

**Rancho Providencia Neighborhood Protection Plan Update
Community Development Department**

**Meeting 1 Question and Answer
Meeting Held April 7, 2022**

This document answers questions posed to the City of Burbank Community Development Department during the first public meeting for the Rancho Providencia Neighborhood Protection Plan update on April 7, 2022. This includes verbal questions asked during the meeting, written questions submitted on Zoom, and questions submitted via email. Duplicate questions have been condensed and irrelevant questions have been excluded. Some have been edited for coherence or grammar. Any comments, observations, or ideas not in the form of a question have been collected and added to the ongoing public comment log.

Neighborhood Protection Plans

1. Are these protection plans for other areas of the city available to the public?
 - The following are the existing neighborhood protection plans which can be accessed by the links below.
 - i. [Alameda North](#)

The Alameda North NPP is a series of street improvements adopted by the City Council in 2005 and updated in 2016 to reduce cut through traffic in the residential neighborhood bounded by Alameda Avenue, Olive Avenue, Buena Vista Street, Oak Street and Hollywood Way. The 2016 update was prompted by the Talaria development which caused a reevaluation of possible protection measures north of Alameda Avenue to prevent cut through traffic from development in the area.
 - ii. [Hillside Recreation](#)

The Hillside Recreation Neighborhood Protection Plan was approved in 2001 and aimed at mitigating the traffic impacts from the variety of hillside recreational facilities with new signage and wayfinding. It focused on directing motorists to and from the hillside recreational facilities onto arterial streets rather than local residential streets.
 - iii. [Magnolia Park](#)

The Magnolia Park Neighborhood Protection Plan was initiated in 1995 in response to concerns regarding traffic intrusion into neighborhood residential streets. It proposed a phased strategy for consideration by City Staff, City Council, and local residents.
 - iv. [Rancho](#)

The Rancho Community Traffic Reduction Program was adopted in 1992 to identify and mitigate cut-through traffic issues in the neighborhood. It recommended a set of improvements to reduce traffic volumes attributed to commuters who are not residents of the Rancho area.

v. [Empire Center](#)

Following the construction of the Empire Center, the Empire Neighborhood Protection Plan was developed to impede cut-through traffic and speeding in the residential neighborhoods immediately north of the development.

vi. [Toluca Lake](#)

The 1991 Media District Specific Plan outlined proposed short and long term improvements in the Toluca Lake area aimed at maintaining the integrity of the traffic and parking demand for residential neighborhoods near increasing studio development. Most of these were permanently installed, and the Neighborhood Protection section of the General Plan refers to this area as the Toluca Lake Neighborhood Protection Plan.

2. What is the other neighborhood with full closure besides Alameda North?

- Links to all existing Neighborhood Protection Plans can be found in #1.

3. Where is the funding for this study budgeted? And where would the improvements be budgeted?

- The study is being paid for with funding collected from the NBC Universal development in Los Angeles for the purpose of studying and implementing neighborhood protection next to Burbank streets affected by traffic from that development. If City Council directs staff to move forward in installing traffic safety countermeasures, that infrastructure would be funded through a mix of funding, including the General Fund and Development Impact Fees.

Studies

4. Did the cut-through traffic study take into consideration the middle school or differentiate between “cut-through” traffic and local traffic?

- The initial traffic counts were collected during the week when school was in session, so the baseline data reflect conditions of a normal school day. The next steps will be to begin analyzing the data and understanding the conditions that may be causing the observed results. Another next step will be to conduct a cut-through traffic analysis to understand how much cut-through traffic is occurring and where it is being routed. This is done by collecting data on cars entering and leaving the neighborhood and assessing the share of cars that are local trips to the neighborhood versus trips that do not have an origin or destination within the neighborhood.

5. Is the safety study only considering car safety? Or does it include bikes and pedestrians? Is there any plan to add bikes/pedestrians to the study?

- There is not an explicit portion of the Neighborhood Protection Plan update that is considering bike lanes or pedestrian safety improvements. However, improved safety for bicycles and pedestrians would be a direct outgrowth of the main Neighborhood Protection Plan update objective, which is to slow down cars and/or discourage regional trips from using neighborhood streets. Lower speeds within the neighborhood enable safer pedestrian crossings and create a more inviting place for bicycles.

