

CURRENT CITY SERVICES/PROGRAMS

The following public services/programs are now available while the City continues to operate under a state of emergency. This list was last updated as of January 3, 2021 – new items highlighted in green.

Roads and Transportation Services	Public Safety Services	Maintenance Services	Leisure Services
<ul style="list-style-type: none"> ✓ Specialized Transit ✓ Conventional Transit <ul style="list-style-type: none"> – Burlington Transit's Downtown Terminal reopening (August 19) with limited services Monday to Friday from 9 a.m. to 4 p.m. ✓ Traffic Operations ✓ Traffic Signals ✓ Streetlighting ✓ Road and Structures Construction Inspection ✓ Municipal consent (limited) ✓ Parking By-law Enforcement (limited) ✓ Parking Management <ul style="list-style-type: none"> – Payment required downtown for on-street parking and in municipal parking lots 	<ul style="list-style-type: none"> ✓ Dog Licensing ✓ Care of Stray and Abandoned Animals ✓ Animal By-laws Enforcement and Education ✓ Animal Online Remote Adoptions ✓ By-law Enforcement ✓ By-law Licensing, Sign/Pool Permits ✓ Emergency Management ✓ Fire Response ✓ Fire Dispatch 	<ul style="list-style-type: none"> ✓ Cemetery Interment Services ✓ Cemetery grounds maintenance (limited) ✓ Cemetery Customer Service & Sales (Limited) ✓ Community Garden Program ✓ Debris pick-up, waste and recycling removal from park ✓ Road patrolling ✓ Street Sweeping ✓ Roadway maintenance ✓ Resident Drainage Customer Service ✓ Site Alteration Permitting and Administration ✓ Tree Maintenance (limited) ✓ Public Tree Bylaw Administration and Enforcement ✓ Private Tree By-law Pilot 	<ul style="list-style-type: none"> ✓ Off-leash dog areas ✓ Skate parks ✓ BMX cycle area ✓ Indoor Pools <ul style="list-style-type: none"> – Tansley Woods Pool, Angela Coughlan Pool, Centennial Pool <ul style="list-style-type: none"> • CLOSED ✓ Arenas – <ul style="list-style-type: none"> – Central Arena – Appleby Ice Centre – Mountainside Arena <ul style="list-style-type: none"> • CLOSED ✓ Park Washrooms <ul style="list-style-type: none"> – Discovery Landing (open 11 am to 7 pm) – LaSalle – Lowville Park – south location only – Sherwood Forest – east location only ✓ Play Equipment Lending program ✓ Community Support Fund ✓ In My Hood program launched ✓ Winter Programs and Registration for Aquatic Leadership and Virtual Programs opened

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			<ul style="list-style-type: none">✓ SUSPENDED: Family Rentals available for pools, gyms, community rooms✓ 5 Tobogganing areas designated by city: LaSalle, Central Park, Brant Hills Park, Nelson Park, Lowville Park – PHYSICAL DISTANCING REQUIREMENTS IN PLACE✓ Outdoor Winter Play Challenge is back – runs from Dec 14 – Feb 19, 2021✓ Burlington Rotary Centennial Pond- OPEN WITH PRE-REGISTRATION REQUIRED✓ CANCELLED: All sport games in City of Burlington facilities and on outdoor sport fields.✓ CANCELLED: Pickleball✓ SUSPENDED: Tim Hortons Free Skate

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Design and Build Services	Customer Relations and Citizen Representation	Internal Support and Administration	Other
<ul style="list-style-type: none"> ✓ Building Inspections ✓ Building Code Permits ✓ Official Plan and/or Zoning By-law Amendment ✓ Site plan/minor developments/zoning certificates/grading and drainage clearance certificate 	<ul style="list-style-type: none"> ✓ Council and Committee meetings ✓ Statutory Public meetings ✓ General phone reception, general email enquiries ✓ Burial permits/death registration ✓ Freedom of Information requests ✓ Marriage Licenses and Commissioning - BY APPOINTMENT ONLY ✓ SUSPENDED: Service Burlington in-person payments for the following services: <ul style="list-style-type: none"> – Parking permits and tickets – Property taxes – Freedom of Information requests – Garbage tags – Dog licenses – Property information requests – Recreation services 	<ul style="list-style-type: none"> ✓ Insurance/Risk Management ✓ Real Estate Service ✓ Procurement ✓ Accounts Payable/Receivable ✓ Property tax billing, collection and payment processing (on-line only) ✓ Treasury/Cash Management ✓ Budget Monitoring & Reporting ✓ Map Production Service ✓ Open Data ✓ Media relations ✓ City websites ✓ Recruitment (limited) 	<ul style="list-style-type: none"> ✓ Burlington Public Library: limited in-branch holds pick-up only starting Wed December 23. No browsing collections or computer appointments until service restrictions are lifted. ✓ CLOSED: Art Gallery of Burlington ✓ Burlington Performing Arts Centre <ul style="list-style-type: none"> – Fall line-up of live entertainment options – No spectators may be permitted in the concert venue, theatre or cinema. Live Stream shows still going ahead. ✓ Halton Court Services <ul style="list-style-type: none"> – on-site customer service (Monday – Friday; 9 a.m. – 1 p.m.) and telephone payments – Resumption of collection activities in phases