



Weekly Management Report

December 23, 2021

1. **Memo** Burbank Animal Shelter Transition
Parks and Recreation Department

2. **Memo** Planning Board Actions of November 8, 2021
Community Development Department

3. **Memo** City Manager Tracking List Nos. 2340,2407 and 2437:
Update on Burbank Recycle Center Single-Use Plastics
Reduction and SB1383 Activities
Public Works Department

4. **Memo** Citywide Acceptance of Credit Card Payments
Financial Services Department

MEMORANDUM



PARKS AND RECREATION

DATE: December 21, 2021

TO: Justin Hess, City Manager

FROM: Marisa Garcia, Park, Recreation and Community Services Director
Michael Albanese, Chief of Police (Interim)

SUBJECT: BURBANK ANIMAL SHELTER TRANSITION

Since 1955, the Burbank Animal Shelter (BAS) (Shelter) has been operating under the oversight of the Burbank Police Department (BPD). Recently, consideration for moving the BAS to the Parks & Recreation (P&R) Department (Department) was discussed during a review and evaluation of City services with a goal of enhancing efficiencies and aligning operations in departments that may better serve the community.

In July 2021, BPD, BAS and P&R began to meet regularly to discuss the feasibility of a potential move, including analyzing the pros and cons. Over the course of the last six months, staff concluded that it is in the best interest of the City and community to transition the BAS to P&R. Outlined below are some of the many benefits with the move.

- P&R manages and maintains multiple offsite facilities and can provide support to BAS, in line with other offsite facilities.
- Caring for the community's most vulnerable populations, seniors and children, is a fundamental aspect of P&R. It is a natural fit to add animals under that umbrella.
- P&R can provide a fresh look at the BAS operation, focusing on enhancing community service such as animal companionship, education, animal care, spaying and neutering, other aspects of responsible pet ownership, and promoting increased physical activity with pets.
- BAS will have increased access to off-site/community events to showcase animals for adoption.
- BAS will have increased access to local community organizations such as Burbank Temporary Aid Center and Family Promise of the Verdugos.
- P&R administers the Burbank Volunteer Program and can help secure community volunteers to support BAS operations.
- BAS's programs and services will greatly benefit from P&R's marketing efforts through website, social media, e newsletter, and printed materials (Recreation Guide).
- BAS employees will have additional advancement opportunities in P&R.
- BAS will benefit from additional grant opportunities available to P&R.

- BAS will be instrumental in the success of the future Dick Clark Dog Park.
- P&R's pilot Park Patrol program can be modeled after the BAS's animal control enforcement whereby Animal Control Officer's currently provide residents and visitors an educational and enforcement presence throughout the community including in City parks.

The group also discussed some potential challenges with the transition, as well as noting the functions that would need to continue through the BPD to ensure the Shelter is able to continue current operations. A major concern was the potential for the public not to take law enforcement aspects of BAS seriously once it is removed from BPD. However, after reaching out to other communities who have undergone a similar shift, the agencies relayed that they have no issue with the public dismissing their animal shelter law enforcement capacity. Additionally, they spoke highly of the many benefits they receive by being under their parks and recreation department.


Consequently, as part of the six-month review, staff developed a viable transition plan to strategically and seamlessly shift the BAS to P&R. A two-phase transition plan was developed to ensure the Shelter maintains its current level of operations, and customer service expectations for residents and the animals served. In early 2022, Phase 1 will roll-out whereby BAS operations and supervision will partially transition from oversight of BPD to P&R. The management staff from both departments will work closely together to co-manage the BAS and ensure a smooth transition. During the Fiscal Year 2022-23 Budget Process, all financial accounts will be reassigned to P&R. Beginning on July 1, 2022, the BAS will be officially transitioned to the P&R Department.

Staff looks forward to providing the City Council with a presentation of the upcoming transition of the Burbank Animal Shelter to the Parks and Recreation Department in January, prior to implementing the changeover.

memorandum

DATE: November 8, 2021

TO: Justin Hess, City Manager

FROM: Patrick Prescott, Community Development Director 
Fred Ramirez, Assistant Community Development Director 
Shipra Rajesh, Associate Planner

SUBJECT: Planning Board Actions of November 8th 2021

On November 8, 2021 the Planning Board met for a public hearing to discuss the following item:

Public Hearing

- 1. Project No. 21-0005452| Request for a Zone Map Amendment for the property located at 228 S. Naomi Street from Media District High Density Residential (MDR-4) to Media District General Business (MDC-3). | Resolution**

The Board was presented with a proposed Zone Map Amendment for the property at 228 S. Naomi St. The Board made a motion to approve the proposed resolution. Motion passed 4-0.

