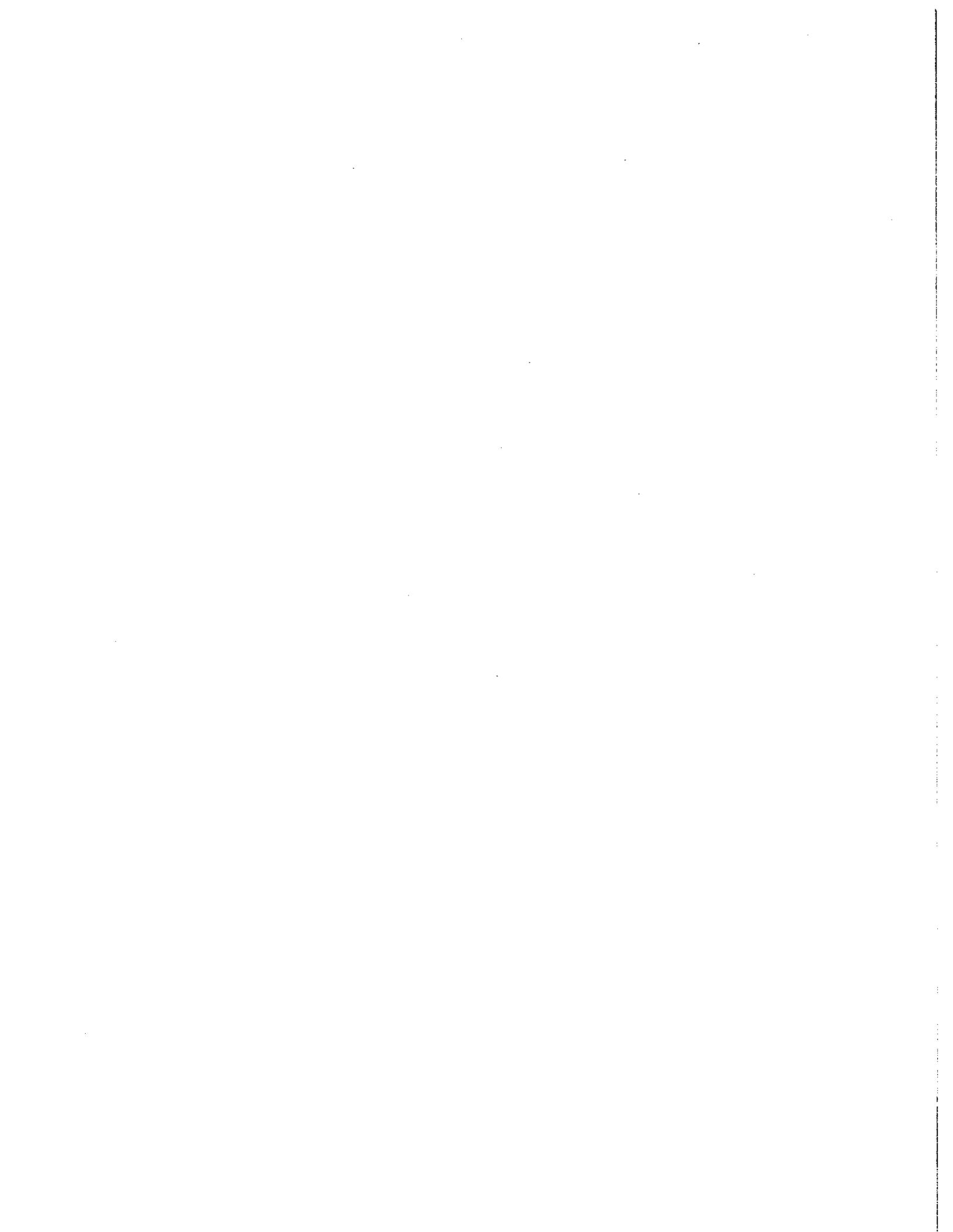


## Weekly Management Report March 3, 2017

1. **Memo** Request for Permit Only Parking on the 900 Block of Avon Street (South of Magnolia Boulevard)  
**Public Works Department**
2. **Synopsis** Civil Service Board Meeting of March 1, 2017  
**Management Services Department**
3. **Synopsis** Traffic Commission Meeting of February 23, 2017  
**Public Works Department**
4. **Synopsis** Burbank Cultural Arts Commission Special Meeting of February 22, 2017  
**Parks and Recreation Department**
5. **Synopsis** Art in Public Places Meeting of February 23, 2017  
**Parks and Recreation Department**
6. **Agenda** Burbank-Glendale-Pasadena Airport Authority  
Regular Commission Meeting of March 6, 2017  
**Burbank-Glendale-Pasadena Airport Authority**
7. **Notes** City Notes, March 3, 2017  
**City Manager**



**CITY OF BURBANK  
PUBLIC WORKS DEPARTMENT  
MEMORANDUM**

**DATE:** March 1, 2017

**TO:** Ron Davis, City Manager

**FROM:** Daniel Rynn, Acting Public Works Director  
By: Jonathan Yee, Assistant Public Works Director Traffic



**SUBJECT: Request for Permit Only Parking on the 900 block of Avon Street  
(south of Magnolia Boulevard)**

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This memo provides information regarding a request for permit only parking on the 900 block of North Avon Street (south of Magnolia Boulevard). The Acting Public Works Director has approved this request based on the results of the process and existing code.

In September 2016, staff received a signed petition requesting to modify an existing permit zone from 2 hour except by permit to permit only. The request was to modify restrictions from Monday to Friday, 8AM-6PM to Monday to Sunday, 11AM-6PM.

Staff processed this request per Section 6-1-1003 of the Burbank Municipal Code:

1. In September 2016, the petition was analyzed to ensure adequate signatures and support for the zone
2. In October 2016, field studies were conducted to determine if available on-street parking is occupied by non-resident vehicles
3. In December 2016, a public hearing was scheduled before the Traffic Commission and notices mailed to all residential and commercial property owners and occupants within 1,000 feet of Avon Street
4. In January 2017, a public hearing was held before the Traffic Commission

The results of this process were the following:

