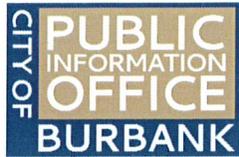




Weekly Management Report

November 30, 2018

- 1. Memo** AT & T U-Verse Channel 99 Broadcast Issue
City Manager Department/PIO Office
- 2. Update** Gun Safety
Police Department
- 3. Notice** Park and Recreation Board "Dark" Notice for December
Parks and Recreation Department



CITY OF BURBANK
PUBLIC INFORMATION OFFICE
MEMO

DATE: December 3, 2018

TO: Ron Davis, City Manger

FROM: Justin Hess, Assistant City Manger

VIA: Simone McFarland, Communications Manager 

BY: Nareg Garabedian, Administrative Analyst I 

SUBJECT: AT&T U-Verse Channel 99 Broadcast Issues

BACKGROUND

The Public Information Office operates a Government-Access TV Station (The Burbank Channel) through which the City of Burbank broadcasts live and prerecorded governmental meetings such as City Council, Planning Board, Police Commission, Airport Commission, School Board, and others. The City currently airs its live and pre-recorded programming on Spectrum Channel 6, AT&T U-Verse Channel 99. In addition, the City streams video content on its website via Granicus and on YouTube.

AT&T CHANNEL 99

In January 2018, AT&T U-Verse Subscribers and City staff reported and confirmed that they were unable to view the City of Burbank's broadcast on AT&T's U-Verse Channel 99. Some viewers reported seeing a black screen during all programming and others reported seeing a black screen only during live broadcast. At other times, viewers reported that the video and audio were distorted. City staff contacted Donovan Green, Regional Director of External Affairs for AT&T, and has been working with AT&T since January 31, 2018 to identify and resolve this issue.

On Saturday, February 3, 2018 AT&T dispatched a technician to a subscriber's home to troubleshoot the issue. The technician updated software and increased the bandwidth for the subscriber. This did not resolved the issue.

Further troubleshooting through March and April 2018 led AT&T to believe that their broadcast equipment and network cabling (housed in the server room at City Hall), which used older technology, did not have the ability to process the higher quality video/audio information being sent to it from the City's newer hardware/software. AT&T believed that they resolved this issue by adding an additional T1 cable to handle the increased volume and by installing newer hardware that processes and broadcasts the audio/video signals

more efficiently. This deployment, completed on April 4, 2018, of upgraded equipment was initially thought to have fixed the issue. Unfortunately, it did not and their subscribers continued to experience broadcast quality issues. City staff continued to monitor this issue by communicating with residents and soliciting feedback about their viewing experiences.

As part of the City's troubleshooting efforts, the Public Information Office worked with an engineer from the City's audio/video vendor, Keycode Media, and with technicians from AT&T to inspect and diagnose any potential points in the City's workflow that could be causing the broadcast issues. On April 25, 2018, one potential issue was identified and resolved. AT&T confirmed that the signal being sent to them was of a format and quality that conforms to AT&T's standards. This did not, however, solve the broadcast issues being experienced by subscribers.

Further troubleshooting revealed that AT&T's new hardware was exhibiting some type of malfunction or software "glitch" that was causing its audio settings to revert back and forth spontaneously, causing the hardware to enter an "error" state in which it would stop broadcasting. On Wednesday, October 3, 2018 AT&T removed and replaced the faulty equipment and reported that the issue had been fixed. Although the new hardware functioned as intended, this replacement did not fix the issue. Subscribers continued to experience the broadcast quality issues described above when attempting to view the City's local programming on Channel 99.

On Friday, October 5, 2018 AT&T dispatched a technician to a subscriber's home to view and troubleshoot the issues experienced at this location. The technician reported to City staff that the issue was being caused by AT&T's equipment and cabling at a distribution point in the neighborhood. AT&T proceeded by replacing some equipment and cabling both at the distribution point and in the subscriber's home. Both the subscriber and the technician reported that they were able to view the City's live and prerecorded programming without interruption and as intended, without the issues described above. City staff continued to solicit feedback from the subscriber and, up until the following Tuesday, the subscriber reported that the broadcast on Channel 99 was being delivered as intended.

The following day, Wednesday, October 10, 2018, the subscriber notified City staff that, in addition to Channel 99 not working again, their AT&T telephone line was not functioning. City staff contacted AT&T and confirmed that a technician had been dispatched to the subscriber's home. The technician identified and replaced a faulty telephone line.

