Department.

Documents:

Municipal Code Title 9 Chapter 4 Article 24 Off Street Parking .pdf

Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
35.4 Parking Facility Operations
Facility operating procedures are adopted that include security, accessibility, and revenues. Parking lot and structure operating plans are developed and designed to keep parking areas open in all possible situations. Operating provisions may include snow plowing and hauling capabilities and personnel, equipment, and material requirements.

Assigned To: System User, Mohammad Fatemi, Jim Mashiko
Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-16-2022

Documentation /Directives
Municipal Code Title 9 Chapter 4 Article 24 Off Street Parking
Parking and Access at Civic Arts Plaza Policy

Agency Compliance:
The Municipal Code sets forth requirements for parking lot maintenance and operations.
The City owns one public parking structure, located at City Hall. Operations and maintenance of the City Hall parking structure is assumed by the City Facilities Division within the Finance Department

Documents:
Municipal Code Title 9 Chapter 4 Article 24 Off Street Parking .pdf, Parking and Access at Civic Arts Plaza Policy.pdf

Approved By
Public Works Director
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Accreditation Manager
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35.5 Parking Fees

A policy establishes fees for use of parking facilities. Parking meters or tollbooths are used to control parking and generate operating revenue. Policies are established on where they are used, parking rates, enforcement, and fines. Procedures are established for reporting out-of-order meters.

Criteria are established for meter revenue collection and maintenance, meter removal, unloading, and residential parking permit programs.

**Assigned To:** System User, Mohammad Fatemi, Jim Mashiko  
**Review Date:** 07-14-2022  
**Compliance:** Full Compliance  
**Compliance Date:** 10-16-2022

**Documentation /Directives**

City User Fees Parking Structure (please see hard copy)

**Agency Compliance:**

There are no parking meters in Thousand Oaks. The City owned parking structure at City Hall is used during events and shows held at the City theaters. Parking fees are charged for these events. The City Finance Department reviews and adjusts parking fees during the biennial budget process. Parking Fees are adopted by City Council Resolution.

**Documents:**

City User Fees Parking Structure.pdf

**Approved By**

Public Works Director  
Print: Sign: Date:

**Accreditation Manager**

Print: Sign: Date:
35.6 On-Street Parking Meters
A policy and program on use of parking meters and collections is established. Parking meters are used to control use of valuable street space. Policies are established on where they are used, parking rates, time increments, enforcement, fines, and how they are collected.

Procedures are established for hoisting parking meters for special events and for reporting out-of-order meters.

**Assigned To:** System User, Mohammad Fatemi, Jim Mashiko

**Review Date:** 07-14-2022

**Compliance:** Not Applicable

**Compliance Date:** 10-17-2022

**Documentation /Directives**

Not applicable

**Agency Compliance:**

There are no parking meters in the City of Thousand Oaks.

**Documents:**

**Approved By**

Public Works Director

Print:  
Sign:  
Date: 

**Accreditation Manager**

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Sign:  
Date:
35.7 Parking Regulation

A parking regulation program is established. A comprehensive program is established for controlling parking in the community. The program may address limited time parking zones, no parking in front of driveways, no parking zones, no parking adjacent to playgrounds, permit parking, rush hour parking restrictions, emergency snow routes, and passenger loading zones.

Assigned To: System User, Mohammad Fatemi, Jim Mashiko
Review Date: 07-14-2022

Compliance: Full Compliance
Compliance Date: 10-16-2022

Documentation /Directives

California Vehicle Code Chapter 9 Stopping Standing or Parking
Municipal Code Title 4 Chapter 3 Sections 401-424

Agency Compliance:


Documents:


Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
35.8 Angle Parking
A policy on the use of angle parking is established. The conditions are established allowing for use of angle parking in the community. Although angle parking can increase the number of parking spaces available, angle parking also can decrease the safety of the street. Angle parking can be more hazardous than parallel parking due to the lack of adequate visibility for drivers during the back-out maneuver.

Assigned To: System User, Mohammad Fatemi, Jim Mashiko
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-16-2022

Documentation /Directives

Municipal Code Title 4 Chapter 3 Article 4 Parking

Agency Compliance:
Municipal Code Section 4-3.406 sets forth regulations for angled parking. The City Engineer determines the location of streets or parts of streets where angle parking is permitted.

Documents:
Municipal Code Title 4 Chapter 3 Article 4 Parking.pdf

Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
35.9 Access to Parking on Streets

A policy and procedure for designating spaces on public streets is adopted. Parking spaces are used to assure residents have convenient access to their homes and customers have convenient access to businesses. A policy on use of parking spaces and a procedure for installing spaces are used to ensure consistent applications.

Assigned To: System User, Mohammad Fatemi, Jim Mashiko
Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-16-2022

Documentation /Directives

California Vehicle Code Chapter 9 Stopping Standing or Parking (please see hard copy)
Municipal Code Title 4 Chapter 3 Sections 401-424

Agency Compliance:

Public streets in Thousand Oaks allow curb parking except where prohibited or time restricted by regulations of the California Vehicle Code (Chapter 9) or Sections 4-3.401 through 4-3.424 of the Municipal Code. The Public Works Department works closely with the Police Department to provide public notification of parking restrictions through signage or curb markings when necessary for enforcement.

Public Works Department staff perform field studies when new requests for parking restrictions are requested. Staff contacts relevant stake holders, business owners, homeowner associations, residents, and employees, and in some situations, schedules community meetings to determine the appropriateness of each request.

Documents:
Municipal Code Title 4 Chapter 3 Article 4 Parking.pdf

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35.10 Residential Handicapped Parking Zones

A policy and procedure for designating handicap parking zones adjacent to residential property is adopted.
Handicap parking zones are used to assure residents have convenient access to their homes. A policy on use of handicap parking zones and a procedure for installing zones are used to ensure consistent application.

Assigned To: System User, Mohammad Fatemi, Jim Mashiko
Review Date: 07-14-2022
Compliance: Full Compliance
Compliance Date: 10-16-2022

Documentation /Directives

Municipal Code Title 4 Chapter 3 Article 4 Section 417

Agency Compliance:
The Thousand Oaks Municipal Code Section 4-3.417 sets forth regulations for disabled or handicap parking. It is unlawful for any person to obstruct, block, or otherwise bar access to disabled or handicap parking stalls, spaces, curb cuts, or ramps.

Documents:
Municipal Code Title 4 Chapter 3 Article 4 Parking.pdf

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
36. Cemeteries

36.1 Interment, Inurnment, and Scattering

Policies and procedures are in place for interment, inurnment, and scattering. The agency’s process is to assist the family in selection and purchase of a burial site and preparation of burial authorization forms; to coordinate logistics with the funeral home and the family; and to prepare gravesites for interment, inurnment, or scattering. All interments are also subject to the order and laws of the municipality, county, state/province, and federal government.

Assigned To: 
Review Date: 02-26-2021
Compliance: Not Applicable
Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

The City of Thousand Oaks does not have any cemeteries within its city limits; therefore, this entire chapter is not applicable to the Public Works Department.

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
36.2 Disinterment and Disinurnment

Policies and procedures are in place for disinterment and disinurnment. Appropriate authorizations are filled out by the family and cemetery superintendent and are coordinated with the funeral director if there is a concern with the integrity of the vault and/or casket. There may also be a court order for disinterment.

Standard procedures are in place for the exhumation of vaults and/or caskets and for transportation or temporary storage.