1. The petition showed 94% (15 of 16) of residents supported the permit only zone
2. Field studies demonstrated 75% of available on-street parking was occupied by non-resident vehicles. Saturdays and Sundays frequently had 90% to 100% of parking occupied by non-resident vehicles
3. The public hearing received 35 oral and written comments: 11 people in support, 7 people against, 11 people concerned with Roosevelt Elementary school pick-up, and 6 discussing other issues
4. The Traffic Commission voted 4-3 in favor of recommending the installation of the permit only zone to the Acting Public Works Director

The Acting Public Works Director and staff recognize this specific request may have potential impacts.

*School student pick-up:* Following Traffic Commission's recommendation, staff immediately contacted Roosevelt Elementary. School staff voiced concerned of impacts to student pick-up.

*Adjacent residential streets:* If a 7-day, permit only zone is installed on Avon Street, parking may relocate to adjacent residential streets (such Cordova Street and Lima Street). Section 6-1-1003 of the Burbank Municipal Code allows these streets to petition for the same restrictions without field study within one year. Therefore, it is likely that the 900 block of N. Avon Street, N. Cordova Street, and N. Lima Street will all have 7-day, permit only zones.

*Magnolia Park business parking:* If the 900 block of N. Avon Street, N. Cordova Street, and N. Lima Street all have 7-day, permit only zones, the on-street parking supply for businesses will severely decrease. This may impact businesses on Magnolia Boulevard.

The Acting Public Works Director and staff have identified several actions to mitigate these potential impacts.

*School student pick-up:* Staff conducted additional field studies and found only 10 vehicles typically used the permit zone in the 30 minute period after school. Therefore, staff believes a permit only zone would not impact school operations. However, staff will conduct supplemental field studies to observe school operations after the permit only zone is installed. Any impacts identified are anticipated to be mitigated by additional signage. It should be noted that on-street parking in front of the school will not be part of the permit zone.

*Adjacent residential streets:* The current municipal code allows adjacent streets to petition for the same restrictions. Staff is bound by these current regulations.

