

# **Civil Service Board**

# Application Form

## Profile

Sophia

First Name

Ngo Conn

Last Name

Middle Initial

[Redacted]

Email Address

[Redacted] S Beachwood Dr.

Home Address

Suite or Apt

Burbank

City

CA

State

91506

Postal Code

Home: [Redacted]

Primary Phone

Alternate Phone

Self-Employed

Employer

Self-Employed

Job Title

Self-Employed

Occupation

## Which Boards would you like to apply for?

Board of Building and Fire Code Appeals: Submitted  
Civil Service Board: Submitted

## Length of time as a Burbank Resident:

12 years

## Burbank Registered Voter?

Yes  No

## Interests & Experiences

Please tell us about yourself and why you want to serve.

## Why are you interested in serving on a board, commission or committee?

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As someone with a multi-faceted professional background spanning various government agencies and regulatory bodies, I possess a compelling set of qualifications that make me an excellent candidate to serve on the Civil Service Board or to be re-elected to the Building and Fire Code Appeals Board. Throughout my career, I have gained an in-depth understanding of personnel administration, policy interpretation, and compliance with rules and regulations. I am looking to expand my background and my involvement in the community by serving in another board in another capacity if possible. During my tenure as a Board Member for the City of Burbank's Building and Fire Code Appeals Board, I demonstrated the ability to review and interpret codes, collaborate with stakeholders, and ensure fair and inclusive decision-making processes. This experience directly aligns with the Civil Service Board's responsibility to hold hearings, recommend rules, and act in an advisory capacity on personnel administration matters. My roles at the California State Teachers' Retirement System, the United States Department of Labor, and the Los Angeles Department of Water and Power have honed my skills in conducting investigations, interpreting legal and policy guidelines, and resolving complex issues related to employment status and conditions. These experiences have equipped me with the necessary expertise to effectively hear and adjudicate appeals submitted by employees regarding their employment situations. Additionally, my background in facilitating interviews, outreach events, and seminars showcases my ability to communicate effectively, examine witnesses under oath, and compel the attendance and production of evidence during hearings. My experience in positions such as a Management Analyst and Senior Retirement Analyst has provided me with the analytical and problem-solving skills required to navigate intricate personnel matters objectively and fairly. I am confident that my diverse professional experiences, coupled with my commitment to fairness, attention to detail, and ability to navigate complex regulatory environments, make me an ideal candidate to serve on the Civil Service Board or the Building and Fire Code Appeals Board. My unique qualifications will enable me to contribute invaluable insights and perspectives, ensuring the effective administration of personnel policies and the fair resolution of employee appeals.

## Education

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University of La Verne, Broadcasting Communications (Bachelors of Arts)

## Additional Pertinent Courses or Training

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\* Worked as an Associate Government Program Analyst at the Public Utilities as of March 2019 by maintaining the Gas Safety Regulation Branch-South inspection schedule and monitored progress of inspection cycle from initiation to close-out/enforcement ; Generated monthly performance metrics to measure performance of branch goal to close out inspections and analyzed risk profile and ranking of Mobile Home Park and Program Program operators; Primary process owner for monitoring, updated and maintaining databases • Generated and analyzed branch metrics for improvement per Senior Management via inspections and investigations

## Other Pertinent Skills, Experience or Interests

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I have worked at the City, County, State and Federal level during my years of government work experience. I was recently placed on the Huerta Library Naming Committee.

Upload a Resume

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## Community Involvement

**Specify current or prior service on a City Board, Commission or Committee:**

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Huerta Library Name Committee: April 2023-Present Independent Board Member: Building and Fire Codes Appeals Board, May 2015-Present Vice Chairman: Building and Fire Code Appeals Board, May 2015-May 2018

**List Community activities in which you are involved:**

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Participate in any parent volunteer activities at Roosevelt Elementary in Burbank Volunteer "As Needed" for Los Angeles Zoo

**If you are related to any City of Burbank employee(s), please state their name(s), relationship(s), and department(s). If you are not related to a City of Burbank employee, please put N/A.**

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N/A

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**Conflict of Interest**

**Conflict of Interest:**

**Rules of law and ethics prohibit members from participating in and voting on matters in which they may have a direct or indirect conflict of interest including a financial interest. Are you aware of any potential conflicts of interest which may develop from your occupation or financial holdings in relation to your responsibilities as a member of the Board, Commission or Committee to which you seek appointment?**

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Yes  No

**If you answer yes, explain in detail any potential conflicts in the same manner as required by the Fair Political Practices Commission's Statement of Economic Interests (Form 700). (If you should have any questions about this matter or need further information as it relates to your situation, please advise the City Clerk prior to submitting your application.)**

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**AB 1234 Training**

The Board, Commission or Committee (collectively Board) you are seeking appointment to provides City reimbursement for attending trainings or conferences. Therefore, under State Law all members of the Board must receive at least two hours of ethic's training, as prescribed by the Fair Political Practices Commission, within one year of appointment and once every two years thereafter.

