

A Citizen's Guide to **B**urlington, NC

Everything you need to know about living in Burlington

Guide Contents

City Departments

Animal Services.....	19-21
Apply for a Job.....	18
Engineering Department.....	6
Finance Department.....	6
Fire Department.....	6
Human Resources.....	7
Municipal Building.....	5
Municipal Annex Building..	5
Planning Department.....	10
Police Department.....	8-9
Public Works.....	10
Recreation Department.....	11

For Residents

About Burlington.....	4
A.C.E. Alerts.....	8
Boards.....	28-29
Fats, Oils & Grease.....	36
School System.....	30-32
Libraries.....	25
Animal Ordinances.....	21
Establish Water Service..	33
E-Waste Recycling.....	38
Garbage.....	37
Leaf Collection.....	38
Moving Here.....	22-23
Open Burning.....	36
Taxes & Fees.....	33-35
Recycling.....	39
Register your alarms.....	7
Report a Concern.....	24
Spay & Neuter Clinic..	20
Water Quality.....	34
Yard Waste.....	37

Business & Development

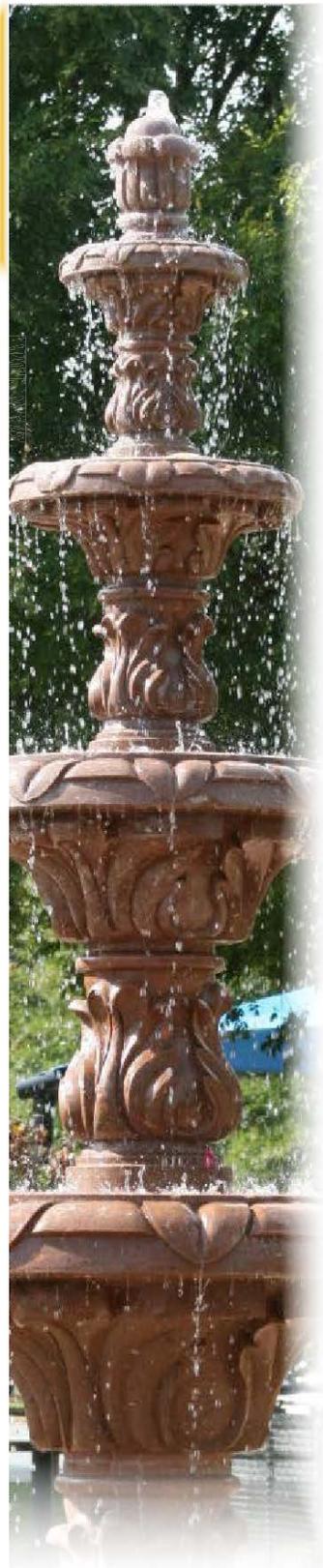
Starting a Business.....	40
GIS.....	40
Taxes & Fees.....	33-35

Things to Do

Athletics.....	12
Golf.....	15
Facilities.....	14-15
Marinas.....	14-15
Parks.....	14-15
Senior Programs.....	13
Special Events.....	4
Swim & Splash.....	16-17
Tennis.....	16
The Arts.....	17
Transportation.....	18
Volunteer.....	29
Youth Programs.....	11-12

Stay Connected

BTown NotifyMe.....	42
City Social Media.....	41
City Works.....	41
Police Social Media.....	9
This Week in Burlington..	25



Our Government

“THE CITY OF BURLINGTON IS DEDICATED TO PROVIDING HIGH QUALITY MUNICIPAL SERVICES WITHIN OUR DIVERSE COMMUNITY IN A FRIENDLY, PROFESSIONAL AND EFFICIENT MANNER IN ORDER TO PROMOTE THE SAFETY, HEALTH, AND QUALITY OF LIFE OF RESIDENTS AND EMPLOYEES.”



Burlington operates under a council-manager form of government. Our City Council, elected by the public, serves to address legislative functions of the City, such as establishing policy.

City Council is responsible for appointing the City Attorney and the City Manager, a position that oversees administrative operations.

