Weekly Management Report
March 7, 2014

1. **Memo** – Three Appeals of 2723 Howard Court – Community Development Department

2. **Staff Report** – BWP January 2014 Operating Results – Burbank Water & Power

3. **Memo** – BWP 2013 Business Customer Satisfaction Research Update – Burbank Water & Power

4. **Synopsis** – BWP Board Meeting of March 6, 2014 – Burbank Water & Power

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6. **Synopsis** – Traffic Commission Meeting of February 27, 2014 – Public Works Department

7. **Synopsis** – Burbank Landlord-Tenant Commission Meeting of March 3, 2014 – Community Development Department

8. **Synopsis** – Heritage Commission Meeting of March 5, 2014 – Community Development Department

9. **Synopsis** - linkBurbank Land Use and Transportation Study Workshop of March 6, 2014 – Community Development Department

10. **Synopsis** – The Downtown Burbank Partnership (PBID) Meeting of March 5, 2014 – Community Development Department

11. **Synopsis** – Talaria Mixed-Use Project Environmental Impact Report Scoping Meeting of March 5, 2014 – Community Development Department

12. **Synopsis** – Civil Service Board Meeting of March 5, 2014 – Management Services Department

CITY OF BURBANK
OFFICE OF THE CITY MANAGER
(818) 238-5800
FAX (818) 238-5804

DATE: March 7, 2014

TO: Honorable Mayor and City Council

FROM: Mark Scott, City Manager

SUBJECT: **THREE APPEALS OF (2723 HOWARD COURT)**

The attached self–explanatory memo informs us that staff will be scheduling a City Council appeal hearing in the near future. The three appeals will be consolidated into one hearing.

Staff will forward the full written record to the City Council prior to the appeal hearing. For now, I simply wished to make you aware of the appeals so that you will know how to address it if any party seeks to make contact outside the public record.

275 E. Olive Avenue • P.O. Box 6459
Burbank, California 91510-6459

city of burbank
community development department

memorandum

DATE: February 25, 2014

TO: Mark Scott, City Manager

FROM: Joy R. Forbes, Community Development Director

SUBJECT: Three appeals of 2723 Howard Court – Project No. 13-0001808

On November 5, 2013, the Community Development Director approved a Hillside Development Permit to construct two decks (one 1,000 foot deck and one 1,050 square foot deck) and a Minor Fence Exception Permit to construct a 42-inch high fence along the edge of the proposed decks. That approval was appealed to the Planning Board.

At the Planning Board meeting of February 10, 2014, staff recommended Planning Board deny the appeal and uphold the Director's decision to approve a Hillside Development Permit.

The Board voted 2-2. The Planning Board must have three votes to make a decision. With a tie, the Community Development Director's decision to approve the Hillside Development permit and Minor Fence Exception stood. The decision can be appealed to the City Council.

Three appeals have been filed citing impacts on the hillside views of residents on Hamline Place and Groton Street and the project not meeting all of the eight findings required for approval of a Hillside Development Permit. Staff will schedule the appeals for an upcoming City Council meeting.

CITY OF BURBANK
OFFICE OF THE CITY MANAGER
(818) 238-5800
FAX (818) 238-5804

DATE: March 7, 2014

TO: Honorable Mayor and City Council

FROM: Mark Scott, City Manager

SUBJECT: **BWP MONTHLY OPERATING RESULTS**

Attached are the January 2014 Operating Results for BWP. I do not know if the City Council wishes to receive this level of detail monthly or quarterly, but since they are provided to the BWP Board monthly, I will pass them along through the Weekly Management Report.

275 E. Olive Avenue • P.O. Box 6459
Burbank, California 91510-6459

7A.

CITY OF BURBANK
BURBANK WATER AND POWER
STAFF REPORT

DATE: March 6, 2014
TO: BWP Board
FROM: Ron Davis, General Manager, BWP
SUBJECT: January 2014 Operating Results

Water Results of Operations

For the month of January, Potable Water Revenues were $188,000 better than budgeted and Recycled Water Revenues were $51,000 better than budgeted. January Recycled Water Revenues were impacted by higher landscaping demand related to warm and dry weather. The January Gross Margin was $149,000 better than budgeted; and estimated Income before Aid in Construction was a loss of $224,000, which was $145,000 better than budgeted.

Fiscal-year-to-date (FYTD) January Potable Water Revenues were $301,000 better than budgeted and Recycled Water Revenues were $549,000 lower than budgeted. FYTD Recycled Water Revenues were impacted by delays hooking-up new customers to the Recycled System and a cooler than normal summer. The FYTD Gross Margin was $9,000 lower than budgeted; estimated Operating Expenses were $335,000 better than budgeted; and estimated Income before Aid in Construction was $1,583,000, which was $427,000 better than budgeted.

Electric Results of Operations

For the month of January, estimated electric loads were 5% lower than budgeted primarily due to conservation; and Retail Sales were $928,000 lower than budgeted. January Power Supply expenses were $424,000 better than budgeted due to lower loads. The January Gross Margin was $468,000 lower than budgeted. Estimated Income before Aid in Construction was a loss of $537,000, which was $419,000 lower than budgeted.

FYTD January electric loads were 7% lower than budgeted primarily due to conservation and a cooler than normal summer; and Retail Sales were $8,918,000 lower than budgeted. FYTD Power Supply Expenses were $6,170,000 better than budgeted due to lower loads and larger than planned power supply true-up credits. The FYTD Gross Margin was $3,197,000 lower than budgeted. Estimated FYTD Operating Expenses were $2,773,000 lower than budgeted. Other Income includes $3,100,000 from the release of project funds by SCPPA. Estimated Income before Aid in Construction was $9,847,000, which was $3,668,000 better than budgeted.

SAFETY

Burbank Water and Power had 1 reportable lost time injury during January 2014.

WATER DIVISION

State Water Projects and Burbank Operating Unit (BOU) Water Production

The State Natural Resources Agency has completed the release of preliminary draft chapters of the Bay Delta Conservation Plan (BDCP). This has caused an increased volume of conversation and proposals of alternate plans that tend to transfer impacts to others or, not so subtly, create conditions that would stop the proposed BDCP solution. The State Natural Resources Agency released a revise plan/tunnel alignment for the BDCP that would reduce the impact of the project to private property both during and after construction. The BDCP is very much in the news with supporters and detractors active on a daily basis. Governor Brown supports the approval of the BDCP. The Public Draft of the plan was released December 13 with the final documents available in spring 2014. A significant public outreach effort supporting the BDCP is underway. A Study Session with the City Council on the BDCP was held January 28. Public comments on the draft are due April 14.

The Legislature is busy working on the deferred water bond from 2010 and 2012. The Assembly and Senate have two competing bond proposals, each at about $6.5 billion. A lot of the earmarked items from the original proposal have been removed but other items are being added re-inflating the total. Acceptance by both houses will be necessary to amend the proposed bond. It is more likely an amended bond proposal will be on the 2014 ballot because of the severity and impact of the drought.

The initial State Water Project (SWP) Allocation for 2014 was released on December 1 at 5%. The Governor issued a Drought State of Emergency Proclamation on January 17. The proclamation calls on all Californians to conserve water in every way possible. The voluntary actions called for could forestall future mandatory restrictions. The proclamation also gives state water officials more flexibility to manage supply throughout California under drought conditions. The 2014 SWP allocation was subsequently reduced to 0% on January 31. This may change before the end of the winter storm season but any final allocation will surely be historically low.

The Metropolitan Water District (MWD) is calling on all member agencies to conserve water and has pledged to assist other areas of the state where possible. Investments by MWD, ($12B) since 1992, have built storage facilities and programs which now provide relief from immediate mandatory rationing as occurred in the past. MWD will, for the immediate future, be urging voluntary water conservation and will review the situation again at the end of March.

BWP began spreading water at the Pacoima Spreading Grounds through our MWD B-6 connection on October 1. In January 180.8 acre feet of untreated water was spread. As of the end of January, 7,000 acre feet of water was spread as budgeted for this fiscal year. MWD untreated water rates did not increase in January so our window for

spreading water extends to April 1 and does not affect the MWD readiness to serve charges.

The BOU was 97.98% available for service in January. One GAC filter was offline for eight days for carbon change out. All wells were available for service. BOU production was limited by low system seasonal demand.

Availability	Production	Average Flow Rate (gallons per minute)
95.53%	65.43%	5,889

California Department of Health Issues Draft Chromium 6 MCL

The California Department of Public Health issued a draft Maximum Contaminant Limit (MCL) of 10 parts per billion (ppb) for Chromium 6 on August 22. BWP currently blends Chromium 6 to 5 ppb. A 45 day public comment period ended on October 9. BWP submitted comments in support of the draft MCL. The majority of the comments submitted at the Los Angeles site of the public hearing (MWD Offices) were in support of a higher limit and were submitted by Public Water Agencies and Water Industry Associations. The MCL will be finalized within a year of the release of the draft MCL. The BWP Board was briefed at the September Board meeting on the history of the development of the draft MCL and what it means to Burbank in relation to Chromium 6 in our raw water and the policy of blending to 5 ppb. The content of BWP's comments submitted on October 9 were discussed with Board at the October Board meeting. A study session with City Council was conducted on December 10. A letter, signed by Council, was sent to the Governor requesting full consideration of the best and latest research in setting a final MCL, on January 14.

Project Updates:

Some adjustments and relocations of a valve and hydrant were done at the airport due to grade changes during current construction. This is work in addition to the original scope and reimbursable by the airport.

