



## RETURNING ONLINE APPLICANTS

### [Renew or “Extend Permit”](#)

## NEW ONLINE APPLICANTS

### [Create an account](#)

### [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 and valid vehicle registration for each permit requested is required.
- Maximum of five (5) permits may be purchased per cycle, per residential dwelling.

### [Apply for an Additional Residential Parking Permit](#)

### [Apply for an Annual Visitor 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 for each permit requested is required.
- Maximum of two (2) permits may be purchased per cycle, per residential dwelling.

### [Apply for a Daily Visitor Permit](#)

- Note: you must purchase an Annual Visitor Permit in order to unlock and purchase a Daily Visitor Permit
- Maximum of ten (10) one-day permits, may be purchased per day, per residential dwelling.
- Permits are tied to your visitor’s license plate number.

## [WHERE SHOULD MY PERMIT BE PLACED?](#)

## [RESIDENTIAL PARKING FAQs](#)



## RETURNING ONLINE APPLICANTS Renew or “Extend Permit”

To renew or “EXTEND” your existing permit(s), please visit the online portal at <https://burbankcapermits.rmcpay.com>



### Log In

Log in using the initial email address you signed up with and enter your 4-digit PIN.

**BUY PARKING PERMITS ONLINE**

Get your Parking Permits here

Already have an account? **Log In** Need an account? **Sign Up**

**Why do I have to create an account to buy a parking permit?**

The first time you use the online permit system you are required to create and verify your account before you are eligible to purchase or apply for parking permits. We follow the industry standard of account creation using an email address or phone number along with two step authentication. We take information security seriously and ensure that your personal, vehicle and billing information are protected.

By creating an account in our system you get access to:

- Email Reminders
- Faster Renewals
- Permit/Vehicle Management
- Recurring Billing
- Application Status Viewing
- Secure Information Storage

If you have any additional questions, please go to our [Help](#) page to view FAQs and contact information.

**LOG IN TO YOUR ACCOUNT**

Please enter your 4 digit PIN number with your email address below to securely log into your account.

Email

PIN

[Change Account](#) [Reset PIN](#)

**Log In**

**Go Back**

### Forgot password or “PIN”?

Select “Reset PIN”

A 6-digit verification code will be sent you your email. The verification code will expire in 5 minutes.

Enter the code and reset your PIN.

**ENTER VERIFICATION CODE**

We've sent a 6 digit verification code to  please enter it below. The verification code will expire in 5 minutes.

Verification Code

**Reset Pin**

**Go Back**



## View Permits

After logging in, your current “active” permits and recently expired/denied “inactive” permits will be listed.

All active permits now display an “Extend Permit” option.

1

### 1. Renew or “Extend Permit”

Under Current Permits, locate the permit you wish to extend. Review all the permit information to ensure that you are renewing the correct one.

To renew a permit, click on the “**Extend Permit**” button.

To deselect a permit, click on the red “**Unselect**” button.

2

### 2. “Extend Selected Permits”

To proceed to payment, select the “**Extend Selected Permits**” button.

**VIEW PERMITS**

You can view all of your current permits and recently expired/denied permits below.

If you have any questions on how the permits work, please [click here](#) to visit our informational page

[Add New Permit](#)

---

**Current Permits**

**Residential Zone H**  
 Active until 09/30/2022 11:59 PM  
 Permit # 13960  
 Zone Zone H  
 License Plate (CA) [REDACTED]  
[Manage Permit](#) [Extend Permit](#)

**Annual Visitor Zone H**  
 Active until 09/30/2022 11:59 PM  
 Permit # 07475  
 Zone Zone H  
 License Plate (CA) NA  
[Manage Permit](#) [Extend Permit](#)

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**VIEW PERMITS**

You can view all of your current permits and recently expired/denied permits below.