**Assigned To:**

**Compliance:** Not Applicable

**Review Date:** 02-26-2021

**Compliance Date:** 10-17-2022

**Documentation /Directives**

Not applicable

**Agency Compliance:**

Not applicable

**Documents:**

**Approved By**

Public Works Director

Print: Sign: Date:

**Accreditation Manager**

Print: Sign: Date:
36.3 Mapping Blocks

Procedures exist for mapping of blocks, sections, lots and spaces, and for locating interments, memorials, etc. All blocks, sections, lots, and spaces are identified on hard copy and backed up by microfilm or electronic media. Full cemetery maps, block maps, section maps, and lot maps are available individually.

Assigned To: Review Date: 02-26-2021
Compliance: Not Applicable Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

Approved By
Public Works Director
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Accreditation Manager
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36.4 Lot Numbering

Policies and procedures are in place to identify the status of each interment site. The database of maps and records is available and includes individual identification, casket type, vault type, interment size, memorial, date of death, date of birth, family contacts, and in some cases, cause of death.

Assigned To:  
Review Date: 02-26-2021

Compliance: Not Applicable  
Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

Not applicable

Documents:

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Public Works Director

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Date:

Accreditation Manager

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Date:
36.5 Section Development

A policy is established that determines when new section development occurs. All elements are in place to facilitate in the development of additional inventory of interment sites. In-house or contracted engineering services are utilized in laying out the grid of block, section, lot, and interment sites.

Assigned To: 
Compliance: Not Applicable

Review Date: 02-26-2021
Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
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36.6 Section Renovation

Policy and procedures exist for the upgrading of blocks, sections, lots, and interment sites. Blocks, sections, lots, and interment sites in need of renovation are identified.

Upon identification, a course of action is implemented that includes alignment of memorials, filling of depressed interment sites, and sodding or seeding on the same.

Assigned To: 
Review Date: 02-26-2021
Compliance: Not Applicable 
Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

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Public Works Director
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Accreditation Manager
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36.7 Fiscal Management
Policies and procedures exist for sound fiscal management. Fiscal management includes the collection of all fees and charges, the reconciliation of receipts to inventory, and payments or expenditures within budget limitations.

The cemetery endowment fund, if applicable, is protected and preserved through a municipal ordinance. The agency has in place a business plan covering three to five years of cemetery operation with a planning component beyond five years.

**Assigned To:**

**Compliance:** Not Applicable

**Review Date:** 02-26-2021

**Compliance Date:** 10-17-2022

**Documentation /Directives**

Not applicable

**Agency Compliance:**

Not applicable

**Documents:**

**Approved By**

Public Works Director

Print: Sign: Date:

**Accreditation Manager**

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36.8 Roadway Maintenance
A program exists to maintain cemetery roadway and/or pathway infrastructure. Through joint effort with the municipal pavement management team, the roadways and pathways are maintained and developed with slurry seal, crack filling, overlays, and other appropriate pavement maintenance techniques.

Assigned To:  

Compliance:  Not Applicable  

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

Approved By
Public Works Director

Print:  Sign:  Date:

Accreditation Manager

Print:  Sign:  Date:
36.9 Security

Policies and procedures exist for security of grounds, buildings, and records. Through cooperative efforts with local law enforcement agencies, grounds, and buildings are patrolled on a regular basis. Office, maintenance, and storage buildings are protected through alarm systems.

Assigned To: 
Compliance: Not Applicable

Review Date: 02-26-2021
Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
36.10 Memorial Foundation Installation

Policies and procedures exist for the installation of new and upgraded foundation installations. Policies and procedures are in place for the timely installation of foundations in line with industry standards. The process includes location, layout, excavation, and installation.

Assigned To: Review Date: 02-26-2021
Compliance: Not Applicable Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

Not applicable

Documents:

Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
36.11 Grounds Equipment Inventory Maintenance

Policies and procedures are in place to identify inventory and maintenance requirements for both pooled and non-pooled equipment. Policies and procedures are in place for an accurate and complete inventory of the pooled and non-pooled equipment used to support cemetery operations. An active preventive maintenance regimen is in place to minimize downtime on both pooled and non-pooled equipment.

Complete maintenance records are in place to identify maintenance, repair, and replacement needs. Fuel, hour, and mileage records are maintained to reconcile consumption and address federal and state regulations.

Assigned To: 
Compliance: Not Applicable
Review Date: 02-26-2021
Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

Not applicable

Documents:

Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
36.12 Building Maintenance
Policies and procedures are in place to maintain cemetery buildings at acceptable standards. Building maintenance standards are in place and adhered to in conjunction with the municipal building maintenance agency. The ADA or other applicable national standards are monitored and implemented as required.

Assigned To:          Review Date:   02-26-2021
Compliance: Not Applicable Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

Approved By
Public Works Director
Print:          Sign:          Date:

Accreditation Manager
Print:          Sign:          Date:
36.13 Memorial Day Special Services
Practices are in place for special events and services held to commemorate Memorial Day. In conjunction with local military and veterans’ organizations, the agency hosts the community’s annual Memorial Day Service.

**Assigned To:**

**Compliance:** Not Applicable

**Review Date:** 02-26-2021

**Compliance Date:** 10-17-2022

**Documentation /Directives**

Not applicable

**Agency Compliance:**

Not applicable

**Documents:**

**Approved By**

Public Works Director

Print: Sign: Date:

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**Accreditation Manager**

Print: Sign: Date:
36.14 Marketing and Pre-Need Sales

Procedures are in place to inform the public of products and services offered by the municipal cemetery and to provide the community with pre-need arrangement opportunities. The agency conducts informational advertising through radio, newspaper, flier, or other appropriate promotional activities. These activities include, but are not limited to, group and self-guided tours and educational consultations. Pre-arrangement programs are offered which include purchase of property, opening and closing, counseling, and payment plans.

Assigned To: Review Date: 02-26-2021
Compliance: Not Applicable Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
37. Airports

37.1 Legal Authority

A document exists that defines the airport’s legal authority. The airport is authorized by federal, state, provincial, or local codes to make rules and regulations governing the use of the airport airfield and terminal buildings. A process for setting fees and charges is included in the authorization.

Assigned To:  
Compliance:  Not Applicable  
Review Date:  02-26-2021  
Compliance Date:  10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

The City of Thousand Oaks does not have any airports within its city limits; therefore, this entire chapter is not applicable to the Public Works Department.

Documents:

Approved By

Public Works Director
Print:  
Sign:  
Date:  

Accreditation Manager
Print:  
Sign:  
Date:  

743
### 37.2 Planning and Development

A document exists to track planning and development at the airport. The airport has adopted a master plan that includes a layout of the airport property and a forecast of future needs. The master plan has a functional area map identifying areas for private development at the airport.

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#### Documentation /Directives

Not applicable

#### Agency Compliance:

Not applicable

#### Documents:

- **Approved By**
  - Public Works Director

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37.3 Property Management

Policies are established that address uses of airport properties. Specific contracts exist that outline the responsibilities and acceptable uses of airport properties and facilities of airport tenants and users.

Assigned To: Not Applicable
Review Date: 02-26-2021
Compliance: Not Applicable
Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
37.4 Finance

Financial practices ensure compliance with local, state, and federal laws and provide a method to monitor fiscal performance. Specific finance policies exist to ensure compliance with local and state law.

**Assigned To:**

**Compliance:** Not Applicable

**Review Date:** 02-26-2021

**Compliance Date:** 10-17-2022

**Documentation /Directives**

Not applicable

**Agency Compliance:**

Not applicable

**Documents:**

**Approved By**

Public Works Director

Print: Sign: Date:

**Accreditation Manager**

Print: Sign: Date:
37.5 Grant Administration

Procedures are established for grant administration and management, including staff qualifications. Adequately qualified staffing must be available to administer grants and provide technical oversight of any capital projects.