Installation of 620 lineal feet (l.f.) of 8-inch ductile iron pipe in North Glenwood from Palm to Magnolia was completed in December. Disinfection and tie-over of services was completed in January.

Work began on replacing three transmission system valves in Sunset Canyon Drive near the Palm pumping plant. This work was completed in February.

Work began in February on installing 1,300 l.f. of 8-inch ductile iron potable water main in Naomi St. from Empire Avenue to Thornton Ave. The existing 6-inch water main is being converted to recycled water use to serve Lundigan Park and the Fire Station. This work should be complete in April.

External painting of the Twin Tanks, Paseo Redondo and Starlight water storage tanks began in late January and should be complete by March.

The Warner Brothers Ranch property went live with recycled water in December. The City Service Building (CSB) went live with recycled water in January. The Restland portion of Valhalla Cemetery is scheduled to go live in late March, as well as Izay Park.

BWP continues to work with Valhalla Memorial Park to coordinate their conversion of the larger portion to recycled water for irrigation and with the School District to move them forward in converting schools to recycled water.

DISTRIBUTION

ELECTRIC RELIABILITY
Outages

BWP experienced no sustained feeder outages in January 2014. In the past twelve months, automatic reclosing has reduced customer outage time by approximately 1,326,196 customer minutes.

Reliability Measurement	Feb 2012-Jan 2013	Feb 2013-Jan 2014
Average Outages Per Year (SAIFI)	0.1664	0.1763
Average Outage Duration (CAIDI)	99.14 minutes	78.54 minutes
Average Service Availability	99.9969%	99.9974%
Average Momentary Outages Per Year (MAIFI)	0.2138	0.3171
No. of Sustained Feeder Outages	15	14
No. of Sustained Outages by Mylar Balloons	3	3
No. of Sustained Outages by Animals	0	1
No. of Sustained Outages by Palm Fronds	1	1

BWP is replacing its older generation of substation relays and meters with modern relays that have automatic reclosing and metering features. These relays will enable BWP to further reduce customer outage duration caused by temporary faults such as balloons, wind, and animals. The relay replacement on 12 kV feeders at the Clybourn Substation started in November.

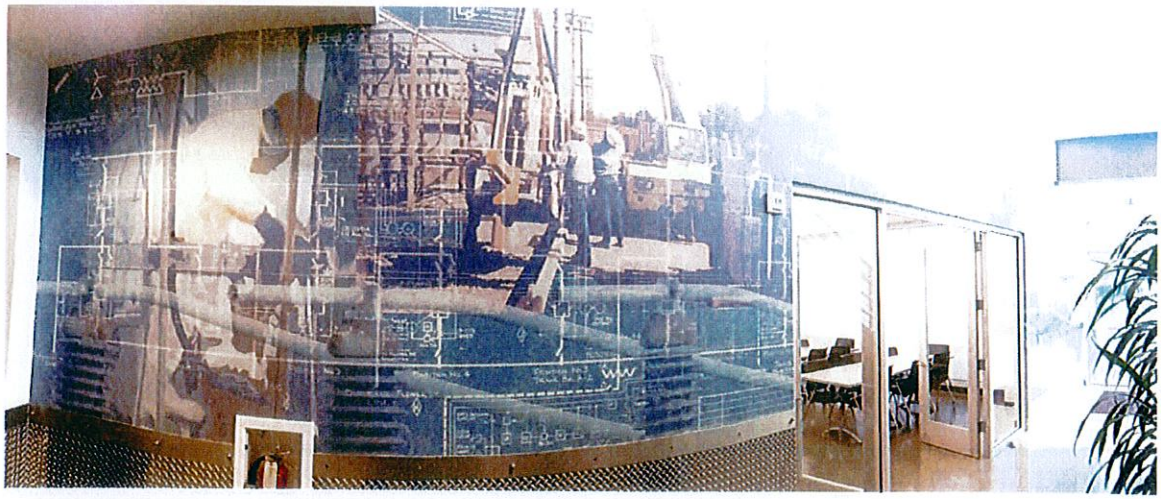
The status of the reclosing capability is shown in the table below:

DISTRIBUTION CIRCUITS

Location	Total Circuits	Reclosing Implemented
Golden State	6	6
Hollywood Way	10	8
Keystone	8	2
McCambridge	12	12
Naomi	12	12
San Jose	6	6
Town	13	13
Victory	12	12
Winona	14	14
Burbank	8	8
Clybourn	5	0
Flower	12	12
System Total	**118**	**105**

Project Updates:

Electrical Services Building
The lobby art mural has been completed. The art mural was designed by Jackie Ehlers of Independent Resources and was based upon historic photos of BWP electrical field crews at work as well as a line drawing of the former Burbank Substation.



Alameda/Hollywood Way Substation Restoration
Staff has placed on hold further design development of the landscape restoration and graphic branding project at the outmoded Alameda/Hollywood Way Substation until public improvements surrounding the neighboring Talaria project are determined.

Naomi-18 12kV Conversion
Construction is underway and expected to be completed by April. The 4 kV to 12 kV conversion provides benefits to our customers given that the 12 kV system requires fewer substations, develops less line losses, and improves reliability as compared to in-kind replacement.

Naomi-1 12kV Conversion
Engineering is complete and a work order will be issued to the field by the end of March. The conversion to 12kV is anticipated in August.

Naomi-15 12kV Conversion
Engineering is underway and the work order is estimated to be issued by the end of March. The circuit is anticipated to be converted to 12kV in July of 2015.

CUSTOMER SERVICE

Plug-In Electric Vehicle (PEV) Charging Program.

Eleven PEV charging stations are in service. Burbank citizens and visitors enjoyed the Burbank City Council approved rate holiday until July 2012. PEV charging is $2 per hour. Staff is monitoring usage. The 201 North Magnolia Blvd location recorded the

most sessions (116) and 138 hours of usage. The 301 East Olive Avenue location recorded the fewest sessions (23) with 40 total hours of usage.

Month of usage	KWh	GHG savings in kilograms (kg)	Occupied time (hours)
March 2012	1,476	620	487
June	2,186	918	802
September	1,006	423	329
March 2013	1,158	487	367
June	2,217	935	612
July	2,576	1,080	706
August	2,788	1,171	781
September	2,594	1,090	719
October	2,983	1,253	823
November	2,627	1,103	741
December	2,395	1,006	712
January 2014	2,524	1,060	681

* GHG has been adjusted based on revised US EPA data.

TECHNOLOGY

Broadband Services (One & Fiber)

	January New Orders	Revenues for January 2014	FYTD 2013-14 Revenues	FYTD Budget
Lit	1	66,411	450,175	437,500
Dark	1	214,093	1,391,941	1,312,500
Total	2	280,504	1,842,116	1,750,000

POWER SUPPLY

Project Updates:

Power Supply Engineering
Lake Cooling Tower Project

This project has an approved budget to procure and install a forced circulation counter-flow cooling tower, two (2) circulating water pumps that will draw water from the Reclaimed Water Tank, and a chemical addition system for circulating water treatment for the Lake Power Plant. This new cooling tower system will be located at the oily water containment area adjacent to the Fuel Gas Compressor Building. Activities include process and structural engineering of the system and support structures. When

the Olive Plants were placed in dry-layup, a cooling tower was rented to address cooling requirements for the Lake Power Plant. The new cooling tower system will cool the Lake Power Plant turbine lube oil, generator lube oil, and fuel gas compressor, eliminate current ongoing cooling tower rental costs, and provide the power plant with a dedicated cooling tower to promote power system reliability.

Site delivery of the cooling tower is expected the week of February 27, and it will be stored until the tower's support structure is completed. BWP coordinated with the design team to address plan check review comments and chemical use information for Building & Safety and the Fire Department. All approvals were received through the city plan check process on February 19. Staff is coordinating its in-house and external resources to fabricate, furnish, and install underground electrical and piping infrastructure, the chemical injection system, and the cooling tower support structure. Commissioning acceptance is expected prior to the start of the 2014 peak power generation season.

Variable Frequency Drive Project

This project has an approved budget to engineer, procure, and install a Variable Frequency Drive (VFD) system on the Fuel Gas Compressors (FGCs) at the Magnolia Power Plant (MPP) to save energy and improve the system's reliability. The existing FGC equipment consists of two fully redundant reciprocating gas compressor skids that operate at a fixed motor speed and are configured with a gas recirculation control valve to accommodate fluctuations in service demand. This recirculation loop normally transfers about one third of the compressed fuel volume flow, which represents a significant amount of wasted energy that can effectively be mitigated through implementation of the proposed VFD system.

Five proposals were received on December 23, 2013 from the following five manufacturers: Eaton, Siemens, Toshiba, Rockwell (Allen-Bradley), and Mitsubishi. BWP and Black & Veatch are currently in the process of evaluating the proposals in a multi-step process, using pre-established selection criteria, to objectively rank each manufacturer for subsequent recommendation and selection. BWP plans to interview the top two bidders before a final selection is made and anticipates that a purchase order will be issued in the first week of March.

Fire Protection System Upgrades

This Project upgrades the fire protection systems within portions of the Magnolia Service Building (MSB) and at the Steam Turbine Generator (STG). A new clean agent (inert gas) fire suppression system, interlocked with a new dry-pipe sprinkler (pre-action) system, will replace the existing wet fire sprinkler pipes inside the Cable Termination (Co-Locate) Room and the Telecommunications Room on the first floor of the MSB. This new system will be the first response to a fire followed by activation of the sprinkler system, if required after a pre-determined delay, to mitigate the risk of damaging expensive electrical equipment in these rooms. Six new heat detectors will be installed around the steam turbine-generator bearings at the MPP to augment and improve the existing fire prevention system's activation response time by immediately triggering the deluge water spray system; this will satisfy a recommendation from the insurance engineer.