If you have any questions on how the permits work, please [click here](#) to visit our informational page

[Add New Permit](#)

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[Extend Selected Permits](#)

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**Current Permits**

**Residential Zone H**  
 Active until 09/30/2022 11:59 PM  
 Permit # 13960  
 Zone Zone H  
 License Plate (CA) [REDACTED]  
[Manage Permit](#) [Unselect](#)

**Annual Visitor Zone H**  
 Active until 09/30/2022 11:59 PM  
 Permit # 07475  
 Zone Zone H  
 License Plate (CA) NA  
[Manage Permit](#) [Unselect](#)

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# HOW TO RENEW OR APPLY FOR RESIDENTIAL PARKING PERMITS

## 3. Payment Information

Please review the information under the Permit Extension Summary and proceed with submitting payment.

3

**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'

Permit Extension Summary	
Residential Zone H Permit	
Expiring On 09/30/2022   Extending until 09/30/2023	
Permit #	13960
Zone	Zone H
\$15.00	
Annual Visitor Zone H Permit	
Expiring On 09/30/2022   Extending until 09/30/2023	
Permit #	07475
Zone	Zone H
\$15.00	
Total:	\$30.00

**Payment Information**

Credit Card Number

.....

Expiration Month/Year

## 4. View Permits

After submitting payment, your renewed permits will display "Active until 09/30/2023 11:59 PM."

4

**VIEW PERMITS**

You can view all of your current permits and recently expired/denied permits below.

If you have any questions on how the permits work, please [click here](#) to visit our informational page

[Add New Permit](#)

Current Permits	
<b>Residential Zone H</b>	
Active until 09/30/2023 11:59 PM	
Permit #	13960
Zone	Zone H
License Plate	(CA) [REDACTED]
<a href="#">Manage Permit</a>	
<b>Annual Visitor Zone H</b>	
Active until 09/30/2023 11:59 PM	
Permit #	07475
Zone	Zone H
License Plate	(CA) NA
<a href="#">Manage Permit</a>	

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**Residential Zone H**

Active until 09/30/2023 11:59 PM

Permit # 13960  
Zone Zone H  
License Plate (CA) [REDACTED]

[Manage Permit](#)



## NEW ONLINE APPLICANTS Create an account

To register for an account, select "Sign Up" and then follow the screen prompts to enter and verify an email address. Once verified, create a PIN and start an application.

### 1. Select Sign Up

To register for an account, select "Sign-up."

1



**BUY PARKING PERMITS ONLINE**

Get your Parking Permits here

Already have an account? [Log In](#)

Need an account? [Sign Up](#)

**Why do I have to create an account to buy a parking permit?**

The first time you use the online permit system you are required to create and verify your account before you are eligible to purchase or apply for parking permits. We follow the industry standard of account creation which requires an email address or phone number along with two step authentication. We take information security seriously and ensure that your personal, vehicle and billing information are protected.

By creating an account in our system you get access to:

- Email Reminders
- Faster Renewals
- Permit/Vehicle Management
- Recurring Billing
- Application Status Viewing
- Secure Information Storage

If you have any additional questions, please go to our [Help](#) page to view FAQs and contact information.

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### 2. Verify your Email

Enter a valid email address (use the email you have the best access to).

2

**VERIFY YOUR EMAIL**

We will send a three digit verification code to your email to authenticate your address for login.

Please enter your email address below.

Email Address

[Send Verification Code](#)

[Go Back](#)

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### 3. Submit Verification Code

Users will receive an email with a 3-digit code. You will be prompted to enter this code to validate your account on the website.

3

**ENTER VERIFICATION CODE**

We have emailed you the three digit numeric verification code.

Please check your email and enter the verification code.

Verification Code

[Verify](#)

[Go Back](#)

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### 4. Create A PIN

Create a 4-Digit Pin (equivalent to a password) that you will use for future logins.

4

**LOG IN TO YOUR ACCOUNT**

Please enter your 4 digit PIN number with your email address below to securely log into your account.

