



Weekly Management Report

October 23, 2026

1. Minutes

Burbank Police Commission
Meeting on September 16, 2026
Police Department

2. Memo

Status Update on the Housing Enforcement Unit –
Tracking List # 2731
Community Development Department

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BURBANK POLICE COMMISSION MINUTES

SEPTEMBER 16, 2026

A regular meeting of the Burbank Police Commission was held in the Council Chamber of City Hall, 275 East Olive Avenue, on the above date. The meeting was called to order at 1800 hours by Commission Chair Elman.

CALL TO ORDER

Present: Commissioners Chapman, Coomes, Chair Elman, Hacobian, and Vice Chair McKenna.
Absent: Commissioners Hartoonian and Wenzel.
Also Present: Chief Quintero, Lieutenant John PFrommer, Council Liaison/ Vice Mayor Mullins, Chief Assistant City Attorney Oh, and Executive Assistant Dizon.

FLAG SALUTE

The flag salute was led by Commissioner Coomes.

COMMISSION ANNOUNCEMENTS AND REPORTING OUT BY COMMISSION AD HOC SUBCOMMITTEES

- **Commissioner Hacobian** reported attending the Burbank Police Foundation Awards Luncheon at the Los Angeles Marriott Burbank Airport (congratulating Lieutenant Fekety on being named Officer of the Year) and attending the 9/11 Remembrance Ceremony in front of the Burbank Police Department.
- **Vice Chair McKenna** reported attending a meeting with the Burbank Unified School District (BUSD) Superintendent alongside fellow commissioners to discuss school safety and officer engagement, attending the 9/11 Remembrance Ceremony, and attending the Police Foundation Awards Luncheon. Vice Chair McKenna also expressed a personal apology to Chief Quintero regarding unwarranted public attacks on his integrity, commending the Chief and Lieutenant Fekety for their transparency.
- **Commissioner Chapman** reported attending the 6:30 a.m. 9/11 Remembrance Ceremony at the headquarters memorial (noting police and fire did a great job), and attending the Police Foundation Awards Luncheon, expressing delight at seeing awards presented to heroes and members of the police department.
- **Commissioner Coomes** had no updates to report.
- **Chair Elman** reported attending the 9/11 Remembrance Ceremony, offering kudos to the Police and Fire Departments for the program and noting it was the largest community turnout in recent years.

FIRST PERIOD OF PUBLIC COMMENTS

Appearing before the Commission were:

None. No in-person speaker cards were submitted.

Phoning in was:

None. No callers were queued on the line.

RESPONSE TO PUBLIC COMMENTS

No public comment was received. No callers joined the meeting.

(Note: During discussion regarding approval of the August 19, 2026 minutes, Commissioner Chapman requested clarification to the August 19 minutes regarding his stated concerns over third-party data control, audit, and privacy under Response to Public Comments).

APPROVAL OF MINUTES FROM THE AUGUST 19, 2026, MEETING

Chair Elman suggested approving the minutes, and the Commission proceeded to a vote. The consensus was to approve the August 19, 2026 minutes with two corrections: adding Commissioner Chapman's remarks regarding data control, audit, and privacy under Response to Public Comments, and correcting the spelling of public speaker Joel Schlossman's name. The motion passed 5-0, with Commissioners Chapman, Coomes, Chair Elman, Hacobian, and McKenna voting yes, and Commissioners Hartoonian and Wenzel absent.

ITEMS OF BUSINESS**1. Annual RIPA Report Presentation**

Lieutenant John Pfrommer presented the annual RIPA Report, including demographic data, stop statistics, search categories, and a comparative analysis between 2023 and 2024. Commissioners discussed demographic relevance and raised questions about how Armenian and Middle Eastern populations are categorized within state-defined racial classifications.

Commissioner Chapman initially proposed that the commission secretary write a letter directly to the RIPA board (with a copy to Assemblymember Nick Schultz) asking them to look into options for defining Armenian and Middle Eastern categories in RIPA reporting.

Chief Assistant City Attorney Oh clarified that the Police Commission cannot directly issue letters or requests to outside agencies such as the RIPA Board; any such action must first be submitted to the City Council. Vice Mayor Zizette Mullins added that racial and ethnic categorization standards are established at the state and federal levels and are not determined locally, advising the Commission to clearly define any future recommendations so they may be properly conveyed to Council.

Commissioner Coomes shared brief perspective on Armenian identity, noting that various ethnic groups have historically experienced discrimination and expressing appreciation that Armenian residents are included within the broader Caucasian demographic category. He also commented that Burbank's demographic data may be influenced by a mix of residents, local employees, and individuals passing through the city.

