

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 April 25, 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 	<ul style="list-style-type: none"> ✓ Off-leash dog areas ✓ CLOSED: Skate parks ✓ CLOSED: BMX cycle area ✓ Indoor Pools CLOSED- April 3 Tansley Woods Pool, Angela Coughlan Pool, Centennial Pool ✓ Arenas CLOSED April 3– Central Arena, Appleby Ice Centre, Mountainside Arena ✓ Park Washrooms <ul style="list-style-type: none"> – Discovery Landing (open 8 am to 10 pm), LaSalle, Lowville Park – south location only, Sherwood Forest – east location only ✓ Play Equipment Lending Library –Open ✓ Community Support Fund ✓ In My Hood program launched ✓ Spring Adult and Youth Program ✓ “Spring into Health” Spring Community Challenges March 13 – May 29 ✓ CLOSED: Tyandaga Golf Course –April 10 6:30 – dusk 7 days a week– See Rules

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			<ul style="list-style-type: none"> ✓ Spring Break and PA Programs CANCELLED - Youth Camp, PA Day Programming, Student Theatre Camp ✓ CANCELLED: Family Rentals available for pools, gyms, community rooms ✓ CLOSED: Community Partners begin to start back up with programming at city facilities ✓ CLOSED: Artificial Ice Rink now at Mainway in the parking lot – See rules ✓ CANCELLED: All sport games in City of Burlington facilities and on outdoor sport fields. ✓ CLOSED Tennis & Pickleball - Courts open at Leighland and Optimist Parks 8:00 a.m. to dusk. weather permitting – See Rules ✓ Park Patrol now at Spencer Smith Park 11:00 a.m. to 6:00 p.m. daily and roving patrol for rest of city parks same hours

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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 ✓ Service Burlington Open for Marriage Licenses and Commissioning only- BY APPOINTMENT as of April 3 ✓ Closed 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: April 3 Contactless Holds Pick up, Appointments for Computer/printer use ✓ CLOSED April 3 Tourism Burlington: Visitor Centre ✓ CLOSED April 3 Museums of Burlington, Joseph Brant, Ireland remains closed, virtual programming activities and events continue. ✓ CLOSED: Art Gallery of Burlington, No Curb Side Pick Up as of April 20 ✓ CLOSED: Burlington Performing Arts Centre (CBC/JFL film shoot on) ✓ Halton Court Services <ul style="list-style-type: none"> – OPEN for on-site customer service (Monday – Friday; 9 a.m. – 1 p.m.) – Telephone payments available – Resumption of collection activities in phases