Email

PIN

[Change Account](#) [Reset PIN](#)

[Log In](#)

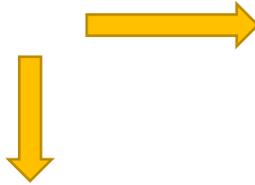
[Go Back](#)

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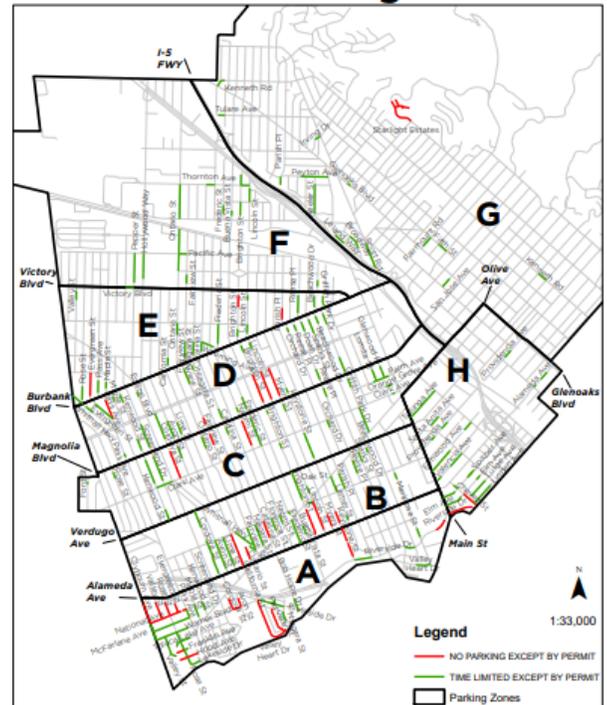


## Apply for a Residential Parking Permit

Once registered, log into your account and select "View/ Add Permits." Please refer to the permit zone listed on your mailing notification or **click on the zone map to find your permit zone.**



### Burbank Parking Zones



Please select a permit

Residential Zone A Permit	View
Annual Visitor Zone A Permit	View
Residential Zone B Permit	View
Annual Visitor Zone B Permit	View
Residential Zone C Permit	View
Annual Visitor Zone C Permit	View
Residential Zone D Permit	View
Annual Visitor Zone D Permit	View
Residential Zone E Permit	View
Annual Visitor Zone E Permit	View
Residential Zone F Permit	View
Annual Visitor Zone F Permit	View
Residential Zone G Permit	View
Annual Visitor Zone G Permit	View
Residential Zone H Permit	View
Annual Visitor Zone H Permit	View
Landlords and Building Managers Permit	View

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- After finding your zone, select your permit from the list of options.
- You will then be prompted to collect all the information required for the permit application including any documents you may have to upload.
- We will not charge your credit card until the permit application has been approved.
- After approval, log into the portal and select "Purchase."





# HOW TO RENEW OR APPLY FOR RESIDENTIAL PARKING PERMITS

## 4. Upload supporting documents

Valid vehicle registration for each permit requested must be provided. The vehicle registration must match the applicant's qualifying address. Upload a copy or photo of your registration.

**\*\*Proof of residency will be verified through Burbank Water and Power accounts. If you are not listed on the account, please upload a utility bill with your name here.\*\***

4



**Vehicle Registration**

To purchase an annual permit, a valid vehicle registration for each permit is required. The vehicle's registered address must match the applicant's qualifying address. Please upload a scanned image of the vehicle's current registration below.

Uploaded 0 of 1 required documents

**- Drop files to upload**  
(or click)



**Proof of Residency**

Please upload a utility bill with your name and the corresponding residential address here.

Uploaded 0 documents

**- Drop files to upload**  
(or click)

## 5. Read and accept the Terms and Conditions

Terms and Conditions must be accepted before proceeding to "Checkout."

5

**Terms**

I agree to the Terms and Conditions

Add Another Permit

**Checkout**

Back

6



## 6. Checkout

## 7. Order Summary

Review your order summary and click "Submit."