Staff projects that a purchase order for Cosco Fire Protection, in the amount of $81,500, will be issued mid-March for the MSB fire protection system upgrades. A notice to proceed for Cosco to commence the work effort is slated for March 10 to allow BWP to complete its smoke seal work efforts for the Co-Locate and Telecommunication Rooms.

The heat detector scope for the STG bearings was issued in a separate request for quote as per the MPP maintenance agreement. A mandatory pre-bid meeting with potential bidders was held February 18. All written pre-bid RFIs were submitted by February 25, and proposals are due March 7 for evaluation with subsequent recommendation and selection. Purchase Order issuance for the heat detectors installation effort is expected by March 21.

Materials Handling Area Project

The Material Handling Area (MHA) project is comprised of segregated areas for material storage and waste handling. One portion of this facility has four discrete storage compartments to meet BWP's need for temporary handling and storage of dirt, asphalt, gravel, and rubbish. This covered storage area will eliminate the current use and cost of off-site storage containers, improve logistical control and efficiencies in deploying and removing temporary materials, prevent material migration and storm water contamination due to weather conditions, and generally improve site cleanliness and organization.

An adjacent portion of this facility is dedicated for temporary, covered storage of oil-filled electrical equipment that contains waste by-products. This area will include two separate recessed concrete containment pits with sumps to control any potential waste material releases. The covered areas with secondary containment will mitigate potential soil and storm water contamination, as this semi-enclosed space will provide a higher level of protection from adverse weather conditions to meet regulatory requirements and best practices. Development of the Bid Schedule is underway for this project (combined with the Central Laboratory Project in the same Bid Schedule) and is still projected to go out to bid in mid-March.

Central Laboratory Project

This project has an approved budget to design, bid, and build a 760 gross square foot water quality testing laboratory within the MPP boundaries to support operations required to verify proper water chemistry. This new facility provides space for determining water quality control, storage for operator's safety gear, separate restrooms for use by staff and outside service providers, an operator work station, and all furniture, fixture and equipment (FF&E) to support stand-alone operations. The new Central Laboratory will improve operator safety and productivity and can be used to augment the ZLD water quality laboratory as needed. A PEMB approach will be implemented as a cost-effective alternative to traditional building construction. The bidding for this project is being combined with the Material Handling Area Project to promote contractor interest and reduce overall projected construction costs through economy of scale.

Construction documents were submitted to Building & Safety on December 23, 2013 for plan check review. Completion of the FF&E program was submitted for review and

accepted by BWP Power Supply Operations on January 21, 2014. Development of the Bid Schedule documents is underway and is still projected to go out to bid in mid-March.

Power Resources

Intermountain Power Project (Delta, UT) Renewal Progress

The Intermountain Power Project (IPP) participants, including BWP, continue to discuss post-coal repowering (called "renewal") for IPP. The current contracts expire in 2027.

As previously reported to the Board, BWP continues to view Los Angeles Department of Water and Power's (LADWP's) renewal proposal, centered on replacing the current coal-fired power plant with a combined-cycle natural gas plant, as consistent with staff's view of the direction the participants need to pursue. BWP staff believes the renewal fails to address renewable energy issues. The proposal will be considered in Burbank's Integrated Resource Planning (IRP) process. The IRP process is important, given conservation continues to be the least cost resource and the increasing penetration of intermittent renewable energy on the grid and an accompanying need for: 1) fast-ramping, gas-fired generation to integrate that energy and 2) available transmission to transmit it to load, in each case in a way that ensures reliable operations, balanced with concerns of over-reliance on natural gas.

BWP staff has seen an increasing agreement of its view by many of the other IPP participants, from both California and Utah, and a resulting desire to thoughtfully assess and consider developing alternatives at IPP. These alternatives might include a combination of different generation (and perhaps energy storage) technologies and the facilitation of renewable technologies at the site, as well as a better optimized allocation of transmission rights. This increasing agreement was confirmed, in BWP's view, by the results of a participant survey by LADWP; this view of the survey results was not shared by LADWP.

In the meantime, IPP's owner, the Intermountain Power Agency (IPA), has, in concert with LADWP, issued a formal request for renewal, including proposed renewal contracts for approval by each participant. BWP staff, along with legal counsel from the City Attorney's office, is carefully reviewing these proposed renewal contracts and assessing BWP's strategic options. BWP has held preliminary discussions with LADWP to discuss these proposed renewal contracts. In addition, LADWP has also proposed a separate agreement with the other Southern California participants, which BWP is also reviewing.

BWP has submitted a proposal to the Western Electricity Coordinating Council (WECC), which oversees the Western U.S. electrical grid, to study the development of large-scale compressed air energy storage (CAES) at the IPP site. A number of other market participants joined BWP in this proposal, including Wyoming wind project developer Pathfinder Wind, transmission developer Duke American Transmission Company (DATC), salt cavern developer Magnum Resources, and technology provider ABB. This study would focus on the use of CAES at the IPP site to firm and shape cost-effective Wyoming wind energy, brought to IPP by DATC's Zephyr transmission project and transmitted to Southern California by the existing Southern Transmission System, the transmission line that brings IPP's output to our area. BWP and its partners are

currently working to support this study proposal during WECC's study proposal decision-making process.

BWP is also pursuing a comprehensive Integrated Resource Planning (IRP) process. The IRP will assist BWP in determining the appropriate solution for BWP at IPP.

Power Resources

Balancing Authority Services

LADWP has cancelled the Southern California Utility Power Pool (SCUPP) agreement, which governs the participation of LADWP, BWP, and Glendale Water and Power (GWP) in LADWP's balancing authority, and proposed, in its stead, a new agreement. It is not clear what effect this cancellation has had. Operations do not appear to have been affected by the cancellation of the SCUPP agreement.

Unfortunately, what BWP and Glendale have seen of LADWP's proposed new agreement does not meet BWP's (or GWP's) needs, either from a structural or a pricing standpoint. In addition, the contract structure proposed by LADWP did not yet conform with modern standards for balancing authority agreements.

LADWP recently issued a proposed Open Access Transmission Tariff (OATT). An OATT is issued by a utility, such as LADWP, to set the terms and conditions under which any electric market participant may purchase access to that utility's transmission system and associated resources. Under industry practice, a utility issues a proposed OATT for stakeholder review and comment; an OATT is then finalized and implemented only after stakeholders have had an opportunity to gain a detailed understanding of the technical, commercial, and financial assumptions underlying the proposed OATT and to challenge those assumptions through a public process, during which the issuing utility defends those assumptions and the proposed OATT.

LADWP, BWP, and GWP have agreed in principle to consider negotiating a balancing authority agreement on the basis of an LADWP OATT. BWP staff and a team of outside specialists, in conjunction with GWP, are working to understand the proposed OATT and assure it is consistent with current rate-making public policy. This requires a detailed understanding of the assumptions underlying the OATT, as well as participation in LADWP's OATT stakeholder process, and then comparing that understanding with the policies and practices established by Federal Regulatory Energy Commission. To-date, neither the substance of the proposed OATT, nor the stakeholder process, has been consistent with current rate-making public policy. In addition, the relationship between the proposed OATT and a balancing authority agreement has not been clarified. BWP and GWP continue to discuss these matters with LADWP.

In the end, the need for such a balancing authority agreement must be clearly demonstrated to be based on a rational basis, and be consistent with current rate-making practices and policy.

Power Resources

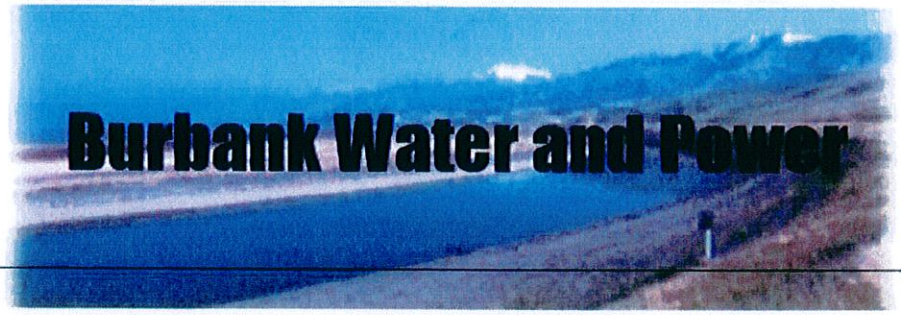
Integrated Resource Planning (IRP) Process

BWP is embarking on a public IRP process. An IRP is a comprehensive planning process by which a utility communicates with its stakeholders about the opportunities and challenges associated with the community's projected energy demands and the alternative means and costs, as well as the environmental issues related to reliably meeting the demand for energy.