6. As part of your data collection, have you studied the traffic impact of the relatively new Raising Cane's in Oxnard, CA and what mitigation steps were taken by the city of Oxnard?
 - Yes, staff have observed conditions at other restaurants in California to understand the potential for traffic control issues as well as the tools that other cities utilized in managing the rush in the opening weeks of their respective restaurants. However, data for this study will be collected to enable the City to understand exactly what impacts traffic from Raising Cane's will have on the neighborhood by comparing traffic conditions before and after the restaurant opens.
7. Will there be a study on noise coming from the drive-thru window at Raising Cane's during night time hours?
 - The City noise ordinance will be enforced regarding the speaker at the drive-thru window.
8. Can we see a diagram showing the protection plan on Orchard Drive regarding Raising Cane's?
 - City Staff are still finalizing the traffic control plan for the opening of Raising Cane's, though it will include turn restrictions and traffic control officers ensuring compliance and order. It may be tweaked to reflect changes in restaurant operations early in the opening period. The broader Neighborhood Protection Plan will be developed in the coming months and encompass the entire neighborhood, not just the streets around the new restaurant.
9. Will delivery and curbside service, and their possible spillover into residential areas, be looked at?
 - Yes, delivery locations will be considered in the assessment of traffic conditions around the new restaurant.
10. How can you assess beforehand what the impact of traffic, noise, pollution, and safety will be when Raising Cane's opens?
 - The City has looked at conditions around the opening of Raising Cane's restaurants in other cities and is also consulting with staff from the restaurant to develop an estimate of the amount of demand caused by the restaurant immediately after opening as well as in the long-term. Staff is finalizing an initial traffic control plan to manage the initial rush of customers. That plan can be amended as needed during the first few weeks of operation. The City will continue to analyze traffic flow, cut-through traffic and other key indicators to understand what is likely to persist after the initial opening period. Staff will continue to collect data and use that to determine what long-term solutions can be most effective without causing side-effects on the rest of the neighborhood.
11. Staff mentioned that no traffic study was necessary for Raising Cane's due to it being a similar commercial use. However, I have heard there was one done. How can we find a copy of it if it was done?
 - Since this was permitted as a re-tenanting of the same type of business use, a transportation study was not required and therefore is not available.

Initial Approval

12. How could Raising Cane's even be put in a residential neighborhood? It's not re-tenanting. The bank that was there was barely busy. The restaurant will bring an incredible amount of traffic that will clog our streets.
 - Under the City's zoning code, the construction of the restaurant is a tenant improvement because it was a commercial use with a drive-thru along a stretch of Olive that is zoned for commercial use. The restaurant proposal was also for a commercial use with a drive-thru and conformed with existing code requirements. Accordingly, the construction of the restaurant did not require environmental review nor a transportation study.
13. Has the city thought about how having Cains in the neighborhood will devalue our homes?
 - The scope of this Neighborhood Protection Plan update is to evaluate traffic and safety conditions. The economics of the restaurant or local housing market is not part of this study.
14. Why is Raising Canes allowed to have advertising lights shining into the neighborhood and how can this be eliminated?
 - The City will assess the signage lighting and ensure that it is compliant with "Article 10: Sign and Advertising Structure Regulations" of the Municipal Code.
15. Why would you put something like Raising Cane's in a neighborhood when you know that it will cause major problems? You don't wait until after a disaster happens to fix it. You should be forward thinking and know the impact and try and mitigate it before disaster happens.
 - Phase 1 of the Neighborhood Protection Plan update process identifies potential impacts and develops temporary traffic engineering measures needed to address spillover traffic and parking around the new restaurant. These temporary measures will be implemented as a pilot to determine the potential for secondary effects on surrounding streets, and they include traffic control and turn restrictions. Those measures have little potential to affect the broader neighborhood and can be implemented immediately and for as long as necessary. Anything more restrictive would be implemented after the restaurant opens. Those more restrictive changes have the possibility of creating secondary effects and bottlenecks elsewhere in the neighborhood, and staff do not want to introduce possible secondary effects before seeing how the restaurant actually operates. While the City has begun considering options to alleviate immediate concerns around these projects, the General Plan stipulates that traffic engineering measures should be assessed on a neighborhood basis, not street by street. Changes on one street affect the others nearby, so while the City will look at improvements immediately around the restaurant, it will also evaluate the needs of the whole Neighborhood Protection Plan area.
16. Neighbors and homeowners outnumber businesses 100 or 1000 to 1. Do they get priority?
 - The purpose of Neighborhood Protection Plans is to mitigate speeds, volumes and cut-through traffic in residential neighborhoods. The purpose of the plan update is to

prioritize local neighborhood protection from those issues generated by evolving development nearby.