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**First Choice**

**FIRST choice for Board/Commission/Committee appointment:**

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Civil Service Board

**Describe any qualifications, experience, and education, as well as any technical or professional background you may have relative to the duties of this position.**

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My qualifications, experiences, and professional background make me well-suited for the duties of the Civil Service Board. As a current Board Member for the Burbank Building and Fire Code Appeals Board, I have direct experience reviewing codes, collaborating with stakeholders, and ensuring fair decision-making processes – aligning with the Board's role in holding hearings and recommending personnel rules. Furthermore, my tenures at the California State Teachers' Retirement System, U.S. Department of Labor, and LA Department of Water and Power provided me with extensive expertise in interpreting legal guidelines, resolving employment issues, conducting investigations, and administering appeals processes related to employment conditions. This background has equipped me with the necessary analytical skills to objectively evaluate and adjudicate employee appeals brought before the Civil Service Board.

**What are your goals in serving on this Board/Commission/Committee?**

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In serving on the Civil Service Board, my primary goal would be to uphold the highest standards of integrity, impartiality, and fairness in personnel administration. I aim to leverage my extensive experience in policy interpretation and regulatory compliance to ensure that the rules and procedures governing the City's civil service system are consistently and equitably applied. Additionally, I would strive to foster a collaborative environment within the Board, promoting open communication and considering diverse perspectives to arrive at well-reasoned decisions. By drawing upon my strong problem-solving abilities and commitment to ethical conduct, I intend to contribute meaningfully to the Board's advisory role, providing sound recommendations that prioritize the interests of both employees and the City. Ultimately, my goal is to support a civil service system that attracts and retains top talent while safeguarding the rights and well-being of all City employees.

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**Second Choice**

**SECOND choice for Board/Commission/Committee appointment:**

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Building and Fire Codes Appeals Board

**Describe any qualifications, experience, and education, as well as any technical or professional background you may have relative to the duties of this position**

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Currently being on the board and acting as Vice Chairman for the current government fiscal year has provided me opportunity to work with various personnel and to continue to learn new things as rules and regulations change. My background in compliance and appeals process throughout various government levels has helped me in serving the board and understanding how processes work within the City of Burbank.

**What are your goals in serving on this Board/Commission/Committee?**

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I would like to continue my duties in any capacity as I have served on the board for the past 9 years. Though we have had many rotation of members during my tenure on the board, everyone that has been involved, from the board to City Personnel, has provided me with vast knowledge in compliance and regulations in a field I would have not gained at previous employment. I enjoy learning from all personnel that I have come to work with through the years on this board.

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**Supplemental Questions**

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## Acknowledgement

### Acknowledgment No. 1 - General

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I Agree

# Sophia Ngo

e: [REDACTED] p: [REDACTED]

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## EXPERIENCE

### City of Burbank Board Member

*Member: Building and Fire Code Appeals Board (2015-Present)*

*Vice Chair: Building and Fire Code Appeals Board (2016-2020)*

- Review appeals of decisions made by the Assistant Community Development Director pertaining to the interpretation and execution of the Building Codes
- Adjudicate appeals of decisions issued by the Fire Marshal concerning the application of the Fire Code to new construction and renovations within the City of Burbank
- Served as Vice Chair of the Board, presiding over start and adjournment of meetings in accordance with Board protocols
- Formulate rules and regulations to be presented to the City Council, ensuring the smooth and timely operation of the Building and Fire Code appellate process
- Propose revisions to the Building and Fire Code in collaboration with community and regulatory stakeholders, for approval by the City Council

### Public Utilities Commission

*Management Analyst (2016 to 2018)*

- Maintained the Gas Safety Regulation Brand/South Inspection schedule and monitored progress of inspection cycle from initiation to close-out/enforcement for 28 Engineers
- Collaborated with 6 managers, senior management and one director to ensure strict compliance in reports, ensuring adherence to regulatory guidelines and internal policies
- Scored qualifications for 15 top applicants, scheduled 8 interviews, and prepped interviewees on 2 open engineer positions to contribute to the comprehensive hiring cycle resulting in the successful recruitment of 2 engineers
- Orchestrated a successful regional multiday workshop for over 250 participants, overseeing all aspects of planning, logistics and execution: Managed venue selection, contracts negotiations and logistical arrangements
- Developed draft materials for departmental formal communications, including creating comprehensive Request for Proposal (RFP), Statement of Work (SOW) drafts and other relevant documents; Acting liaison for the Los Angeles office including procurement and payment

