



# Weekly Management Report

## January 5, 2024

- 1. Minutes**      Civil Service Board  
Meeting on December 6, 2023  
**Management Services Department**
- 2. Memo**        Downtown Burbank Partnership (PBID)  
Meeting on December 6, 2024  
**Community Development Department**
- 3. Memo**        Short Term Rentals  
**Community Development Department**



December 6, 2023  
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: Richard Ramos, Chairperson  
Linda Barnes, Secretary  
Iveta Ovsepyan  
Jacqueline Waltman

Members not present: Matthew Doyle, Vice-Chairperson

Also present: Daniel Amaya, Administrative Analyst I  
Brady Griffin, Human Resources Manager  
Betsy McClinton, Management Services Director  
Rene Sanchez, Administrative Analyst II  
Jessica Sandoval, Executive Assistant

**Open Public Comment Period of Oral Communications**

None.

**Future Agenda Items**

None.

**Approval of Minutes**

MOTION CARRIED: It was moved by Ms. Ovsepyan, seconded by Ms. Waltman and carried 4-0 to approve the minutes of the regular meeting of October 4, 2023.

**Proposed Amendments to Classification Plan**

None.

**Recruitment and Selection Report – October and November 2023**

RECOMMENDATION: Note and file.

**Appointments and Assignments**

For the month of December 2023, there were no appointment or assignment extensions needed.

RECOMMENDATION: Note and file.

**Adjournment**

The regular meeting of the Civil Service Board was adjourned at 4:38 p.m.

Julianne Venturo  
Assistant Management Services Director

APPROVED:

\_\_\_\_\_  
Richard Ramos, Chairperson

DATE \_\_\_\_\_

\_\_\_\_\_  
Linda Barnes, Secretary

DATE \_\_\_\_\_



# MEMORANDUM



## COMMUNITY DEVELOPMENT



**DATE:** December 27, 2023

**TO:** Justin Hess, City Manager

**FROM:** Patrick Prescott, Community Development Director   
VIA: Simone McFarland, Asst. Community Development Director   
Mary Hamzoian, Economic Development Manager  
BY: Aida Ofsepan, Economic Development Analyst I

**SUBJECT:** Downtown Burbank Partnership (PBID) Meeting – December 6, 2023

- The Board bid farewell to Assistant City Manager Judie Wilke and thanked her for her five years of service to the Downtown Burbank Partnership. Courtney Padgett was introduced as the new Assistant City Manager effective December 31st. Ms. Padgett will become a member of the PBID Board upon assuming her new role.
- The Board approved a \$5,000 sponsorship for the 2023 Jackalope Indie Artisan Fair. With the rising costs associated with street closure, traffic plans, and vendor permits, the event is in jeopardy of continuing in Downtown Burbank. The Board also agreed to review all Downtown Burbank event costs and sponsorships at the January 2024 meeting where they will explore the implementation of a tiered sponsorship system.
- Staff provided updates on the City Council approved mid-year funding projects noting that the approved district replanting is on hold until costs can be cleared by Purchasing; this service is now expected to take place in the first quarter of 2024. An update was also provided on the purchase of Meridian barricades, which was completed in November. The barricades were utilized at both the Winter Wine Walk and the Jackalope Indie Artisan Fair.
- Staff reported that the installation of wayfinding signs is now successfully completed including the installation of four newly erected double-sided signs in Zone 3. The installation of 2023 holiday decorations is also complete; noteworthy additions to this year's decor include a pole garland refresh featuring new gold leaf and six new nutcracker statues placed in the medians of Zone 3.



# MEMORANDUM



## COMMUNITY DEVELOPMENT

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**DATE:** December 20, 2023

**TO:** Justin Hess, City Manager

**FROM:** Patrick Prescott, Community Development Director *DUe F&P PP*  
VIA: Mario Osuna, Assistant Community Development Director

**SUBJECT:** City Manager Tracking List #2557 – Short-term Rentals

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On July 18, 2023, Councilmember Takahashi requested staff to provide a staff report or memo on Airbnb listings in Burbank and communication with the company on the removal of short-term listings and prevention of future listings.

