



# Frequently Asked Questions

[How do I purchase residential parking permits?](#)

[When is the next citywide residential permit renewal?](#)

[How long are permits valid?](#)

[How much do parking permits cost?](#)

[Who can apply for a residential parking permit?](#)

[Types of residential parking permits?](#)

[What do I do if I have a regular visitor?](#)

[What should I do when there are additional visitors?](#)

[What should I do if I am expecting a large group \(more than 10 visitors\)?](#)

[Where should my permit be placed?](#)

[Where can I park with my residential permit?](#)

[Why are permits valid by zone letter?](#)

[Why can't my residential permit be used anywhere in the City?](#)

[What if I don't meet the requirements for a residential parking permit?](#)

[Why do I have to show proof of vehicle registration?](#)

[My vehicle registration doesn't have my address, how can I obtain permits?](#)

[What do I do if my vehicle is registered to a P.O. Box?](#)

[What do I do if my vehicle is a company vehicle and is not registered in my name or address?](#)

[What do I do if my vehicle is registered as a Commercial vehicle?](#)

[My permit was lost/stolen. How can I get a replacement?](#)

[I sold/traded/donated/totaled/replaced the windshield of my permitted vehicle. Do I need to purchase another permit, or can I receive a replacement permit for my new vehicle?](#)

[If I have a Disabled Person \(DP\) license plate or parking placard, do I need to purchase a permit?](#)

[My neighbor constantly parks his car in front of my house. Is this a violation?](#)

[How do I contact parking enforcement?](#)

[How do I establish permit parking on residential streets?](#)

[How do I remove permit parking on my street?](#)



### How do I purchase residential parking permits?

- Online at <https://burbankcapermits.rmcpay.com>
- If a resident is unable to access the Internet, please call us at (818) 238-5290 for additional options.

### When is the next citywide residential permit renewal?

The next citywide permit renewal will begin on August 15, 2022. Residents have until September 30<sup>th</sup>, 2022 to renew their permits. After that time, parking enforcement takes effect for the 2022-2023 permit cycle.

### How long are permits valid?

All permits are valid from October 1<sup>st</sup> through September 30<sup>th</sup> of the following year, regardless of when the permit was purchased.

### How much do parking permits cost?

Permit fees are established by the Burbank City Council each year as part of the City's Budget. The annual permit fees for the period beginning July 1, 2022, are as follows:

#### RESIDENTIAL PARKING PERMIT FEES

Permit	Cost
Residential Parking Permit	\$15.00
Annual Visitor Permit	\$15.00
Daily Visitor Permit	\$1.00
Replacement Permit	\$30.00

### Who can apply for a residential parking permit?

Only those residential dwelling units on a street block, within the posted street signs, are eligible to receive residential parking permits.

- Proof of residency will be verified through Burbank Water and Power accounts. Additional documents may be required.
- Valid vehicle registration for each permit requested must be provided. The vehicle registration(s) must match the applicant's qualifying address. Each residential dwelling is eligible to receive a maximum of five permits.



## **Types of residential parking permits?**

### **“TIME LIMIT” PERMITS**

Residents who reside on TIME LIMITED streets (1-Hour, or 2-hour parking restrictions, except by permit) may obtain up to five windshield decal permits that permit the vehicle to be parked beyond the posted time limits. Vehicle registrations must be submitted for each permit requested. The registered owner's address indicated on the vehicle registration(s) must match the applicant's qualifying address. Permits are not transferable, and the permit decal(s) must be affixed to the lower-left, driver-side windshield.

### **“PERMIT ONLY” PERMITS**

Residents who reside on PERMIT ONLY streets (no public parking during the posted timeframe, except by permit) may obtain up to five windshield decal permits that permit the vehicle to be parked during the posted No Parking time period. Vehicle registrations must be submitted for each permit requested. The registered owner's address indicated on the vehicle registration(s) must match the applicant's qualifying address. Permits are not transferable, and the permit decal(s) must be affixed to the lower-left, driver-side windshield.