### California State Teachers' Retirement System

*Senior Retirement Analyst (2011 to 2016)*

- Collaborated as a key member of cross-functional project teams for SoCal Regional Center, resulting in successful implementation of streamlined process and increased operational efficiency
- Managed employee training for 4 new hires over period of 1-year offering guidance and mentorship on best practices and provided constructive feedback
- Conducted individual/group/personnel interviews/outreach events with members through research and 95% audit approval rate in member understanding, engagement and agency compliance
- Recognized as subject matter specialist in pension administration, playing critical role in interpreting, compliance and applying legal and policy guidelines while liaising with government municipalities

### United States Department of Labor

*Human Resources Benefits Analyst (2009 to 2010)*

- Investigated reported violations of pension, labor and employment law; conducted interviews with related parties, researched applicable statutes, submitted findings and recommendations to division manager, DOL, DHHS, and IRS legal counsel for resolution or prosecution

**Application Form****Profile**

Jacqueline

First Name

Waltman

Last Name

Middle  
Initial

[REDACTED]

Email Address

[REDACTED] N. Fairview Street

Home Address

Suite or Apt

Burbank

City

CA

State

91505

Postal Code

Home: [REDACTED]

Primary Phone

Home: [REDACTED]

Alternate Phone

Ca. Dept of Corrections and  
Rehabilitation- Retired

Employer

Chief Deputy Regional  
Administrator

Job Title

Law Enforcement/ Division  
of Adult Parole Operations

Occupation

**Which Boards would you like to apply for?**

Civil Service Board: Submitted

Landlord-Tenant Commission: Submitted

**Length of time as a Burbank Resident:**

60 years

**Burbank Registered Voter?** Yes  No**Interests & Experiences**

Please tell us about yourself and why you want to serve.

**Why are you interested in serving on a board, commission or committee?**

I am currently serving on the Board and I have found it to be stimulating and rewarding. I have a history with Civil service hiring and oversight at the State level and I believe that my experience lends itself to addressing issues that present themselves to the

**Education**

BA Degree in Sociology/ Criminology from Cal State University Los Angeles; MA Degree in Clinical Psychology from Pepperdine University I am a graduate of John Burroughs High School in Burbank



## Additional Pertinent Courses or Training

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I have over 40 years in governmental agencies and I have had numerous trainings in the area of Civil service rules and regulations, Human resources, staffing and MOU's I have been trained in Ethics and the Brown Act as well as budgets

## Other Pertinent Skills, Experience or Interests

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I have served on the Civil Service Board for over twelve years and I have an understanding of the issues that are presented.

Upload a Resume

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## Community Involvement

### Specify current or prior service on a City Board, Commission or Committee:

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I was a member of the Tenant Landlord commission before being appointed to the Civil Service Commission. I have been a member of the Civil Service Commission for the past 12 years and I would like to continue my involvement

### List Community activities in which you are involved:

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At this time I am an active member of the Civil Service Commission

**If you are related to any City of Burbank employee(s), please state their name(s), relationship(s), and department(s). If you are not related to a City of Burbank employee, please put N/A.**

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No

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## Conflict of Interest

### Conflict of Interest:

**Rules of law and ethics prohibit members from participating in and voting on matters in which they may have a direct or indirect conflict of interest including a financial interest. Are you aware of any potential conflicts of interest which may develop from your occupation or financial holdings in relation to your responsibilities as a member of the Board, Commission or Committee to which you seek appointment?**

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Yes  No

**If you answer yes, explain in detail any potential conflicts in the same manner as required by the Fair Political Practices Commission's Statement of Economic Interests (Form 700). (If you should have any questions about this matter or need further information as it relates to your situation, please advise the City Clerk prior to submitting your application.)**

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N/A

## **AB 1234 Training**

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### **First Choice**

#### **FIRST choice for Board/Commission/Committee appointment:**

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Civil Service

#### **Describe any qualifications, experience, and education, as well as any technical or professional background you may have relative to the duties of this position.**

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I have over 30 years in governmental agencies and I have had numerous trainings in the area of Civil service rules and regulations, Human resources, staffing and MOU's I have been trained in Ethics and the Brown Act as well as budgets

#### **What are your goals in serving on this Board/Commission/Committee?**

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I want to be of service to the city and the community

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### **Second Choice**

#### **SECOND choice for Board/Commission/Committee appointment:**

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Landlord Tenant commission

#### **Describe any qualifications, experience, and education, as well as any technical or professional background you may have relative to the duties of this position**

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I have been a landlord in the City of Burbank since 1974. I have also been a renter in the city. I have kept abreast of the laws regarding rental regulations. I have over 30 years in Law Enforcement with the California Department of Corrections. I have a background in the laws and regulations that pertain to the Police Function in the City I have a BA Degree in Sociology with an emphasis in Criminology and a MA degree in clinical psychology. I have a background in internal investigation as well as administration within a public service agency

#### **What are your goals in serving on this Board/Commission/Committee?**

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I would like to assist the city in navigating the issues between landlords and tenants y helping to lend my expertise to issues that face the community in the area of affordable housing and community relationships.