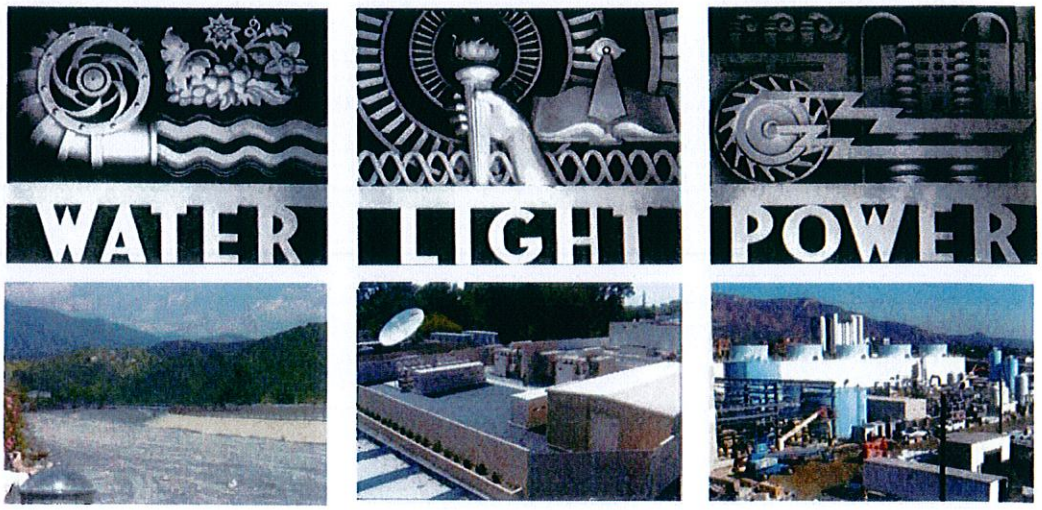
BWP's IRP team is currently working to shape an IRP process to meet Burbank's needs, with a significant emphasis on public outreach. In this regard, BWP's IRP process will likely consist of three phases: 1) preliminary public outreach, focused on helping the public understand BWP's business and the issues it faces, and to seek public feedback; 2) intensive scenario modeling around those issues, followed by additional results to communicate observations and conclusions and seek public feedback; and 3) documentation of the IRP process, observations conclusions and public feedback. In this connection, BWP has engaged Liedos (formerly SAIC and R.W. Beck), a major power industry engineering and consulting firm, to assist in detailed scenario modeling.

In terms of public outreach, staff is planning community meetings which will include rate impacts of the IRP and related elements as power resources continue to be the primary driver of the cost of providing electric service.

Attachments



Burbank Water and Power



Estimated Financial Report

January-14

Burbank Water and Power
Electric Fund (496)
Estimated Statement of Changes in Net Assets
MTD and FYTD January 2014
($ in 000's except MWh Sales)

MTD Estimate FY 13-14	MTD Budget FY 13-14	$ Variance	% Variance		YTD Estimate FY 13-14	YTD Budget FY 13-14	$ Variance	% Variance
89,912	94,567	(4,655)	(4.9%) [a]	NEL MWh	699,074	754,128	(55,054)	(7.3%) [A]
91,323	91,323	-	0.0% [b]	Retail Sales MWh	700,491	728,261	(27,770)	(3.8%) [B]
				Retail				
$ 12,529	$ 13,458	$ (928)	(6.9%) [c]	Retail Sales	$ 101,064	$ 109,983	$ (8,918)	(8.1%) [C]
478	478	-	0.0%	Other Revenues	2,462	3,344	(882)	(26.4%)
8,398	8,822	424	4.8% [d]	Retail Power Supply & Transmission	64,005	70,175	6,170	8.8% [D]
4,609	5,113	(504)	(9.9%)	**Retail Margin**	39,522	43,151	(3,630)	(8.4%)
				Wholesale				
2,240	3,675	(1,435)	(39.0%)	Wholesale Sales	19,761	49,275	(29,514)	(59.9%)
2,142	3,614	1,471	40.7%	Wholesale Power Supply	18,508	48,454	29,946	61.8%
98	61	37	59.8%	**Wholesale Margin**	1,253	821	432	52.6%
4,707	5,175	(468)	(9.0%)	**Gross Margin**	40,775	43,973	(3,197)	(7.3%)
				Operating Expenses				
877	877	-	0.0%	Distribution	5,497	7,086	1,590	22.4% [E]
132	132	-	0.0%	Administration/Safety	992	993	1	0.1%
248	248	-	0.0%	Finance, Fleet, & Warehouse	1,533	1,785	252	14.1%
379	379	-	0.0%	Transfer to General Fund for Cost Allocation	2,538	2,652	114	4.3%
281	281	-	0.0%	Customer Service, Marketing & Conservation	1,573	1,632	60	3.6%
413	413	-	0.0%	Public Benefits	2,495	2,800	304	10.9%
105	105	-	0.0%	Security/Oper Technology	832	746	(86)	(11.5%)
87	87	-	0.0%	Telecom	466	422	(45)	(10.6%)
116	116	-	0.0%	Construction & Maintenance	792	810	18	2.2%
1,505	1,505	-	0.0%	Depreciation	9,813	10,378	565	5.4%
4,142	4,142	-	0.0% [e]	Total Operating Expenses	26,530	29,303	2,773	9.5%
$ 565	$ 1,032	$ (468)	(45.3%)	**Operating Income/(Loss)**	$ 14,245	$ 14,669	$ (424)	(2.9%)

Burbank Water and Power
Electric Fund (496)
Estimated Statement of Changes in Net Assets
MTD and FYTD January 2014

($ in 000's)

MTD Estimate FY 13-14	MTD Budget FY 13-14	$ Variance	% Variance		YTD Estimate FY 13-14	YTD Budget FY 13-14	$ Variance	% Variance	
$ 565	$ 1,032	$ (468)	(45.3%)	**Operating Income/(Loss)**	$ 14,245	$ 14,669	$ (424)	(2.9%)	
				Other Income/(Expenses)					
63	63	-	0.0%	Interest Income	655	441	214	48.4%	(F)
83	83	-	0.0%	Other Income/Expense	4,530	1,160	3,370	290.6%	(G)
431	431	-	0.0%	Bond Interest Expense	3,015	3,014	(1)	(0.0%)	
(284)	(284)	(0)	0.0%	Total Other Income/(Expenses)	2,170	(1,413)	3,583	253.5%	
280	748	(468)	(62.5%)	**Income before Contributions & Transfers**	16,415	13,256	3,159	23.8%	
638	673	35	5.2%	In Lieu	5,126	5,499	374	6.8%	
180	193	13	6.9%	Street Lighting	1,442	1,578	136	8.6%	
818	866	48	5.6%	Total Contributions & Transfers	6,568	7,077	509	7.2%	
(537)	(118)	(419)	355.7%	**Income Before AIC**	9,847	6,179	3,668	59.4%	
564	564	-	0.0%	Capital Contributions (AIC)	767	3,946	(3,179)	(80.6%)	(H)
$ 26	$ 446	$ (419)	(94.1%)	**Net Change in Net Assets (Net Income)**	$ 10,614	$ 10,125	$ 489	4.8%	

- ( ) = Unfavorable
- This report may not foot due to rounding.

Burbank Water and Power
Electric Fund (496)
Estimated Statement of Changes in Net Assets - Footnotes
FYTD January 2014
($ in 000's)

Foot-note #	Accounts/Description	Actual	Budget	Variance to Budget	Explanation
A.	NEL MWh	699,074	754,128	(55,054)	- FYTD NEL is 7.3% below budget primarily due to conservation and a cooler than normal summer. Summer months July to October CDD were 909 versus the 30 year average of 1,040. Weather normalized NEL was 703,324.
B.	Retail Sales MWh	700,491	728,261	(27,770)	- Staff is reviewing Retail Sales MWh.
C.	Retail Sales	101,064	109,983	(8,918)	- Retail sales correspond to lower NEL (demand).
D.	Retail Power Supply & Transmission	64,005	70,175	6,170	- The favorable variance is attributable to lower retail load and higher than planned true-up credits primarily from IPP, MPP, STS, and prepaid gas.
E.	Distribution	5,497	7,086	1,590	- The favorable variance is attributable to unfilled and underfilled positions, and related benefits, and to higher than planned labor credits for capital and work for others.
F.	Interest Income	655	441	214	- The favorable variance is attributable to higher interest income as a result of the release by SCPPA of $3.1m in restricted bond cash from the Mead Phoenix and Mead Adelanto transmission projects.
G.	Other Income/Expense	4,530	1,160	3,370	- The favorable variance is attributable to the release by SCPPA of $3.1m in restricted bond cash from the Mead Phoenix and Mead Adelanto transmission projects.
H.	Capital Contributions (AIC)	767	3,946	(3,179)	- The unfavorable variance is attributable to delays to aid-in-construction activity for the I-5 improvement project and on new customer stations.

Burbank Water and Power
Electric Fund (496)
Estimated Statement of Changes in Net Assets - Footnotes
MTD January 2014 ($ in 000's)

Foot-note #	Accounts/Description	Actual	Budget	Variance to Budget	Explanation
a.	NEL MWh	89,912	94,567	(4,655) -	MTD NEL is 4.9% below budget primarily due to conservation. MTD HDD were 165 versus the 30 year average of 287.
b.	Retail Sales MWh	91,323	91,323	- -	Staff is reviewing Retail Sales MWh.
c.	Retail Sales	12,529	13,458	(928) -	Retail sales correspond to lower NEL (demand).
d.	Retail Power Supply & Transmission	8,398	8,822	424 -	The favorable variance is attributable to lower retail load.
e.	Total Operating Expenses	4,142	4,142	- -	Expenses, other than retail power supply and transmission, wholesale power supply, in-lieu, and street lighting, have not closed for January 2014 and are estimated at budgeted values.