*Magnolia Park business parking:* Staff is planning to start a Citywide parking study this year, which includes Magnolia Park. Multiple departments are participating in working sessions to develop a scope and strategy to present to the City Manager and Council. The goal of this study is to identify parking and traffic issues and recommend innovative policy and solutions to these issues.

The Acting Public Works Director has approved this request based on the results of the process and existing code. Although there may be potential impacts, staff is confident future actions will mitigate these impacts.





**CITY OF BURBANK  
CIVIL SERVICE BOARD**

**NOTICE**

The regular meeting of the Civil Service Board will be held on **March 1, 2017** at **4:30 p.m.** in the **Administrative Services Building, Management Services Department Training Room 102 – 301 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](http://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 3-0

OVERVIEW: Regular meeting of February 1, 2017

RECOMMENDATION: Approve as submitted.

5. **Proposed Amendments to Classification and Pay Plan**

None

None

6. **Recruitment and Selection Report – February 2017**

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.

RECOMMENDATION: Note and file.

7. **Appointments and Assignments**

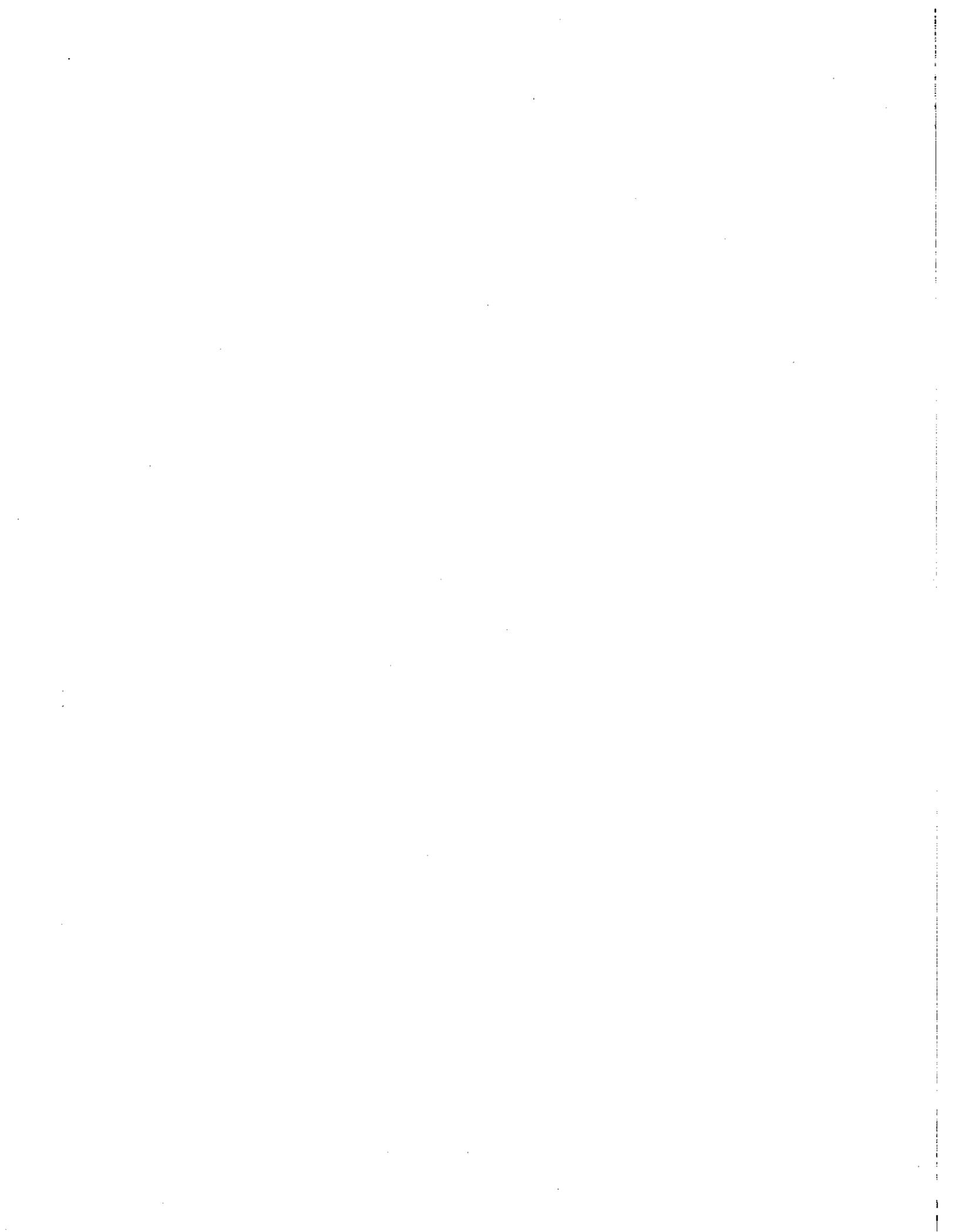
Approved 3-0

OVERVIEW: For the month of March 2017, there is one temporary appointment and four temporary assignment extensions needed. The extensions are being sought on behalf of Burbank Water and Power, the Police Department and the Information Technology Department.

RECOMMENDATION: Discuss and approve

8. **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.



**TRAFFIC COMMISSION**  
**February 23, 2017**

SYNOPSIS OF ITEMS ARE IN BOXES BELOW

Members Present:

Linda Barnes, Rebecca Granite-Johnson, Kevin Harrop, Andre Krikorian, Paul McKenna, and Joe Terranova.

Members Absent:

Michael Kiaman, Brian Malone, and Vanessa Rachal.

**III. ORAL COMMUNICATIONS**

A. Public Communication: None

B. Commission Comments

Paul McKenna spoke regarding his concern of a potential bike corral being installed in front of Romancing the Bean. He was upset that the Traffic Commission was not informed ahead of time of the installation of the bike corral in front of Tony's Darts Away. Staff responded that there are no official plans to place a bike corral in front of Romancing the Bean.

Rebecca Granite-Johnson stated that Floyd Street near the Empire Center had existing potholes and were made worse by the rain. She also stated that staff should present their recommendation and let Commissioners voice their opinions instead of convincing the Commission with the findings and data. She feels that everyone's opinions are valid and should be taken into consideration.