Assigned To:  
Compliance: Not Applicable  
Review Date: 02-26-2021  
Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

Not applicable

Documents:

Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
37.6 Maintenance
The agency policy establishes the maintenance requirements, responsibility, and documentation for all equipment, property, and facilities. The airport develops appropriate means to implement operation standards and maintenance programs. Another department may provide the maintenance of facilities and/or equipment, and the equipment may be maintained by a different agency.

Assigned To: [Assigned To]  
Review Date: 02-26-2021

Compliance: Not Applicable  
Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

Approved By
Public Works Director
Print:     Sign:     Date:

Accreditation Manager
Print:     Sign:     Date:
37.7 Environmental

Plans are developed and approved and permits are obtained to ensure environmentally sound operations at the airport. The airport must be in compliance with a variety of federal, state, and local requirements regarding practices to manage and enhance the environment of the airport, including noise reduction, if applicable, wildlife management, wetland and natural habitat protection, hazardous materials disposal, herbicide and pesticide application, and fueling requirements.

Assigned To:  
Compliance: Not Applicable

Review Date: 02-26-2021
Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
37.8 Marketing

The airport is involved in the marketing activities and has developed a marketing and air service development program. A marketing program is established to attract and sustain airline service and fares that benefit the community.

Assigned To: 
Compliance: Not Applicable

Review Date: 02-26-2021
Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
37.9 Regulations
Regulations exist that govern the airport. The airport complies with all applicable, federal, state, provincial, and locally mandated regulations.

Assigned To:                  Review Date:   02-26-2021
Compliance:      Not Applicable       Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

Approved By
Public Works Director

Print:  Sign:  Date:

Accreditation Manager

Print:  Sign:  Date:
37.10 Security
The airport has adopted a written program detailing airport security procedures.
A security policy details provisions to be made to prevent disruption to air travel.

Assigned To:  
Compliance:  Not Applicable  
Review Date:  02-26-2021  
Compliance Date:  10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

Approved By
Public Works Director
Print:  Sign:  Date:

Accreditation Manager
Print:  Sign:  Date:
37.11 Safety Training
A policy establishes an airport-specific program and ensures employees receive current job-related safety training. An airport work environment poses unique job risks to employees. Specific training is necessary that addresses moving aircraft, fueling operations, airport vehicle operations, deicing, and airfield inspections.

Assigned To:  
Review Date: 02-26-2021
Compliance: Not Applicable  
Compliance Date: 10-17-2022

Documentation /Directives

Agency Compliance:

Documents:

Approved By
Public Works Director
Print:  
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Date:

Accreditation Manager
Print:  
Sign:  
Date:
38. Transit Operations

38.1 Legal Authority

A procedure is in place that designates the authority of individuals acting on behalf of the transit agency. The transit agency must be authorized to enter into a binding agreement with Federal Transit Authority (FTA) if federal funds are utilized. The level of authority of signees must be established and documented.

Assigned To: Mike Houser, Nancy Arrieta

Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-16-2022

Documentation /Directives

Quarterly FTA Compliance Report example
City-VCTC Federal Funding Agreement

Agency Compliance:

The City is a sub-recipient of Federal funds from the Ventura County Transportation Commission. An agreement between the City and the Ventura County Transportation Commission (VCTC) designates Ventura County Transportation Commission as the primary recipient of Federal funding that includes the Thousand Oaks/Moorpark Urbanized Area. The Ventura County Transportation Commission (including the City) completes a U.S. Federal Transit Administration Triennial Review every three years. Thousand Oaks Transit participates in the review processes.

Documents:

City VCTC Cooperative Agreement Federal Funding.pdf, Quarterly FTA Compliance Report Example.pdf

Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
38.2 Matching Funds

The transit agency is required to show financial ability to match grant-funding requirements. The grantee must be able to demonstrate the ability to match and manage grant funds, to cover cost overruns, to cover operating deficits through long-term stable and reliable sources of revenue, to maintain and operate federally funded facilities and equipment, and to conduct an annual independent organization-wide audit.

Assigned To: Mike Houser, Nancy Arrieta  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-16-2022

Documentation /Directives

City of Thousand Oaks /Ventura County Transportation Commission Triennial Performance Audit FY 2017 to FY 2019

Thousand Oaks TDA Audit Fiscal Year Ending June 30, 2020, Final Report example-

Single Audit Report 2020 example-

Capital Budget- Transportation Sections (please see hard copy)

Fiscal Year 2022 TDA Claim Form

Agency Compliance:

The City is a sub-recipient of Federal funding from the Ventura County Transportation Commission. Ongoing operation and maintenance for transportation services are funded through Federal Transit Administration Formula funds and State Transportation Development Act (TDA) funds. TDA regulations require farebox recovery of 10 percent for Dial-a-Ride and 20 percent for fixed route. Prior to the pandemic Thousand Oak Transit had an annual farebox recovery rate of 10 percent for Demand Response services comprised of fare media sales. Fixed Route fare recovery was comprised of 9 percent fixed route fare media sales and 11 percent other locally generated revenues. TDA farebox requirements were suspended due to the pandemic.

Capital improvement items are primarily funded with Federal grants and the matching funds generally come from Transportation Development Act revenues.

The Ventura County Transportation Commission (including the City) successfully completed a U.S. Federal Transit Administration Triennial Review. Annually, grants, including matching fund requirements, are audited by an independent auditing firm.

Documents:

38.3 Grant Administration

Procedures are established for grant administration and management, including staff qualifications. Adequately qualified staffing must be available to administer grants and provide technical oversight of any capital projects.

Assigned To: Mike Houser, Nancy Arrieta  
Review Date: 07-14-2022  
Compliance: Full Compliance  
Compliance Date: 10-16-2022

Documentation /Directives

City of Thousand Oaks /Ventura County Transportation Commission Triennial Performance Audit FY 2017 to FY 2019

City Purchasing Manual (please see hard copy)

Request for Bid-Digital Bus Route Displays with Federal Requirements-Example

Purchasing Modifications City Council Report 2017

City General Services Agreement Template (see Section 23 Federal Requirements)

Agency Compliance:

The City is a sub-recipient of Federal funding from the Ventura County Transportation Commission. The primary grant administrator is the Ventura County Transportation Commission. Public Works staff attend grant workshops and webinars hosted by the Federal Transit Administration and the California Department of Transportation. City agreements and contracts contain language requiring vendors to comply with Federal and State law.

Documents:


Approved By

Public Works Director
Print:  Sign:  Date:

Accreditation Manager
Print:  Sign:  Date:
38.4 Satisfactory Continuing Usage

An inventory is developed and maintained of real property, facilities, and equipment to ensure appropriate and continuing use in transit service. The transit agency must conduct and maintain an inventory of all property to ensure the property and equipment purchased with transit funds and grants are used for transit purposes. The inventory should include descriptions and locations. The local authority must include in a policy the dollar threshold for its asset management system.

Assigned To: Mike Houser, Nancy Arrieta  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-16-2022

Documentation /Directives

Asset Replacement Equipment Listing (please see hard copy)
Asset Listing by Asset Class - example
Transit Asset Management Plan

Agency Compliance:

Capital property records are maintained by the Public Works and Finance Departments. The Finance Department is the office of record for Capital property inventory records, depreciation and asset replacement funding. Public Works Transit, Engineering, and Fleet management staff are responsible for maintaining non-financial acquisition, construction, and maintenance records.

Infrastructure—After a Transit Capital infrastructure project is accepted by the City Council, the Public Works project manager forwards a notice of completion to the City Clerk and the Finance Department capitalizes the project.

Equipment—At the time the City takes possession of capital equipment, the project manager or the fleet maintenance manager requests a fixed asset number from the Finance Department. Either the transit program manager or fleet maintenance supervisor attaches the asset number to the asset. Finance Department capitalizes the equipment.