Burbank Water and Power
Electric Fund (496)
Estimated Statement of Cash Balances
($ in 000's)

	Jan-14	Dec-13	Sep-13	Jun-13	Mar-13	Dec-12	Recommended Reserves	Minimum Reserves
Cash and Investments								
General Operating Reserve	$ 48,462	$ 51,443	$ 43,534	$ 41,664	$ 49,608	$ 53,800	$ 54,060	$ 36,340
Capital & Debt Reduction Fund	10,000	10,000	10,000	10,000	10,000	10,000	15,000	3,000
BWP Projects Reserve Deposits at SCPPA	16,615	16,601	16,657	13,507	13,485	13,435		
Sub-Total Cash and Investments	75,078	78,044	70,191	65,171	73,094	77,236	69,060	39,340
Remaining Capital Commitments	(18,235)	(19,655)	(23,462)	(21,045)	(27,771)	(28,506)		
Public Benefits Obligation	(2,759)	(3,137)	(2,873)	(2,726)	(3,161)	(3,172)		
Cash and Investments (less Commitments)	**54,084**	**55,251**	**43,857**	**41,401**	**42,161**	**45,557**	**69,060**	**39,340**
Restricted Cash								
Debt Service Fund & Other Restricted Cash (a)	2,969	4,931	2,488	622	4,149	4,111	2,969	2,969
Parity Reserve Fund (b)	4,175	4,175	4,081	4,081	3,989	3,989	4,175	4,175
Sub-Total Restricted Cash	7,144	9,105	6,569	4,703	8,138	8,100	7,144	7,144
Total Cash	$ 82,221	$ 87,149	$ 76,760	$ 69,874	$ 81,232	$ 85,336	$ 76,204	$ 46,484

- Statement of Cash Balances may not foot due to rounding.

(a) Debt Service Funds are funds used to pay principal and interest on Fund 496 Bonds. This balance increases monthly to cover the semi-annual bond interest payments, which are paid in December and June of each year, and the annual bond principal payments, which are paid in June of each year.

(b) Parity Reserve Funds are funds restricted for debt service payments in case revenues are insufficient to satisfy debt service requirements. The reserve requirement was lowered with the 2012 Electric bond refunding.

Burbank Water and Power
Water Fund (497)
Estimated Statement of Changes in Net Assets
MTD and FYTD January 2014
($ in 000's except CCF's)

MTD Estimate FY 13-14	MTD Budget FY 13-14	$ Variance	% Variance			YTD Estimate FY 13-14	YTD Budget FY 13-14	$ Variance	% Variance	
627,743	583,268	44,475	7.6%		Water put into the system in CCF's	5,096,259	4,976,294	119,964	2.4%	
617,090	567,227	49,863	8.8%		Domestic Sales in CCF's	5,036,572	4,840,855	195,718	4.0%	
68,886	49,393	19,493	39.5%	(a)	Metered Recycled Water in CCF's	605,937	822,775	(216,838)	(26.4%)	(A)
					Operating Revenues					
$ 1,977	$ 1,788	$ 188	10.5%	(b)	Potable Water	$ 16,780	$ 16,479	$ 301	1.8%	(B)
171	121	51	42.2%	(c)	Recycled Water	1,459	2,008	(549)	(27.3%)	(C)
50	50	-	0.0%		Other Revenue	566	350	216	61.9%	
2,198	1,959	239	12.2%		Total Operating Revenues	18,806	18,837	(31)	(0.2%)	
994	903	(91)	(10.0%)		Water Supply Expense	7,688	7,711	23	0.3%	
1,204	1,055	149	14.1%		**Gross Margin**	11,118	11,127	(9)	(0.1%)	
					Operating Expenses					
563	563	-	0.0%		Operations & Maintenance - Potable	3,600	3,796	196	5.2%	
90	90	-	0.0%		Operations & Maintenance - Recycled	706	683	(23)	(3.4%)	
193	193	-	0.0%		Allocated O&M	1,134	1,292	159	12.3%	
69	69	-	0.0%		Transfer to General Fund for Cost Allocation	484	484	-	0.0%	
308	308	-	0.0%		Depreciation	2,152	2,156	4	0.2%	
1,223	1,223	-	0.0%	(d)	Total Operating Expenses	8,075	8,410	335	4.0%	
(19)	(168)	149	88.5%		**Operating Income/(Loss)**	3,043	2,717	326	12.0%	
					Other Income/(Expenses)					
10	10	-	0.0%		Interest Income	113	72	41	57.3%	(D)
46	46	-	0.0%		Other Income/Expense	367	320	47	14.7%	
164	164	-	0.0%		Bond Interest Expense	1,116	1,151	35	3.1%	
97	93	(4)	(4.4%)		Transfers In/(Out) - (In Lieu)	825	802	(23)	(2.8%)	
(205)	(201)	(4)	(2.0%)		Total Other Income/(Expenses)	(1,460)	(1,561)	101	6.5%	
(224)	(369)	145	39.2%		**Income Before AIC**	1,583	1,156	427	37.0%	
166	166	-	0.0%		Aid in Construction	300	216	83	38.5%	
$ (58)	$ (203)	$ 145	71.2%		**Net Change in Net Assets**	$ 1,883	$ 1,372	$ 511	37.2%	

- ( ) = Unfavorable
- This report may not foot due to rounding.

Burbank Water and Power
Water Fund (497)
Estimated Statement of Changes in Net Assets-Footnotes
FYTD January 2014
($ in 000's)

Foot-note #	Accounts/Description	Actual	Budget	Variance to Budget	Explanation
A.	Metered Recycled Water in CCF's	605,937	822,775	(216,838)	- Recycled water sales are lower than planned primarily related to lower demand for landscaping irrigation due to delays in hooking up new customers and cooler than normal summer temperatures. Summer months July to October CDD were 909 versus the 30 year average of 1,040.
B.	Potable Water Revenue	16,780	16,479	301	- The WCAC impact increased potable water revenues by 91k FYTD. Without this adjustment, potable water revenues would be favorable by 1.3%.
					WCAC revenue — FYTD Actual: 7,997
					WCAC Expenses:
					Purchased water, chemicals, and electricity: 7,688
					WCAC In-lieu: 400
					Total WCAC Expenses: 8,088
					WCAC revenue deferral (increased revenues): $ (91)
C.	Recycled Water Revenue	1,459	2,008	(549)	- Recycled water sales are lower than planned primarily related to lower demand for landscaping irrigation due to delays in hooking up new customers and cooler than normal summer temperatures. Summer months July to October CDD were 909 versus the 30 year average of 1,040.
D.	Interest Income	113	72	41	- The favorable variance is attributable primarily to higher cash on hand than planned due to funds received from the State Water Resource Board for construction of the Valhalla Recycled Water Project.

Burbank Water and Power
Water Fund (497)
Estimated Statement of Changes in Net Assets-Footnotes
MTD January 2014
($ in 000's)

Foot-note #	Accounts/Description	Actual	Budget	Variance to Budget	Explanation
a.	Metered Recycled Water in CCF's	68,886	49,393	19,493	- Recycled water sales are higher than planned primarily related to higher demand for landscaping irrigation due to the warmer weather.
b.	Potable Water Revenue	1,977	1,788	188	- The WCAC impact increased potable water revenues by 31k MTD. Without this adjustment, potable water revenues would be favorable by 8.8%.
c.	Recycled Water Revenue	171	121	51	- Recycled water sales are higher than planned primarily related to higher demand for landscaping irrigation due to the warmer weather.
d.	Total Operating Expenses	1,223	1,223	-	- Expenses, other than water supply expense and in lieu, have not closed for January 2014 and are estimated at budgeted values.

	MTD Actual
WCAC Revenue	$ 1,014
WCAC Expenses:	
Purchased water, chemicals, and electricity	994
WCAC In-lieu	51
Total WCAC Expenses	1,045
WCAC revenue deferral (increased revenues)	**$ (31)**

Burbank Water and Power
Water Fund (497)
Estimated Statement of Cash Balances
($ in 000's)

	Jan-14	Dec-13	Sep-13	Jun-13	Mar-13	Dec-12	Recommended Reserves	Minimum Reserves
Cash and Investments								
General Operating Reserves	$ 10,380	$ 13,470	$ 12,356	$ 12,086	$ 7,307	$ 13,100	$ 9,760	$ 5,240
WCAC	1,017	1,055	990	1,110	1,157	1,109	2,000	1,000
Capital Reserve Fund	2,220	2,220	2,220	2,220	2,220	2,220	4,000	1,000
Sub-Total Cash and Investments	13,617	16,745	15,567	15,416	10,684	16,429	15,760	7,240
Remaining Capital Commitments	(1,392)	(1,747)	(3,553)	(1,231)	(2,588)	(4,409)		
Public Benefits Obligation	(567)	(608)	(614)	(577)	(553)	(563)		
Cash and Investments (less commitments)	**11,658**	**14,390**	**11,400**	**13,608**	**7,543**	**11,457**	**15,760**	**7,240**
Restricted Cash								
Debt Service Funds (a)	535	1,173	599	150	542	1,343	535	535
Sub-Total Restricted Cash	535	1,173	599	150	542	1,343	535	535
Total Cash	$ 14,152	$ 17,918	$ 16,166	$ 15,566	$ 11,226	$ 17,772	$ 16,295	$ 7,775

- Statement of Cash Balances may not foot due to rounding.

(a) Debt Service Funds are funds used to pay principal and interest on Fund 497 Bonds. This balance increases monthly to cover the semi-annual bond interest payments, which are paid in December and June of each year, and the annual bond principal payments, which are paid in June of each year.