Kevin Harrop requested that a future presentation regarding the Olive/Verdugo/Sparks project. He asked Jonathan to keep him informed of any future meetings.

Joe Terranova stated that extensive independent parking studies have been conducted in Burbank's since the 1960's. He requested a future agenda item regarding parking. Staff responded that they will be going to City Council to discuss a Citywide parking study. The Commission requested to be kept informed of the item.

Linda Barnes asked for staff to request City Manager Ron Davis to conduct a traffic audit. Staff responded that Ron Davis has directed staff to conduct a citywide parking study and meetings are being held to determine the scope and strategy.

Andre Krikorian requested that petitions not have a Public Hearing. He stated that the requirements that residents need to meet be sufficient to have a decision be made and that the Traffic Commission not be needed to make the decision for residents. Staff responded that some items do not need a Public Hearing, but Permit parking may impact surrounding areas and therefore requires a public hearing. Andre also requested to be kept informed regarding the Olive/Verdugo/Sparks project.

C. Staff Communication

Staff provided the following updates: a) Avon permit parking update – After the Public Hearing, staff immediately reached out to Roosevelt Elementary and conducted surveys during after school pickup. Staff found only 10 vehicles used the permit zone area in 30 minutes. The Director has approved the permit only zone and staff will observe school pick up periods after installation of signs to identify and mitigate any impacts from the permit only zone b) Caltrans Empire Interchange project update – Victory Place has been shifted over and restriped and Caltrans currently building the other side of the bridge between Sharky's and the radio station, March 17<sup>th</sup> is when Caltrans plans to move the trains from the ground onto the overhead structure at Buena Vista; c) IKEA update – On February 8<sup>th</sup>, 5 to 10 police officers were on site with special event staff to coordinate the opening, 28,000 customers arrived the first Saturday and created traffic congestion when special event staff closed driveways. Jonathan and Lt. Jay Hawver met with IKEA to coordinate additional improvements, last weekend there was still congestion, but not as much, police and special event staff will be there this weekend as well.