Commissioner Chapman revised an initial proposal to send a direct letter to the RIPA Board into a formal request for City Council to petition the board for an Armenian/Middle Eastern reporting category. After commissioner discussion, the motion failed for lack of a second.

2. Selection of Commissioners to Attend the NACOLE Conference

During the meeting, commissioners discussed attendance for the upcoming NACOLE conference. None of the commissioners present were available to attend. Because two commissioners (Hartoonian and Wenzel) were absent, Executive Assistant Dizon was asked to contact the full commission one final time to confirm whether either absent commissioner wished to attend. If either expressed interest, they would be the designated attendees; otherwise, no commissioners would participate in the conference.

GENERAL ANNOUNCEMENTS BY CHIEF QUINTERO

Chief Quintero thanked commissioners who attended the Burbank Police Foundation Awards Luncheon and commended department staff for organizing the event. He reported that two recruits graduated from the Orange County Sheriff's Academy in August, three will graduate from the Ventura County Sheriff's Academy in late September, and the next "Coffee with a Cop" is set for October 7 at Chick-fil-A on Olive Avenue. Looking ahead, Chief Quintero requested an October agenda item on federal ICE activity outside the BPD jail, noted that a school safety update is pending coordination with BUSD, and shared that staff is working on expanding the Cadet and Explorer programs while auditing the Police Reserve program.

INTRODUCTION OF AGENDA ITEMS FOR FUTURE MEETINGS

- **ICE Activity Outside BPD Jail:** Chief Quintero requested an agenda item for October to present information regarding federal ICE activity outside the Burbank Police Department jail, addressing BPD's legal boundaries and operational role relative to federal operations.
- **E-Bike Regulation & Buyback Programs:** Commissioner McKenna raised the topic of e-bike safety, enforcement, and potential buyback programs. Staff noted City Council updated the municipal code earlier in 2026 and a 6-month status update will be presented to Council in 2027. No formal motion was acted upon.
- **School Safety / SRO Overview:** Postponed to a future meeting as BPD continues coordination with the new BUSD Superintendent.
- **Cadet and Reserve Programs Report:** Chair Elman moved, seconded by Commissioner Hacobian, to request a department presentation regarding the status and future outlook of the Cadet/Explorer and Police Reserve programs. Motion carried 5-0-2 (Commissioners Chapman, Coomes, Chair Elman, Hacobian, and McKenna voted Yes; Commissioners Hartoonian and Wenzel were absent).

NEXT MEETING DATE - Wednesday, October 21, 2022
6:00 p.m., City Council Chamber

ADJOURNMENT

There being no further business to come before the Commission, the meeting adjourned at 7:15 p.m.

Narbeh Hartoonian
Secretary, Burbank Police Commission

MEMORANDUM



COMMUNITY DEVELOPMENT



DATE: October 20, 2026

TO: Justin Hess, City Manager

FROM: Patrick Prescott, Community Development Director 
BY: Shipra Rajesh, Housing Development Manager

SUBJECT: City Manager Tracking List Item #2731 – Status Update on the Housing Enforcement Unit

BACKGROUND

At the September 29, 2026, City Council meeting, Councilmember Rizzotti requested an update on the operations and service statistics of the Housing Enforcement Unit (HEU). This memorandum summarizes annual HEU case activity and provides program and staffing updates.

DISCUSSION

HEU Cases

The City Council established the HEU in August 2024 to investigate housing complaints and initiate administrative and civil enforcement of the City's Tenant Protection Ordinance (TPO). The HEU also connects landlords and tenants with information, referrals, and services, including low-income legal services grants and City-sponsored legal mediation.

Since its inception in August 2024, the HEU has processed more than 580 cases, providing enforcement, resources, and assistance to the City's tenants and landlords. From July 2025 through October 2026, the HEU processed 489 cases, of which 44% included sharing information and resources with the community, 24% addressed habitability concerns that are routed to Code Enforcement for further processing, 17% were related to threatened or actual eviction, 9% involved retaliation or harassment-related concerns for which the TPO allows tenants to pursue civil remedies, and 6% of the cases expressed concern about rent increases. Attachment 1 displays this breakdown.

The 82 eviction-related cases, representing approximately 17% of the 489 cases analyzed, included:

- 32 no-fault evictions and included concerns about inadequate noticing or violations of the TPO and/or California Tenant Protection Act.
- 29 cases concerned at-fault evictions, involving nonpayment of rent or alleged lease violations.
- 21 involved properties not covered by the TPO.

From July 2025 through October 2026, the City Attorney's Office (CAO) issued 16 notices of violation addressing concerns related to illegal eviction notices, illegal rent increases, and inadequate relocation assistance.