CITY OF BURBANK
OFFICE OF THE CITY MANAGER
(818) 238-5800
FAX (818) 238-5804

DATE: March 7, 2014

TO: Honorable Mayor and City Council

FROM: Mark Scott, City Manager

SUBJECT: **2013 BUSINESS CUSTOMER SATISFACTION RESEARCH UPDATE**

I thought City Council Members would be interested in seeing the attached results from BWP's recent survey. The results continue to demonstrate very positive operations.

275 E. Olive Avenue • P.O. Box 6459
Burbank, California 91510-6459

7B.

Burbank Water and Power

MEMORANDUM

DATE: March 6, 2014

TO: BWP Board

FROM: Ron Davis, General Manager

SUBJECT: **2013 BUSINESS CUSTOMER SATISFACTION RESEARCH UPDATE**

PURPOSE

To update the BWP Board on customer satisfaction research conducted last year with Burbank businesses.

BACKGROUND

Every year, BWP conducts market research with Burbank residents and businesses in efforts to determine customer satisfaction with their community-owned utility and how we compare to other California municipal and investor owned utilities.

In 2013, BWP interviewed 125 businesses, including key account customers, such as the studios, hospital and school district. The purpose of the survey was to assess BWP performance on a range of elements important to customers, including electric service reliability, price, value, technological and environmental commitment, billing, communication, and water related issues.

ANALYSIS

The 2013 business survey included the following topic areas:

- Satisfaction with BWP, overall and across several categories
- Relationship existing between customer and BWP
- Power delivery
- Customer contact
- Billing
- Water

What follows are key findings from the research for each topic area. Full results will be presented at the March 6 BWP Board meeting.

Satisfaction

Compared to statewide municipal and investor owned utility results, and especially compared against results from BWP's last survey of Burbank businesses, overall satisfaction with BWP is high. On a 0-10 scale, key account customers rated BWP 9.4; non-key account businesses scored

BWP with 8.5. By comparison, statewide municipal and investor owned utility customers provided average overall satisfaction scores of 8.2.

Burbank's survey included a number of satisfaction measures not included in the statewide questionnaire. We asked most of these questions in the previous Burbank survey as well, allowing for tracking of shifting perceptions over time. Key findings are:

- Key account customers provide BWP with very high ratings on all elements except for 'competitive electric rates.'
- Satisfaction ratings reported by all other commercial customers is mixed, with BWP receiving good marks on most elements, but showing room for improvement on water and electric rate perceptions.
- Over the past two survey periods, there has been a massive and positive shift in perception of BWP's commitment to environmental protection.

Satisfaction with BWP Across Several Image Categories				
"How accurate is the statement, BWP is..."	Key Accounts 2013	Non-Key Accounts 2013	Key Accounts 2012	Non-Key Accounts 2012
Well run	8.9	8.3	8.4	8.4
Works hard to improve service	8.7	8.1	8.1	8.0
Committed to protecting the environment	9.1	8.8	4.8	4.8
Helps businesses save energy and money	9.1	7.5	8.1	7.7
Has competitive electric rates	7.1	6.9	8.0	7.6
Has competitive water rates	8.9	6.9	--	--
Leader in investing in new technologies	8.8	7.9	--	--

In addition to asking customers how competitive they view Burbank's electric rates to be, we also asked their satisfaction with the price they pay for electricity and the value of the services they receive for the price paid. Compared against statewide averages for both municipal and investor owned utilities, a significantly greater price/value relationship is seen in Burbank.

Satisfaction with the Price Paid and Value Received for Electric Service				
	BWP Key Accounts 2013	BWP Non-Key Accounts 2013	Municipal Utilities 2013	Investor Owned Utilities 2013
Price Satisfaction	7.3	6.9	6.2	5.7
Value Satisfaction	8.2	7.8	7.0	6.9

We also asked businesses if, in their opinion, having a community owned utility was beneficial. The results were encouraging with average scores of 8.7 and 8.4 given by key account and non-key account customers, respectively. This contrasts very favorably with the California municipal utility average of 7.0.

Relationship

Previous research identified a way to interpret customers' assessment of utility performance beyond just looking at raw scores. By asking questions that classify the customer's current relationship with BWP and their satisfaction with that relationship, the goal is to better assess approval and gain insights as to how to move to greater satisfaction.

This construct has three relationship classifications:

1. Active: Customers feel they are kept informed about their utility
2. Passive/Content: Customers rarely hear from the utility but are satisfied nonetheless
3. Passive/Proactive: Customers rarely hear from the utility and want greater communication

Key findings are:

- Businesses reporting an active relationship with BWP award the highest scores; Passive-Proactive customers give the lowest ratings.
- Three-quarters of key account customers report an active relationship with BWP; the balance of these customers self-label as passive but content.
- Non-key account customers are very similar to statewide municipal averages, with 43% reporting an active relationship, 32% are passive but content, and 25% wanting BWP to be more proactive.
- Providing information related to controlling energy use and costs may be the primary building block to moving passive/proactive customers to a more active relationship.

Power Delivery

BWP scores significantly higher than California municipal and investor owned utilities on power delivery measures.

Power Delivery				
	BWP Key Accounts 2013	BWP Non-Key Accounts 2013	Municipal Utilities 2013	Investor Owned Utilities 2013
Provides reliable electricity	9.5	9.1	8.6	8.4
Restores power quickly	9.1	8.9	8.1	8.0
Easy to obtain power restoration information	8.2	8.1	--	--

Customer Contact

The research revealed that Burbank businesses contacted BWP an average of 2.7 times over the past year. This is down from an average of four reported contacts per customer in the last business survey. Additionally, satisfaction with the most recent contact with BWP received a mean score of 8.7, an improvement over BWP's score from the previous survey (7.8) and higher than both 2013 municipal statewide (7.6) and investor owned (7.4) scores. This high score appears to be driven at least in part by the utility representative's ability to answer all questions in one call, an attribute that received a very high 8.9 score.

Key Account customers were asked a short series of questions about their assigned key account representative. Across all four questions, BWP's key account managers were awarded high marks, most indicating improvement over the previous survey.

Assessment of Key Account Managers				
"Please rate your utility account manager on..."	BWP Key Accounts 2013	BWP Key Accounts 2012	Municipal Utilities 2013	Investor Owned Utilities 2013
Easy to reach	9.2	9.0	8.7	8.3
Promptly responds	9.1	9.1	8.6	8.5
Helps with money-saving advice	8.6	8.1	8.6	7.4
Overall job they do	8.6	8.9	8.7	8.2

Additionally, Burbank businesses award significantly higher scores to BWP for "effective communications" (8.1) compared to scores reported by businesses in other municipal territories (7.1) and those served by investor owned utilities (7.0).

Billing

Customers were asked about the clarity, accuracy and usefulness of BWP's bill. For all three attributes, Burbank customers rated BWP higher than did customers of other California municipalities and investor owned utilities. Additionally, BWP's scores improved compared against the last Burbank survey.

Water

As we gear up for an expected tough year of drought in California, BWP queried businesses about the actions they have taken over the past year to reduce water usage. A few years ago, in response to constrained water supplies, the City of Burbank required that all businesses replace high-water using toilets, showerheads and faucet aerators with hardware that meets current California Plumbing Code Standards. While 65% of key account customers stated that they have installed water saving devices in the past year, Burbank business overall (18%) seem to have put on the brakes on water conservation activity over the past year.

With well over half of all water used in Burbank going to irrigate lawns, we focused on irrigation practices at businesses. We found a bifurcated approach existing between the very largest key account customers and all other customers. Most of the key account customers report having landscape that is irrigated (94%), using a gardening service to set the landscape irrigation schedule (69%), and reducing the number of days per week that their landscape is watered over the past year (67%). By contrast, the non-key account respondents – representing a few thousand businesses – are far less likely to have landscape that is irrigated (24%), half set the irrigation schedule themselves with just a third using a service, and while just 15% reduced the number of weekly irrigation days, nearly a third said they reduced the total amount of time spent irrigating during the week.

One aspect where key account and non-key account customers are in synch is with number of days per week irrigation: they report an average of 3.0 and 3.2 days per week, respectively.

Climate Change

Staff included a question attempting to understand how businesses view the tradeoff between renewable energy and electric rate impact. There is definitely no consensus on this question, both here in Burbank and across the state. Here is the question: "One way utilities combat climate change is to use renewable energy to generate electric power. But renewable power is often more costly and so is more likely to result in higher rates. In your opinion, is this trade-off very worthwhile, fairly worthwhile or not worthwhile?"

Trade-off Between Renewable Energy and Electric Rates				
	BWP Key Accounts 2013	BWP Non-Key Accounts 2013	Municipal Utilities 2013	Investor Owned Utilities 2013
Very worthwhile	18%	15%	21%	33%
Fairly worthwhile	53	39	45	37
Not worthwhile	29	29	22	21
Not sure	0	18	12	9

RECOMMENDATION

Note and file.

RED:JF:JKM:jkm

MEMORANDUM

DATE: March 7, 2013

TO: Mark Scott, City Manager

FROM: Ron Davis, General Manager, BWP

SUBJECT: SYNOPSIS OF BWP BOARD MEETING

Following is a synopsis of the March 6, 2014 BWP Board meeting:

BWP OPERATIONS AND FINANCIAL REPORTS
Mr. Liu presented BWP's financial update for January.