7

**PLEASE REVIEW YOUR ORDER**

**Order Summary**

Residential Zone A Permit  
Valid - 07/22/2021 to 09/30/2022  
Zone: Zone A  
Vehicles: (CA) 1ABC234  
\$10.25  
[Remove from cart](#)

**Total:** \$10.25

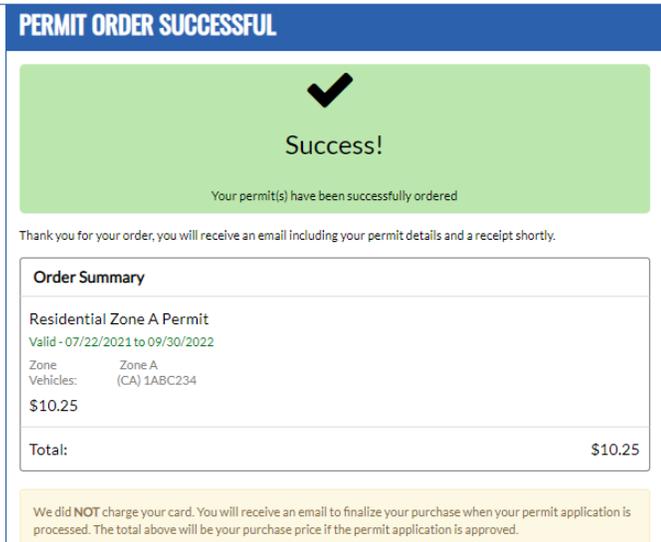
We will NOT charge your card until after your permit is approved and you log back in to verify the transaction. The total will be your purchase price if the permit application is approved.

Clicking the submit button will finalize your order

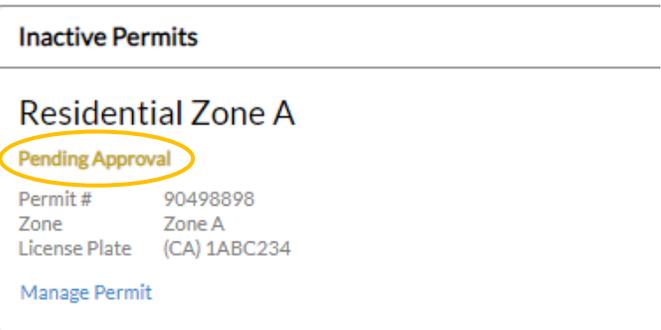
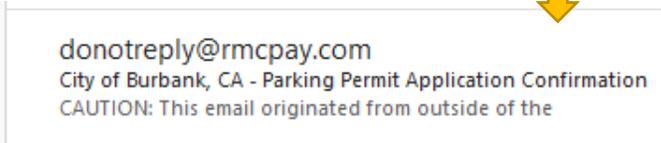
**Submit**



# HOW TO RENEW OR APPLY FOR RESIDENTIAL PARKING PERMITS



Note: You will receive an email update after submitting your application and when your application has been approved.



We will NOT charge your card until after your permit is approved and you log back in to verify the transaction. The total will be your purchase price if the permit application is approved.

## 8. Purchase

Log into your account and select View/Add Permits. Scroll down to your approved permit and select "Purchase" and proceed to enter payment. Please note that the City accepts only Visa, Discover or MasterCard.

8



**\*\*Once payment is confirmed, please allow up to 10 business days to receive your Residential Permit decal(s) and/or Annual Visitor Permit by mail.\*\***

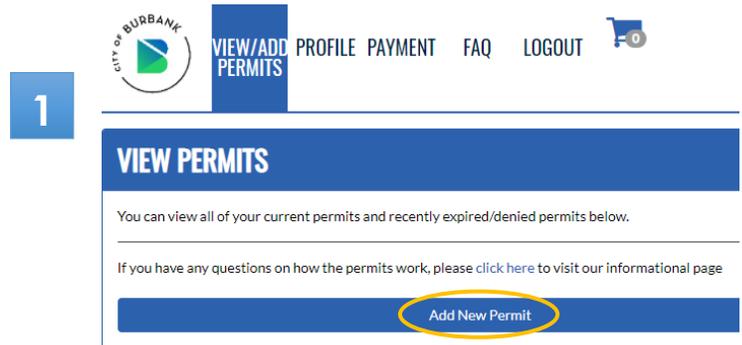


## Apply for an Additional Residential Permit

### 1. Select VIEW/ADD PERMITS

Choose the Add New Permit button and **repeat steps 1-7.**

*Note: ALL permit zones will continue to be listed as an option. **Please make sure that you select your current zone.***