17. Please request proactive approvals for traffic concerns before Raising Cane's opens. Respectfully, waiting 1-2 months when you're living in a nightmare is too long. Would you want to live next door for that long without city support?
- There are proactive plans for traffic control that will be implemented on the first day of operation, including turn restrictions, temporary directional signage, additional on-site restaurant personnel to expedite drive through operations, hiring of police officers to direct traffic at driveways and nearby intersections, and temporary parking restrictions on Olive Avenue. Those measures have little potential to affect the broader neighborhood and can be implemented immediately and for as long as necessary. The City will then assess what else can be implemented once it is clear exactly how the restaurant operates. Anything more restrictive would be implemented after the restaurant opens. Those more restrictive changes have the possibility of creating secondary effects and bottlenecks elsewhere in the neighborhood, and staff do not want to introduce possible side effects before seeing how the restaurant actually operates.

Bus Rapid Transit (BRT)

18. How does the timeline of this project line up with the implementation of the new bus line? It seems like that could also be a contributing factor and will impact the effectiveness of the solutions.
- This plan update will take into account BRT on Olive, and the neighborhood plan update can proceed with whichever final determination is made. In April 2022, the City Council directed staff to communicate with Metro that BRT shall be installed as "mixed flow" along Olive Avenue. This means that the BRT would operate in regular travel lanes on this portion of Olive Avenue and that bus-only lanes will not be installed. The mixed-flow option would not impact the current vehicular operations on Olive Avenue.
19. Won't the NoHo to Pasadena BRT exponentially increase the amount of cars parking in the neighborhoods?
- The original proposal by Metro for the project was to eliminate street parking on Olive Avenue to install bus lanes. However, due to concerns expressed by residents and businesses on Olive Avenue, Metro is no longer proposing to remove parking on Olive Avenue. Further, BRT is not expected to attract people who will drive to a station and park to ride the service. BRT is expected to attract ridership within walking distance (a half-mile or 10 minutes) of stops. Since it specifically attracts people from neighborhoods around the line, BRT should not increase the number of cars attracted to the area or parked in the neighborhood.
20. Is the city considering creating parking lots or parking structures in relation of BRT?

- No, the City will not be creating new parking lots in relation to BRT. While BRT is designed to operate more efficiently than standard local bus service, it still attracts ridership within walking distance (a half-mile or 10 minutes) of stops. Since it specifically attracts people from neighborhoods around the line, BRT tends to not increase the number of cars attracted to the area or the need for lots. Also, Metro is no longer proposing to remove parking on Olive Avenue for the project.
21. With the NoHo to Pasadena BRT, where will traffic line up for the Raising Canes drive through?
- In the immediate period after opening, if the car line stretches out to Olive, traffic will be prompted to wait along the curb in the parking lane near the restaurant, and the City may impose temporary parking restrictions to accommodate this line of cars. In the long term, it is expected that drive through demand will be contained within the restaurant site and will not spill onto Olive or other streets. Staff will monitor the operations of the restaurant during the immediate opening as well as after restaurant demand normalizes to see if traffic will be contained or if additional measures need to be considered to protect the adjacent neighborhood.
22. Is the city considering eminent domain for residential properties adjacent to commercial properties near the proposed BRT project?
- Neither the City nor Metro is considering eminent domain with regard to the BRT project. Any improvements will be on the public right of way.
23. Can you collect data from the police department regarding noise complaints connected to delivery vehicles and other types of vehicles at Starbucks and Dominos? BRT could increase noise issues.
- The City will inquire with Burbank Police Department regarding noise complaints in the neighborhood.

Meetings

24. This meeting format is very unfriendly. Will we be given a chance to have an in-person meeting?
- Given the constant presence of Covid-19, staff determined that the first community meeting should be held over Zoom. The online format also allows people who are often busy in the evenings with work or family obligations the opportunity to join and be heard. Staff will consider if subsequent meetings can be held in person, either at a central location or perhaps outside within the neighborhood itself.
25. Raising Cane's said that they have held community meetings. I never was advised about it living on South Orchard. Can they provide proof of the community outreach they claim they did?
- Raising Cane's held a Zoom meeting with the nearby community on June 3, 2021. This meeting was not sponsored or arranged by the City. Representatives from the restaurant indicated that they notified residents within a 1000-foot radius by mail, and email invitations were sent to all people who had previously submitted comment by email. The meeting notice was distributed on April 10, 2021 and can be seen [here](#).