Attendance

Present: Gamboa, Rizzotti, Attueukenian, Monaco

Absent: Heiner

MEMORANDUM



PUBLIC WORKS

DATE: December 21, 2021

TO: Justin Hess, City Manager

FROM: Ken Berkman, Public Works Director *KB*
Via: John Molinar, Assistant Public Works Director – Street and Sanitation
By: Amber Duran, Recycling Coordinator

SUBJECT: Tracking List Item Nos. 2340, 2407 and 2437: Update on Burbank Recycle Center Single-Use Plastics Reduction and SB1383 Activities

BACKGROUND

At the September 29, 2020, June 22, 2021, and October 12, 2021 City Council meetings Councilmembers Springer and Schultz asked for updates on the City's single-use plastics reduction policy. As the restaurants continue to recover from the impacts of the COVID-19 pandemic and CalRecycle has re-set the timeline for Senate Bill 1383 (SB1383) compliance due to the pandemic, we can confidently provide the following information to Council at this time.

DISCUSSION

The City Council was presented with Expanded Polystyrene (EPS) food serviceware ban options on July 23, 2019. The Council directed staff to develop a City facility and events plan to prohibit the use of EPS and review other policy options to increase EPS diversion from the landfill. Subsequently, Burbank Recycle Center (BRC) staff commenced development of an internal single-use plastics reduction policy that was implemented in December of 2019.

While developing and implementing the internal single-use plastics reduction policy, the COVID-19 outbreak occurred. In spring of 2020 it was decided to pause the employment of a single-use plastics reduction ordinance to address the unknown impacts of the pandemic and similarly give the City's residents, businesses, and restaurants time to the same opportunity.

Concurrently, BRC staff has been developing a plan for the State-mandated organics diversion as a part of SB1383. The objective of SB1383 is to reduce methane gas production by recovering edible food before it becomes waste and recycling organic waste, such as food scraps, yard trimmings, wood, paper, and cardboard. SB1383 also has a significant effect upon the City's single-use plastics reduction policy, thus they have a symbiotic relationship.

Starting January 1, 2023, the State will begin imposing daily penalties on jurisdictions that have not demonstrated their diversion efforts in compliance with SB1383. Burbank's first step will be to require single-family residents to put food scraps into the green bin with their landscape clippings. Clean and dry cardboard and paper along with other recyclable material will continue to be collected in the blue bins and taken to the BRC for further sorting. In addition, the City's permitted haulers must provide similar diversion services to businesses and multi-family complexes.

SB1383 also requires the City to update our Green Purchasing Policy (Green Purchasing AP No. 1-18 Rev 1) in the first quarter of 2022. The policy will be used to implement requirements of SB1383 to purchase post-consumer recycled content products for City staff use and to address single-use plastic usage at City facilities and sponsored events.

The quickest way to reduce single-use plastic on a large scale is to eliminate unnecessary food serviceware accessories by implementing "Skip the Stuff" policies. Serviceware accessories include items such as utensils, chopsticks, condiment cups and packets, straws, stirrers, splash sticks, and cocktail sticks. The new policies will require reusables instead of disposables for dine-in services and serviceware accessories will be provided by request only for to-go orders.

The State has adopted limited "Skip the Stuff" type regulations. On July 1, 2022, CalRecycle will begin enforcing Assembly Bill 1276, prohibiting a food facility from providing any single-use serviceware accessory or standard condiment to a customer unless requested by the consumer and require dine-in customers be provided with reusable serviceware. A "Skip the Stuff" policy will be a part of Burbank's plastic reduction policy, allowing for deviation from the State's policy.

Serviceware has grown to include compostable items as well. Compostable serviceware potentially captures more organics since it is collected with food scraps in the organics bin, but the opportunities to compost serviceware are limited. Compost processors are reluctant to take compostable serviceware because of problems with the materials used, identification of compostables versus plastic, and the components of compostable items, like inks and adhesives, leading to revoking organic compost certifications. It is hoped that a reliable certification system can be developed and used to build trust in the products for the compost processor and to create an approved product list as a purchasing guide to food facilities.