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### **Supplemental Questions**

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## Acknowledgement

### Acknowledgment No. 1 - General

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I Agree

**Jacqueline Waltman**

█ N. Fairview Street

Burbank, CA 91505

Phone █  
█

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**EDUCATION**

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Pepperdine University, Malibu, California

**M.A. in Counseling Psychology**

California State University Los Angeles, Los Angeles, California - 40 Units post Graduate work in Criminology and Corrections

California State University Los Angeles, Los Angeles, California

**B.A in Sociology**

Areas of Concentration: Corrections and Criminology

Los Angeles Valley College, Van Nuys, California

**A.A in Liberal Arts**

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**RELATED EXPERIENCE**

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**Chief Deputy Regional Administrator**, California Department of Corrections and Rehabilitation / Division of Adult Parole.

A Deputy Regional Administrator, participates in planning, organizing, and directing the Regional Parole Program; formulates and implements parole policies; provides administrative direction and policy interpretation to District Administrators; represents the Regional Administrator in policy and decision-making meetings within the region, the department, and with other agencies and organizations; acts as the Regional Administrator in his/her absence; develops, interprets, and administers policies and procedures governing the operation of the region; is responsible for staff allocation/unit boundary decisions; and monitors and reviews field operations and expenditures.

**Parole Administrator**, California Department of Corrections and Rehabilitation, Division of Adult Operations, Los Angeles County

Under the direction of the Regional Administrator Division of Adult Parole Operations (DAPO), the Parole Administrator I is responsible for planning, development, implementation and administrative a regional field operation. The Administrator is responsible for providing administrative direction, policy interpretation, program development activities, maintains compliance with departmental policy, legislated statute and case law.

Manage the day-to-day operations and coordinate parole supervision practices. Provide managerial direction to multiple Parole Agent III unit supervisors, PAII Supervisors and Parole Agents, and support staff in each field unit. Develop policy and procedures relating to parole supervision. Ensure coordination with local law enforcement on the activities of GPS supervision, attend law enforcement meetings and assist in criminal investigation pertaining to parolee's supervision.

**Supervising Parole Agent**, California Department of Corrections and Rehabilitation, Van Nuys, CA,

Supervise the day-to-day operation of a Field Parole Unit. Monitor Parole Agents performance and ensure compliance with the Department's Policies and Procedures. Provide training and evaluate performance.

### **Administrative Review Officer**

Monitor and review the Parole Revocation Process for compliance with the Valdivia Court Injunction. Review violation reports for accuracy, completion and adherence to time lines and due process requirements.

### **Employee Relations Officer**

Reviewed requests for investigations and complaints reporting staff misconduct for possible referral to the Office of Internal Affairs (OIA). Prepares California Department of Corrections (CDCR) 989. Monitored OIA Central Intake processing of request, assignment to appropriate OIA office and investigator, ensures timely completion of the investigation. Provided information to assigned investigator. Updated Hiring Authority as to progress of each case. Scheduled and attended case conferences/reviews for all cases. Scheduled 402/403 Justification of Penalty conferences for each case. Notified Vertical Advocate from the Office of Legal Affairs' Employment Advocacy and Prosecution Team from Inspector General's Bureau of Independent Review. Monitored State Personnel Board hearings and notified VA/OIG-BIR of hearings on designated cases. Attended SPB hearings. Maintained ERO Log for Region. Entered data in Case Management System. Processed other personnel actions such as Rejections on Probation, Non-Punitive Terminations, Absence Without Leave (AWOL). Wrote/served actions, represented the Department at SPB or DPA hearings, drafted stipulations and assisted Supervisors/Managers with writing corrective actions

### **Training Coordinator**

Develop and implement training, coordinate in-service and contracted training; monitor compliance with mandatory training; Issues and track safety equipment, coordinate Regional Firearm and Telecommunication programs, conduct training and the Regional level and Parole Agent Academy

**Parole Agent**, California Department of Corrections and Rehabilitation, Van Nuys, CA,

Provided supervision and service for individuals released from State Prison, Facilitated Parolees' reintegration back into the community, identified and utilized community resources to assist the Parolee. Monitored for criminal activity in the community to ensure public safety.

**Supervising Children's Social Worker**, Los Angeles County Department of Children and Family Services, Los Angeles, California,  
Investigated allegations of abuse and neglect of at-risk children, assessed risk and evaluated family strengths and resources, developed case plans, provided reports to the court and testified in Juvenile/Family Court.

**Children's Treatment Counselor**, Los Angeles County Probation Department, El Monte California,  
Provided care and counseling to minors declared Wards of the Court in an institutional setting, developed case plans, coordinated between minors, the court, social workers and parents.