Every two years, Burlington’s mayor is elected at-large. The mayor pro tem is elected by the City Council. Elections are held for the City Council members in staggered terms of four years. City Council meetings are regularly* held on the first & third Tuesdays of each month at 7 PM in the Council Chamber of the Municipal Building (Suite 202, 425 S. Lexington Ave., Burlington, NC). If you would like to present an issue to the Council at an upcoming meeting, contact the City Clerk at 336-222-5020 at least one week prior to the meeting date. Council meeting agendas and minutes are available on the City website through www.BurlingtonNC.gov/councilpackets

Live-streaming of the Council Meetings can be viewed at www.BurlingtonNC.gov/media. Meetings will be aired on Charter Cable channel 5 at 7 PM on the Thursday after each council meeting. Additionally, archived meeting videos are available at www.BurlingtonNC.gov/media and at www.youtube.com/cobnc.

City Council Work Sessions are regularly* held on the Monday before the first City Council meeting of each month at 5 PM in the Municipal Conference Room (425 S. Lexington Ave., Burlington, NC)

*Schedules & locations may vary.

Burlington Living



Committed to providing a high quality of life for residents and visitors alike, Burlington is home to high quality shopping centers, countless dining options, and a unique and growing downtown district. Parks, community centers, sporting complexes, marinas, public pools, a golf course, a senior activities center, an amusement park, and a minor league baseball stadium are just some of the recreational amenities provided directly by the City of Burlington. The City also hosts more than 25 special events per year, including the Carousel Festival, Christmas Parade, Musical Chairs Concert Series, July 3rd in the Park, 4th Fridays in Downtown Burlington, and many more. For a complete listing of special events visit www.BTownEventsNC.com. For more information about what Burlington and surrounding towns have to offer, go to www.visitalamance.com.

Our County

Alamance County encompasses ten municipalities: Burlington, Graham, Mebane, Elon, Gibsonville, Green Level, Haw River, Swepsonville, Alamance, and Ossipee. The Alamance County Board of Commissioners meets on the first and third Mondays of each month at 9:00 AM or 7:00 PM at 124 W. Elm St., Graham NC.

To learn more about Alamance County services as a whole, visit www.Alamance-NC.com or call 336-228-1312.

City Departments & Services



Municipal Building

425 S. Lexington Ave., Burlington, NC
336-222-5000



The Municipal Building is open Mondays through Fridays, 8:00 AM - 5:00 PM. Here you will find many departments including: Administration, Legal, Public Information, Finance/Risk Management, Engineering, Planning, Community Development, Inspections, Information Technology and Geographic Information Systems (GIS).

*The Municipal Building is closed for the following holidays: New Year's Day, Martin Luther King Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving (two days), and Christmas (two or three days).



Municipal Annex Building

237 W. Maple Ave., Burlington, NC

The Municipal Annex Building is open Mondays through Fridays, 8:00 AM - 5:00 PM and observes the same holidays as the Municipal Building. Services located in the Municipal Annex Building are: Tax and Utility Billing, Parking Ticket Payments, Link Transit Passes, Accounts Payable, Human Resources, Occupational Health Services, and Purchasing.

Engineering Department

425 S. Lexington Ave., Burlington, NC
P: 336-222-5050, F: 336-513-5467



The Engineering Department provides many services to the public and other departments within the City government. Staff is comprised of engineers, surveyors, construction inspectors, technicians and office personnel. Collectively this group is generally responsible for the following municipal services: engineering design, plan review and approval, project administration, pavement management, construction inspection, sedimentation control, and record keeping.



Finance & Risk Management Department

425 S. Lexington Ave., Burlington, NC
P: 336-222-5060, F: 336-229-3120

The divisions included under the Finance & Risk Management Department of the City of Burlington are: Accounting, Risk Management, Purchasing, Payroll, and Accounts Payable. Bidders who wish to be added to the City of Burlington's bidders' list for the purchase of materials, supplies, apparatus or equipment should contact the Purchasing Division at **336-222-5010**.

Fire Department

Headquarters: 215 S. Church St., Burlington, NC
P: 336-229-3564, F: 336-229-3547



In an emergency, call **911**. For non-emergency situations, call **336-229-3564** or **336-229-3558**. The Fire Department is made up of three divisions: Emergency Response, Fire Prevention and Training. The Fire Department provides services such as inspections, child car seat installation and a Citizens Fire Academy. Tours of the Fire Department may be arranged by calling **336-229-3133**.