Burbank's single-use plastics reduction policy will require food service vendors to provide to-go serviceware products that are compostable or recyclable by January 1, 2023. This will give the compost stream time to even out with the addition of food scrap collection and an agreement to be enacted between the compost facility and the City. This also provides time for the City staff to create a list of acceptable products that are considered compostable and recyclable through Burbank's operations and agreements.

CONCLUSION

SB1383 is tied to Burbank's single-use plastics reduction policy because of the association between compostables and plastics and the difficulty in discerning between them. Due to the symbiology of the two policies, BRC staff is working on them concurrently. The BRC will bring an SB1383 ordinance and a single-use plastics reduction policy to Council in the first quarter of 2022 (see attached timeline).

Food Scrap Collection

Municipal and City permitted haulers will begin rolling-out food scrap collection to all single-family and multi-family residential, commercial, school, and government dwellings

1 Jan

City Facilities & Events

Implement an internal reusable, recyclable, and compostable food serviceware policy through Burbank's Green Purchasing Policy

1 Mar

Skip the Stuff

Begin implementation of a reusable serviceware campaign for dine-in restaurants and an "available upon request" mandate for straws, utensils, and other serviceware accessories for to-go orders

1 Jul

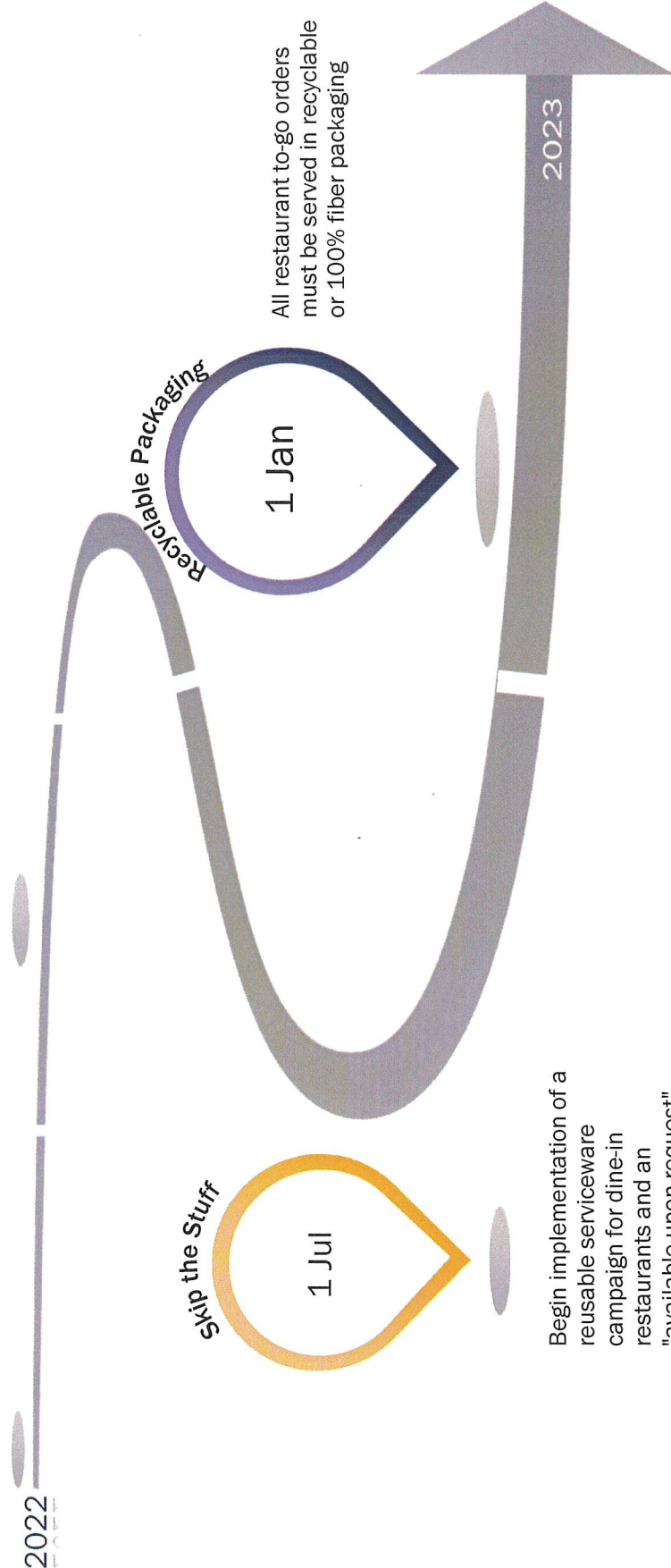
Recyclable Packaging

All restaurant to-go orders must be served in recyclable or 100% fiber packaging

1 Jan

2022

2023




MEMORANDUM



FINANCIAL SERVICES

DATE: December 16, 2021

TO: Justin Hess, City Manager

FROM: Jennifer Becker, Financial Services Director 
BY: Susan Langford, Revenue Manager

SUBJECT: CITYWIDE ACCEPTANCE OF CREDIT CARD PAYMENTS

In an effort to provide exceptional customer service and as a convenience for residents and businesses, the City of Burbank accepts credit cards for most City services and fees. Due to the wide variety of services that are offered amongst the various departments throughout the City, a number of different platforms are utilized to process credit card transactions online, in addition to those done in person. The purpose of this report is to summarize the categories of services for which credit card payments are accepted, and the online software programs that are used to support these transactions. While the City now accepts credit card payments for the majority of transactions, there are a few exceptions that still exist. This report will also highlight areas or services for which credit cards are not accepted and discuss the feasibility of accepting credit cards for those items in the future.

UTILITY SERVICES

