



# Weekly Management Report

## December 14, 2018

- 1. Synopsis** Sustainable Burbank Commission Meeting  
November 26, 2018  
**Public Works Department**
- 2. Memo** AT & T U-Verse Channel 99 Broadcast Issues  
**City Manager Department/PIO**
- 3. Synopsis** Art in Public Places Meeting December 3, 2018  
**Parks and Recreation Department**



**SUSTAINABLE BURBANK COMMISSION**  
**November 26, 2018**

**SYNOPSSES OF ITEMS ARE IN BOXES BELOW**

**I. ORAL COMMUNICATIONS:**

A. Public Communication:

Burbank resident, Ronald Goldstein, stated that he applauds Burbank Water and Power (BWP) for its commitment to using 100% renewable energy by 2045 and for moving away from Intermountain Power Plant. He expressed that he would like the City to solely use 100% renewable energy by 2030 and be on the forefront of this initiative. Mr. Goldstein hopes City Council will support the initiative as well.

B. Commission Member Communication:

Ms. Zimskind welcomed new Commissioner, Ms. Robb.

Mr. Goodman explained that the Commissioners received a draft of the proposed letter to Council as well as a sheet of notes as handouts.

C. Staff Communication:

John Molinar, Asst. Public Works Director – Street & Sanitation, welcomed newly appointed Commissioners Robb and Tenenbaum to the group.

**II. INTEGRATED RESOURCE PLAN (IRP)**

At its November 19, 2018 meeting, the Commissioners agreed to hold a special meeting to discuss the Integrated Resource Plan (IRP). The Commission may ask questions, engage in discussion, and develop an official position concerning the IRP. They may also generate a letter to Council voicing the Commission's position regarding the IRP

Ms. Zimskind thanked Mr. Goodman and Ms. Kirschenbaum for their work on the IRP letter.

The Commissioners discussed the letter and made edits.

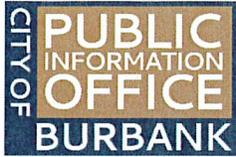
Mr. Goodman moved and Mr. Yegparian seconded to adopt the letter as edited, include the letter in the staff package of the December 11, 2018 Council meeting, and have Ms. Kirschenbaum attend the meeting and read the letter aloud during Public Comments. All in attendance approved the motion.

Ms. Kirschenbaum encouraged Commissioners to attend the December 11, 2018 Council meeting.

**I. ADJOURNMENT:**

The meeting was adjourned at 5:35 p.m.





**CITY OF BURBANK  
PUBLIC INFORMATION OFFICE  
MEMO**

**DATE:** December 3, 2018  
**TO:** Ron Davis, City Manager  
**FROM:** Justin Hess, Assistant City Manager *JH*  
**VIA:** Simone McFarland, Communications Manager *SM*  
**BY:** Nareg Garabedian, Administrative Analyst I *N. Garabedian*  
**SUBJECT: AT&T U-Verse Channel 99 Broadcast Issues**

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**BACKGROUND**

The Public Information Office operates a Government-Access TV Station (The Burbank Channel) through which the City of Burbank broadcasts live and pre-recorded 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 pre-recorded 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 Floor  
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](http://burbank.granicus.com/MediaPlayer.php?publish_id=2)



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

**Meeting:** *Art in Public Places*      **Date:** **12-3-18**

**Members Present:** Gordon Haines, Carolyn Jackson, Kat Olson, Lara Saikali, Diane Eaton

**Members Absent:** Dink O’Neal, Teri O’Connor

**Staff Present:** Marisa Garcia – Assistant Parks and Recreation Director, Daniel Amaya – Recording Secretary, Megan Anghel – Management Intern

**Council Liaison Present:** *none*

<b>Item Discussed</b>	<b>Summary</b>	<b>Direction or Action, if any</b>
1 ELECTION OF OFFICERS	The Committee held an election of new officers.	Motion made by Ms. Jackson, seconded by Ms. Olson and carried (5-0), to elect Mr. Haines as Committee Chair.  Motion made by Ms. Jackson, seconded by Ms. Olson and carried (5-0), to elect Mr. O’Neal as Committee Vice Chair.  Motion made by Ms. Jackson, seconded by Mr. Haines and carried (5-0), to elect Ms. Olson as Committee Secretary.
2 PUBLIC ART FUND FINANCIALS AND DEFERRED ART PROJECTS UPDATE	Ms. Garcia provided members with an update on the status of the current deferred art projects. Ms. Garcia also provided an update on the current balance of the Public Art Fund.	None.

3	WOOD CARVING PROJECT – 805 N. HOLLYWOOD WAY	Ms. Anghel provided the Committee with an update to questions discussed in the August meeting of potentially converting two dead Coastal Redwood trees into public art pieces (805 N Hollywood Way). Members also discussed the idea of incorporating landscape designs to the project, and ways to prevent vandalism and carving into the art pieces.	Members advised staff to consider changing the title of the potential art project as to not limit the scope of the project. Members also requested staff to research potential landscape additions and extend the purview of the art project if moved forward.
4	LINCOLN PARK PUBLIC ART GARDEN PROJECT UPDATE	Ms. Garcia informed the Committee that the three art pieces “The Hats at Lincoln Park” have been installed. She also invited members to the dedication ceremony on Tuesday, December 18 <sup>th</sup> 2018 at 10:00am.	None.