IV. APPROVAL OF MINUTES:

Rebecca Granite-Johnson stated that one of her comments regarding the Public Hearing should have been reflected on the January minutes. She would like the minutes state that she expressed that it would have been helpful to have Patrick Prescott from the Community Development Department speak at the Public Hearing so he could share what his knowledge of the Magnolia Park parking issue so the Commission could have more information to make a more informed decision. Joe Terranova moved to table the minutes so that Rebecca Granite-Johnson's comments could be added. Kevin Harrop seconded. Motion passed unanimously with abstentions from Linda Barnes and Paul McKenna.

V. PUBLIC HEARINGS:

VI. REPORTS:

A. Alameda North Neighborhood Protection Plan Update

In September 2016, CDD presented the Alameda North Neighborhood Protection Plan Update to City Council. CDD advised against permanent closures, but Council voted for permanent closures. As a result, Avon St and Lima St will have permanent closures and California St and Cordova St will have angled closures. Also, traffic signal improvements will be made at Alameda and Olive to include Ontario into the signal. The intersections of Buena Vista and Oak and Buena Vista and Hollywood Way have been restriped to improve circulation for the neighborhood. Staff is working with Stevenson Elementary to evaluate student valet drop-off improvements. To date, 2 of the 5 improvements have been completed and a consultant has been selected to begin designs of the cul-de-sacs and traffic signal improvement. Rebecca Granite-Johnson made a motion to receive and file the report. Paul McKenna seconded. The motion passed unanimously.

B. Establishment of Speed Hump Procedures (Continued)

At the December meeting, staff did an evaluation of various traffic calming measures to replace speed humps. The Traffic Commission requested more information regarding the effects that these methods had over time to make an informed decision. Staff reviewed additional literature and found effects over time for: center islands, pavement markings, roadway striping, speed feedback signs, speed humps, and speed tables. The results demonstrated that most traffic calming measures had small reductions in speeds. The speed table was somewhat effected, by the speed hump by far was the most effective method for reducing speed.

The Commission discussed what the process for a new petition could be. All these speed calming methods could be placed on a new petition, but their effectiveness should also be listed so residents can make a more informed choice. If the petition is disputed by residents, there could be an option for a Public Hearing or a separate petition to not install the speed calming measure could be circulated. The Commission commended Jonathan on the proposed flow chart that could be utilized when residents request a petition. They also appreciated the opportunity for Public Hearings if any issues arise, as well as being able to consider other options for unique situations or neighborhood protection plans. The Commission asked what Burbank's standard for speed humps are and staff responded that the current standard is 3 inches high by 12 inches wide. The Commission requested that the older speed humps that do not conform to the newer standards be redone. Staff responded that there is a cycle for City streets to be repaved and the speed humps would be redone to meet current standards whenever those streets are repaved.

Paul McKenna made a motion to accept staff's recommendation. Joe Terranova seconded. The motion passed 4-2 with ayes from Andre Krikorian, Paul McKenna, Kevin Harrop, and Joe Terranova, and noes from Rebecca Granite-Johnson and Linda Barnes.

**VII. DISCUSS COMMISSION GOALS AND FUTURE COUNCIL PRESENTATION:**

Linda Barnes suggested that the Commission table this until the next meeting so that the members have time to think about what they want to present to Council. The Commission discussed how this is an important opportunity for their goals and requests to be heard before Council and how they can discuss their request for more authority to make decisions. A general mission for the Traffic Commission might be to address traffic, parking, and pedestrian safety. The Commission requested that a white board be brought to the next meeting so they could write down their ideas.

Linda Barnes cannot make it to the March Traffic Commission meeting, so she asked if the next meeting could be held in April. Paul McKenna moved to skip the March meeting and reconvene at the regularly scheduled April meeting unless an urgent public matter comes up. Rebecca Granite-Johnson seconded. Motion passed unanimously.