Documents:
Asset Listing by Asset Class.pdf, Transit Asset Management Plan.pdf

Approved By
Public Works Director
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38.5 Maintenance

The agency policy establishes the maintenance requirements, responsibility, and documentation for all equipment and facilities. Another department may provide the maintenance of facilities and/or equipment, and the equipment may be maintained by a different agency. Records must be available to show compliance with the maintenance requirements. Policy should address wage or time range.

**Assigned To:** Mike Houser, Nancy Arrieta  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-16-2022

**Documentation /Directives**

Transit Fleet Maintenance Plan

**Agency Compliance:**

The Fleet Services Division at the Municipal Service Center is responsible for maintaining all City owned vehicles including the fixed route transit buses. The Fleet Services Division maintains bus maintenance records in accordance with Federal and State law. Computerized records are maintained within the fleet computerized maintenance management software.

**Documents:**

- Transit Fleet Maintenance Plan.pdf

**Approved By**

Public Works Director

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38.6 Procurement

Procurement procedures are established that reflect applicable state and local laws and regulations, ensuring the process provides competitive procurement and the procedures conform to applicable grant requirements. Agencies will maintain a contract administration system which ensures contractors perform in accordance with terms, conditions, and specifications of their contracts or purchase orders. The finance department, purchasing division, or other department may provide this function. If competitive purchasing agreements are used, the agency is responsible for ensuring the purchasing policy and procedure of the procurement entity meet these requirements.

Assigned To: Mike Houser, Nancy Arrieta  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-16-2022

Documentation /Directives

Purchasing Manual (please see attached)
Purchasing Modifications City Council Report November 2017

Agency Compliance:

Although some purchasing activities are decentralized to individual departments, the Purchasing Division in the Finance Department oversees the development and administration of the City’s purchasing policies and practices. The Purchasing Division is charged with the responsibility and authority for coordinating and managing the procurement of City supplies, general services and equipment. Individual departments are responsible for developing request for proposal and request for qualification documents. The Purchasing Division prepares request for bids. In November 2017, City Council approved changes to the City’s purchasing policies and practices.

Documents:

Purchasing Ordinance Modifications City Council Report 2017.pdf

Approved By
Public Works Director
Print:  Sign:  Date:

Accreditation Manager
Print:  Sign:  Date:
38.7 Disadvantaged Business Enterprise (DBE)
(U.S. and Territories Only)
The agency must comply with the policies of any grant agency DBEs, as defined in 49 CFR Part 26, and ensure nondiscrimination in the award and administration of contracts.

Agencies must create a level playing field on which DBEs can compete fairly for grant-assisted contracts, ensure only firms that fully meet eligibility standards are permitted to participate as DBEs, help remove barriers to the participation of DBEs, and assist the development of firms that can compete successfully in the marketplace outside the DBE program. This practice is usually a transit grant requirement, thus the inclusion in this chapter. This function may be provided by the finance department, purchasing division or by separate contract. Agencies should have written agreements with an approved unified certification program.

Assigned To: Mike Houser, Nancy Arrieta Review Date: 07-14-2022
Compliance: Full Compliance Compliance Date: 10-16-2022

Documentation /Directives

City Contract 12072-2019 with MV Transportation for Transit Operations Services- (please see pages 56, 73 and 86 for DBE and Buy America requirements and compliance.)

City of Thousand Oaks /Ventura County Transportation Commission Triennial Performance Audit FY 2017 to FY 2019

Digital Bus Route Display RFB -Example

VCTC Proposed DBE Goals

Agency Compliance:

The Federal Transit Administration requires that each agency include a section within the bid form or request for proposals for qualified companies to complete for qualification as a Disadvantaged Business Enterprise. The City includes DBE information and Federal DBE forms in transportation Request for Proposals, Bid Documents, and vendor agreements.

Documents:

Approved By
Public Works Director

Print: Sign: Date:
Accreditation Manager
Print: Sign: Date:
38.8 Buy America
(U.S. and Territories Only)
In FTA of Federal Highway Administration (FHWA) grant agencies, federal or state funds may
not be obligated unless steel, iron, and manufactured products used in FTA-funded projects
are produced in the United States, unless FTA has granted a waiver, or the product is subject
to a general waiver. Rolling stock must be manufactured in the United States and have a 60
percent domestic content.

This requirement ensures a standardization of equipment, assures the availability of parts and
equipment is maintained at a consistent level, and supports national efforts to encourage
domestic industry.

Assigned To:  Mike Houser, Nancy Arrieta  Review Date:  07-14-2022
Compliance:  Full Compliance  Compliance Date:  10-16-2022

Documentation /Directives

MV Transportation Contract 12072-2019, Buy American (pages 86 and 87) and
Disadvantaged Business Enterprise requirements (pages 80 to 82)(please see hard copy)
City of Thousand Oaks /Ventura County Transportation Commission Triennial Performance
Audit FY 2017 to FY 2019
Request for Bid Digital Bus Route Displays -Example

Agency Compliance:
The City complies with the Buy America requirement in its bid documents, as required by
Federal Transit Administration. The City includes Buy America information in transportation
Request for Proposals, Bid Documents, and vendor agreements.

Documents:
Bus Digital Display Example.jpg, City VCTC Triennial Performance Audit for FY 2017 to FY
2019.pdf

Approved By
Public Works Director
Print:  Sign:  Date:

Accreditation Manager
38.9 Advocacy and Lobbying

A policy establishes the agency’s role in advocacy and lobbying activities. Many transit agencies utilize one form or another in lobbying for funding for equipment replacement funds, funding for expansion equipment, facility replacement and expansion, and capital improvement program requests. The activities to influence awards, the agency’s leaders, elected representatives and agency must be documented.

**Assigned To:** Mike Houser, Nancy Arrieta  
**Review Date:** 07-14-2022  
**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

Ventura County Transportation Commission Lobbyist Report Example

City of Thousand Oaks Lobbying Certification

**Agency Compliance:**

The Ventura County Transportation Commission provides lobbying representation for local and regional projects for the City of Thousand Oaks and other transit agencies in Ventura County. The City also has its own state and federal lobbyist under contract.

**Documents:**


**Approved By**

**Public Works Director**

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38.10 Project Planning

The agencies participate in the overall transportation planning process. Agencies develop and publish planned activities and afford an opportunity for a public hearing. The transit agency must coordinate its efforts regarding new facilities, changes to service levels, and route changes with affected internal and external organization. The role of the agency in the transportation public participation process must be developed and followed for all transit activities.

Assigned To: Mike Houser, Nancy Arrieta  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

VCTC Unmet Transit Needs Assessment Meeting Minutes
Fixed Route System Brochure Map Pages 1 and 11
Fixed Route System Brochure Schedule Pages 1, 2, and 12
Transit Program Annual Goals FY 2022-Example

Agency Compliance:

Annually, the Transit Program Manager prepares goals for the program. The Public Works Deputy Director reviews and approves the goals.

Annually, Ventura County Transportation Commission (VCTC) holds a countywide public hearing to discuss unmet transit needs. Identified needs are incorporated into the annual goals for VCTC.

Changes to the Transit program are first presented to the City’s Traffic and Transportation Advisory Commission at a Public hearing and then presented to City Council.

Bus routes are designed to provide service to major shopping centers, schools, hospitals, parks, and public facilities. Changes in bus routes are discussed with other local transit providers to ensure transfers to other buses are as convenient as possible for the riders.

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
38.11 Equal Opportunity

(May not apply to agencies outside of U.S. and Territories)
The agency establishes policies which ensure no person shall, on the grounds of race, color, or national origin, be excluded from participating in, or denied the benefits of, or is subject to discrimination under any program or activity receiving federal financial assistance. The grantee must ensure that transit service and related benefits are distributed in an equitable manner.