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## TEACHING EXPERIENCE

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**Adjunct Instructor Online** - University of Phoenix

Teach one or more subjects within a prescribed curriculum and encourage student success. Prepare and deliver competency-based online education and deliver online class instruction, providing theory and practice education; instruct and facilitate a meaningful learning experience of the course competencies in the curriculum, Ensure learning objectives are being met. Stimulate class discussions and foster and encourage an online culture of learning. Compile, administer and grade examinations. Provide qualitative feedback to support the numerical score awarded for assignments. Support student learning through multiple delivery systems including phone calls and emails. ETUDES Certificate

**Associate Training Coordinator** - California Department of Corrections and Rehabilitation

Develop and implement regional training, coordinate in-service and contracted training, monitor compliance with mandatory training, coordinate regional Firearm and Telecommunication programs, conduct training at the Regional level and Parole Agent Academy,

Developed POST-approved lesson plan for Child Abuse Reporting

**Supervising Children's Social Worker** – Los Angeles County of Children and Family Services

Supervise and evaluate Social Workers in the Training Academy, develop and implement training programs in Child Abuse and Neglect, coordinate in-service and contracted training. Conduct training at the Social Worker Academy; liaise with other Child Abuse and Law Enforcement agencies and vendors

Developed lesson plans in Child Abuse Reporting, Time Management and Organization which were included in the Social Worker Academy

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## **MEMBERSHIPS**

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California Sexual Assault Investigators Association  
Forensic Mental Health Association  
California Correctional Peace Officers Association  
California Probation, Parole and Corrections Association  
Commissioner Civil Service Board- City of Burbank  
Board of Directors John Wesley Health Center

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## **TRAINING**

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Ethics and Leadership Program  
LAPD Leadership Program  
Executive Leadership Institute  
Executive Development Training  
Range Master Training  
Child Sexual Assault Investigation  
Employee Relations Officer Training  
Office of Internal Affairs Investigation Training  
Master Training for Trainers  
Gender Responsivity Training for Trainers  
Equal Employee Opportunity Counseling Training  
CCPOA Union Steward Training  
Skelly Officer Training

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## **PERSONAL PROFILE**

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Critical thinker - strong analytical skills; accurate and probing  
Effective researcher - creative and methodical - resourceful  
High integrity and honesty; ethical and socially aware

Energetic and positive outlook

Excellent interpersonal skills - works well with others, motivates and encourages

Sound Judgment and adaptable to change



**Application Form**

BBK city clerk 05-10-24PM03:49

**Profile**

First Name MALCOLM "MAL" Middle Initial S Last Name KELMAN

Email Address [REDACTED]

Home Address [REDACTED] N. AVON ST. Suite or Apt [REDACTED]

City BURBANK State CA Postal Code 91505

Primary Phone [REDACTED] Alternate Phone [REDACTED]

Employer RETIRED Job Title [REDACTED] Occupation [REDACTED]

**Which Boards would you like to apply for?**

None Selected CIVIL SERVICE BOARD

Length of time as a Burbank Resident: 75 YEARS

**Burbank Registered Voter?**

Yes  No

**Interests & Experiences**

Please tell us about yourself and why you want to serve.

**Why are you interested in serving on a board, commission or committee?**

HAVE BEEN INVOLVED WITH BURBANK SINCE I WAS YOUNG. HAVE BEEN VOLUNTEERING SINCE MY DAYS IN B.W. SCOUTS,

**Education**

B/A UNIVERSITY OF SOUTHERN CALIFORNIA

**Additional Pertinent Courses or Training**

80 HOURS OF MEDIATION TRAINING WHILE MEMBER OF CIVIL SERVICE BOARD. VERY USEFUL WHEN MAKING PERSONNEL DECISIONS. (CITY OF BURBANK SPONSORED.)

**Other Pertinent Skills, Experience or Interests**

REALLY GOOD SALESMAN

**Community Involvement**

**Specify current or prior service on a City Board, Commission or Committee:**

CIVIL SERVICES BOARD

**List Community activities in which you are involved:**

DUCENT AT BURBANK HISTORICAL SOCIETY (BOARD MEMBER) AS OF JUNE 2024

**If you are related to any City of Burbank employee(s), please state their name(s), relationship(s), and department(s). If you are not related to a City of Burbank employee, please put N/A.**

ROBERT "ROB" CRAWMER - SON IN LAW. ENVIRONMENTAL MANAGER HEALTH + SAFETY  
BURBANK WATER + POWER

**Conflict of Interest**

**Conflict of Interest:**

**Rules of law and ethics prohibit members from participating in and voting on matters in which they may have a direct or indirect conflict of interest including a financial interest. Are you aware of any potential conflicts of interest which may develop from your occupation or financial holdings in relation to your responsibilities as a member of the Board, Commission or Committee to which you seek appointment?**

Yes  No

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**AB 1234 Training**

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**First Choice**

FIRST choice for Board/Commission/Committee appointment:

CIVIL SERVICE BOARD

Describe any qualifications, experience, and education, as well as any technical or professional background you may have relative to the duties of this position.

