



## **RESIDENTIAL PARKING PERMIT – FAQ’S**

### **How do I purchase residential parking permits?**

- Online at <https://burbankcapermits.rmcpay.com>
- If a resident is unable to access the Internet, please email us at [Parking@burbankca.gov](mailto:Parking@burbankca.gov) for additional options.

### **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.

### **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, 2021, are as follows:

#### **RESIDENTIAL PARKING PERMIT FEES**

<b>Permit</b>	<b>Cost</b>
Residential Parking Permit	\$10.25
Annual Visitor Permit	\$10.25
Daily Visitor Permit	\$1.00
Replacement Permit	\$30.00

### **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 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.

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

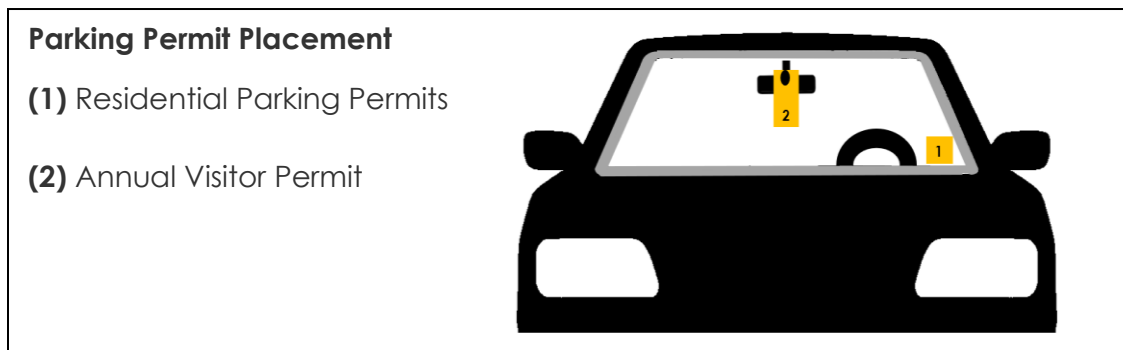
The City requires proof of vehicle registration to ensure that residential parking permits are only used by residents to park eligible vehicles in the parking permit zone. Proof of vehicle registration helps to ensure that the City sells permits only to those residents who are eligible to receive them.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

### **Why have permits changed from hang tags to windshield decals?**

Windshield decals offer several benefits: 1) Improved parking enforcement by Burbank PD, 2) Permit assigned to a specific resident vehicle as required by Code, 3) Minimize residential parking permit abuse

### **Where should my permit be placed?**

Resident parking decals must be affixed to the inside of the vehicle windshield, located within a five-inch square in the lower-left corner of the windshield nearest the driver. Annual Visitor permits (transferable hang tag) must be displayed facing outward on the rearview mirror of the vehicle (see images below).



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



### **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 I have a regular visitor?**

Any resident living at a qualified address within a preferential parking permit street may purchase one Annual Visitor permit for \$10.25. This hang tag permit is transferrable and is valid for the 2021-2022 permit cycle. No more than one Annual Visitor permit per address shall be issued at any one time.

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

If you are expecting more than one additional visitor at your home, you may purchase Daily Visitor permits for \$1.00 each (10 permits max per day). Please note that after September 30, 2021, the current Daily Visitor permits (orange color) will no longer be valid. You must purchase Daily Visitor permits online starting October 1, 2021.

### **How do I display my Daily Visitor permit?**

Once a Daily Visitor permit is purchased online, the visitor must print and display the purchase receipt on the driver's side dashboard of the vehicle.

### **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 Control at (818) 238-3101.



### **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 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.

### **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.

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

The next citywide permit renewal will begin on August 2, 2021. Residents have until September 30<sup>th</sup>, 2021 to renew their permits. After that time, parking enforcement takes effect for the 2021-2022 permit cycle.



### **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) decal 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) decal permit for Zone A may be displayed on any Permit Only streets in Zone A (streets shown in red on the map)

### **Why are permits valid in zones?**

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.

### **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.