CONCLUSION

AT&T has stated to staff that they take full responsibility for the issues described above. They recognize that the broadcast issues experienced by subscribers on Channel 99 are solely a result of their equipment, cables, software, and other infrastructure failing to perform as intended at or near each subscriber's home. AT&T has concluded that other subscribers who are experiencing the same issues with Channel 99 should contact them directly. The contact name and information is listed below as well as on

<https://www.burbankca.gov/departments/public-information-division/the-burbank-channel>. AT&T will immediately send a technician to diagnose and repair each subscriber's connection to Channel 99 quickly and effectively.

Amir Johnson
Area Director - External Affairs
AT&T California
2250 East Imperial Hwy 5th Fl Suite 538G
El Segundo, CA 90245
Office: 310-964-1211
Cell: 310-503-7706
Aj771c@att.com

The Public Information Office will continue to solicit feedback from subscribers and assist community members in resolving any future issues that arise with the City's local programming and the delivery of such by local service providers such as AT&T and Charter-Spectrum.

CITY OF BURBANK'S VIDEO CHANNELS

The City of Burbank's Public Information Office makes available both live and pre-recorded content through the following channels:

- Spectrum (Charter) Channel 6
- AT&T U-Verse Channel 99
- YouTube Channel - <https://www.youtube.com/TheBurbankChannel>
- Website (Granicus) - http://burbank.granicus.com/MediaPlayer.php?publish_id=2

City of Burbank Police Department MEMORANDUM



DATE: November 19, 2018

TO: Ron Davis, City Manager

FROM: Scott LaChasse, Chief of Police *Scott LaChasse*
Patrick Prescott, Community Development Director *PP*
By: Josephine Wilson, Police Administrator

SUBJECT: CITY MANAGER TRACKING LIST ITEM 2117 - UPDATE ON GUN SAFETY

Background:

At the April 3, 2018, City Council meeting, staff was directed to bring back a report on gun safety. Specifically, the Council requested an update on community educational campaigns on gun safety; the number and type of current firearm dealers in Burbank; recent crime activity for Burbank gun stores; the possibility of segregating firearm merchandise in stores; and, a position on Senate Bill 1100 (Portantino).

Firearm Safety Community Education Campaign

As part of the Department's community oriented policing program, the Burbank Police Department continuously engages in public education campaigns which are designed to inform the community about a specific issue. An example of such campaigns is the crime prevention – "Hide It-Lock It-Keep It," or the seat belt safety awareness "Click It or Ticket" campaign, among others. To educate the community on firearms safety, the Police Department has dedicated a webpage to gun safety awareness which includes links to the California Department of Justice with information on basic gun safety rules, firearm owner responsibilities and methods for childproofing firearms (Community Outreach Tab – Gun Safety drop-down).

In addition, the Burbank Police Department has partnered with Project ChildSafe to provide ongoing education and materials to promote gun safety. Project ChildSafe is the largest, most comprehensive firearm safety education program in the United States. It was developed by the National Shooting Sports Foundation, the trade association for the firearms industry, and is committed to promoting genuine firearm safety through the distribution of safety education messages and free firearm Safety Kits. The kits include a cable-style gun-locking device and a brochure (also available in Spanish) that discusses safe handling and secure storage guidelines to help deter access by unauthorized individuals.

Since 1999, more than 15,000 law enforcement agencies have partnered with the program to distribute more than 37 million firearm safety kits to gun owners in all 50 states and five U.S. territories. Through vital partnerships with elected officials, community leaders, state agencies, businesses, the firearms industry and other stakeholders, Project ChildSafe has helped raise awareness about the safe and responsible ownership of firearms and the importance of storing firearms securely when not in use to help prevent accidents, theft and misuse.

Firearm owners can pick up a free gun lock at the Burbank Police Department front counter during normal business hours, Monday through Friday, between 8:00 AM and 5:00 PM. Gun safety brochures are available in the Police Department lobby and all City libraries.

Firearm Dealers in Burbank

The sale of firearms in the City of Burbank is partially governed by Burbank Municipal Code (BMC) *Section 5-3-801 - License to Sell Firearms at Retail*. Federal and state laws provide specific regulation on sales and possession of firearms. Any person engaging in the business of selling or transferring, renting, advertising for sale, offering or exposing for sale or transfer, pistols, revolvers, or other firearms capable of being concealed upon the person shall obtain the license required by the City of Burbank. Businesses that sell only ammunition are not required to get a City regulatory license but do have to register for a Business Tax account.