### **BACKGROUND**

Over the past decade, Burbank has experienced an increase in the demand and use of short-term rentals. A short-term rental (STR) is the rental of a furnished living space for periods of time that are less than thirty days in duration. STRs have become increasingly popular with homeowners and guests alike as they provide a significant source of income for homeowners while offering guests an alternative to staying in a hotel. State legislation that encourages the construction of Accessory Dwelling Units (ADU) has had the unintended effect of adding to the financial viability of building and operating an STR. While the City's ADU ordinance prohibits that ADUs be rented for less than 90 days, Code Enforcement receives many complaints where ADUs are being operated as STRs. The emergence of STR use has brought forth concerns in the areas of loss of potential long-term housing opportunities, unfair competition for hotels, and the introduction of transient occupancy inconveniences to single-family zoned neighborhoods. These concerns have resulted in an increase in complaints regarding STRs. Since January 1, 2023, Code Enforcement has taken in 131 STR complaints and has obtained compliance in 108 of those cases. While an 82% compliance rate is a reasonably acceptable metric, the nature of the STR business model creates many challenges for Code Enforcement in obtaining permanent compliance to STR cases.

### **SHORT-TERM RENTAL INVESTIGATION**

Currently, the City does not have an ordinance that specifically governs the use of STRs. The City does not allow STRs in residential zones R1, R1-H, and R2 by omission of their



specific use from the Burbank Municipal Code's (BMC) list of approved uses in residential zones (10-1-602 and 10-1-627). Staff has attempted to make STR listings providers remove and prevent listings for homes in Burbank, however, the lack of a specific STR ordinance has proven to be an obstacle.

Code Enforcement executes a thorough investigation for every STR complaint received by the public. A direct connection between the STR listing and the physical address must be made to verify a violation. Once a violation is verified and documented, a Notice of Violation is sent to the owner requiring compliance by a specific date. Compliance is achieved by verification that the listing has been modified to not accept any reservation of less than a thirty (30) day stay. The use of 30 days as the threshold is consistent with the BMC 2-4-6 definition of transient occupancy. If compliance is not achieved by the correction date, Code Enforcement begins the administrative citation process defined in BMC 1-1-108.1. Citations start at \$100 and incrementally increase up to \$500 per citation. Once compliance is achieved, the listing is monitored for 30 days before the case is closed. If the listing reverts to non-compliance during the 30 day monitoring period, then Code Enforcement resumes the administrative citation process. If a subsequent STR complaint is received and verified for the same property within a one (1) year period from closure of complaint, Code Enforcement will reopen the case and resume with the next sequential citation.

Code Enforcement has become adept at investigating and verifying STR complaints. There are however several challenges to Code Enforcement efforts. Based on complaints received, it is understood that a large number of STRs exist in Burbank, however, staffing levels limit Code Enforcement to a reactive enforcement model instead of proactively searching for and enforcing on STRs. Listings can be manipulated to disappear during certain hours of the day or made visible only on specific days, such as weekends. STR hosts have become aware that Code Enforcement uses photos from listings to compare and verify location and have become increasingly cautious with the use of photos in their advertisements in order to avoid detection. Listings are often removed for a month or more only to eventually reappear or in some cases moved to a different STR listings platform. Numerous platforms feature listings for STRs, creating challenges for Code Enforcement to establish connections and develop a mutual understanding and agreement with the Burbank Municipal Code.

### **SUMMARY**

Code Enforcement is responsible for enforcement of the Burbank Municipal Code including complaints of STRs. Code Enforcement investigates, researches, and documents each case which can result in considerable time and resources expended to achieve compliance. There are multiple factors involved that can complicate resolution and can make Code Enforcement action time-consuming and ineffective. An ordinance specific to governance of STR use would greatly assist Code Enforcement in its efforts to make STR listings providers remove and prevent STR listings in Burbank.