The Burbank Water and Power (BWP) Department accepts credit card payments for utility bills online or through the Interactive Voice Response (IVR) telephone payment system. The utility bills are accessible online through an internal system, Smart Energy Water (SEW), that is maintained and operated by BWP staff. It should be noted that BWP does the billing for all of the City's utilities, including the Refuse and Sewer utilities which are managed by Public Works.

Billing

- Utility Bill**
- Auto Pay
- History
- Billing Queries
- Drop Box Locations
- Budget Bill
- Pay Plan

Burbank Water and Power

Billing Period: 07/15/21 to 08/15/21

Due Date: 09-07/21

Enter Payment Amount


Previous Balance Due \$0.00
 Total Amount Due (\$) \$0.00
 Other Amount (\$) **50.00**

Select Payment Method

Choose new payment method
 Bank Account

Credit/Debit Card

Name On Card *

Card Number * 

Card Expiry Date

Month: Select Month Year: Select Year Security code *

Remember this information for next time

A convenience charge of \$2.99 is applicable for credit & debit card payments. There is no charge for bank account payments. Please verify the payment amount is correct before accepting. The maximum amount that can be paid is \$9,000,000.

Currently, BWP does not accept credit card payments for other services and permits outside the customers' regular monthly bills. The Department is in the process to start accepting credit card transactions over the counter for all other services within the next nine months.

PERMITTING SERVICES

The Community Development and Public Works Departments use a permitting system, known as ePALS, for issuing various permits and fees. Online payments are available for both departments for most of their permits and fees and are accepted utilizing a Citizen Access Portal (CAP) system. Payments are not accepted online for Downtown parking permits, parking permits for filming projects, and copies of plans. These transactions are paid in-person and all forms of payment are accepted. The next page provides an example of the payment screen for the CAP.




PLEASE FILL OUT YOUR PAYMENT INFORMATION

Please review the information below and proceed with submitting the form for the permit
Please complete all fields with your payment card details or select a stored credit card and then click 'Pay Now'

Purchase Summary

Residential Zone A Permit
Approved Permit
Permit # 90961349
Zone Zone A
\$10.25
Total: \$10.25

Select Payment Card

Visa - 5363 

[Add a card](#)

Your credit card will be charged when you click the "Pay Now" button

[Pay Now](#)

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SAFETY SERVICES

The Police and Fire Departments use an internal system for film permits, with online payments passing through a platform called "Authorize.Net". The Fire Department is currently accepting online payments for personnel assigned to the studios and film sets. All other fees and services for the Fire Department are invoiced and can be paid by mail through check, at the counter, or by IVR utilizing a credit card. The Police Department accepts credit card payments for all permits as well as the adoption fees and services for the Animal Shelter. A screenshot of the online payment system, Authorize.Net, is shown on the next page.