Licensees undergo an application process that includes providing a copy of their Certificate of Eligibility (COE) from the California Department of Justice, Federal Firearm License (FFL) from the Bureau of Alcohol, Tobacco, Firearms and Explosives, and seller's permit from the State Board of Equalization. The location of the business is reviewed by the Planning Division. If the use is permissible in that zone, the business may be approved. Applicants must submit copies of fingerprints through a Live Scan application, which is reviewed by the Police Department. Most applicants meet the qualifications and can be approved once the background check has been completed. No license is issued unless first approved by the Chief of Police, in writing. Licensees must renew their licenses annually.

The City of Burbank has a total of 12 licensed locations for the sale of firearms. The number of stores has remained relatively consistent for the past five years, ranging from 10 to 12 active licenses each year. The business license fee is a minimum of \$278 or 1% of gross sales receipts. Fees collected in 2018 totaled \$30,965.07. The average age of the businesses is 12 years, with four stores (Big 5, Firing Line, CR Enterprise and Speed Shooters) being in business for over 24 years and one new store (SOGG Enterprises) applying in November 2018. Our neighboring jurisdictions in Glendale have eight licensees and Pasadena has four.

A review of crime statistics since 2015 reveals that there have been no calls for police services at 9 of the 12 locations. Calls for services were identified at Firing Line, Big 5 and Aegis Trading Enterprises. One commercial burglary was committed on November 22, 2016, at Aegis Trading Enterprises. During this incident, 10 firearms were stolen from the location. There was a subsequent arrest related to the case and all weapons were recovered. Other non-firearms-related incidents at the three locations with calls for services were as follows: Aegis Trading - one (1) narcotics violation in 2016; Firing Line Indoor Shooting range - two (2) graffiti incidents in 2016 and 2018; and, Big 5 Sporting Goods - four (4) petty theft crimes in 2015, 2017 and 2018, and one traffic injury in 2016. Overall, the City's firearms stores do not create a concern for law enforcement and maintain a record of compliance and safety.

Segregating Firearm Merchandise in Stores

State law requires all firearms sold or transferred to be equipped with an approved firearm safety device or be transported from the point of sale in a gun safe. Eleven of the 12 dealers are primarily gun and ammunition shops, and one is a sporting goods store that sells firearms and general sporting goods. The firearms in the sporting goods store are located behind a counter. They are locked with a metal cable, a cable lock on the barrels and have an alarm sensor on the trigger mechanism. The City's business license program does not have a requirement that handguns be segregated from other merchandise.

Senate Bill 1100 – Firearms - Transfers

Existing law prohibited the sale or transfer of a handgun, except as specifically exempted, to any person under 21 years of age. Existing law also prohibited the sale or transfer of a firearm, other than a handgun, except as specifically exempted, to any person under 18 years of age. A violation of this prohibition by the dealer is a crime. Senate Bill 1100 passed by the Legislature on August 29, 2018, further prohibited the sale or transfer of any firearm by a licensed dealer, except as specifically exempted, to any person under 21 years of age. The bill also requires an applicant to be at least 21 years of age for any firearm, except that applications would be granted for an applicant who is at least 18 years of age but less than 21 years of age for a firearm that is not a handgun if the application is made before February 1, 2019. The bill made additional technical, non-substantive changes. The Burbank Police Department did not take a position on this legislation.

Conclusion

Firearm stores in the City do not create a significant concern for law enforcement and maintain a record of compliance and safety. With the additional provisions in place for providing free gun locks to residents, the public education campaigns and mandatory safety measures in stores, staff recommends the memorandum be noted and filed. The Police Department will continue to include gun safety measures in its public education campaign.

PARKS AND RECREATION BOARD

DARK MEETING NOTICE

PLEASE NOTE THAT THE
PARKS AND RECREATION BOARD
WILL GO DARK IN DECEMBER 2018

The next regular meeting of the Parks and Recreation Board is scheduled for

Thursday – January 10, 2019
6:00 p.m. – City Council Chambers
275 E. Olive Avenue, Burbank

Copies to:

City Mgr. /Asst. City Mgr.

City Clerk

City Attorney

Board Members:

Janice Lowers

Lucy Burghdorf

Barry Gussow

Mickey DePalo

Carolyn Jackson

City Council:

Emily Gabel-Luddy, Mayor

Sharon Springer, Vice Mayor

Bob Frutos, Council Member

Timothy M. Murphy, Council Member

Jess Talamantes, Council Member

Department Staff:

Judie Wilke

Marisa Garcia

Kristen Smith

Erin Barrows

Diego Cevallos

Gwen Indermill

Cathryn LaBrado

Mike del Campo

Grace Coronado

Kristen Hauptli

Other:

Youth Board Liaison

Public Information

Building Maintenance

PARKS AND RECREATION BOARD

Patricia Molinar

Recording Secretary