### **LANDLORDS & BUILDING MANAGERS**

Only those landlords or building managers, who rent a residential dwelling(s) on a street block, within the posted street signs, are eligible to receive ONE visitor permit for non-commercial vehicle use. Landlord/building managers may not purchase permits on behalf of their tenants. You cannot obtain permits as a landlord/building manager and as a resident for the same building or parcel. Landlords must provide proof of ownership: a grant deed, recent mortgage statement, or recent property tax bill. Building managers must provide proof of employment in addition to proof of ownership from the owner.

### **What do I do if I have a regular visitor?**

Any resident living at a qualified address within a preferential parking permit street may purchase up to two (2) Annual Visitor permits for \$15.00 each. These hang tag permits are transferrable and are valid for the 2022-2023 permit cycle. No more than two Annual Visitor permits per address shall be issued at any one time.

### **What should I do when there are additional visitors?**

If you are expecting more than two additional visitors at your home, you may purchase Daily Visitor permits for \$1.00 each (10 permits max per day). You will need to enter your



visitor's vehicle information as permits will be tied to your visitor's license plate. Please note, you must purchase an Annual Visitor permit in order to unlock and purchase Daily Visitor permits.

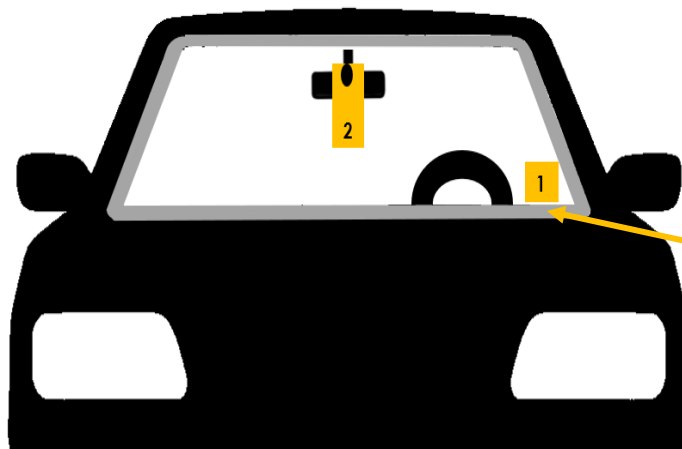
### What should I do if I am expecting a large group (more than 10 visitors)?

Residential Permit Parking residents who plan to host large gatherings or parties may contact Burbank PD's Traffic Bureau **a minimum of 72 business hours prior to the event** to request that parking permits not be enforced in a specific residential permit area for the day when they expect several visitors. To request an accommodation, please contact Parking Enforcement at (818) 238-3100.

### Where should my permit be placed?

**PARKING PERMIT PLACEMENT**

- 1 Residential Parking Permits**
  - Decals must be affixed to the inside windshield, within a five-inch square in the lower-left corner of the windshield nearest the driver
- 2 Annual Visitor Permit**
  - Hang tag must be displayed facing outward on the rearview mirror
- 3 Daily Visitor Permit**
  - Printed invoice/receipt must be displayed on the driver's side dashboard



Daily Visitor Permit for both permit restrictions

City of Burbank, CA  
278 East Olive Avenue  
Burbank, CA 91502

**Permit Invoice**

City of Burbank, CA

Date Printed: 07/26/21      Date Invoiced: 07/26/21      Purchase #: 91639307

Permits:							
Name	Permit #	Permit Type	Start Date	End Date	Zone Name	Vehicle	Amount
	27162982	Daily Visitor Zone A	07/26/2021	07/26/2021	Zone A	CA 1W1224	\$1.00
						<b>Total:</b>	<b>\$1.00</b>

Please visit [burbankpermits.mtspay.com](http://burbankpermits.mtspay.com) for more details on vehicle plates to view permit details.