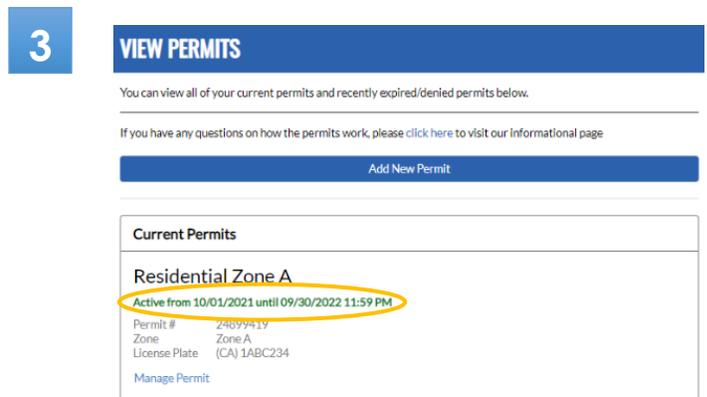
### 2. Once permit is APPROVED

Login to your account and select View/Add Permits. Scroll down to your approved permit and select "Purchase" and proceed to enter payment.



### 3. View current permits

All active permit(s) will be listed on the main screen under View/Add Permits.



**\*\*Only a maximum of five (5) residential permits may be purchased per cycle, per residential dwelling.\*\***

**\*\*Valid vehicle registration for each permit requested must be provided. The vehicle registration must match the applicant's qualifying address.\*\***



## Applying for an Annual Visitor Permit and/or Daily Visitor Permit

**\*\*Please note, you must purchase an Annual Visitor Permit in order to unlock and purchase a Daily Visitor Permit.\*\***

Note: **Zone A** is shown as an example

**\*NEW FOR THE 2022-2023 PERMIT CYCLE\***  
Residents may now obtain an Annual Visitor Permit without having to purchase a Residential Permit.

### Annual Visitor Permit

- Proof of residency for each permit requested is required.
- Maximum of two (2) permits may be purchased per cycle, per residential dwelling.

### Daily Visitor Permit

- You must purchase an Annual Visitor Permit in order to unlock and purchase a Daily Visitor Permit.
- Daily Visitor Permits are valid for 1 day. Max of TEN (10) one-day permits per day, per residential dwelling.
- Permits are tied to your visitor's license plate.

The screenshot shows the 'PURCHASE PARKING PERMITS' page on the City of Burbank website. At the top, there are navigation links: 'VIEW/ADD PERMITS', 'PROFILE', 'PAYMENT', 'FAQ', and 'LOGOUT'. Below the navigation is a blue header with the text 'PURCHASE PARKING PERMITS'. The main content area contains a message: 'Please select your permit from the list of options below. You will then be prompted to collect all of the information required for the permit application including any documents you may have to upload. We will not ask for or charge your credit card until the permit has been approved and is ready to be active.' Below this is a link: 'If you do not know your permit zone or you have any questions on how the permits work, please click here to visit our informational page.' The main list of permits is as follows:

Please select a permit	
Residential Zone A Permit	<a href="#">View</a>
Annual Visitor Zone A Permit	<a href="#">View</a>
Daily Visitor Zone A Permit	<a href="#">View</a>
Residential Zone B Permit	<a href="#">View</a>
Annual Visitor Zone B Permit	<a href="#">View</a>
Daily Visitor Zone B Permit	<a href="#">View</a>
Residential Zone C Permit	<a href="#">View</a>
Residential Zone D Permit	<a href="#">View</a>
Residential Zone E Permit	<a href="#">View</a>
Residential Zone F Permit	<a href="#">View</a>
Residential Zone G Permit	<a href="#">View</a>
Residential Zone H Permit	<a href="#">View</a>
Landlords and Building Managers Permit	<a href="#">View</a>



## Annual Visitor Permit Application

Note: **Zone A** is shown as an example

### 1. Apply for an Annual Visitor Permit

Log into your account and select View/Add Permits.

Note: ALL permit zones will continue to be listed as an option. **Please make sure that you select your current zone.**



1

### PURCHASE PARKING PERMITS

Link To Existing Permit

Use Link Code

Please select your permit from the list of options below. You will then be prompted to collect all of the information required for the permit application including any documents you may have to upload. We will not ask for or charge your credit card until the permit has been approved and is ready to be active.

If you do not know your permit zone or you have any questions on how the permits work, please [click here](#) to visit our informational page.

Please select a permit

Residential Zone A Permit

View

Annual Visitor Zone A Permit

View

Residential Zone B Permit

View

Annual Visitor Zone B Permit

View

Residential Zone C Permit

View

Annual Visitor Zone C Permit

View

2

### 2. Permit Information

Review all the permit information to ensure that you are applying for the correct zone and permit cycle.

Permit Information
Type Annual Visitor Zone A
Zone Zone A
Cycle Annual
Valid From <div style="border: 1px solid #ccc; padding: 2px;">           10/01/2021 thru 09/30/2022           <div style="float: right;">▼</div> </div> <div style="border: 1px solid #ccc; padding: 2px; background-color: #e0f0ff;">           10/01/2021 thru 09/30/2022         </div> <div style="border: 1px solid #ccc; padding: 2px;">           10/01/2022 thru 09/30/2023         </div>
\$15.00
Availability Available



# HOW TO RENEW OR APPLY FOR RESIDENTIAL PARKING PERMITS

## 3. Customer Information

Enter your First Name, Last Name, Address, Phone Number and Email.

3

Customer Information	
First Name	<input type="text"/>
Last Name	<input type="text"/>
Address	<input type="text"/>
Address 2	<input type="text"/>
City	<input type="text"/>
State	<input type="text" value="California"/>
Zip Code	<input type="text"/>
Phone Number	<input type="text"/>
Email	<input type="text"/>

## 4. Proof of Residency

Upload document here.

Proof of residency must display your name, qualifying address and clearly show the issuance date. **The supporting document must not be older than three months of the current date.**

4

Proof of Residency
Please upload a utility bill with your name and the corresponding residential address here.
Uploaded 0 of 1 required documents
<p><b>Drop files</b> to upload (or click)</p>

Acceptable documents:

- Utility bill
  - BWP
  - Gas
  - Phone
  - Cable
- Bank/CC statement
- Mortgage bill
- Insurance document

## 5. Read and accept the Terms and Conditions

Terms and Conditions must be accepted before proceeding to "Checkout."

5

Terms
<input type="checkbox"/> I agree to the Terms and Conditions
Add Another Permit
Checkout

6

## 6. Checkout





## Daily Visitor Permit Application

**\*\*Please note, you must purchase an Annual Visitor Permit in order to unlock and purchase a Daily Visitor Permit.\*\***

Note: **Zone A** is shown as an example

### 1. Apply for a Daily Visitor Permit

After purchasing an Annual Visitor Permit, you will unlock the option to purchase a Daily Visitor Permit in your zone.

### 2. Permit Information

Review all of the permit information to ensure that you are applying for the correct zone.

### 3. Change Start Date

Select date from calendar.

You may select future dates in addition to the current date.

**1**

**PURCHASE PARKING PERMITS**

Please select your permit from the list of options below. You will then be prompted to collect all of the information required for the permit application including any documents you may have to upload. We will not ask for or charge your credit card until the permit has been approved and is ready to be active.

If you do not know your permit zone or you have any questions on how the permits work, please [click here](#) to visit our informational page.

Please select a permit	
Residential Zone A Permit	<a href="#">View</a>
Annual Visitor Zone A Permit	<a href="#">View</a>
Daily Visitor Zone A Permit	<a href="#">View</a>

**2**

**Permit Information**

Type  
Daily Visitor Zone A

Zone  
Zone A

Cycle  
Daily Visitor

Valid From  
07/26/2021 thru 07/26/2021

[Change Start Date](#)

Price  
\$1.00

Availability  
Available

**3**

**Permit Information**

Type  
Daily Visitor Zone A

Zone  
Zone A

Cycle  
Daily Visitor

Valid From  
07/26/2021 thru 07/26/2021

Price  
\$1.00

Availability  
Available

Calendar: July 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Today × Close



# HOW TO RENEW OR APPLY FOR RESIDENTIAL PARKING PERMITS

## 4. Vehicle Information

Enter your **visitor's** vehicle information.

Permits will be tied to your **visitor's** license plate.

4

**Vehicle Information**

License Plate State  
California

License Plate Number (?)  
1XYZ234

## 5. Customer Information

Enter your First Name, Last Name, Address, Phone Number and Email.

5

**Customer Information**

First Name

Last Name

Address

Address 2

City

State  
California

Zip Code

Phone Number

Email

## 6. Read and accept the Terms and Conditions

Terms and Conditions must be accepted before proceeding to "Checkout."

6

**Terms**

I agree to the Terms and Conditions

Add Another Permit

Checkout

## 7. Checkout

7





# HOW TO RENEW OR APPLY FOR RESIDENTIAL PARKING PERMITS

## 8. Review Purchase Summary and submit payment.

Review the valid date and vehicle license plate, then proceed to "Pay Now."

8

PLEASE FILL OUT YOUR PAYMENT INFORMATION

**Purchase Summary**

Daily Visitor Zone A Permit

Valid - 09/30/2022 to 09/30/2022

Zone: Zone A

Vehicles: (CA) 1ABC234

\$1.00

[Remove from cart](#)

---

Total: \$1.00

**Select Payment Card**

Visa - XXXXXXXXXX

[Add a card](#)

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

Pay Now

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## 9. Print receipt/invoice.

**\*\*Display receipt/invoice on driver's side dashboard.\*\***

9

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

### Permit Invoice

City of Burbank, CA

Date Printed: 07/26/21      Date Invoiced: 07/26/21      Purchase #: 91839307

Permits:							
Name	Permit #	Permit Type	Start Date	End Date	Zone Name	Vehicle	Amount
	27120392	Daily Visitor Zone A	07/26/2021	07/26/2021	Zone A	(CA) 1XYZ234	\$1.00
<b>Totals:</b>							<b>\$1.00</b>

Please login at [burbankpermits.mcpay.com](http://burbankpermits.mcpay.com) on your desktop or mobile phone to view permit details.



## Where should my permit be placed?

### PARKING PERMIT PLACEMENT

#### 1 Residential Parking Permits

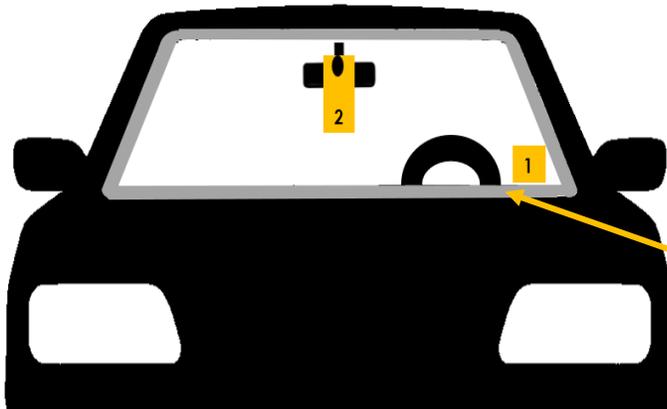
- Decals must be affixed to the inside windshield, within a five-inch square in the lower-left corner of the windshield nearest the driver

#### 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



#### 3 Daily Visitor Permit for both permit restrictions

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

**Permit Invoice**

City of Burbank, CA

Date Printed: 07/26/21      Date Invoiced: 07/26/21      Purchase #: 91839307

Permits:							
Name	Permit #	Permit Type	Start Date	End Date	Zone Name	Vehicle	Amount
	27120982	Daily Visitor Zone A	07/26/2021	07/26/2021	Zone A	(CA) 14Y2234	\$1.00
						<b>Totals:</b>	<b>\$1.00</b>

Please visit [burbanckpermits.uspage.com](http://burbanckpermits.uspage.com) for your desktop or mobile phone 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.\*\**

## Residential Parking FAQs

Click car icon to open FAQs