2013 BUSINESS CUSTOMER SATISFACTION RESEARCH
David Reichman from RKS presented the results of the 2013 Commercial and Key Account Customer Survey. The survey consisted of 125 telephone interviews; 108 Commercial customers and 17 Key Account customers. The survey included the following topics:

- Satisfaction with BWP overall and across several categories
- Relationship existing between customer and BWP
- Power delivery
- Customer contact
- Billing
- Water

The overall survey revealed that BWP customers are pleased with their service.

FISCAL YEAR 2014/15 BUDGET
Mr. Davis provided a power point presentation on BWP's Draft Fiscal Year 2014/15 Budget at the February 6, 2014 Board meeting. The Board was updated on minor adjustments made to the budget since that meeting. After discussion, the Board endorsed the Fiscal Year 2014/15 Budget with the overall rate increases of 2.9% for the Electric Fund and 4.75% for the Water Fund.

CIS UPDATE
Ms. Fletcher reported that CIS project went live February 18. Everything is going well and there have been no substantive complaints.

IRP/RATE DESIGN/RATES
Mr. Bleveans gave a background on what the Integrated Resource Plan (IRP) is and what challenges BWP may face in the future. Staff is working on a 20 year plan to help meet Burbank's electrical needs. The IRP process will involve extensive outreach to the community.

Mr. Lazar, a BWP rate design consultant, discussed ten strategies to align energy loads to resources (and resources to loads) with illustrative values for each specific idea.

Mr. Swe discussed customer bill impact, rate design objectives and future rate design changes.

CITY OF BURBANK

PARK, RECREATION AND COMMUNITY SERVICES
ANNOTATED AGENDA/MEETING SUMMARY

Meeting: Senior Citizen Board **Date: 2-26-14**

Members Present: Peter McGrath, Bill Anderson, Doug Halter, Forrest Barker, Marva Murphy, Nancy Nadimi, Laurie Patterson

Members Absent: None

Staff Present: Gaby Flores, Kristen Smith, Angela Attaryan

Liaisons Present: Jess Talamantes, City Council Member, Mickey DePalo, PRCS Board

Item Discussed		Summary	Direction or Action, if any
1	Capital Project Update	Kristen Smith gave an update on the Community Art Room acoustics modification project.	Note and file
2	Older American Month	Three individuals were selected from Senior Citizen Board, Peter McGrath, Bill Anderson and Doug Halter. The Older America Month committee is in the process of selecting three individuals to be recognized for Older American Month.	Note and file
3	Leadership Burbank Project	Jeff Carlon, Fire Engineer discussed the 2014 Leadership Burbank Class Project. The new active outdoor recreation space will be called Joslyn Oasis. A fundraiser will take place Sunday, March 2 at 5:00 p.m. to benefit the project. Those individuals who donate or sponsor the project will be recognized based upon the level of sponsorship/donation.	Note and file
4	New Business Personnel Update	Kristen Smith announced that Angela Attaryan has been promoted to Intermediate Clerk.	Note and file
5	Reports	1. Transportation: Adam Emmer announced that the City of Burbank is in the process of replacing 2 of their buses that have exceeded their 10 year life span. The buses will include upgraded air conditioning system, wheel chair lift, ADA compatibility and a capacity of 19 ambulatory	1. Transportation: **Note and file** 2. Senior Legislation: **Note and file** 3. Tuttle Center: **Note and file** 4. Information Calendar/ Recreation: **Note and file** 5. Los Angeles County Commission for

		passengers. 2. Senior Legislation: Peter McGrath announced that Elections for 4 year term will take place this year. 3. Tuttle Center: No Report 4. Information Calendar/ Recreation: Calendar/brochures included in packet. 5. Los Angeles County Commission for Older Adults: Peter McGrath announced that Directors meeting will take place March 3; election for officers will take place.	Older Adults: **Note and file**
6	Committees & Boards	1. Nutrition: Bill Anderson announced that February 15 lunch was well received. Nutrition will be hosting a Pot o' Gold Breakfast at the Tuttle Center, March 15. 2. House Committee: Bill Anderson announced that 7 pool tables at the Joslyn Adult Center have been resurfaced. 23 card tables have been ordered. Sock Hop with DJ Biba will take place every 4th Monday of the month. 3. Supporters of Senior Services: No Report 4. Park, Recreation and Community Services: Meeting will take place with City Council on April 15 regarding Starlight Bowl.	1. Nutrition: **Note and file** 2. House Committee: **Note and file** 3. Supporters of Senior Services: **Note and file** 4. Park, Recreation and Community Services**: Note and file**
7	Future Agenda Item	Peter McGrath requested a report to be presented at the next meeting about the current programming offered through Burbank Nutrition Program.	Council Member Talamantes requested staff to provide the current attendance numbers included for Joslyn Adult Center, Home Delivered Meals and the Nutrition Programs at the three sites.

TRAFFIC COMMISSION
FEBRUARY 27, 2014

SYNOPSES OF ITEMS ARE IN BOXES BELOW

Members Present:
Linda Barnes, Kevin Harrop, Brian Malone, Paul McKenna, Rebecca Granite-Johnson, Joe Terranova, David Carletta, and Vanessa Rachal.
Members Absent: Robin Gemmill

I. ORAL COMMUNICATIONS:

A. Public Input – LaVerne Thomas – stop signs at Oak & Myers, street sweeping signs, speeding.
Bradley Thesman – Private ambulance service requirements and duplication with other cities.
Lyle Hanson – Private ambulance service driver licensing documentation requirements.

B. Commission Members – Malone – Screenland project looks very good
Harrop – Widen Keep Clear limit lines
McKenna – Enforcement for speeding
Terranova – Concerned about duplication of ambulance requirements and costs
Rachal – New signal at Empire / Avon is improvement

C. Staff Communications – In 2013, 116 LNCV tickets were issued and 2049 permit days issued
Mariposa Bridge memorandum to CM has been prepared
Victory Place Memorandum is being prepared

IV. APPROVAL OF MINUTES:

The Commission approved minutes of the December 19, 2013, and January 23, 2014, meetings.

V. PUBLIC HEARINGS:

Determination regarding Application of Enova Medical Services

Commissioners unanimously approved postponement of hearing until March to clarify County approval of Enova ambulance operations.

VI REPORTS:

A. Subcommittee Reports:

Non-Emergency Medical Transport Services Subcommittee

No updates.

School Safety Subcommittee

No updates.

Rancho Equestrian Safety Subcommittee

No Updates

B. Consideration of Amendments to the Burbank Municipal Code to Regulate Non-Emergency Medical Vehicles and Private Ambulances

The Commission considered amendments to the Burbank Municipal Code related to private ambulance systems and non-emergency medical services. Information was presented by Carol-Ann Coates and Joe McDougall. A number of ambulance operators were present, but only two spoke (Bradley Thesman and Lyle Hanson). Both were concerned about duplication of effort with other cities and the level of regulation. Joe McDougall spoke on the necessity of regulations, particularly for non-emergency services since County does not regulate. Commission members discussed the issue relative to process duplication and the potential financial burden for operators of non-emergency medical vehicles. Granite-Johnson discussed the importance of regulations since each city has different regulations and operating systems.

Granite-Johnson moved that new regulations be sent to Council for deliberation with a recommendation for approval. Motion seconded by Barnes. Motion was approved by all Commission members.

C. Discussion of Safe Routes to school grants for Keystone Street (Cycle 3) and Kenneth Road (Cycle 10)

Status of the grants and the public outreach was presented by David Kriske, Community Development Department. The proposed traffic calming and bicycle street project received mixed reaction by residents. Keystone Street residents north of Olive Ave were generally favorable, while those south of Olive Ave were less enthusiastic. Residents suggested a block-by-block approach. Kenneth Road residents acknowledged speeding issues, but were not in favor of most of the suggested improvements; they favored more four-way stop controls and police enforcement. CDD will have more community meetings through the design phase of the project to final approval by Council.

D. Discussion of Parking Concerns at 435 South San Fernando Boulevard (Ocean Studios)

Staff discussed the request by Ocean Studios for a Commercial Preferential Parking Zone in the 400 block. The block is largely vacant, with two planned hotels being constructed. Two uses exist in the block, Oceans Studios and a second studio use. Ocean Studios has no off-street parking. Staff discussed the implications of creating a Commercial Preferential Parking Zone, since this would be the first in Burbank. The Commission unanimously voted to conduct a public hearing in March to fully discuss the request.

II. PROPOSED MARCH AGENDA ITEMS:

The following items are scheduled for the March meeting:

1) Public Hearings:
   - A. Certification of Public Convenience and necessity for taxi operators
   - B. Discussion of the Enova Ambulance application
   - C. Discussion of Preferential Parking in the 400 block of S. San Fernando Blvd.
2) Discussion of Three-way stop at Clark St. and Lamer Ave.
3) Discussion of Equestrian safety Measures in the Rancho Area
4) Discussion of potential w/b 134 freeway Buena Vista off-ramp right-turn only lane

III. ADJOURNMENT:

The meeting was adjourned at 6:24 p.m.

city of burbank
community development department

memorandum

DATE: March 4, 2014

TO: Mark Scott, City Manager

FROM: Joy R. Forbes, Community Development Director

SUBJECT: **BURBANK LANDLORD-TENANT COMMISSION MEETING SYNOPSIS – MARCH 3, 2014**

- All five Commissioners attended the meeting. There was no one from the public in attendance.
- The Commission unanimously approved the meeting minutes for February 3, 2014.
- The Commission Sub-Committee members reported on the Tenant Questionnaire received in January 2014. The issue(s) outlined in the Questionnaire have been resolved.
- At the request of the Commission Chair, staff provided an update on the distribution of the "20 Most Frequently Asked Landlord-Tenant Questions" summary. Staff reported that the summary is posted on the Housing & Economic Development Division's website; it will be highlighted in the Burbank City Newsletter; and will be added to the scroll on the Burbank Channel in March 2014.
- The meeting was adjourned at 7:10 p.m., and the Commission is scheduled to meet again on April 7, 2014.

city of burbank
community development department

memorandum

DATE: March 6, 2014

TO: Mark Scott, City Manager

FROM: Joy R. Forbes, Community Development Director

SUBJECT: **Heritage Commission Meeting Synopsis – March 5, 2014**

The Heritage Commission reviewed the Mills Act Application for 834 E. Magnolia Blvd, which was continued from the previous meeting. The Commission voted 5-0 to recommend approval of the application, subject to the applicant's resubmittal of a more detailed work plan.