**\*\*Decals may not be affixed to the windshield with glue, tape, or any other temporary means. Permits must be displayed properly to avoid citation.\*\***



## Where can I park with my residential permit?

Permits are valid on similar permitted streets within each zone as indicated on the [map](#) (Zones A-H).

Examples:

1. A Time Limited (1-Hour, or 2-hour parking restrictions, except by permit) permit for Zone A may be displayed on any of the Time Limited streets in Zone A (streets shown in green on the map)
2. A Permit-Only (no public parking during the posted timeframe, except by permit) permit for Zone A may be displayed on any Permit Only streets in Zone A (streets shown in red on the map)

### “TIME LIMIT” PERMITS

(1-Hour, or 2-hour parking restrictions, Except by Permit; **green** signage)



### “PERMIT ONLY” PERMITS

(no public parking during the posted timeframe, Except by Permit; **red** signage)





## Why are permits valid by zone letters?

Zones allow residents to park on nearby streets that require the same type of permit if their street is fully occupied. This helps permit-eligible residents utilize the parking supply in their neighborhood.

## Why can't my residential permit be used anywhere in the City?

Permit parking is meant to address local neighborhood issues caused by non-resident vehicles. It is not intended to reserve parking exclusively for a resident throughout the City. Permit streets are established by the residents through a resident sponsored petition.

## What if I don't meet the requirements for a residential parking permit?

Residents whose property address does not lie within a designated residential permit parking zone may not purchase residential parking permits. However, certain residential properties that do not have an address within a residential permit parking zone but have a physical part of the property lying within an adjacent residential permit parking zone may qualify for a special Exception Permit to park in the adjacent zone. Please contact the City of Burbank Community Development Department Transportation Division if you believe you may qualify for an Exception Permit.

### EXCEPTION PERMITS

Exception permits may be issued to corner adjacent single-family properties with an **ineligible** address if:

- The side yard, garage driveway, or side-entrance of the subject property is located within the permit zone signposts.
- Up to three (3) permits per single family home is allowed with valid vehicle registration.
- The vehicle registration(s) must match the applicant's qualifying address.
- Permits are not transferable, and the permit decal(s) must be affixed to the lower-left, driver-side windshield.

Exception permits may be issued to corner adjacent multi-family properties with an **ineligible** address if:

- The front entrance door of an apartment unit is located within the permit zone signposts.
- One (1) permit per eligible dwelling unit is allowed with valid vehicle registration.
- The vehicle registration(s) must match the applicant's qualifying address.
- Permits are not transferable, and the permit decal(s) must be affixed to the lower-left, driver-side windshield.

*To apply for an exception permit, please email [Parking@BurbankCA.gov](mailto:Parking@BurbankCA.gov).*



### **Why do I have to show proof of vehicle registration?**

The City requires proof of vehicle registration to ensure that residential parking permits are only used by residents to park eligible vehicles in the parking permit zone. Proof of vehicle registration helps to ensure that the City sells permits only to those residents who are eligible to receive them. Additionally, the City now requires proof of registration for both time restricted and permit only parking zones to ensure consistency across both permit types.

### **My vehicle registration doesn't have my address, how can I obtain permits?**

The City requires the vehicle's registered address match the qualifying address for the permit parking zone. For residents who move to a new residence within a permit parking zone, the City will issue a temporary parking permit to give residents time to obtain a new vehicle registration for their qualifying address from the California Department of Motor Vehicles (DMV). This can be done online at [www.dmv.ca.gov](http://www.dmv.ca.gov). Transportation will accept the DMV online change of address confirmation as evidence of new vehicle registration.

There may be unusual incidences where this isn't an option. In these cases, the City will work with individuals on a case-by-case basis to obtain alternate proof of vehicle ownership.

### **What do I do if my vehicle is registered to a P.O. Box?**

You will need to fill out an affidavit stating your reasons for doing so and upload it with your application. This form is located on the City parking website at <http://Parking.BurbankCA.gov>.