MEMBER BURBANK EDUCATION FOUNDATION (8 YRS) MEMBER & ON EXECUTIVE BOARD BURBANK CHAMBER OF COMMERCE (30+ YRS) MEMBER & BOARD MEMBER JUNIOR CHAMBER MEMBER & PRESIDENT OF BOARD (3 TIMES) CIVIL SERVICE BOARD (14 YEARS TOTAL)

What are your goals in serving on this Board/Commission/Committee?

TO OFFER TRANSPARENCY FOR THE PUBLIC ON CITY EMPLOYEES ACTIVITIES  
TO HELP VERIFY THAT ASKED FOR DEPARTMENT CHANGES ARE REALLY NECESSARY.

Second Choice

SECOND choice for Board/Commission/Committee appointment:

Describe any qualifications, experience, and education, as well as any technical or professional background you may have relative to the duties of this position

What are your goals in serving on this Board/Commission/Committee?

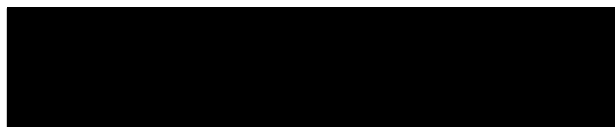
Supplemental Questions

Acknowledgement

Acknowledgment No. 1 - General

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I Agree



# Application Form

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## Profile

Jose \_\_\_\_\_ J \_\_\_\_\_ De La Cruz \_\_\_\_\_  
First Name Middle Initial Last Name

\_\_\_\_\_ \_\_\_\_\_  
Email Address

\_\_\_\_\_ N Glenoaks Blvd \_\_\_\_\_  
Home Address Suite or Apt

Burbank \_\_\_\_\_ CA \_\_\_\_\_ 91504 \_\_\_\_\_  
City State Postal Code

Home: \_\_\_\_\_ \_\_\_\_\_  
Primary Phone Alternate Phone

Progressive casualty insurance \_\_\_\_\_ File owner \_\_\_\_\_ Fire Theft Adjuster \_\_\_\_\_  
Employer Job Title Occupation

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## Which Boards would you like to apply for?

Civil Service Board: Submitted  
Landlord-Tenant Commission: Submitted

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## Length of time as a Burbank Resident:

30 years

## Burbank Registered Voter?

Yes  No

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## Interests & Experiences

Please tell us about yourself and why you want to serve.

### Why are you interested in serving on a board, commission or committee?

I want want to join a board council to make a positive impact, contribute my expertise, network with like-minded individuals, grow personally and professionally, and leave a lasting legacy within the city.

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## Education

Graduated from Burbank High School in 2009. Received my Bachelors from Cal State LA in 2015.

## Additional Pertinent Courses or Training

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## Other Pertinent Skills, Experience or Interests

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I gained knowledge from the insurance industry through years of hands-on experience working in various roles within the industry. My career has provided me with a deep understanding of insurance products, risk management practices, underwriting processes, claims handling, regulatory requirements, and customer service strategies. I have actively engaged in professional development opportunities, stayed updated on industry trends, and collaborated with experts in the field to broaden my expertise. On a personal note, I love to go to the gym at 24 hour and play golf at De Bell.

Upload a Resume

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## Community Involvement

### Specify current or prior service on a City Board, Commission or Committee:

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I have not served.

### List Community activities in which you are involved:

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Mostly participate with my church in LA. I use to volunteer for ASPCA in Glendale. I am actively looking for more events to participate.

**If you are related to any City of Burbank employee(s), please state their name(s), relationship(s), and department(s). If you are not related to a City of Burbank employee, please put N/A.**

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N/A

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## Conflict of Interest

### Conflict of Interest:

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Yes  No

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## **AB 1234 Training**

The Board, Commission or Committee (collectively Board) you are seeking appointment to provides City reimbursement for attending trainings or conferences. Therefore, under State Law all members of the Board must receive at least two hours of ethic's training, as prescribed by the Fair Political Practices Commission, within one year of appointment and once every two years thereafter.

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### **First Choice**

#### **FIRST choice for Board/Commission/Committee appointment:**

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Civil service board

#### **Describe any qualifications, experience, and education, as well as any technical or professional background you may have relative to the duties of this position.**

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In my current role , I am trained to create a timeline of events for a claim and review if there are any inconsistencies with the claim. I am trained to gather facts and determine if a claim is legitimate or is potentially fraud . I am trained to gather all the facts and evidence before making a coverage decision. I believe will translate well as a committee member .

#### **What are your goals in serving on this Board/Commission/Committee?**

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To have the opportunity to be a service to the city and performing the role with trust and integrity. To provide an unbiased service.