This may be a grant requirement. This practice may be addressed already in the agency’s purchasing procedures addressed in Chapter 4.

Assigned To: Mike Houser, Nancy Arrieta  
Compliance: Full Compliance

Review Date: 07-14-2022  
Compliance Date: 10-16-2022

Documentation /Directives

Title VI Plan
Non-Discrimination Notice from City Website
Title VI Complaint Form & Procedure in Spanish
Title VI Complaint Form & Procedure in Chinese
Request for Bid Bus Purchase- Non-Discrimination example (pages 21 to 25)

Agency Compliance:

The City operates its transit programs and services without regards to race, color, and national origin in accordance with Title VI of the Federal Civil Rights Act. The Title VI Notice to the Public and information on how to file a complaint is posted on the City’s website, at City facilities and in transit vehicles.

The City’s Finance Department Purchasing Division oversees purchasing. In all City Request for Proposals, Qualifications, or Bids there is a requirement for contractors to comply with anti-discrimination laws.

Documents:

2021 Title VI Plan.pdf, Non-Discrimination Notice from City Website.pdf, Request for Bid Digital Bus Route Displays Federal Requirements.pdf, Title VI Complaint Form Chinese.pdf
Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
38.12 Public Comment

Public comments are considered before raising a fare or carrying out a major reduction or change of transit service. This provision ensures the public and affected organizations are kept aware of significant changes to the operations of the transit agency.

Assigned To: Mike Houser, Nancy Arrieta  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Ventura County Transportation Commission Unmet Needs Study Fiscal Year 2021-2022
Trans MAC Mutual Aid Agreement City Council Report
Trans MAC Mutual Aid Agreement
City Council Meeting Minutes - Example of Public Comments

Agency Compliance:

All changes to the transit or Dial-A-Ride paratransit programs must be presented and reviewed at a public meeting with City Council. Most items are presented to the Traffic and Transportation Advisory Commission prior to the City Council hearing. Members of the public have the opportunity to comment on an item several times during a City Council meeting. Annually, Ventura County Transportation Commission conducts a countywide unmet needs study and holds a public hearing.

Documents:


Approved By
Public Works Director

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Accreditation Manager

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Date:
**38.13 Fare Structure for Elderly and Persons with Disabilities**

The agency should develop a fare structure to ensure elderly persons and persons with disabilities will be charged at less than standard fare during non-peak hours. This provision is often a grant requirement and is intended to ensure the transit-dependent population is provided an affordable service that helps them to be active citizens in the community. The agency should have a process to identify elderly or disabled riders. Peak hours should be clearly understood and communicated.

**Assigned To:** Mike Houser, Nancy Arrieta  
**Review Date:** 07-14-2022  
**Compliance:** Full Compliance  
**Compliance Date:** 10-17-2022

**Documentation /Directives**

- Dial-a-Ride Brochure
- ADA Brochure
- Mobility Management Partners- Ventura County ADA Eligibility Evaluation Sites
- Fares and Prepaid Passes Schedule from City Website

**Agency Compliance:**

The City and Thousand Oaks Transit comply with the Federal Transportation Administration requirements that both senior and disabled passenger fares be equal to or less than 50 percent of the regular adult fare. The City has set forth that anyone over the age of 65 is a senior. Determination of eligibility for senior/disabled is determined by Ventura County Transportation Commission who currently contracts with Mobility Management Partners (MMP) for this service. The City’s Dial-a-Ride reservation guidelines are communicated through the City website, social media, and a brochure. Please note due to the pandemic from, fare box collection was suspended.

**Documents:**


**Approved By**

Public Works Director
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38.14 Americans with Disabilities Act Compliance
(U.S. and Territories Only)
The agency complies with Titles 22 and III of the Americans with Disabilities Act of 1990, which provide that no agency shall discriminate against an individual with a disability in connection with the provision of transportation service.

The agency tracks and reports trip denials due to capacity constraints for paratransit service.

Assigned To: Mike Houser, Nancy Arrieta
Compliance: Full Compliance
Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives
Dial-a-Ride Brochure
ADA Brochure (please see hard copy)
Title VI Plan

Agency Compliance:
The City complies with the Americans with Disabilities Act in providing transit services. Thousand Oaks Transit ADA/Dial-Ride Paratransit is a shared ride program. Prior to the pandemic, the ADA/Dial-A-Ride Paratransit program did not experience any ride denials due to capacity. Pandemic social distancing requirements reduced the number of riders allowed on a vehicle at one time requiring scheduling adjustments. The contractor is required to track and report any ride denials. If capacity is reached, the contractor adds backup vehicles. The City uses a commuter-based dispatch program, which tracks Dial-a-Ride service, including paratransit service and notifies City staff about any ride denials.

Annually, Ventura County Transportation Commission conducts a countywide unmet needs study and holds a public hearing. Unmet needs are discussed in a public forum.

Documents:
2021 Title VI Plan.pdf, Dial-a-Ride Brochure.pdf

Approved By
Public Works Director
Print: Sign: Date:
Accreditation Manager

Print:                      Sign:                      Date:

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38.15 Use of Grant Funds for Charter Bus Service

A policy establishes the use of grant funds to support charter bus service. A policy is required that addresses those occasions in which the transit agency may participate in charter service. An agency may be prohibited from using equipment and facilities to provide charter service except on an incidental basis and when one or more applicable exceptions apply.

**Assigned To:** Mike Houser, Nancy Arrieta

**Review Date:** 07-14-2022

**Compliance:** Full Compliance

**Compliance Date:** 10-17-2022

**Documentation /Directives**

- Special Bus Service Meals on Wheels Invoice-Example
- Federal Transit Administration Comprehensive Guide for Triennial and State Management Reviews Section 15 Charter Bus

**Agency Compliance:**

Extra services or charters are only reserved for City sponsored events (i.e. service to City events or programs for City employees). City owned vehicles are used for additional transportation. Per Federal Transit Administration guidelines, the City does not provide charter services to third parties. The City occasionally provides special bus service which complies with FTA requirements. One example is Meals-on-Wheels. During the pandemic, FTA allowed the use of grant funds to pay for transit vehicles to deliver Meals-on-Wheels.

**Documents:**

- Federal Transit Administration Comp Guide Section 15 CharterBus.pdf
- Special Bus Service Meals on Wheels Invoice Example.pdf

**Approved By**

Public Works Director

Print: Sign: Date:

**Accreditation Manager**

Print: Sign: Date:
38.16 Use of Grant Funds for School Bus Service

A policy establishes the use of grant funds to support school bus service. The system must be open to all citizens of the community. An agency may be prohibited from using grant funds to provide exclusive school bus service unless the grantee qualifies under specified exceptions.

Assigned To: Mike Houser, Nancy Arrieta  
Review Date: 07-14-2022

Compliance: Full Compliance  
Compliance Date: 10-17-2022

Documentation /Directives

Fixed Route System Map (please see hard copy)

Federal Transit Administration Comprehensive Guide for Triennial and State Management Reviews FY 2020 -Section 15 School Bus

Agency Compliance:

The City and Thousand Oaks Transit Service are open to all customers including students. The Conejo Valley Unified School District (CVUSD) uses contracted school bus service for its students. CVUSD is a separate public agency and City transit grant funds are not used to fund school bus service.

Documents:

Federal Transit Administration Comp Guide Section 15 CharterBus.pdf

Approved By

Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
38.17 Special Financial Records

Any special requirements related to receiving grants are identified and implemented. This provision can utilize the National Transit Database Reporting Manual as a valuable resource for a transit agency to compare its operations to other similar transit agencies. Agencies should establish a system for collecting, recording, and reporting financial and non-financial data, including safety data.