### **What do I do if my vehicle is a company vehicle and is not registered in my name or address?**

You will need to upload a letter from your work, on company letterhead, stating that you are authorized to use the vehicle for personal use. The statement should list the address of the residence and the license plate of the vehicle. You can upload this in the "Proof of Residency" section of the application.

### **What do I do if my vehicle is registered as a Commercial vehicle?**

You must attest that the vehicle is for personal use only and that no business name or business logo is displayed anywhere on the vehicle. This is done in the "Additional



Information" section of the application, and titled, "Commercial Vehicle Registration Affidavit."

### **My permit was lost/stolen. How can I get a replacement?**

If a residential permit decal is reported lost or stolen, there is a replacement fee of \$30.00 for each replacement permit. The replacement will count towards the 5-permit per residential dwelling, per permit cycle maximum.

The replacement fee will be waived only when a copy of a police incident report is provided to the Transportation Division to document the loss of a permit due to vehicle theft. This replacement permit will not count towards the 5-permit per residential dwelling, per permit cycle maximum.

Annual Visitor permits cannot be replaced.

Replacement permits must be obtained in-person at the Community Services Building.

### **I sold/traded/donated/totaled or replaced the windshield of my permitted vehicle. Do I need to purchase another permit, or can I receive a replacement permit for my new vehicle?**

If you sell/trade/donate/total your permitted vehicle and acquire a new one, you may obtain a replacement permit, free of charge, provided you submit a copy of the following documents:

- Vehicle registration for your new vehicle
- Paperwork showing proof the previous permitted vehicle is no longer associated with your address (bill of sale, DMV release of liability, end of lease, donation letter, transfer, accident report, auto body repair receipt, etc.). Paperwork must display the previous vehicle's license plate or VIN.

In the event that you are not able to provide any documentation showing proof the vehicle is no longer a part of your fleet, you will need to purchase a new residential parking permit decal and the permit will count towards the 5-permit per residential dwelling, per permit cycle maximum.

If you replace the windshield of your permitted vehicle, you may obtain a replacement permit, free of charge, provided you submit a copy of the following documents:

- Windshield replacement invoice/receipt. Paperwork must display the vehicle's license plate number or VIN.



### **If I have a Disabled Person (DP) license plate or parking placard, do I need to purchase a permit?**

Disabled persons displaying special license plates or distinguishing placards are exempt from any preferential parking program or posted time limits as set forth in CVC § 22511.5. However, even with a disabled license plate or placard, no vehicle may park longer than 72 consecutive hours, as prohibited in BMC 6-1-1010.

### **My neighbor constantly parks his car in front of my house. Is this a violation?**

No. City streets are public streets and persons are allowed to park in an area designated for parking according to the limits posted on street signs. However, vehicles must be moved every 72 hours. If you would like to report a vehicle that has not moved in 72 hours, please contact the Burbank Police Department-Traffic Division at (818) 238-3100.

### **How do I contact Parking Enforcement?**

For questions regarding parking enforcement and citations, please contact the Burbank Police Department's Traffic Bureau at (818) 238-3100, or you can visit [burbankpd.org](http://burbankpd.org).

### **How do I establish permit parking on residential streets?**

Any resident may contact the City's Transportation Division via email at [Parking@burbankca.gov](mailto:Parking@burbankca.gov) to obtain a **petition** to establish permit parking. The resident then acts as the petition sponsor to gather signatures from neighbors who therein mutually agree to limit the time frame of the available parking on their street and to display a parking permit to exceed that time limit.

### **How do I remove permit parking on my street?**

Any resident may contact the City's Transportation Department via email at [Parking@burbankca.gov](mailto:Parking@burbankca.gov) to obtain a **petition** to remove permit parking. The resident then acts as the petition sponsor to gather signatures from neighbors to demonstrate support of the removal.