Registering Your Fire Alarm and Burglar Alarm Systems

The City of Burlington has an Alarm Control Ordinance that requires fire alarms and burglar alarms to be registered. The ordinance is intended to provide current contact information and to address false alarms. There is no fee associated with the registration, however, failure to register and provide current contact information may result in fees. Please contact the Burlington Fire Department or Police Department for more information. Residents may also visit www.BurlingtonNC.gov/Fire.

Burlington Fire Department

Fire Prevention
215 S. Church St.
Burlington, NC 27215
336-229-3559

Burlington Police Department

Crime Prevention
267 W. Front St.
Burlington, NC 27215
336-229-3528



Human Resources

237 W. Maple Ave., PO Box 1358, Burlington, NC
P: 336-222-5105 F: 336-222-5109

The Human Resources Department (HR) is responsible for ensuring City compliance with all applicable federal and state employment laws and City policies, employee recruitment, retention, and benefits administration. HR is also responsible for fostering City compliance with all workplace safety regulations (OSHA) and promoting employee wellness through the occupational health clinic. **Job applications and further information can be obtained online at www.BurlingtonNC.gov/jobs.**

Subscribe to receive notifications of new job openings at www.BurlingtonNC.gov/jobinterest.

Police Department

267 W. Front St. Burlington, NC
P:336-229-3503



“The Burlington Police Department is committed to improving the quality of life, in partnership with our community, through fair and professional police services.” The BPD offers many programs and outreach events to residents. There are many ways that you can get involved: get to know the officers in your area at Coffee with a Cop or National Night Out, organize a Community Watch Group, or volunteer with the BPD.

Citizens Academy

Join the BPD for its Citizens Academy twice per year. Visit www.BurlingtonNC.gov/BPDCitizensAcademy for information about the next session and to apply to participate.

Ride Along Program

The Burlington Police Department offers a Ride Along program to residents. This program allows citizens to accompany patrol officers while on duty. Sign up to go on a Ride Along by visiting www.BurlingtonNC.gov/BPDRideAlong to fill out an application and schedule a date to ride.

Youth Programs

Several youth programs are also offered including Bike Rodeos, D.A.R.E., a Junior Police Academy, Police Explorer Post and School Resource Officers.

A.C.E. Alerts Emergency Notification System

Alamance County's Emergency Management division is now responsible for providing emergency notifications to City and County residents via A.C.E. Alerts. The Burlington Police Department has access to send notifications to Burlington's subscribers in case of emergency situations such as evacuations, suspects on the loose, boil water notifications, etc. Subscribe to this critically important notification list by visiting www.alamance-nc.com/firemarshal/get-alerts or by calling **336-227-1365**. You can also text **ALAMANCE** to **888777** to immediately begin receiving SMS alert text messages.



Police Department's Online Resources

RAIDS Online

RAIDS Online is the best way for Burlington residents to stay informed about crime happening in the city. RAIDS online is an online crime map that analyzes crime data and alerts residents about crimes occurring in their neighborhoods. Visit **www.BurlingtonNC.gov/CrimeData** to view a map and grid of crimes or to sign up for neighborhood watch reports that automatically email a breakdown of recent crime activity. RAIDS Online is also available as a free smart phone mobile application. With questions about RAIDS Online or crime data, **call 336- 229-3539**.

ReportIt

The Burlington Police Department encourages residents to use a free online system called ReportIt to keep track of valuable personal property. ReportIt is a free, secure, online service allowing residents to record serial numbers and upload images of phones, electronics, and other valuables. Should these items ever be stolen, the information logged into the ReportIt systems will go a long way in accurately identifying stolen property. Access the ReportIt system at **https://reportit.leadsonline.com**.

Accident Reports Online

Have a traffic accident? You can access your accident report quickly and easily online at **www.BurlingtonNC.gov/CrashReport**.