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### **Second Choice**

#### **SECOND choice for Board/Commission/Committee appointment:**

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Landlord tenant commission

#### **Describe any qualifications, experience, and education, as well as any technical or professional background you may have relative to the duties of this position**

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Coming from insurance i understand risk assessment. I believe this will translate well between tenants and landlords to be fair and partial .

#### **What are your goals in serving on this Board/Commission/Committee?**

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I am a renter in the city, hoping to bring mutual agreement between all parties.

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### **Supplemental Questions**

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### **Acknowledgement**

## Acknowledgment No. 1 - General

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I Agree

# JOSE JUAN DE LA CRUZ

N GLENOAKS BLVD, BURBANK CA 91504

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CITIZENSHIP: U.S.

VETERANS' PREFERENCE: NONE

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## EDUCATION

California State University Los Angeles – Los Angeles, CA  
Bachelor of Science in Criminal Justice, March 2015

Burbank High School – Burbank, CA  
High School Diploma, June 2009

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## QUALIFICATIONS

Bilingual proficiency in English and Spanish.

Effectively establish working relationships with clients of varying personality types and coming from different backgrounds while maintaining a professional attitude at all times.

Determine and analyze the relevance of presented statements and documentation before accepting or rejecting them.

Expertise with MS Office, ISO claims search, Intellitruck, and U.S. Department of Transportation SAFER systems, TLO, ADDI23, Accurint, Autocheck, VVS, Adjuster Licenses in 15 States.

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## WORK EXPERIENCE

PROGRESSIVE INSURANCE, June 2016 to Present – Pasadena, CA

Commercial Fire and Theft April 2022 – Present

Oversee commercial and auto vehicles claims for fire and theft.

Complete recorded interviews with all material parties

Consult with agents, witnesses, law enforcement, fire department, forensic specialist.

Work with SIU regarding suspect claims reporting

Commercial Heavy Equipment Adjuster, February 2018 to April 2022

Explain coverage or denial of claim to insureds and claimants.

Interview insureds, claimants, and witnesses to obtain information for liability and coverage investigations.

Determine liability and verify coverage through investigation of location, damages to properties and/or vehicles, and statements of involved parties.

Review and interpret policy language for complex coverage issues.

Review and compare current claims and prior claims to prevent fraudulent activity.

Understand contracts and liability laws for multiple states.

Total Loss Adjuster, December 2016 to February 2018

Same responsibilities to current position of Commercial Heavy Equipment Adjuster for personal automobile claims.

Interpreted and presented total loss valuation settlements to insureds, claimants, lienholders, and lease holders for non-repairable vehicles.

Assisted as part of the Catastrophe Team to quickly resolve total losses for insureds affected by hurricane Harvey and hurricane Irma.

Personal Automobile Claims Adjuster, June 2016 to December 2016

Same responsibilities to current position of Commercial Heavy Equipment Adjuster for personal automobile claims.

Negotiated claim settlements with other insurance carriers and recommended litigation when settlement could not be negotiated.



YOUTH POLICY INSTITUTE, January 2013 to June 2016 – Los Angeles, CA

Site Coordinator

Led a team to implement after school programs for two schools.

Coordinated field trips and enrichment programs within a specified budget of \$250k

PETCO, September 2010 to January 2015 – Studio City, CA

Customer Advisor

Certified in pet nutrition and assisted customers to determine the best food for their pet.

Reconciliation of daily cash transactions.

Resolved service, pricing, and technical problems for customers by asking fact finding questions.

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## Application Form

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### Profile

Rose Johnson  
First Name Middle Initial Last Name

[REDACTED]  
Email Address

[REDACTED] E. Valencia Ave  
Home Address Suite or Apt

Burbank CA 91500  
City State Postal Code

Home: [REDACTED]  
Primary Phone Alternate Phone

FAA Management Program Assistant Government  
Employer Job Title Occupation

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### Which Boards would you like to apply for?

Civil Service Board: Submitted  
Landlord-Tenant Commission: Submitted

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### Length of time as a Burbank Resident:

30 Years

### Burbank Registered Voter?

Yes  No

---

### Interests & Experiences

Please tell us about yourself and why you want to serve.

### Why are you interested in serving on a board, commission or committee?

I am interested in serving on the board because as a renter in Burbank for 31 years I'd like to advocate for renters rights. Rents in Burbank are to high and the increasing problem with homelessness is not serving the City of Burbank.

### Education

Saugus High School- Class of 86 American Career College- Class of 95 Legal Secretary Certificate Glendale Community College- 2002- 2005

## Additional Pertinent Courses or Training

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Real Estate courses at Glendale Community College General Education

## Other Pertinent Skills, Experience or Interests

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I have worked at Burbank Air Traffic Control Tower for 31 years. I am proficient in all aspects of administrative services.

Upload a Resume 

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## Community Involvement

**Specify current or prior service on a City Board, Commission or Committee:**

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NONE

**List Community activities in which you are involved:**

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NONE

**If you are related to any City of Burbank employee(s), please state their name(s), relationship(s), and department(s). If you are not related to a City of Burbank employee, please put N/A.**

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N/A

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## Conflict of Interest

**Conflict of Interest:**

**Rules of law and ethics prohibit members from participating in and voting on matters in which they may have a direct or indirect conflict of interest including a financial interest. Are you aware of any potential conflicts of interest which may develop from your occupation or financial holdings in relation to your responsibilities as a member of the Board, Commission or Committee to which you seek appointment?**

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Yes  No

**If you answer yes, explain in detail any potential conflicts in the same manner as required by the Fair Political Practices Commission's Statement of Economic Interests (Form 700). (If you should have any questions about this matter or need further information as it relates to your situation, please advise the City Clerk prior to submitting your application.)**

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---

### **First Choice**

#### **FIRST choice for Board/Commission/Committee appointment:**

---

Landlord/ Tenant Commission

#### **Describe any qualifications, experience, and education, as well as any technical or professional background you may have relative to the duties of this position.**

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As a 31 year resident and civil servant for the City of Burbank I am passionate about seeking the best interest for renters. I myself have rented in Burbank for 31 years so I understand the daily struggle of the renter. I am also interested in being more involved in my community.

#### **What are your goals in serving on this Board/Commission/Committee?**

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To be involved in the decision making for renters in Burbank. I would like to see more fair equitable housing for Burbank residents.

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### **Second Choice**

#### **SECOND choice for Board/Commission/Committee appointment:**

---

Civil Service Board

#### **Describe any qualifications, experience, and education, as well as any technical or professional background you may have relative to the duties of this position**

---

I feel my administrative background and expertise along with being a longtime civil servant for the City of Burbank will be an asset to the Civil Service Board.

#### **What are your goals in serving on this Board/Commission/Committee?**

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To be involved in my community by participating in a Board or Committee.

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### **Supplemental Questions**

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### **Acknowledgement**

## Acknowledgment No. 1 - General

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I Agree

# ROSE E. JOHNSON

## Experience *2-2-98 to Present*

**Burbank Air Traffic Control Tower**  
[REDACTED] N. Hollywood Way, Burbank, CA 91505  
**Brian D. Marshall, Air Traffic Manager**  
[REDACTED]

### **Management & Program Assistant- JOB SERIES FV-03440-E-00**

Responsible for assisting the Air Traffic Manager, John F. Nelson with daily air traffic administrative duties. Provide administrative support in a professional, technical or specialized manner. Provide detailed guidance for almost all facility tasks, excluding operational. Reviews and ensures that time and attendance cards are reviewed for accuracy and transmitted every pay period. Contributes in the organization of Air Traffic in application of human and material resources. Is responsible for provided accurate annual and semi-annual reports for office inventory and property. Exercises a comprehensive knowledge of the Air Traffic Management policies, budget & procedures. Maintains and ensures confidential and sensitive files. Accomplishes assignments & projects within established timeframes. Maintains personnel records pertaining to: time cards, leave, personnel records, overtime, compensatory time. Schedules and maintains accuracy for ATCS annual physicals. Assist all employees with E2 Travel local or distant travel, by creating necessary authorizations and vouchers. Conducts relevant and timely research and investigation of new and innovative and improved business and management practices. Displays ongoing flexibility and cooperation in support of team decisions. Daily assignments may include: compiling, tracking and analyzing data, scheduling meetings, preparing correspondence and maintaining records. In addition, provides administrative support to two Front Line Managers and assist the Support Specialist with the Training Program by maintaining TRAX entries pertaining to all aspects of training, maintains TRAX quarterly reports. Tracks and maintains training records for new hires. Proctor for the MMP-2 exam for new hires for more than 10 years. 2016, PIV Trusted Agent within the district. Designated alternate property custodian, maintains records of all office and tower equipment inventory in the AITS system. I am proficient with the following programs; CASTLE, CRU-X, AITS, NTDB, MS OUTLOOK, E2 TRAVEL, TRAX. PRISM, PCPS, COUNT OPS, SOT, WEB SCHEDULES, ATO-CITRIX

## Merits & Awards

2017- Cash Award  
2006- Letter of Appreciation from CFC team  
2005-Cash Award- from the ATM for going above and beyond the outcomes and expectations  
2004- Letter of Commendation from the Air Traffic Team  
2003- Letter of Appreciation from the CFC team  
2002-Time off Award for performance  
2001-Time off Award for performance  
2000-Time off Award for performance and extra effort  
1999-Time off Award for performance and extra effort

## Education

2003-Ongoing  
Glendale College, Real Estate, Various Course Studies  
American College of Business, class of 1995  
Legal Secretary Certificate  
Saugus High School, Class of 1986

## Contact Information