Across all 489 cases, approximately 15% involved landlords seeking assistance. It should be noted that the HEU data reflects cases brought to the unit through its intake process and does not provide a comprehensive picture of rent increases, evictions, or alleged harassment and retaliation cases citywide.

Housing Programs & Resources

The HEU administers housing programs in collaboration with Home Again LA (HALA), the Housing Rights Center (HRC), and CAO. These partnerships provide access to free legal advice, legal representation, mediations, and supplemental relocation assistance.

Fair Housing Program

In partnership with HRC, the HEU administers the Fair Housing Program, which provides legal counselling services, discrimination complaint investigation, and education and outreach to the Burbank community.

Housing Rights Clinics provide free legal counseling to the community, at which a community member can meet one-on-one with an attorney to seek legal advice. HRC also provides two Housing Rights Workshops annually to educate and create awareness about the California Tenant Protection Act of 2019, Burbank TPO, and applicable Federal fair housing requirements. Last fiscal year HEU hosted three Housing Rights workshops including a virtual workshop for increasing community participation.

From July 2025 through October 2026, HRC provided education and legal counseling to a total of 202 Burbank residents on general housing and fair housing matters. Of these 202 residents, 21 received legal counseling for alleged discrimination.

To date, the HEU, in collaboration with HRC, has hosted 22 Housing Rights Clinics helping approximately 158 community members. Of these, 17 clinics were held during the

prior fiscal year assisting 105 community members. 13 clinics are planned for this fiscal year.

Low Income Legal Grants Program

The HEU, in collaboration with HALA, administers a Low-Income Legal Services Grant program, which provides financial assistance for legal representation to qualifying households. The HEU conducts initial review of the application and refers applicants to HALA for an eligibility determination and, once qualified, connection to vetted attorneys. Since the implementation of the program last fiscal year, six families have received financial assistance for legal representation.

The program is temporarily on hold pending an amendment to the agreement to increase the financial assistance available per case to encourage the availability of attorneys who will accept referrals. Housing staff are currently evaluating alternatives to secure on-call attorney services and anticipate finalizing the amendment by November 2026.

Enhanced Renter Relocation Program

The HEU has finalized an agreement with HALA for the administration of the Enhanced Renter Relocation program to provide supplemental financial assistance to qualifying low-income households displaced by no-fault just-cause evictions under the TPO. The program supports housing stability by supplementing standard relocation benefits.

HALA will administer assistance of up to \$14,000 for eligible households. Enhanced assistance of up to \$22,000 will be available to qualifying households that include an elderly member (62 years or older), a minor (under 18 years), or a person with disability. Administration of the program began in October 2026.

Legal Mediation Program

The HEU works with the CAO to offer City-sponsored legal mediation services intended to resolve landlord-tenant disputes and help residents remain housed. The CAO maintains a roster of on-call licensed legal mediators who facilitate discussions when both parties are willing to work toward a resolution.

Since its inception last fiscal year, the CAO has conducted eight mediation sessions, five of which resulted in a resolution.

Landlord Tenant Commission

The Landlord Tenant Commission (LTC) provides another avenue for Burbank residents seeking an amicable resolution to non-legal landlord-tenant disputes. LTC offers resources and educates community members on their housing rights. From July 2025 through October 2026, LTC assisted with 19 cases and delivered a successful resolution for eight of those cases.

Staffing Update

The City Council approved five positions within the Community Development Department (CDD) and the CAO to support the functions of the HEU that include enforcement of the TPO, legal services, and financial assistance.

CDD positions include Social Services Supervisor, Housing Services Assistant, and Code Compliance Inspector. CAO positions include a Senior Assistant City Attorney and a Legal Assistant. All five positions have been filled, with the most recent recruitment for the Social Services Supervisor position completed in September of 2026.

Expanding the Current Intake Process - 311 App

Community members currently submit housing concerns using the Housing Concern Intake Form on the City's website. Completed forms may be emailed or delivered in person to Housing staff to initiate intake with the HEU.

HEU is working with 3Di Systems to add electronic intake and processing of cases through the City's 311 app, consistent with the system used by the Code Enforcement Division. Once implemented, community members will be able to submit concerns electronically and receive case update notifications, while retaining existing submission options. The app will allow staff to transfer habitability cases internally to Code Enforcement. HEU's transition to the 311 app is anticipated to begin in November 2026.