**VIII. FUTURE AGENDA ITEMS:**

- 1) Olive and Kenneth safety review – Future date
- 2) Update on Olive/Verdugo/Sparks project – April
- 3) Magnolia Park parking issues – Future date
- 4) Measure M funding allocations and projects (Report) – Future date
- 5) Citywide parking issues – April

**IX. ADJOURNMENT:** 5:42 pm



**CITY OF BURBANK  
PARKS AND RECREATION  
ANNOTATED AGENDA/MEETING SUMMARY**

**Meeting:** Burbank Cultural Arts Commission Special Meeting

**Date:** February 22, 2017

**Members Present:** Mary Elizabeth Michaels, Barbara Beckley, Cynthia Pease, Katherine Zoraster, Jeff Rector, Lynda Willner

**Members Absent:** Peggy Flynn, Diana Means

**Staff Present:** Kris Smith, Kristin Buhagiar

**Liaisons Present:** Jess Talamantes

	Item Discussed	Summary	Direction or Action, if any
1	Report to Commission on Marketing Strategies and Goals	Ms. Michaels gave a brief overview of the Commission's mission statement and the intention behind the new, improved BurbankArts website. She noted the challenges with the old site and explained that changes were made to encourage usage and improve functionality. An open conversation regarding marketing strategies was had with several individual experts in attendance, including: Nerissa Sugars, Marketing and Business Development Specialist - Hollywood Burbank Airport; Ginny Zoraster, Public Relations and Media Relations; Phillip Sokolowski, Vice President of Integrated Communications at Film L.A. and President of the Los Angeles Chapter of the Public Relations Society of America; Tracy Bowyer, CMO of Medical Services and former Vice President of Product Development and Marketing Services at several marketing agencies; Heather Provost, Director of Development at the Colony Theatre and owner of Provost Entertainment. The guests recommended maintaining an interesting website with a full calendar of events to attract more users. They provided feedback on the current website. They shared their experience with various forms of social media (Instagram, Facebook, You Tube, Twitter) and some professional strategies used to attract and connect followers. They suggested the Commission members reach out to and pursue partnerships with local academic institutions in order to attain additional help and resources, while providing opportunities for young people/students to gain experience and needed school credits. This may be a great opportunity to obtain talented resources to help with web design, writing, social media, etc. The Commission is looking forward to exploring these possibilities.	



CITY OF BURBANK  
**PARKS AND RECREATION**  
**ANNOTATED AGENDA/MEETING SUMMARY**

**Meeting:** *Art in Public Places*

**Date:** *2-23-17*

**Members Present:** Karen Bradfield, Robert Brody, Gordon Haines, Carolyn Jackson, Kimberly Jo and Dink O’Neal

**Members Absent:** Carole Kubasak

**Staff Present:** Marisa Garcia and Krista Dietrich

**Council Liaison Present:** *none*

Item Discussed	Summary	Direction or Action, if any
1 Approval of Minutes	Approval of January 26, 2017 meeting minutes.	Approved as amended 5-0 (Ms. Jo was not present for this vote)
2 Lincoln Park Public Art Garden	<p>ARTIST NAME: Michael Davis &amp; Eugene Daub            LOCATION: 300 N. Buena Vista Street            DESCRIPTION: Drawing on history, a series of hats enlarged in scale, interconnecting a story while presenting history in a playful way. The Stove Pipe Hat, Amelia’s Helmet and Goggles, and Worker’s Straw Hat to be constructed of aluminum, stainless steel, concrete and ceramic.            ART OBLIGATION: \$350,000            INSTALLATION DATE: TBD</p>	6-0 to approve the project as presented for the Lincoln Park Public Art Garden to go before City Council for approval.

	Art in Public Places Community Education Event	The Committee discussed a potential education campaign and will discuss their vision and approach at the next meeting.	Note and File.
3			
5	Discuss and Establish a Meeting Schedule	Mr. Brody requested the Committee determine a set meeting schedule. The Committee discussed options and staff will bring back a calendar to the next meeting to review availability and holiday conflicts. The Committee was reminded developers who wish to move their project forward may request to meet on a "dark" month.	It was moved to schedule the meetings on the first Monday of the month for a one year trial basis starting in April 2017. 6-0
7	Additional Agenda Items	Mr. Brody inquired about the functional art project at the Central Library and requested it be added to an upcoming agenda.	