Assigned To: Mike Houser, Nancy Arrieta  
Compliance: Full Compliance

Review Date: 07-14-2022  
Compliance Date: 10-16-2022

Documentation /Directives

City of Thousand Oaks /Ventura County Transportation Commission Triennial Performance Audit FY 2017 to FY 2019

Monthly Dial a Ride Ridership Report example

Synchromatics Farebox Report example

Agency Compliance:

The City’s agreement with the transit operator requires the contractor to provide monthly reports which include all data required to facilitate Federal Transit Administration and the National Transit Database Program reporting. City uses a computer system Synchromatics to track vehicle location, and vehicle boarding and alighting data.

Documents:


Approved By

Public Works Director

Print:  
Sign:  
Date:

Accreditation Manager

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Date:
38.18 Safety and Security

Procedures are developed to ensure passenger and employee safety issues are addressed. Safety of transit passengers should be one of the agency's primary goals. The agency should have a safety and security plan based on the Federal Transit Administration Safety Program Planning Guide.

Assigned To:  Mike Houser, Nancy Arrieta  Review Date:  07-14-2022
Compliance:  Full Compliance  Compliance Date:  10-17-2022

Documentation /Directives

MV Transportation Emergency Preparedness Plan
City EOC  Team Logistics Section Transportation Duties and Instructions
Public Transportation Agency Safety Plan Update

Agency Compliance:

In fall 2020, the City's Public Transportation Agency Safety Plan (PTASP) was accepted and certified by City Council and the California Department of Transportation. Department of Transportation requires annual review by the City and annual certification by City Council. The first update was certified in spring 2021. The City's PTASP and the transit operator contract requires the contractor to provide a copy of their safety and security handbook. The transit operator holds weekly safety meetings which include safety discussions, trainings, and updates. Topics discussed in these meetings include:
Left Turns and Pedestrians
Winter Driving
Emergency Vehicle Evacuation
Ergonomics
Fire Extinguisher Training
Machine Guarding
Pedestrian and Bicycle Safety
The City's transit program manager and transit planner are members of the City's EM Team in the Logistics section and are required to complete SEMS training and attend EM training classes. The courses include:
Disaster Service Worker
EOC Operations
ICS EOC Interface
EOC Section Position Training

Documents:

Approved By
Public Works Director
Print: | Sign: | Date:
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Accreditation Manager
Print: | Sign: | Date:
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38.19 Drug-Free Workplace

A drug-free workplace is maintained for all employees, including an ongoing drug-free awareness program. This provision may be covered in the agency’s human resources personnel manual. All drivers have a responsibility to the riders for providing a safe service. The agency must identify any safety-sensitive employee, including contracted workers, and have a program to implement the DOT drug/alcohol testing requirements.

Assigned To: Mike Houser, Nancy Arrieta
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-17-2022

Documentation /Directives

City of Thousand Oaks Substance Abuse Policy
MV Transportation Federal Drug and Alcohol Policy 10-18-2021

Agency Compliance:

The City’s Drug-Free Workplace policy is administered by the Human Resources Department under the Citywide Substance Abuse Policy. With regards to the transit operator contract, the City requires that the contracting company have a written federally approved drug and alcohol program, compliant with the Federal Transportation Administration Guidelines.

Documents:


Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
38.20 Drug and Alcohol Program

A drug and alcohol testing program, including disciplinary actions, is established for all safety-sensitive employees. This provision may be covered in the human resources personnel manual and in practices in Chapter 2. Riders have a right to feel safe when utilizing the transit agency’s service. Employees with commercial drivers’ licenses may have more stringent testing requirements to meet federal regulations.

Assigned To: Mike Houser, Nancy Arrieta  
Compliance: Full Compliance

Review Date: 07-14-2022  
Compliance Date: 10-17-2022

Documentation /Directives

City of Thousand Oaks Substance Abuse Policy

MV Transit Federal Drug and Alcohol Policy

Agency Compliance:

The City’s Drug-Free Workplace policy is administered by the Human Resources Department under the Citywide Substance Abuse Policy. With regards to the transit operator contract, the City requires that the contracting company have a written federally approved drug and alcohol program/manual, which complies with the Federal Transportation Administration Guidelines.

Documents:


Approved By  
Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
38.21 Bus Passenger Benches

The transit agency must have a policy that sets forth the number, location, type, and placement of bus passenger benches. This provision ensures the placement of benches is safe and appropriate. Benches should be included in inventories.

Assigned To: Mike Houser, Nancy Arrieta  Review Date: 07-14-2022
Compliance: Full Compliance  Compliance Date: 10-16-2022

Documentation /Directives

Bus Shelter Locations
Bus Stop Amenities Guideline
Bus Shelter Cleaning and Inspection Invoices and Report

Agency Compliance:

The number and location of bus stop benches is based on demand and need assessments. Staff periodically reviews rider data, assesses the bus stop areas, and notes the condition of existing seating and areas that would benefit from a bus shelter and/or bus bench, the type of land use that is along the roadway, and potential users. Boarding data is used to determine activity at each location.

Bench location is affected by the depth of the sidewalk and existing street features. Benches are placed out of the way of sidewalk pedestrian traffic, but within view of oncoming vehicle traffic so passengers can observe approaching buses.

The City recently completed a bus shelter asset management plan that includes assessment of the bus benches. The plan includes an inventory of all City owned bus shelters and includes condition evaluation reports. The plan prioritizes shelter and amenity replacements based on structural integrity.

Documents:


Approved By
Public Works Director

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38.22 Bus Passenger Shelters

A policy sets forth the number, schedule, location, type, and placement of bus passenger shelters. This policy ensures the safe, efficient, and timely placement of shelters and that the location is appropriately placed. Shelters should be included in inventories.

**Assigned To:** Mike Houser, Nancy Arrieta  
**Review Date:** 07-14-2022  
**Compliance:** Full Compliance  
**Compliance Date:** 10-16-2022

**Documentation /Directives**

- Bus Shelter Locations
- Bus Stop Amenities Policy
- Bus Shelter Cleaning and Inspection Invoices and Report
- Bus Shelter Picture (please see hard copy)

**Agency Compliance:**

Most bus shelters are installed based on demand and a needs assessment. The placement of bus shelters typically results from visiting the area and noting the type of seating that already exists, the type of land use that is along the roadway and assessing the needs of potential users. Boarding data is used to determine activity at each location. Adequate space is needed to comply with Federal Americans with Disabilities Act requirements. All shelters and benches are maintained in an inventory of transit amenities. Major development projects along bus routes are conditioned to provide bus stop amenities that can include signs, information posts, trash receptacles, benches, shelters and turnouts.

**Documents:**


**Approved By**

**Public Works Director**

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### 38.23 Schedules

Hours of operation, rules for using the transit service, and key time points to aid the public to access the service are established, updated at least every four years, and published. The public needs to have current information about the transit service in sufficient detail to know about the service and how to use it.

**Assigned To:** Mike Houser, Nancy Arrieta  
**Review Date:** 07-14-2022  
**Compliance:** Full Compliance  
**Compliance Date:** 10-16-2022

**Documentation /Directives**

City of Thousand Oaks /Ventura County Transportation Commission Triennial Performance Audit FY 2017 to FY 2019

Thousand Oaks Transit Rider Guide, Route Map and Schedule

**Agency Compliance:**

At a minimum, annually, the City and the Transit contractor review the bus schedule to make any needed changes. Prior to the implementation of schedule changes, other transit agencies are surveyed for their input and driver and ridership data is reviewed to obtain knowledge of schedule patterns.

Schedules are made available at City Hall, libraries, local Housing Authority office, the regional shopping mall, the City Transportation Center, information booths, schools, and other agencies. Schedules are also located at bus stops on information posts and in display cabinets. A separate page on the City website also provides updated program information. The bus schedule provides rules and other information.