Roadway Countermeasures

26. Can we please do away with the cobblestone crosswalks?
- The City has not yet identified proposed surface treatments for the updated Neighborhood Protection Plan, but it will evaluate the effectiveness of existing measures in the plan update process including the existing crosswalk treatments that were installed as part of the original plan.
27. Will the homeowners have a vote on what traffic, safety, and parking measures are taken?
- Residents of the area will have 5 opportunities to share their concerns, ideas, and desires at public meetings. They also are able to share their public comment at any time by email or telephone. They will have a say in every step of the plan update process, including the draft plan update, which will be presented to the community at a public meeting. City Council will vote on the approval of the final updated plan.
28. Is the planning department and city council agreeable to cul-de-sacs? How can we get them installed?
- A cul-de-sac, or full street closure, is one of the methods available when considering neighborhood protection treatments. However, since cul-de-sacs divert traffic elsewhere, they may have spillover effects on neighboring streets and therefore should be considered carefully. Should conditions warrant, a temporary street closure could be implemented relatively quickly if approved by the City Council. If a full street closure is considered, implementing a temporary closure allows the City to monitor for spillover or other secondary effects of the closure and can be easily reversed if these secondary effects are problematic. Also, the General Plan requires that neighborhood protection be installed for a whole area, not street by street, in order to account for the possibility of that diverted traffic.
29. Is it not possible for the city to get ahead of the Raising Cane's problems? If not, why?
- There are proactive plans for traffic control that will be implemented on the first day of operation. Those measures have little potential to affect the broader neighborhood and can be implemented immediately and for as long as necessary. The City will then assess what else can be implemented once it is clear exactly how the restaurant operates. Anything more restrictive would be implemented after the restaurant opens. Those more restrictive changes have the possibility of creating secondary effects and bottlenecks elsewhere in the neighborhood, and staff do not want to introduce possible side effects before seeing how the restaurant actually operates.
30. May we have cul-de-sacs at Orchard and Alameda, Griffith Park and Alameda?
- Cul-de-sacs are an option at the City's disposal for the updated Rancho Providencia Neighborhood Protection Plan, but they need to be assessed in coordination with other proposed nearby measures. A permanent measure that re-directs traffic has the potential to create side effects for other nearby streets. For this reason, the General Plan stipulates that traffic engineering measures should be assessed on a neighborhood basis, not street by street.
31. What will the city do about traffic exiting Raising Cane's then turning right on Reese to go south?

- Traffic operations of the surrounding streets will be part of the analysis in the Neighborhood Protection Plan update.
32. Would a cul-de-sac at Oak and Olive be possible?
- Cul-de-sacs are an option at the City's disposal for the updated Rancho Providencia Neighborhood Protection Plan, but they need to be assessed in coordination with other proposed nearby measures. A permanent measure that re-directs traffic has the potential to create side effects for other nearby streets. For this reason, the General Plan stipulates that traffic engineering measures should be assessed on a neighborhood basis, not street by street.
33. Do you have the ability and/or will to reduce traffic in the neighborhood?
- By updating the Neighborhood Protection Plan to re-align the existing traffic calming measures with the current road conditions, the goal of the plan update is to reduce speeding and cut-through traffic. The City has widely accepted engineering measures at its disposal and the will to deploy them if the data back up their use.

Restaurant Operations

34. What is the city going to do about the trash that's going to show up in our neighborhood?
- The City has requested that the restaurant maintain clean public right-of-way directly surrounding the site and on neighboring streets.
35. Where are the employees going to park?
- The City is still coordinating with the property owner regarding employee parking location, but it has made clear that there shall be no employee parking along local streets in the residential neighborhood. If the restaurant's operation causes parking impacts to the immediate residential streets, implementation of permit-only parking zone could be considered to address this parking impact.
36. Can there be a better sound wall required between Raising Cane's and the neighborhood?
- There is no plan to increase the height of the wall surrounding the restaurant. However, the City noise ordinance will be enforced regarding the speaker at the drive-thru window.