The Commission also discussed the status of the Historic Sign Survey, outreach opportunities for Historic Preservation Month, and discussed developing criteria for the recognition of non-historic resources.

No members of the public attended the meeting. The meeting adjourned at 6:30 PM.

city of burbank
community development department

memorandum

DATE: March 7, 2014

TO: Mark Scott, City Manager

FROM: Joy R. Forbes, Community Development Director

SUBJECT: **linkBurbank Land Use and Transportation Study Workshop – March 6, 2014**

- Staff welcomed the public and introduced Mayor Gabel-Luddy and Authority Board President Georgino who each provided introductory remarks. (No other Council Members or Authority Board Members were in attendance.)

- The land use and transportation consultants each made a presentation of the ideas that have been developed to improve transit options and facilitate reuse of existing structures and new development in the study area.

- Staff facilitated a Question and Answer session. Questions and comments were generally related to the following:

  - Have High Speed Rail implications been considered?
  - Is coordination with the City of Los Angeles taking place?
  - Is the City purchasing land?
  - There needs to be a multi-use arts and entertainment facility in the area.
  - Can Winona be extended to the freeway?
  - When will a decision about land use changes be made? (Recommendations by June 2014.)

- The meeting transitioned into an open house format and City/Airport staff and consultants answered more questions as attendees reviewed the information on the boards.

city of burbank
community development department

memorandum

DATE: March 7, 2014

TO: Mark Scott, City Manager

FROM: Joy R. Forbes, Community Development Director

SUBJECT: **The Downtown Burbank Partnership (PBID) Meeting Synopsis - March 5, 2014**

- The Burbank Arts For All development director attended the meeting and provided an update on the upcoming 'Party on the Plaza' event on May 2, 2014. As the event Honoree, the Board agreed to sponsor the event as a 'Patron Sponsor'.

- Staff provided an update on the Downtown Burbank Arts Festival taking place April 19-20, 2014. Staff is working in collaboration with the Recycle Center and Burbank Water and Power to host "Earth Day" on April 19th. The Creative Talent Network (CTN) will be participating in the arts festival again this year with over 40 local animators. In order to include CTN in this year's event, the Board approved an additional $5,000 in funding to offset costs associated with booth and table rentals.

- Staff provided an update regarding maintenance and repairs for the Orange Grove and City Hall Parking Structures. The PBID agreed to incur some costs associated with immediate repairs to the structures that will enhance safety and aesthetics. An itemized list of potential maintenance and upgrade costs were presented to the Board. After some discussion the Board directed staff to inquire about pricing from private firms to lower costs. The Board approved funding for re-striping the City Hall Parking Structure, but encouraged staff to seek other cost estimates.

- Staff presented an update on the five displaced trash bins in the paseo adjacent to the future Tender Greens site and Zamba. Due to several complaints of misplaced trash and unsanitary conditions, Public Works removed three recycle bins from the paseo. Staff held an internal meeting with Public Works and the City Attorney's Office to discuss opportunities to house the two remaining displaced bins. It was determined that the most viable location would be to enlarge the existing AMC trash enclosure. Staff is waiting for cost estimates from AMC and will provide an update at the next meeting.

- The Board voted to reappoint two members whose annual terms had expired.

- The next meeting is scheduled for April 3, 2014.

city of burbank
community development department

memorandum

DATE: March 7, 2014

TO: Mark Scott, City Manager

FROM: Joy R. Forbes, Community Development Director

SUBJECT: **Talaria Mixed-Use Project Environmental Impact Report Scoping Meeting Synopsis – March 5, 2014**

BMV Investment Co., LLC filed an application with the City of Burbank to construct a mixed-use development including 241 residential units, 43,000 square feet (currently identified as a Whole Foods Supermarket), and approximately 750 parking spaces. The project would be constructed on an approximately 3.9 acre site located at 3401 West Olive Avenue.

An Environmental Impact Report (EIR) is required for the project. A Scoping Meeting was held on March 5 to solicit input about the EIR scope and inform the community about future opportunities for input. Approximately 25 people attended the two hour meeting.

The consultant identified a variety of topical areas that will be studied in the EIR including, but not limited to: aesthetics, air quality, greenhouse gas emissions, hazards and/or hazardous materials, noise, and transportation/traffic. Community residents asked questions about the project and its environmental review, voiced support or concern about the project, and made suggestions about issues to study in the EIR, including:

- Potential impacts related to cut-through traffic in residential neighborhoods;
- Potential impacts to pedestrian safety, specifically adjacent nearby schools;
- Potential impacts to City services resulting from the proposed project (police, fire, schools, parks, etc.);
- Parking to determine if sufficient commercial and/or residential parking will be provided;
- Potential impacts during the construction phase, which is anticipated to last approximately 28 months (noise, air quality, traffic, etc.);
- Identification of truck haul route during project construction; and
- Potential impacts on how public health may be improved as a result of the proposed project.

Much of the conversation at the meeting was focused on the traffic study prepared for the project, specifically:

- What intersections were studied;
- Whether projects that were previously entitled but not constructed would be included in the traffic analysis;
- The degree to which adjacent residential neighborhoods were analyzed;
- Types of mitigations that could be employed to alleviate potential traffic impacts, such as cul-de-sacs; and
- How signalization improvements could be made in the area or as part of the project.

City staff, the environmental consultants, and the project team provided responses and clarification to questions. Staff informed the attendees that additional comments would be received by the City relating to the Scoping Process through March 21, 2014. In addition, it is anticipated that the Draft EIR will be released in mid-April 2014. The meeting attendees were pleased to learn that the Draft EIR will be available online and at a variety of physical locations throughout the city.

CITY OF BURBANK
CIVIL SERVICE BOARD

NOTICE

The regular meeting of the Civil Service Board will be held on **March 5, 2014** at **4:30 p.m.** in the **City Hall Council Chambers – 275 East Olive Avenue.** Support documents of items on this Agenda may be obtained from the Management Services Department or by visiting the City's website at www.burbankca.gov. The agenda shall include information regarding how, to whom, and when a request for disability-related modification or accommodation, including auxiliary aids or services may be made by a person with a disability who requires a modification or accommodation in order to participate in the public meeting.

AGENDA

1. **Roll Call**

2. **Additional Agenda Items** — **None**

3. **Open Public Comment Period of Oral Communications** — **None**

   OVERVIEW: During this period of Oral Communications, the public may comment on any matter concerning Civil Service business, and/or any items on the agenda.

4. **Approval of Minutes** — **Approved 5-0**

   OVERVIEW: Regular meeting of December 4, 2013.

   RECOMMENDATION: Approve as submitted.

5. **Proposed Amendments to Classification and Pay Plan** — **None**

   None

6. **Recruitment and Selection Report – February 2014** — **Note and file**

   OVERVIEW: The Recruitment and Selection Report is submitted to the Board to reflect the activity occurring during a specified month in the Recruitment and Selection section of the Management Services Department–Human Resources Division.

Agenda Posted: February 28, 2014

RECOMMENDATION: Note and file.

7. **Expedited Recruitment Report**

Note and file

OVERVIEW: At the August 2013 meeting, the Board requested that staff provide the Board with monthly reports containing information regarding all expedited recruitments for the next six months. This report covers the month of February 2014. This is scheduled to be the last month this report is provided to the Board.

RECOMMENDATION: Note and file.

8. **Appointments and Assignments**

Approved 5-0

OVERVIEW: For the month of March 2014, there is one temporary appointment extension needed that is being sought on behalf of Burbank Water and Power.

RECOMMENDATION: Discuss and approve.

9. **Joint Meeting Follow Up Item Status Report**

Note and file

OVERVIEW: Staff provides a monthly Status Report on the progress of follow up items from the Joint City Council-Civil Service Board meeting.

RECOMMENDATION: Staff requests the Board review the report and provide any feedback.

10. **Final Review of the Proposed Revisions to the Civil Service Rules**

OVERVIEW: Staff is bringing back the proposed revisions of the Civil Service Rules for the Board to conduct their final review.

RECOMMENDATION: Staff recommends that Board conduct a final review of the proposed revision to the Civil Service Rules.

Bring back the Civil Service Rules to the April 2, 2014 Board meeting for final review

Agenda Posted: February 28, 2014

11. Adjournment

If you have any questions about any matter on the agenda, please call the Management Services Department at (818) 238-5026. This facility is disabled accessible. Auxiliary aids and services are available for individuals with speech, vision or hearing impairments (advanced notice is required). Please contact the ADA Coordinator at (818) 238-5424 voice or (818) 238-5035 TDD with questions or concerns.

Agenda Posted: February 28, 2014