Transit will be installing remote digital bus stop displays or E-readers which will display the City's bus schedule. The remote digital displays allow bus schedule information located inside the bus shelters to be updated from a computer or cell phone. The City can also enable the display of emergency information on the E-readers.

**Documents:**

38.23 - Transit Rates Published.pdf, City VCTC Triennial Performance Audit for FY 2017 to
38.24 Dispatching

A method and procedure for contacting bus operators is established, including a method for bus operators to receive assistance with problems that occur during the service period. Because bus operators often work alone away from other employees, a system must be provided so dispatchers and supervisors can stay in contact with the bus operators.

**Assigned To:** Mike Houser, Nancy Arrieta  
**Review Date:** 07-14-2022  
**Compliance:** Full Compliance  
**Compliance Date:** 10-16-2022

**Documentation /Directives**

Bus Headway Sign Pictures (please see hard copies)

**Agency Compliance:**

All City buses have both a two-way radio and a cellular phone to assist in maintaining driver contact and communications with supervisors and dispatchers. All buses are equipped with a message board that can flash the message call 911 for police assistance.

**Documents:**

**Approved By**  
**Public Works Director**

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38.25 Operator Licensing and Training

A procedure is established to ensure transit vehicle operators obtain and maintain the necessary federal, state, and local licenses and are trained before being allowed to operate a transit vehicle or provide service without direct supervision. The requirements are outlined in a bus operator training plan. The training plan will identify training to be provided to new operators and periodic training to maintain an operator’s skills. Training topics may include standard operating procedures for the transit agency, assisting riders with special needs, emergency procedures, and first aid. All required training will be documented, and records will be maintained and reviewed at least every four years for all required licenses or certifications.

Assigned To: Mike Houser, Nancy Arrieta
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-16-2022

Documentation /Directives

MV Transportation Contract (please see hard copy)
MV Transportation System Safety Program Plan
MV Transportation Transit Driver Study Guide (please see hard copy)

Agency Compliance:

Per the City’s transit operator contract, the transit contractor is required to provide licensing and training in accordance with Federal, State, and local requirements. MV Transportation, the City's transit contractor, follows a Transit Bus Operator Training Program Manual that is included in their operator training program.

Documents:

Approved By
Public Works Director
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Accreditation Manager
Print: Sign: Date:
39. Bridges

39.1 Bridge Inspection Criteria

Bridge inspection criteria are developed and adopted and are followed in the inspection process. Bridge inspection criteria are usually determined by the state or provincial department of transportation and/or the National Bridge Inspection Standards (NBIS) and must be used to be eligible for state/federal funding.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian

Compliance: Full Compliance

Review Date: 07-14-2022

Compliance Date: 10-16-2022

Documentation /Directives

Bridge Evaluation Report examples

Local Agency Bridge List

Emergency Initial Evaluation for Bridge and Drain Structures (please see hard copy)

Agency Compliance:

All bridge inspection reports include a sufficiency rating. The Sufficiency Rating is essentially an overall rating of a bridge's fitness for the duty that it performs based on factors derived from over 20 data fields, including Structural Evaluation, Functional Obsolescence, and Essentiality to the Public. The bridge repairs are prioritized and implemented as part of the City’s ongoing bridge maintenance projects.

Documents:


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Public Works Director

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39.2 Inventory Coordination

A procedure ensures state and local inventories are coordinated. Once a bridge is identified for repair or replacement, the municipality should contact its appropriate department of transportation district/provincial office to determine whether the bridge is included in an approved bridge inventory list. If it is not already included, the municipality must contact its local department of transportation representative with a request for inclusion of such bridge in state/provincial bridge list. Estimated costs for design, right-of-way/utilities, and construction can be established at this time for inclusion on the bridge list.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-16-2022

Documentation /Directives

Bridge Evaluation Report examples
Local Agency Bridge List

Agency Compliance:

Every two to four years, Cal-Trans completes an assessment of the bridges in Thousand Oaks. That review includes a review of the bridge condition and recommended action, if any, by the City and/or State. Based on these reports, City staff takes the necessary steps to ensure compliance.

Documents:


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Public Works Director

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39.3 Bridge Costs
Costs to maintain and/or repair bridge structures are reviewed and updated routinely. The agency uses a standard method of computing costs (American Association of State Highway Transportation Officials [AASHTO], Department of Transportation [DOT], etc.) to provide consistent and comparable costs.

**Assigned To:** System User, Shamir Shahamiri, Mike Tohidian  
**Review Date:** 07-14-2022

**Compliance:** Full Compliance  
**Compliance Date:** 10-16-2022

**Documentation /Directives**

Bridge Evaluation Report examples
Local Agency Bridge List
Capital Bridge Project

**Agency Compliance:**

The City does not have a comprehensive approach to estimating bridge repair and maintenance costs, in part because there is no dedicated funding source and because each bridge repair is unique.

**Documents:**


**Approved By**  
Public Works Director

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39.4 Ratings
All bridges are assigned a sufficiency rating. Sufficiency ratings are assigned to all locally owned bridges. A rating for rehabilitation (equal to or less than 80 percent) or replacement (less than 50 percent) is generally used to determine eligibility for federal or state/provincial funding.

PRIORITIZED MAINTENANCE
With safety as the first concern, the agency should develop a method for prioritizing needed maintenance and reporting items requiring immediate attention.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian
Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-16-2022

Documentation /Directives

Bridge Evaluation Report examples
Local Agency Bridge List
Emergency Initial Evaluation for Bridge and Drain Structures

Agency Compliance:
All bridge inspection reports include a sufficiency rating. The Sufficiency Rating is essentially an overall rating of a bridge's fitness for the duty that it performs based on factors derived from over 20 data fields, including Structural Evaluation, Functional Obsolescence, and Essentiality to the Public. The bridge repairs are prioritized and implemented as part of the City's ongoing bridge maintenance projects.

Documents:

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Public Works Director

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Accreditation Manager

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39.5 Prioritized Maintenance/Repair Items
The agency has developed and adopted a standard of prioritizing maintenance/repair items. The agency’s priority may include urgently needed repairs, programmed repairs, and additional repairs based on condition, age, service level, and risks to improve safety.

Assigned To: System User, Shamir Shahamiri, Mike Tohidian

Compliance: Full Compliance

Review Date: 07-14-2022
Compliance Date: 10-16-2022

Documentation /Directives

Bridge Evaluation Report examples
Local Agency Bridge List
Bridge Capital Projects

Agency Compliance:
Every two to four years, Cal-Trans completes an assessment of the bridges in Thousand Oaks. That review includes a review of the bridge condition and recommended action, if any, by the City and/or State. Based on these reports, City staff takes the necessary steps to ensure compliance.

Documents:

Approved By
Public Works Director

Print: Sign: Date:

Accreditation Manager

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40. Beach Management

40.1 Beach Management Plan

A plan addresses the public use issues from the perspective of citizens and on their behalf. The need for increased public access and the creation of public beach facilities requires adoption of a comprehensive plan by the agency. The plan should address the overarching issues while minimizing impact to natural areas.

Assigned To: Review Date: 02-26-2021
Compliance: Not Applicable Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

The City of Thousand Oaks does not have any beaches within its city limits; therefore, this entire chapter is not applicable to the Public Works Department.

Documents:

Approved By

Public Works Director

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40.2 Beach Access
Adequate public access contiguous to beaches is provided; an access inventory and improvements master plan is developed. An inventory system tracks the location, material, and condition of all access points. Beach access may vary in size and material—sand, wood, or paved pathways, for example. A standard should be developed to accommodate people challenged with mobility (ADA compliant). Where practical, access should include provisions for public and private vehicles to discharge passengers and beach goers prior to parking.