March 3, 2017

CALL AND NOTICE OF A REGULAR MEETING  
OF THE  
BURBANK-GLENDALE-PASADENA AIRPORT AUTHORITY

NOTICE is hereby given that a regular meeting of the Burbank-Glendale-Pasadena Airport Authority will be held Monday, March 6, 2017, at 9:00 a.m., in the Airport Skyroom of the Hollywood Burbank Airport, 2627 Hollywood Way, Burbank, California 91505.

Terri Williams, Board Secretary  
Burbank-Glendale-Pasadena Airport Authority



# **REGULAR COMMISSION MEETING**

## **AGENDA**

**MARCH 6, 2017**

BURBANK-GLENDALE-PASADENA AIRPORT AUTHORITY

Regular Meeting of Monday, March 6, 2017

9:00 A.M.

**NOTE TO THE PUBLIC:** *Prior to consideration of business items, the Authority invites comment on airport-related matters during the Public Comment period. Members of the public are requested to observe the following decorum when attending or participating in meetings of the Commission:*

- *Turn off cellular telephones and pagers.*
- *Refrain from disorderly or boisterous conduct, including loud, threatening, profane, or abusive language, clapping, whistling, stamping, or other acts that disrupt or otherwise render unfeasible the orderly conduct of the meeting.*
- *If you desire to address the Commission during the Public Comment period, fill out a speaker request card and present it to the Commission's secretary.*
- *Limit public comments to five minutes, or such other period of time as may be specified by the presiding officer, and confine remarks to matters that are on the Commission's agenda for consideration or are otherwise within the subject matter jurisdiction of the Commission.*

*Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the Authority to the Commission less than 72 hours prior to that meeting are available for public inspection at Hollywood Burbank Airport (2627 Hollywood Way, Burbank) in the administrative office during normal business hours.*



*In accordance with the Americans with Disabilities Act of 1990, if you require a disability-related modification or accommodation to attend or participate in this meeting, including auxiliary aids or services, please call the Board Secretary at (818) 840-8840 at least 48 hours prior to the meeting.*

1. PLEDGE OF ALLEGIANCE
2. ROLL CALL
3. APPROVAL OF AGENDA
4. PUBLIC COMMENT
5. PRESENTATIONS
  - a. Hollywood Burbank Airport Tower Banner Student Art Contest, Presentation of Winning Entries
  - b. Airport Authority Police Department Officer of the Year

c. Airport Authority Fire Department Firefighter of the Year

6. CONSENT CALENDAR

a. Committee Reports  
(For Note and File)

1) Finance and Administration Committee

(i) February 6, 2017

**[See page 1]**

b. Commission Minutes  
(For Approval)

1) February 21, 2017

**[See page 4]**

c. Los Angeles 2024 Exploratory Committee  
Advertising Space Letter Agreement

**[See page 10]**

7. ITEMS FOR COMMISSION APPROVAL

a. Award of Insurance Brokerage  
Services Agreement

**[See page 12]**

b. Award of Contract: Project Number E17-02  
Maintenance Department Electrical Service Upgrades

**[See page 15]**

8. ITEMS FOR COMMISSION DISCUSSION

a. Fiscal Year 2015/2016 ("FY 2016")  
Year-End Financial Budget Performance Review

**[See page 19]**

9. ITEMS FOR COMMISSION INFORMATION

a. Airline Schedule Analysis

**[See page 26]**

10. CLOSED SESSION

a. THREAT TO PUBLIC SERVICES OR FACILITIES  
(California Government Code Section 54957(a))  
Consultation with Director, Public Safety

b. Conference WITH LABOR NEGOTIATOR  
(California Government Code Section 54957.6)