We only currently accept Visa & Mastercard. After your payment is made, you'll be required to sign the City's legal page. Your permit will not be valid without this signature page completed.

*After paying, print this page for confirmation and receipt of your payment.
Permit Number: 21-00480-RA*

Payment Information

Amount: USD

Police Fee: \$398

Fire Fee: \$161

[Download CSV](#)

Billing Information

First Name:

Last Name:

Address:

City:

Country:

State/Province:

ZIP/Postal Code:

E-mail:

Credit Card Information

I have:    

Card Number:

Name on Card:

Expiration Date:

CVV: 

SUBMIT

The Police Department utilizes an additional online portal through a contracted third party for parking citation management and collection services. The City's current vendor, Professional Account Management (PAM), accepts credit card payments both online and through an IVR system.

RECREATION SERVICES

The Parks and Recreation Department uses two online systems for the collection of their fees. Arbiter is the software used to collect payments for umpire fees. CivicRec is the software used to make payments for classes, permits, park reservations, aquatic and sports programs. Credit card transactions also occur over the counter at the pools and recreation centers. An example of the CivicRec registration and payment portal can be seen on the following page.

The screenshot shows a website interface with a navigation menu at the top and a class detail page on the right. The navigation menu includes categories like 'Welcome!' (49), 'Recreation Guide' (0), 'Adult Sports' (11), 'Afterschool Daze' (10), 'Aquatics' (78), 'Camps' (46), 'Facility Rentals' (49), 'Parent & Child Classes' (21), 'PASS Program' (0), 'Preschool Classes' (27), 'Special Events' (3), 'Stough Canyon Nature...' (12), 'Teen/Adult Classes' (130), 'Valley Skate Park' (8), and 'Youth Classes' (17). Below the menu is a 'Filter' section with a search bar and a 'Location' list including 'Betsy Lueke Creati...', 'Larry L. Maxam Park', 'McCambridge Recr...', 'Olive Recreation C...', 'Robert R. Ovrom C...', 'Verdugo Aquatic Fa...', 'Verdugo Park', 'Verdugo Recreation...', and 'Virtual'. There are also 'Category' and 'Age Group' filters. The class detail page for 'Artistic Italian Tiles' shows a start date change to October 8, material fees, and a note that the class will be held indoors. It also includes contact information for the Betsy Lueke Creative Arts Center and a registration prompt.

LIBRARY SERVICES

The Library Department provides its patrons with the ability to make credit card payments for damaged or lost books through their self-service kiosk located inside each library but does not currently offer the ability to make these payments online.

TRANSACTIONS WHICH CREDIT CARDS ARE NOT ACCEPTED

The following is a list of additional City taxes and fees for which credit cards are not accepted:

- The Financial Services Department does not accept credit cards for the remittance of tax payments, such as Transient Parking Tax (TPT), Transient Occupancy Tax (TOT), and Utility Users' Taxes (UUT). The processing fees for these payments are significant, as they are based on a percentage of the total amount collected. The department is in the process of transitioning the administration of TOT to a third party vendor, which will enable the City's customers to report and remit their tax payments online, including the availability of credit card payments for those willing to pay an additional administrative fee. Staff is also exploring electronic payment options for TPT and UUT, to provide further convenience to City taxpayers.

- Restitution for property damage or Driving Under the Influence (DUI) cases are accepted as either cash, check, or money order payments through the Police Department. These payments are a direct result of a legal action and are typically paid in person following a court hearing.
- Parks and Recreation only accepts cash payments for Starlight Bowl parking, Skate Park drop-in fees, and materials fees for recreation classes which are paid directly to the instructor. The fees for these items are small in value and the offsite locations where they are collected make the acceptance of credit cards not feasible at the current time.
- Fees for Livescan fingerprinting and notary services, typing tests, and Metro passes are paid in-person and only by cash, as the credit card processing fee would be high relative to the small dollar amounts of these services.
- The City Clerk's Department only accepts cash payments for passport fees but is looking into the feasibility of accepting credit cards in the near future.

In an effort to respond to the growing demand for cashless services, the City of Burbank has expanded its offering of online payments over the past several years, and now accepts credit card payments at most public counters. Staff continues to look for ways to provide greater convenience to the City's customers, and will continue to expand the use of credit cards where possible, while remaining mindful of potential financial impacts to the City.