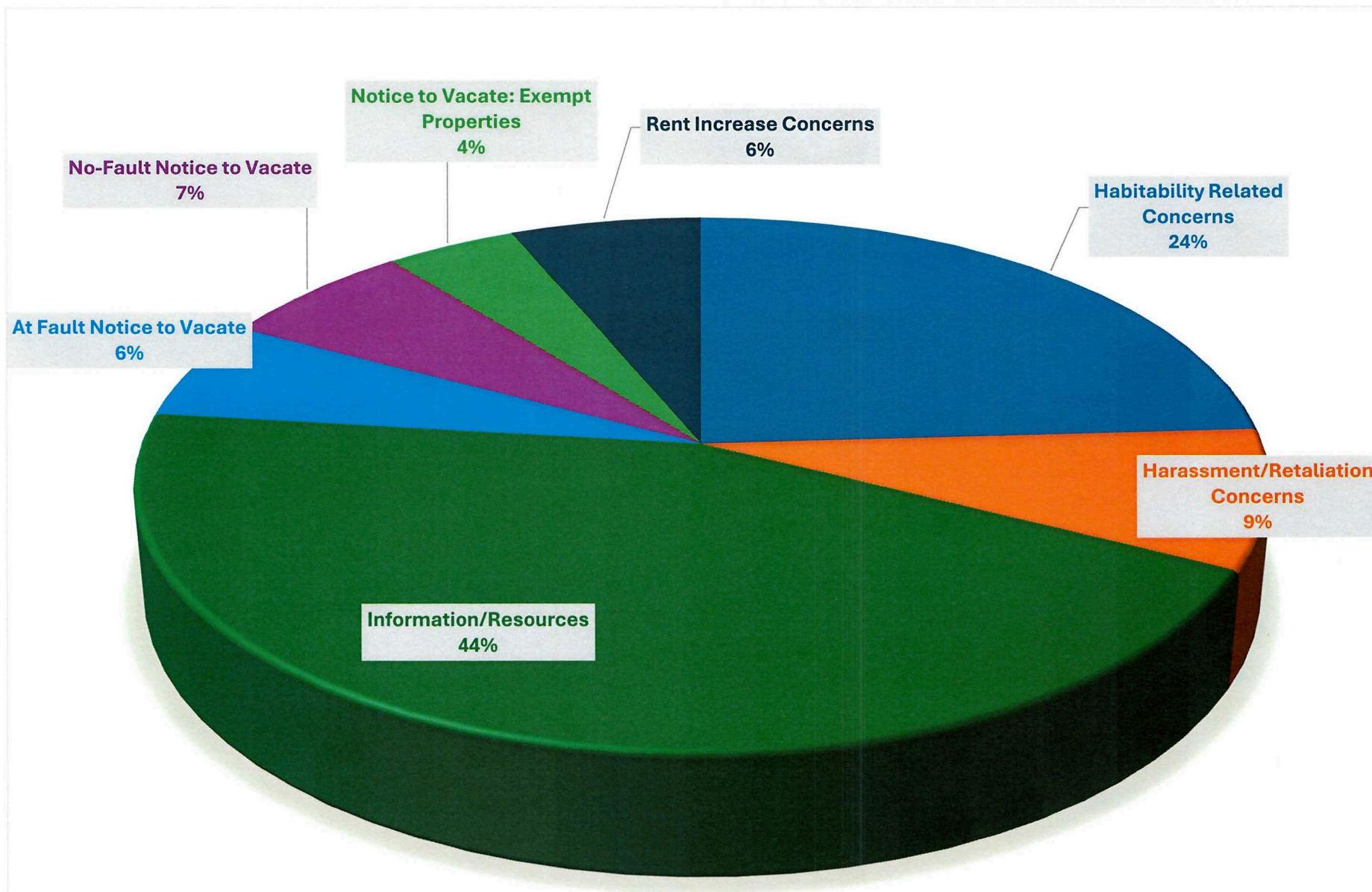
CONCLUSION

Since its establishment, the HEU has provided services to hundreds of Burbank tenants and landlords through a dedicated platform for addressing housing concerns and accessing assistance. The HEU enforces the TPO, educates the community on their rights, and administers housing programs to provide free legal and financial assistance to eligible households. The growing number of cases each year since the inception of the HEU reflects a continued demand for these services.

With all five authorized positions filled, the HEU's near-term focus is to launch the Enhanced Renter Relocation assistance program, finalize changes to resume the Low-Income Legal Services Grant program, and expand access through the 311 app. All efforts are intended to enable easier access, improve coordination of housing cases, and support housing stability for Burbank residents.

ATTACHMENT

Attachment 1 – Cases Processed by HEU from July 2025 through October 2026



CASES PROCESSED BY HEU FROM JULY 2025 THROUGH OCTOBER 2026