

Frequently Asked Questions (FAQ) – Parking Meter Zone for Downtown Burbank

1. How much will it cost to park?

There is a parking fee for street parking in Downtown Burbank. The hourly parking fee will be set to ensure that drivers always at least one or two parking spaces available on each block at any time, making it easier to find a parking spot. The parking fee will be set at \$2.00 per hour and will be charged between 8:00 AM and midnight each day. Users can pay in 15-minute increments. Public parking lots and structures will continue to be free parking. Parking restrictions and limits will vary.

2. Will there be different rates for different times of day?

Parking rates will not change during the day. Parking rates are based on occupancy level and may or may not change each month or two. Parking occupancy studies will be conducted to determine whether the parking fee will change.

3. Will there be a grace period or free short-term parking?

No. For street parking, there is no grace period or free short-term parking. There is also no parking validations.

4. Where can I find free parking?

Public parking lots and structures are free. A map is available on the City website.

5. Do you have to pay for parking in loading zones?

No. There is no parking fee in loading zones. However, there are time limits and restrictions in loading zones. There are loading zone signages next to the parking spaces.

6. What about handicapped parking and accessibility?

There are still handicapped parking and accessibility in Downtown Burbank. No changes have been made to ADA parking spaces. ADA parking spaces will continue to be exempt from paid parking.

7. Where can food delivery drivers park?

Food delivery drivers can park on the street and is subject to pay for street parking fees like the public. Food delivery drivers can also park at public parking lots and structures for free. Parking restrictions and limits vary.

8. What are multi-space parking meters?

Multi-space parking meters cover 6 to 10 parking spaces on-street. The multi-space parking meters allows users to pay for parking in Downtown Burbank.

9. How do the multi-space parking meters work?

The multi-space parking meters have screens that prompt the user through each payment step and offers a receipt at the end of the transaction. The meters accept coins and credit cards.

10. What is a parking zone number?

A five-digit number has been identified on each block/street. The five digit parking zone number identifies where your vehicle is parked. Parking meter zone number ranges from 31800 to 31807.

Users will enter their parking zone number (located on City signage), license plate number, and payment information.

11. How can I pay for street parking in Downtown Burbank?

There are 5 ways to pay for parking:

1. Multi-space parking meter/Kiosk – Coin and Credit Cards
2. ParkMobile App
3. Text to Pay (ParkMobile)
4. Online Website (ParkMobile)
5. Phone (ParkMobile) Available 24/7

12. Do I have to download a mobile app to pay for parking?

Users do not have to download a mobile app to pay for parking. The City is partnering with ParkMobile and ParkMobile provides an app and online payment option.

13. Are the multi-space meters accessible to people with disabilities?

All multi-space and single space meters meet ADA requirements and can be accessible to the disabled. Please note vehicles displaying a valid disabled placard are exempt from payment at any parking meter, including the multi-space meters.

14. We already pay enough in taxes, why should we pay to park?

Automobile parking is a prominent local transportation issue that affects cities and impacts the quality of life of residents, businesses, and visitors. Accommodating public and private vehicle storage requires significant amounts of public and private real estate, contributes to local traffic congestion, factors heavily into land use decisions for new development, and affects neighborhood quality of life. Fiscal resources needed to construct, operate, and maintain vehicle parking are a significant part of public infrastructure costs and add large costs to private development. Further, while the parking system is a prominent part of cities, parking management is rarely conducted in a comprehensive manner that benefits its importance.

Common parking concerns expressed by residents in Burbank include the perception of insufficient parking in popular areas like Downtown Burbank, the concern that parking regulations are not enforced, available parking is in the wrong place, inconvenient, or does not properly serve demand and spills over to adjacent areas. More recently, state laws meant to streamline and reduce the cost of housing have limited the ability for cities to require new developments to provide private parking, resulting in higher usage of public parking that will increasingly require better management. There is also a general sentiment that parking should be free to use as it can contribute to driver convenience, support business activity, or lower daily living costs. Providing free parking can be challenging due to the high costs to build, operate, and maintain enough parking at all possible driving destinations.

In 2019, City Council approved six Citywide Parking Management Principles as a first step to guide implementation of parking management in the City. In November 2024, City Council approved new Downtown Burbank Parking Management Strategies. These strategies are to:

- Ensure customers can reliably find parking within walking distance of their destination.
- Increase access to businesses by ensuring turnover of parked cars.
- Reduce emissions and lessen traffic congestion from drivers circling in search of parking.

15. Where is the parking revenue going?

All parking meter fees will be managed in the Parking Authority Fund. All parking revenue will be reinvested back into Downtown Burbank to help pay for parking operations and maintain the public parking structures and lots.

16. What are the parking management strategies?

Establish a parking meter zone.

Develop key regulations regarding time limits, parking fees, and time periods for efficient use of parking spaces.

Implement the necessary resources to manage parking.

Monitor parking occupancy level goal as a key performance measure.

Compare parking fees, technology solutions, and best practices from other jurisdictions.

Establish consensus of parking management revenue policies.

Educate and outreach with key stakeholders.

17. How will enforcement work? What are the parking citation fees?

There are dedicated parking enforcement representatives for Downtown Burbank to ensure compliance. Users that do not pay for parking or overstay the time limits, the parking citation fee is \$56.00. All other parking regulations will continue to be enforced.

18. Are there any discounts or permits for residents, employees, or frequent visitors?

There are currently no discounts.

19. If I have further questions for the City, who can I contact for more information?

City of Burbank, Community Development Department – Transportation
(818) 238-5290

20. What is the phone number to pay for parking over the phone?

ParkMobile: (877) 727-5932

21. Customer Service

Everyday, 8:00 AM to 5:00 PM