Assigned To: 
Compliance: Not Applicable

Review Date: 02-26-2021
Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

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Public Works Director
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Accreditation Manager
Print: Sign: Date:
40.3 Parking
Municipal and on-street parking are available. Public parking locations are published on the city web site or other media, which informs visitors of the number of available parking spaces at each location as well as any parking fee schedules (if applicable). Parking spaces on residential streets are marked with adequate signage. Off-site parking facilities, including public transit, may be considered.

Assigned To: Review Date: 02-26-2021
Compliance: Not Applicable Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

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Public Works Director
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40.4 Beach Use Amenities
Public amenities are provided and easily identifiable by adequate signage at access points. Parking facilities include full beach use amenities. Examples of amenities include pavilions, restroom facilities, and exercise equipment.

Assigned To: 
Compliance: Not Applicable
Review Date: 02-26-2021
Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

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Public Works Director
Print: Sign: Date:

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Print: Sign: Date:
40.5 Signage

A policy is adopted on the use of beach signs. Signs should clearly convey the necessary advisory and regulatory information to the public, visitors in particular. The policy should identify the use of standard and universal signs aiding visitors in easily locating restrooms, access points, parking, and other beach facilities. The use of negative message signs, such as “No Parking on Beach,” is discouraged in favor of “Parking Is Not Permitted on the Beach.”

Assigned To: 
Compliance: Not Applicable 
Review Date: 02-26-2021 
Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

Not applicable

Documents:

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Public Works Director
Print: 
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40.6 Commercial Vendors

A policy shall be developed to define the requirements for regulating commercial activities on public beaches. Commercial activities such as restaurants, retail vendors, beach chair/umbrella rentals, wedding vendors, photographers, etc., should be regulated through applicable ordinances and permits.

Assigned To:  
Compliance: Not Applicable  
Review Date: 02-26-2021  
Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

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Public Works Director
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40.7 Lifeguards

Lifeguard services are provided on resort beaches. Lifeguard services should be provided where treacherous wave actions are anticipated. Where lifeguard services are provided, an easily identifiable surf condition warning system should be in place to warn swimmers of potentially hazardous conditions.

Assigned To: Compliant Date: 02-26-2021
Compliance: Not Applicable Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

Not applicable

Documents:

Approved By

Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
40.8 Water Sports
A policy establishes guidelines for safely participating in water sports as well as regulating the use and storage of sail crafts.
The policy should regulate participation in water sports, including any restrictions that may apply to the location and usage time of surfing, water skiing, and boating activities. The regulation should also address the storage and proper anchorage of sail crafts from potential airborne hazards.

Assigned To: 
Compliance: Not Applicable 
Review Date: 02-26-2021 
Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

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Public Works Director

Print: Sign: Date:

Accreditation Manager

Print: Sign: Date:
40.9 Beach Grooming, Litter Control, and Receptacles

Beaches shall be groomed, and litter picked up on a routine schedule. Receptacles are provided for trash and recyclables at appropriate locations with a routine disposal schedule. A schedule defines beach grooming, litter, and debris removal on a daily basis and includes before and after storms or major events. Litter receptacles are provided at each beach access and are emptied routinely.

Assigned To:                          Review Date:  02-26-2021
Compliance:  Not Applicable           Compliance Date:  10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

Not applicable

Documents:

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Public Works Director

Print:    Sign:    Date:

Accreditation Manager

Print:    Sign:    Date:
40.10 Erosion Protection

Erosion protection measures, which include an inspection and maintenance plan, are in place to protect dwellings and public infrastructure from storm damage. A plan describes the routine inspection of inlets and their protective measures, such as riprap or other structures. Bulkheads, seawalls, and upland retaining walls protecting walkways or waterways should be reflected in the maintenance plan.

Assigned To: Review Date: 02-26-2021
Compliance: Not Applicable Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

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Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
40.11 Beach Replenishment

Short and long-term beach replenishment programs are developed to address beach restoration. Beach protection is essential to providing safe public usage and protecting the locality’s economic vitality. Long-term projects and program formulations to replenish the beach sand are necessary to maintain an effective beach restoration plan through periodic nourishment.

Assigned To: 
Compliance: Not Applicable

Review Date: 02-26-2021
Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

Approved By
Public Works Director
Print: Sign: Date:

Accreditation Manager
Print: Sign: Date:
40.12 Dredging

A dredging plan establishes guidelines on navigational and environmental issues. Waterway and beach dredging projects provide safe navigation while also providing channel and inlet dredging sand, which aids in mitigating the storm effects in nourishment projects. Environmental and ownership challenges should be prime considerations in developing a dredging plan. Where reef habitat and submerged grasses exist, extra efforts should be devoted to protecting these sediment-sensitive species. Sand bypassing may be considered as an alternative method to dredging.

Public awareness and involvement in initiating such projects are essential to a successful dredging program.

Assigned To:                           Review Date: 02-26-2021
Compliance: Not Applicable           Compliance Date: 10-17-2022

Documentation /Directives

Not applicable

Agency Compliance:

Not applicable

Documents:

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Public Works Director

Print:    Sign:    Date:

Accreditation Manager

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40.13 No Wake Zone
A procedure is established to address a “No Wake Zone” in order to provide public safety. The use of navigational aids is extremely important in keeping citizens aware of areas marked as “No Wake” or “Minimum Wake” zones. The zone informs of an obstruction or a shoal in a waterway or is a means to reduce further shoreline erosion.

Assigned To:  
Compliance: Not Applicable  
Review Date: 02-26-2021  
Compliance Date: 10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

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Public Works Director
Print:  
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Date:

Accreditation Manager
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Date:
40.14 Beach Monitoring

A beach monitoring and surveying program is developed. Channel hydrographic and beach topographic surveys are needed to plan dredging projects where shoaling occurs.

 Assigned To: 
 Compliance: Not Applicable 

Review Date: 02-26-2021 
Compliance Date: 10-17-2022 

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

Approved By
Public Works Director
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Accreditation Manager
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Date: 
40.15 Public Education
A program is established for educating the public on sand dune protection/nourishment. An effective education campaign would raise the public level of awareness in assisting the overall beach protection program.

Assigned To:                    Review Date:  02-26-2021
Compliance:  Not Applicable    Compliance Date:  10-17-2022

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

Approved By
Public Works Director
Print:      Sign:      Date:

Accreditation Manager
Print:      Sign:      Date:
40.16 Permits

Policy and procedures are developed to guide the beachfront property owners in obtaining the required permits to install sand fencing and other features seaward and landward of the mean high-water line. The policy allows installation of sand fencing in areas where dune formation is feasible and in areas where existing dunes have been damaged along with other features such as seawalls, hardened shoreline, piers, docks, and upland retaining walls.

Assigned To:  
Compliance: Not Applicable  
Review Date: 02-26-2021  
Compliance Date: 10-17-2022  

Documentation /Directives
Not applicable

Agency Compliance:
Not applicable

Documents:

Approved By
Public Works Director

Print:  
Sign:  
Date:  

Accreditation Manager

Print:  
Sign:  
Date:  
**40.17 External Coordination**

Policies and practices are developed for project coordination with regulatory agencies. Typically, the operating and maintenance budget may not be adequate to perform beach replenishment and navigation projects. An active coordination effort with the federal and provisional agencies would help finance long-term projects.

**Assigned To:**

**Compliance:** Not Applicable

**Review Date:** 02-26-2021

**Compliance Date:** 10-17-2022

**Documentation /Directives**

Not applicable

**Agency Compliance:**

Not applicable

**Documents:**

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**Approved By**

Public Works Director

Print: 

Sign: 

Date:

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**Accreditation Manager**

Print: 

Sign: 

Date: