



Weekly Management Report

May 2, 2025

- 1. Notice** Burbank-Glendale-Pasadena Airport Authority
Meeting on May 5, 2025
Burbank-Glendale-Pasadena Airport Authority
- 2. Synopsis** Planning Commission Meeting on April 14, 2025
Community Development Department
- 3. Minutes** Civil Service Board Meeting on April 2, 2025
Management Services Department
- 4. Memo** City Manager Tracking List Item No. 2682 – Changes to
Hillside Ordinance with Regards to View Protection
Community Development Department
- 5. Memo** City Manager Tracking List Item No. 2650 – Providencia
Avenue Bike Bridge and Complete Streets Update
Community Development Department
- 6. Memo** City Manager Tracking List Item No. 2671 – First Step
Report on Burbank on Parade
Parks and Recreation Department
- 7. Memo** City Manager Tracking List Item No. 2692 – Housing
Enforcement Unit Outreach Update
**Public Information Office and Community Development
Department**



May 1, 2025

CALL AND NOTICE OF A REGULAR MEETING
OF THE
BURBANK-GLENDALE-PASADENA AIRPORT AUTHORITY

NOTICE is hereby given that a regular meeting of the Burbank-Glendale-Pasadena Airport Authority will be held on Monday, May 5, 2025, at 9:00 a.m., in the Airport Skyroom of Hollywood Burbank Airport, 2627 N. Hollywood Way, Burbank, California 91505.

In addition to attending the meeting in person, members of the public may observe the meeting telephonically and may offer comment in real time through the following number:

Dial in: (818) 862-3332

Terri Williams, Board Secretary
Burbank-Glendale-Pasadena Airport Authority

BURBANK-GLENDALE-PASADENA AIRPORT AUTHORITY

Regular Meeting of May 5, 2025

9.00 A.M.

The public comment period is the opportunity for members of the public to address the Commission on agenda items and on airport-related non-agenda matters that are within the Commission's subject matter jurisdiction. At the discretion of the presiding officer, public comment on an agenda item may be presented when that item is reached.

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Members in-person attendance or participation at meeting of the Commission is allowed, members of the public are requested to observe the following rules of decorum:

- *Turn off cellular telephones and pagers.*
- *Refrain from disorderly or boisterous conduct, including loud, threatening, profane, or abusive language, clapping, whistling, stamping, or other acts that disrupt or otherwise render unfeasible the orderly conduct of the meeting.*
- *If you desire to address the Commission during the public comment period, fill out a speaker request card and present it to the Board Secretary.*
- *Confine remarks to agenda items or to airport-related non-agenda matters that are within the Commission's subject matter jurisdiction.*
- *Limit comments to three minutes or to such other period of time as may be specified by the presiding officer.*

▼ ▼ ▼

The following activities are prohibited:

- *Allocation of speaker time to another person.*
- *Video presentations requiring use of Authority equipment.*

▼ ▼ ▼

Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the Authority to the Commission less than 72 hours prior to that meeting are available for public inspection at Hollywood Burbank Airport (2627 N. Hollywood Way, Burbank) in the administrative office during normal business hours.

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In accordance with the Americans with Disabilities Act of 1990, if you require a disability-related modification or accommodation to attend or participate in this meeting, including auxiliary aids or services, please call the Board Secretary at (818) 840-8840 at least 48 hours prior to the meeting.

AGENDA

Monday, May 5, 2025

1. ROLL CALL
2. PLEDGE OF ALLEGIANCE
3. APPROVAL OF AGENDA
4. PUBLIC COMMENT (Public comment will be limited to a total of 20 minutes at the beginning of the meeting and will continue at the conclusion of the meeting, if necessary. Comments are limited to 3 minutes each, and the Authority President may limit this time if reasonable under the circumstances.)
5. CONSENT CALENDAR (Includes Minutes. Items on the Consent Calendar are generally routine in nature and may be acted upon by one motion unless removed for separate consideration.)
 - a. Committee Minutes
(For Note and File)
 - 1) Operations and Development Committee
 - (i) April 7, 2025 ***[See page 1]***
 - 2) Finance and Administration Committee
 - (i) April 7, 2025 ***[See page _]***
 - b. Commission Minutes
 - 1) April 21, 2025 ***[See page _]***
6. ITEMS FOR COMMISSION APPROVAL
 - a. Approval of Surplus Property Transfer Agreement
San Bernardino International Airport ***[See page _]***
7. ITEMS FOR COMMISSION DISCUSSION
 - a. Review of Power Supply Alternatives at the Airport ***[See page _]***
8. ITEMS FOR COMMISSION INFORMATION
 - a. Ace Parking Electric Shuttle Ceremony
9. ITEMS PULLED FOR DISCUSSION
10. EXECUTIVE DIRECTOR COMMENTS
11. COMMISSIONER COMMENTS
(Commissioners may make a brief announcement, make a brief report on their activities, and request an agenda item for future meeting.)

12. PUBLIC COMMENT

13. ADJOURNMENT

COMMISSION NEWSLETTER

Monday, May 5, 2025

[Regarding agenda items]

5. CONSENT CALENDAR

(Consent Calendar items may be enacted by one motion. There will be no separate discussion on these items unless a Commissioner so requests, in which event the item will be removed from the Consent Calendar and considered in its normal sequence on the agenda.)

- a. COMMITTEE MINUTES. A copy of the approved minutes of the Operations and Development Committee meeting of April 7, 2025; and an approved copy of the minutes of the Finance and Administration Committee meeting of April 7, 2025 are included in the agenda packet for information purposes.
- b. COMMISSION MINUTES. A draft copy of the April 21, 2025, Commission minutes are included in the agenda packet for review and approval.

6. ITEMS FOR COMMISSION APPROVAL

- a. APPROVAL OF SURPLUS PROPERTY TRANSFER AGREEMENT – SAN BERNARDINO INTERNATIONAL AIRPORT. A staff report is included in the agenda packet. Subject to the recommendation of the Operations and Development Committee at its meeting immediately preceding the Commission meeting, Staff seeks Commission approval of a proposed Surplus Property Transfer Agreement to donate certain property to the San Bernardino International Airport Authority.

7. ITEMS FOR COMMISSION DISCUSSION

- a. REVIEW OF POWER SUPPLY ALTERNATIVES AT THE AIRPORT. A staff report is included in the agenda packet. At its meeting on April 21, 2025, the Legal, Government and Environmental Affairs Committee voted (2–0, 1 absent) to recommend that the Commission receive and file the report which was prepared to explore power supply alternatives for the Airport campus to meet current and future electrification demands.

8. ITEMS FOR COMMISSION INFORMATION

- a. ACE PARKING ELECTRIC SHUTTLE CEREMONY. No staff report attached. Staff will share information about an event to commemorate the activation of four new all-electric shuttles in the parking shuttle fleet. The event is scheduled to take place immediately after adjournment of the May 5, 2025, Commission meeting, in the valet parking area.

MEMORANDUM



COMMUNITY DEVELOPMENT

DATE: April 22, 2025

TO: Justin Hess, City Manager

FROM: Patrick Prescott, Community Development Director 
Via: Fred Ramirez, Assistant Community Development Director – Planning  For FR
By: Diana Arias, Clerical Worker 4/24/25

SUBJECT: Planning Commission Meeting – April 14, 2025

- This memorandum goes over general information of the Planning Commission meeting that was held on April 14, 2025. There were two public hearing items presented to the Planning Commission.
- Project No. 24-0004295 was presented to the Commission by Assistant Planner, Sara Hrynik, a request for a Conditional Use Permit (CUP) from Verizon Wireless to allow the construction and operation of an Unmanned Freestanding Monopole Wireless Telecommunications Facility (“WTF”) within an existing surface parking lot area at 2240 North Hollywood Way (the Project Site). The proposed WTF would be 65’-0” in height and designed to resemble a eucalyptus tree.
- Commissioner Safarian proposed to add the following finding to the project before making the motion to approve: “Pursuant to Section 704(a), Title 7 of the Federal Telecommunications Act of 1996, only the Federal Government may regulate the environment effects of radio frequency emissions from wireless telecommunications facility.”
- After commission discussion, Commissioner Safarian made a motion to approve Project No. 24-0004295, a request for a Conditional Use Permit (CUP) from Verizon Wireless to allow the construction and operation of an Unmanned Freestanding Monopole Wireless Telecommunications Facility (“WTF”) within an existing surface parking lot area at 2240 North Hollywood Way. Seconded by Commissioner Bennett. Motion passed by a 4-0 vote.
- Project No. 24-0002528 was presented to the Commission by Planning Technician, Eduardo Rendon, a request for a Conditional Use Permit (CUP) application from Heiwa Sake Brewery USA Inc. to consider several proposed operational amendments to the existing CUP (Project No. 15-0008223), which authorized the operation of a small beer manufacturer use (ABC License Type 23) and an incidental indoor tasting area at the Project Site located at 156 West Verdugo Ave. The proposed amendments to the existing CUP include the following: Establish a new 838 square foot indoor/outdoor tasting area; obtain a

new Type 2 ABC (Winegrower) license to authorize the production, sale, and tasting of Sake (Japanese rice wine); and obtain a new Type 9 ABC (Beer and Wine Importer) license to authorize the sale of imported/exported beer and wine.

- After commission discussion, Commissioner Atteukenian made a motion to approve Project No. 24-0002528, a request for a Conditional Use Permit (CUP) application from Heiwa Sake Brewery USA Inc. to consider several proposed operational amendments to the existing CUP (Project No. 15-0008223), which authorized the operation of a small beer manufacturer use (ABC License Type 23) and an incidental indoor tasting area at the Project Site located at 156 West Verdugo Ave. Seconded by Commissioner Bennett. Motion passes by a 4-0 vote.
- Planning Manager Scott Plambaeck welcomed back Commissioner Atteukenian and announced that the Burbank Rancho Specific Plan Project Website is now available to the public.

April 2, 2025
4:30 p.m.

The regular meeting of the Civil Service Board was held in the Council Chambers of City Hall.

Roll Call

Members present: Matthew Doyle, Chairperson
Linda Barnes, Vice-Chairperson
Jacqueline Waltman, Secretary
Mal Kelman
Iveta Ovsepyan

Also present: Daniel Amaya, Administrative Analyst II
Griselda De La Cruz, Senior Administrative Analyst
Mary Hamzoian, Economic Development Manager
Jina Oh, Chief Assistant City Attorney
Katie Picha, Administrative Officer
April Rios, Human Resources Manager
Rene Sanchez, Acting Human Resources Manager
Jessica Sandoval, Executive Assistant
Emer Shum, Senior Accountant
Julianne Venturo, Ast Management Services Director

Open Public Comment Period of Oral Communications

None.

Future Agenda Items

None.

Approval of Minutes

MOTION CARRIED: It was moved by Ms. Waltman, seconded by Ms. Barnes and carried 5-0 to approve the minutes of the regular meeting of March 5, 2025.

Proposed Amendments to Classification Plan

None

Recruitment and Selection Report – March 2025

RECOMMENDATION: Note and file.

Expedited Recruitment Quarterly Report

RECOMMENDATION: Note and file.

Annual Examination Appeals Report

RECOMMENDATION: Note and file.

Annual Review of Recruitment Processes

RECOMMENDATION: Note and file.

Appointments and Assignments

For the month of April 2025, there were seven temporary appointment extensions and one temporary assignment extension. The extensions were being sought on behalf of the Management Services Department, Burbank Water and Power Department, Financial Services Department, City Attorney's Office, and the Community Development Department.

MOTION CARRIED: It was moved by Ms. Ovsepyan, seconded by Ms. Barnes and carried 5-0 to approve the Appointments and Assignments for the month of April 2025.

Additional Leave Quarterly Report

RECOMMENDATION: Note and file.

Adjournment

The regular meeting of the Civil Service Board was adjourned at 5:02 p.m.

Julianne Venturo
Assistant Management Services Director

APPROVED:

_____DATE_____
Matthew Doyle, Chairperson

_____DATE_____
Jacqueline Waltman, Secretary


MEMORANDUM



COMMUNITY DEVELOPMENT

DATE: April 25, 2025

TO: Justin Hess, City Manager

FROM: Patrick Prescott, Community Development Director 

SUBJECT: City Manager Tracking Item #2682: Changes to Hillside Ordinance with Regards to View Protection

BACKGROUND

At the February 4, 2025, City Council meeting, Council Member Konstantine Anthony requested a memorandum describing any changes to the Single-Family Residential Zoning and Hillside Ordinance requirements with regards to View Protection since 2022.

ANALYSIS

On March 15, 2022, the Council adopted Ordinance No. 22-3,970, which amended the development standards in the Single-Family Residential (R-1 and R-1-H) zones. These amendments became effective on April 15, 2022. The primary goals of this Ordinance were to:

1. Maintain effective single-family development standards that limit the mass and bulk of single-family homes in the R-1 and R-1-H zones.
2. Streamline the planning review process by eliminating the Single-Family Special Development Permit (SFSDP) process. The elimination of the SFSDP has reduced the planning review time by 76% for initial reviews.
3. Facilitate better design and remove redundant or unclear information, which includes the implementation of objective zoning standards¹ that previously hindered the consistent application of the code.

¹ Objective zoning standards mean standards that involve no personal or subjective judgment by a public official and are uniformly verifiable by reference to an external and uniform benchmark or criterion available and knowable by both the development applicant or proponent and the public official prior to submittal that previously hindered the consistent application of the code. (Reference: Gov. Code, §§ 65852.21, subd. (b); 66411.7, subd. (c))

One of the changes in the Ordinance was the elimination of Minor Fence Exceptions (MFE) permit requirements for fences in R-1-H hillside lots, provided the fences comply with the height requirements specified in BMC § 10-1-603(A). The height standards include:

- 4 feet within the front yard,
- 4 feet (if solid) to 6 feet (if 50% open) within the street-facing side yard,
- 8 feet outside the front and street-facing side yards.

Before this amendment, all fences in the R-1-H zone, even those that complied with the BMC's height requirements, required MFE permits, which could take several months to process. The code section's findings for MFE approval in BMC § 10-1-19200 are subjective, often leading to conflicting considerations of views, privacy, and aesthetic impact.

The 2022 Ordinance did not make any changes to the building permit requirements for fences. Fences and walls of a certain height continue to require building permits and must be submitted into Plan Check. Before 2022, all fences in the hillside that required a building permit had to first be approved through the MFE process. After the Ordinance adoption, fences in the hillside that require permits can be submitted directly into Plan Check.

CONCLUSION

The 2022 amendments to the development standards in the R-1 and R-1-H zones effectively streamlined the planning process by eliminating the SFSDP review and MFE permits for fences that comply with height requirements. This has resulted in a reduction in processing time by several months. The Ordinance did not specifically address changes related to the protection of views. Any future consideration to apply an alternate approach for fences in the hillside would require the establishment of objective zoning standards that would also have to establish objective requirements when evaluating privacy and view concerns by applicants and/or neighboring property owners.

ATTACHMENTS:

Attachment 1 – Minor Fence Exceptions Requirements and Findings

10-1-19200: MINOR FENCE EXCEPTION PERMIT:

A. INTENT AND PURPOSE.

The intent and purpose of the Minor Fence Exception Permit is to allow exceptions to the standards for fences, walls, and hedges in the single and multiple family residential zones. The minor exception permit allows for administrative exceptions to the standards where the fence or wall is six (6) feet or less in height or where the requested exception would otherwise be expected to have a lesser visual impact on surrounding properties and the neighborhood and not pose the same potential safety concern than a feature taller than six (6) feet.

B. PROCESS AND PUBLIC NOTICE.

Minor fence exception permits must be processed and approved or denied in the same manner as an Administrative Use Permit per Division 4.1 of Article 19 of this Chapter, including public notice of decision, appeals, and hearings; except that notice of the decision must be mailed to all property owners and occupants within a 150-foot radius of the property rather than a 1,000-foot radius and that applicants are not required to pay a fee when appealing a denial of a Minor Fence Exception Permit.

C. CONDITIONS.

The Director, or Planning Commission or City Council if appealed, is authorized to attach conditions to the approval of a Minor Fence Exception Permit. Such conditions may include, but are not limited to, conditions requiring physical changes to the proposed structure or object. All conditions imposed must be for the purpose of satisfying the required findings, mitigating environmental or other impacts, and/or protecting the public health, safety, convenience, or welfare.

D. REQUIRED FINDINGS.

In lieu of the findings required by Section 10-1-1956, the Director, or Planning Commission or Council if appealed, may not approve a Minor Fence Exception Permit unless the following findings are made. An applicant may propose measures to mitigate or abate any safety concerns for the purpose of making the required findings.

1. The feature does not obstruct the visibility of motorists at a street or alley intersection or exiting a driveway or otherwise affect a motorist's ability to safely


MEMORANDUM



COMMUNITY DEVELOPMENT

DATE: April 15, 2025

TO: Justin Hess, City Manager

FROM: Patrick Prescott, Community Development Director 
BY: David Kriske, Assistant Community Development Director

SUBJECT: City Manager Tracking List #2650 - Providencia Avenue Bike Bridge and Complete Streets Update

At the October 29, 2024 City Council Meeting, Vice Mayor Takahashi requested that information on the Providencia Avenue Bike Bridge be included in the next Complete Streets Update. The Providencia Avenue Bike Bridge is a pedestrian crossing that connects both sides of Providencia Avenue and is bisected by Interstate 5 and the Metrolink / Union Pacific railroad corridor. The pedestrian crossing was reconstructed as part of the Interstate 5 High Occupancy Vehicle Project. Access to the east side of the crossing is made at the intersection of Providencia Avenue and Santa Anita Avenue (one block north of Providencia) and the west side is made at Flower Street just south of Providencia Avenue. The pedestrian crossing is built to pedestrian standards but can be utilized by cyclists wishing to cross Interstate 5. It is located near several Class II bike lanes and Class III bike routes in Downtown Burbank on the east and passes near the Burbank Channel Bikeway on the west.

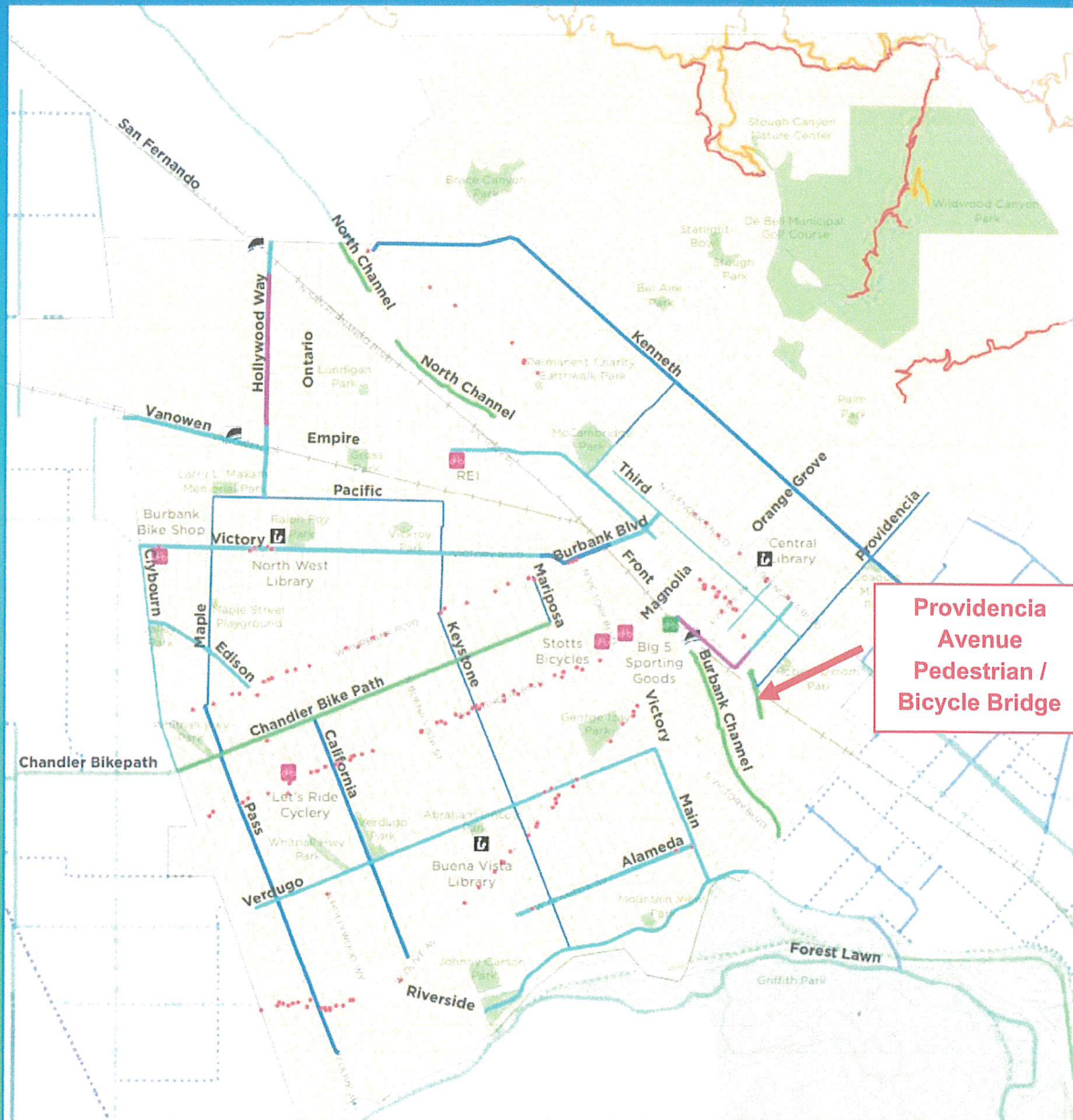
The Complete our Streets Plan (Plan) was approved by the City Council in June 2020 and includes goals, policies, and guidelines to ensure that Burbank's street network can accommodate users of all ages and abilities, using all modes of travel. The Plan also includes 28 projects with short-term, mid-term, and long-term time horizons for completion. Since its adoption, staff has completed two projects and are currently designing or constructing eleven more. The Plan is intended to be updated every five to ten years as projects are completed and new needs identified. While Staff does not expect to begin a Plan update for at least two years, the Transportation Commission will be reviewing the status of the current Complete Streets Plan projects this calendar year and will recommend which uncompleted projects should be prioritized as existing projects are completed.

As part of the next Complete Streets Update, staff will be evaluating the status of the City's bicycle network to identify remaining gaps and evaluate how to close those gaps. Interstate 5 and the Union Pacific / Metrolink rail corridors continue to serve as major barriers to bicycle and pedestrian travel in the City. Existing connections, such as the Providencia bicycle and pedestrian bridge, will serve as means to close the gaps and will be studied as part of the update. In addition, staff has secured grant funding to improve several existing bike routes in Downtown Burbank with quick-build improvements like paint, bollards, and minor civil improvements. Minor improvements to bike connections to the Providencia bicycle and pedestrian bridge will include striping and wayfinding signage, so that cyclists understand that this bridge can serve as a connection across both sides of Interstate 5.

ATTACHMENTS

Attachment 1 - Burbank Bicycle Map and Providencia Bicycle and Pedestrian Bridge

Burbank Bicycle Map



Bicycle Facilities

- Bicycle Rack
- Separated Bicycle Path
- Protected Bicycle Lane
- Bicycle Lane
- Bicycle Route

- Footpath, No Cycling
- Trail, Cycling Allowed
- City Park

- B Bicycle Shops
- B Burbank BikeStop
- M Metrolink Station
- L Library

Effective August 2024



1:42,000

MEMORANDUM



PARKS AND RECREATION



DATE: May 2, 2025

TO: Justin Hess, City Manager

FROM: Marisa Garcia, Park, Recreation, and Community Services Director
VIA: Grace Coronado, Assistant Park, Recreation, and Community Services Director
BY: Paula Ohan, Senior Administrative Analyst

SUBJECT: City Manager's Tracking List No. 2671 – First Step Report on Burbank on Parade

At the December 17, 2024, City Council meeting, Council Member Rizzotti requested a first-step report on Burbank on Parade.

Background

In 1945, the Burbank Junior Chamber of Commerce established a community parade as part of an annual spring festival that celebrated the spirit and unity of Burbank. For twelve years, this festival featured pageantry, contests, dancing, and a variety of community-centered activities.

In 1981, inspired by fond memories of the original celebration, a group of Burbank residents revived the tradition with a community parade organized by Burbank on Parade (BOP). Held on Olive Avenue in commemoration of the end of World War II, the parade quickly evolved into a beloved annual event featuring elaborately decorated floats, high school and independent marching bands, classic cars, local dignitaries, community organizations, and a Grand Marshal, all centered around annually selected themes.

Although BOP became a staple of Burbank's community life, the event faced a series of financial challenges. In 2005, the parade was canceled due to a lack of organizing and volunteer support. In 2011, the implementation of a new City policy requiring hard street closures added additional logistical and financial burdens, previously absorbed by the City. These increasing costs, combined with limited resources, led to the final BOP parade being held in 2017.

Since the last parade in 2017, both the BOP organizers and the wider community have expressed a sustained interest in reinstating the event. During the FY 2019–20 Budget Process, staff requested funding to support Burbank on Parade, resulting in City Council's approval of a \$22,000 allocation for FY 2019–20, which was also incorporated as a recurring budget item. Plans for a 2020 parade were ultimately canceled due to the COVID-19 pandemic.

Discussion

In recent years, BOP organizers have continued to face financial constraints, which have hindered their ability to relaunch the parade. However, recent conversations with BOP leadership have revealed a renewed enthusiasm for reviving the event in a reimagined format. Organizers are exploring the feasibility of an alternate parade route, which would help reduce costs related to street closures and public safety while preserving the spirit of the original tradition.

To support the revitalization effort, staff will request the carryover of funds from FY 2024–25 to FY 2025–26. This would provide \$44,000 of City funds for a 2026 BOP parade. Thereafter, the City will maintain its ongoing support of \$22,000 annually.

Burbank on Parade is more than a community event, it is a time-honored tradition that fosters civic pride, strengthens community partnerships, supports local businesses, and enhances public engagement. The return of BOP aims to offer a vibrant celebration for all. The City remains committed to supporting BOP leadership in delivering a successful and reimagined parade experience for 2026.

MEMORANDUM



CITY MANAGER'S OFFICE

DATE: April 25, 2025

TO: Justin Hess, City Manager

FROM: Jonathan Jones, Communications Manager J.J.
Patrick Prescott, Community Development Department PP
VIA: Maribel Leyland, Housing Authority Manager
BY: Mary Movsesyan, Public Information Specialist

**SUBJECT: Housing Enforcement Unit Outreach Update – City Manager Tracking
List Item #2692**

BACKGROUND

At the City Council meeting of February 11, 2025, Community Development housing staff presented an update on the Housing Enforcement Unit (HEU) that was established to enforce the Burbank Tenant Protections Ordinance (Ordinance), investigate housing complaints in violation of the Ordinance, and initiate administrative and civil enforcement actions as appropriate. Furthermore, staff provided information on cases filed to date and future legal services and mediation to assist the community. Those programs are currently under development and targeted to be available mid-year (Attachment 1).

DISCUSSION

City Council approved five new positions for the HEU as part of the Fiscal Year 2024-25 Adopted Budget. Currently, three of the five positions have been filled. The final positions in the Community Development Department and City Attorney's Office should be filled by mid-year. In the meantime, existing staff and the new Housing Services Assistant (HEU member) have begun actively promoting its services. Prior to this, HEU services were shared at Landlord-Tenant Commission (LTC) meetings held the first Monday of the month, and inquiries were directed to the appropriate staff when callers contacted the Community Development Department for assistance. Now that HEU has met its minimum staffing needs, a more comprehensive outreach effort is underway to inform the community about available services and support.

Since August of 2024, a total of 29 complaints/cases have been received by the HEU. The chart below provides a breakdown of the number of HEU cases received to date.

Housing Enforcement Unit Cases (Aug 2024 - March 2025)			
Type of Claim	Cases that Received Resources/Info (All)	Cases Sent to the CAO	Cases that Received Letter of Violation
Illegal Rent Increase	3	1	0
No-Fault Evictions	22	16	8
Harassment or Retaliation	3	0	0
Price Gouging	0	0	2*
Security Deposits	1	0	0
	29 Total Cases	17 of the 29	10 of the 29

**Formal claims have not been submitted. However, CAO investigated approximately 20 alleged cases and sent two letters of warning related to price gouging.*

Separate from filed cases, staff has developed a call log to monitor the types of calls received from community members. This is critical data as the HEU is complaint based, and many calls do not result in filed cases as noted in the previous chart. In most situations, staff has answered questions and provided information, and claims were not filed. The call log will complement the HEU case log along with LTC cases (related to education and mediation); all separate and distinct data sets. Since the tracking of calls beginning in March 2025, more than 70 calls related to Tenant Protections, Housing Resources and Programs, Landlord Tenant Commission and other miscellaneous questions from the public have been logged. Future reporting can include a breakout of calls, similar to the HEU chart above, once additional data is gathered.

HEU OUTREACH PLAN

The Public Information Office (PIO) has developed a communication plan that includes a dedicated HEU webpage, serving as the central hub for information, updates, resources, processes, and claim submissions. PIO also issued a press release detailing the program and how to access services, followed by social media announcements across all City platforms, City Council Meeting updates, direct email notifications, prominent placement on the City website, citywide newsletter ads, and flyers available all City facilities in English, Spanish, and Armenian. Outreach efforts will continue in the coming months, including additional social media posts and an Instagram Reel to expand reach. Messaging will inform the public about the HEU program, and the different ways they can file a claim, including via telephone at (818) 238-5180, email (housinginfo@burbankca.gov), or online at <https://www.burbankca.gov/heu>.

To keep the Landlord Tenant Commission informed, along with members of the public who attend those monthly meetings, staff presented an update to the Commission at the March meeting (same presentation that was provided to Council on February 11, 2025). In addition, HEU staff will continue to attend the Landlord Tenant Commission meetings on a regular basis to assist community members and provide information on how to file a claim.

NEXT STEPS

Since April 1, 2025, PIO and the HEU have continued outreach as summarized below:

1. Announcements at City Council meetings beginning April 8th.
2. Continue announcements at monthly Landlord Tenant Commission meetings.
3. Email notifications informing the public about the program.
4. Reoccurring social media campaign educating the public about the service.
5. Multilingual flyers in English, Spanish, and Armenian at city facilities.

ATTACHMENTS

Attachment 1 – Staff Report Dated February 11, 2025

STAFF REPORT



COMMUNITY DEVELOPMENT

DATE: February 11, 2025

TO: Justin Hess, City Manager

FROM: Patrick Prescott, Community Development Director
Joseph H. McDougall, City Attorney
BY: Maribel Leyland, Housing Authority Manager

SUBJECT: Update on Housing Enforcement Unit, Landlord-Tenant Mediation, Grant Programs, and Possible Rent Registry Program

RECOMMENDATION

Note and file.

BACKGROUND

On October 15, 2024, staff presented an update on the Housing Enforcement Unit (HEU) created and funded during the Fiscal Year (FY) 2024-25 budget process at the City Council's direction for staff to accept and investigate housing complaints, and initiate administrative and civil enforcement on behalf of the City to enforce the City's Tenant Protection Ordinance No. 24-4,014 (Attachment 1). The update included information on a Low-Income Legal Services Pilot Program to provide no-cost mediation for landlord-tenant disputes that are outside the scope of the housing enforcement program through a fixed-fee private legal mediation panel and related financial assistance.

Additionally, staff and City consultants presented the results of an outreach campaign and community survey soliciting feedback for a potential local rent cap for the City of Burbank that is more restrictive than the State rent cap. Respondents to both inquiries suggested the value of and need for additional studies and data before considering a more restrictive, local rent cap and enforcement program (Attachment 2).

Tenant Protection Intake, Investigations and Enforcement

The HEU has accepted, reviewed, and enforced the City's new Tenant Protection Ordinance (TPO) since August 2024 when the Ordinance went into effect. To date, CDD has received 15 filed complaints. However, housing staff has received hundreds of calls since the Urgency Ordinance was adopted in September 2023 and the current TPO was adopted in July 2024. In those cases, staff answered questions on state and local laws and provided information. For the filed complaints, the CAO has sent eight notices of violation.

Unexpectedly, as the issue of price gouging² arose after the recent catastrophic Los Angeles wildfires, the HEU was able to immediately pivot to disseminate essential information to the community and investigate and address any complaints. While the HEU has received no formal price gouging complaints, CAO received unverified information from local tenants' groups and has independently reviewed and investigated approximately 20 allegations, sending out 2 letters of warning. The CAO is also aware the County of Los Angeles Consumer and Business Affairs division sent 3 letters of warning regarding Burbank properties. The following chart summarizes the types of HEU cases received since the City's local TPO became effective, including the claim and the resolution.

Housing Enforcement Unit Cases			
August 2024 - January 2025			
Type of Claim	Number Received	Resolution	
		Resources/ Information	Case to CAO
Illegal Rent Increase	2	2	0
No-Fault Evictions	8	0	8
Harrasment	2	2	0
Price Gouging	0*	N/A	0
Other	3	3	0
TOTALS	15	7	8

* Formal claims have not been submitted. However, the CAO has investigated approximately 20 alleged cases, and sent two letters of warning related to price gouging.

The majority of cases received to date relate to no-fault evictions and have required

² As shared with the Council on January 14, 2025, CAO worked with the Public Information Office (PIO) to distribute a press release informing the community about the Governor's Emergency Declaration of January 7, 2025 (extended January 16, 2025), which prohibits raising or accepting a rental rate of more than 10% above a rental rate listed before January 7, 2025, until March 8, 2025. The release included the HEU phone number for complaints, and the same information was posted to the City and Housing webpages. As additional information and resources become available, that information has continued to be added to both webpages and staff will continue to work with the PIO to inform the community on this issue.

initial request/issue/concern, making an assessment and processing the request as appropriate. Following intake review, the request will be referred to the appropriate staff for further resources or follow-up as summarized below.

2. Provide Tenant Resources and Referrals

The Housing Services Assistant will provide both tenants and landlords with information regarding housing rights, responsibilities, and laws, including the California Tenant Protection Act, as incorporated, and modified by City Ordinance. Staff will also provide referrals to community-based organizations, including Home Again Los Angeles, Family Services Agency of Burbank, Housing Rights Center, Neighborhood Legal Services, Stay Housed LA, Legal Aid Foundation of Los Angeles, Burbank Temporary Aid Center, etc. as necessary to assist with housing questions and concerns.

3. Coordinate Social Services

Some residents require assistance navigating the social services and resources in our community. Cases that require social service assistance beyond housing information will be referred to the Social Services Supervisor (currently unfilled, active recruitment continues). The Social Services Supervisor will be critical to assisting residents who require help beyond housing resources and referrals. In the meantime, current Housing staff have been providing resources and information for persons who require this specialized assistance. Once the position is filled, the Social Services Supervisor will provide expanded service to those in need.

4. Investigate Complaints with Habitability Concerns

Intake forms related to habitability issues will be referred to City inspectors for investigation. A Code Compliance Inspector will review the complaint for Building Code, Property Maintenance Code, and Burbank Municipal Code violations. After verifying that there is a potential code violation, the Inspector will secure right-of-entry and conduct a physical site inspection in coordination with representatives of the property owner. Should a code violation be confirmed, the Inspector will issue a Notice of Violation and arrange a timeline for the property owner to rectify the code violation. The Inspector will monitor the progress of compliance and use tools such as follow-up site visits and administrative citations to compel the property into compliance.

5. Review and Initiate Civil Compliance Actions

The CAO receives and reviews complaints and referrals concerning alleged violations of state and local housing law, such as no-fault just-cause evictions,

registry is historically tied to a rent stabilization ordinance as seen with the Cities of Los Angeles and West Hollywood, staff has explored expanding upon the City's current business tax process for multi-family rental properties to increase data collection.

The City's current business tax process for residential rental properties applies to every person conducting or carrying on or managing an apartment, flat, court, bungalow, or rooming house, consisting of three or more individual living units or rooms available for rent. The business tax fee amounts are designated in the Burbank Fee Resolution. The initial Residential Rental Business Application requests general information such as number of units, date, and type of ownership, but verification of information submitted is not conducted, and information is self-reporting. Furthermore, the business tax application does not gather information by unit such as tenancy dates, existing rents, and rent increases.

While the application could be updated for the required information, the software currently utilized does not allow for the collection of specific rent and tenancy information per unit. Therefore, staff has started to meet with vendors offering different platforms for a rental registry that will meet the needs of the Burbank community, specific to the City's TPO. The solicitation and procurement process will take several months to complete; therefore, staff will be presenting additional information and an estimated cost during the budget adoption process (discussion paper) scheduled for May 2025. If approved by the City Council at that time, funds would be available in the FY 2025-26 budget for implementation.

Expanded Relocation Program for Qualified Households (City Program)

In August of 2024, the City adopted Ordinance No. 24-4,014, which aligned the BMC with the heightened regulations relating to demolition and substantial remodels in the Tenant Protection Act of 2019 as amended by SB 567, and increased the tenant relocation assistance payment from the state required one month to three months rent for all "no-fault just cause" evictions, and imposed anti-retaliation measures to protect tenants from eviction in any lawful exercise of their rights.

Since the adoption of the TPO, Council has expressed a desire to expand relocation benefits to qualified households, such as the disabled and elderly, to provide additional assistance to lower income households that may need additional funds beyond three months of current rent. Staff is proposing a City funded program so as not place the relocation burden on property owners who could be disincentivized to rent to qualifying households. Staff is in the process of developing program parameters on eligible households and relocation amounts but envisions it will be similar to the temporary renter relocation program approved by Council in FY 2023-24 and will be administered by a local service provider. Staff is preparing a discussion paper of the proposed program with budget to be presented during the budget adoption process scheduled for May 2026.

ENVIRONMENTAL REVIEW

This activity involves organizational and administrative activities of the government related to personnel, hiring, and tenant protection strategies which have no potential to result in either a direct physical change in the environment, or a reasonably foreseeable indirect physical change in the environment. As such, this action is not a "project" subject to the California Environmental Quality Act (CEQA), 14 Cal. Code Regs § 15378.

FISCAL IMPACT

There is no fiscal impact from this report. Funds for the HEU and the mediation and grant programs were appropriated in the FY 2024-25 budget. The proposed rental registry program and expanded City-sponsored relocation introduced in this report would be considered during the FY 2025-26 budget process.

CONCLUSION

Three of the five positions approved for the new HEU have been filled, with active recruitment underway for the remaining two. With new staff on board, the HEU is executing the tenant protection enforcement as directed by Council, soliciting attorneys for the free mediation panel, and developing the parameters of the grant program to assist lower income households with legal representation. Staff is working to finalize a cost estimate and proposal for a possible rental registry and expanded relocation programs. Meanwhile, residents are encouraged to file relevant housing claims online, in person, over the phone, and through the OurBurbank 311 app.

ATTACHMENTS

Attachment 1 – October 15, 2024 Staff Report - Update on Housing Enforcement Unit

Attachment 2 – October 15, 2024 Staff Report - Review of Community Outreach Results
Regarding a Potential Rent Cap

Attachment 3 – Tentative Calendar for Next Steps