Authority Representative: Frank R. Miller

Unrepresented Employee: Director of Public Safety/Chief of Police

11. ADJOURNMENT



# CITY MANAGER'S OFFICE CITY NOTES

Important Updates for the Burbank City Council

March 3, 2017

## BPD Keeps Public Informed through Social Media



The Burbank Police Department recently utilized all of its social media outlets to keep the community informed of road closures and other hazards related to the severe winter storms that rolled through Burbank. Nixle was used to alert residents and community members of the impending storms with instructions on obtaining sandbags. BPD also posted up-to-the-minute road closure information on its Twitter feed, Facebook page, and Instagram account. Over the course of the weekend, BPD's social media posts received over 100,000 viewer engagements. Many were thankful for the social media updates since a large area of Burbank was affected by cable outages, leaving residents with no access to television news updates. To receive these

alerts and notifications, residents are encouraged to follow the Burbank Police on social media. More information is available at [www.BurbankPD.org](http://www.BurbankPD.org).

## Verdugo Alert

The City of Burbank's Public Information Office, in partnership with PIOs in Glendale and Pasadena, utilized the VerdugoAlert shared website during the recent storms. The three PIOs collaborated last year to create the website in preparation of El Nino. Although 2016 was drier than predicted, the site proved valuable during 2017 winter season. VerdugoAlert is designed to adapt to various situations to keep residents informed during regional emergencies and notable events.



## Service Connection

The City of Burbank, in partnership with homeless service organizations and City Departments, will be assisting homeless people with health, nutrition, social, and wellness services on Saturday, March 11. This event is an opportunity to meet with as many Burbank homeless who are resistant to services and introducing them to programs and projects that are available to them. This event also furthers the City's efforts toward delivering effective services to homeless persons by working together with local service organizations, community and faith-based groups, and regional partners on combating homelessness.

**SAVE THE DATE**

**SERVICE CONNECTION**

For individuals and families experiencing homelessness in the City of Burbank.

**Saturday**  
**March 11, 2017**  
**9 AM to 2 PM**

at  
**The Salvation Army**  
300 East Angeleno Ave  
Burbank, CA 91502

  
**Health Screenings**

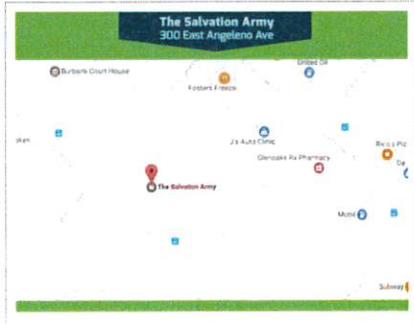
  
**Social Service Support**

  
**Lunch**

**FREE SERVICES AVAILABLE**

\*Additional services will include haircut, clothing, and shoes.

**MORE INFORMATION**  
Contact Natalis Ng at: 818.626.0518 or [NNg@AscenciaCA.org](mailto:NNg@AscenciaCA.org)



## Touring the “Talaria” Development

Representatives from the Burbank Police Department and the Burbank Fire Department met with Michael Cusumano of the Cusumano Real Estate Group at the “Talaria” development, located at 3401 W. Olive Avenue, on Wednesday, March 1. Mr. Cusumano provided a public safety walk through of the project. The site is still under construction and will not be completed until 2018. BPD and BFD were provided hard hats and safety vests as Mr. Cusumano gave a tour of the site. When completed, the project will be a mixed use property consisting of 241 apartment units and a Whole Foods Market. More than 1,400 feet of perimeter fencing now surrounds the active construction site with entrances on Alameda Avenue, Lima Street, and Olive Avenue. Copies of the location blueprints were provided, which will later be scanned into the SWAT and Patrol folders. The development’s subterranean parking garage is approximately three stories below ground. It was determined that the Police radios functioned properly in the garage area. Once completed, the property will have 24-hour security and a surveillance system with audio and video feeds.



## High School Career Day



Teen librarians Anarda Williams and Melissa Elliott attended Career Day events at both John Burroughs and Burbank High School. They visited with hundreds of students who filed through the auditorium throughout the day collecting materials from companies, organizations, schools, military reps, fire departments, and the Library. High school seniors were given a flier to let them know they could find assistance for testing, resumé building, and job searching at [burbanklibrary.com](http://burbanklibrary.com) and students in other grades received a bookmark explaining available homework help/research services.