Report A Crime

Crimestoppers is a program that brings the public, the media, and the police together in the fight against crime. It offers anonymity and cash rewards to persons who furnish information leading to the arrest of suspects. Each week, facts about unsolved felony crimes are aired on radio and television, and printed in newspapers asking residents to call with any information regarding the crime. All calls are kept completely confidential. Residents supplying information that leads to an arrest are eligible for a reward of up to \$2,500.00. Visit **www.BurlingtonNC.gov/Crimestoppers** to get information about currently unsolved crimes. Call **336-229-7100** to anonymously supply tips in relation to unsolved crimes and be eligible to receive a cash reward.

Stay Connected

Find BPD on social media! Like **Burlington Police Department-NC** or **Departamento de Policía de Burlington** on Facebook or follow **@BurlingtonNC_PD** on Twitter for the latest updates.

Planning & Community Development



425 S. Lexington Ave., Burlington, NC
P: 336-222-5110, F: 336-513-5410

In addition to traditional comprehensive planning, zoning and code enforcement activities, the department also manages a successful housing rehabilitation program through community development funds, is responsible for managing geographic information systems (GIS) and serves as the lead transportation agency for the Burlington-Graham Metropolitan Planning Organization.



Public Works

234 E. Summit Ave., Burlington, NC
P: 336-222-5005, F: 336-222-5004

The Public Works Department provides a number of public and internal services and is made up of the following divisions:

- Building Inspection: 336-222-5080
- Building Maintenance: 336-222-5067
- Cemetery & Grounds: 336-222-5077
- Equipment Services: 336-222-5069
- Sanitation: 336-222-5111
- Streets: 336-222-5066
- Sustainability: 336-229-3172
- Traffic Signal: 336-570-6156
- Traffic Signs & Markings: 336-222-5068
- Transportation: 336-222-7350



Recreation & Parks Department



NC
04

The mission of the Burlington Recreation and Parks Department is to provide diversified leisure opportunities involving a wide variety of programs at well-maintained and strategically located facilities that may enhance the quality of life for all residents within our community. The department has many athletics programs, hosts more than 25 special events per year, runs many youth and senior programs, and maintains numerous parks, marinas, and facilities across Burlington. The department's main office can be found near City Park at 1333 Overbrook Rd. Please call **336-222-5030** with questions.

Recreation Programs

Thataways Youth Center: 336-222-5134

Thataways is the hub of activities for Burlington's youth. The facility holds many events and activities throughout the year including: Bingo Night for Special Populations, Family Movie Night, Teen Dances, Teen 2 Teen Theatre, Afterschool Programs, Fundays and more.

Burlington Youth Council (BYC) is backbone of Thataways. The BYC, is a community service organization that offers programs and activities. This active group of teens volunteer for various events and assist with local programs in the Alamance County area as well as offering various activities.

Summer Camps



Recreation & Parks offers both summer day camps (ages 5-14) and specialty camps (ages 3-17) each summer. Specialty camps include sports camps, dance camp, theatre & video camps, fishing camp, horseback riding camp, art camp and many more. Visit www.BurlingtonNC.gov/youth for a full listing of camps offered or call 336-222-5072 for more information.

Athletics & Tournaments



The City of Burlington is bustling with opportunities for adults & children to be active. With softball, soccer, team golf, basketball/softball, tennis, and swimming, you're sure to find a sport you enjoy! To register for a team or to find more information, call 336-222-5030.

Burlington hosts many tournaments throughout the year at our state-of-the-art facilities. For tennis tournament information, please contact the Tennis Center at 336-229-3155. For all other tournament-related questions, please contact the Burlington Recreation and Parks Department at 336-222-5030.



Senior Activities

Kernodle Senior Center:

336-222-5135

This unique facility offers an array of activities for all senior adults. From an extensive exercise facility to first class meeting rooms, everyone has the opportunity take part in Burlington's state-of-the-art senior facility.

Bocce ball courts and a computer lab are also available at the facility. When visiting, be sure to stop by Daphne's Fragrance Garden for a special treat for your senses.

Other Facilities

Elmira Community Center:

336-222-5137

Forest Hills Senior Club:

336-222-5119

Mayco Bigelow Center:

336-222-5138

For information about specific programs or fees, please call **336-222-5135**, or visit **www.BurlingtonNC.gov/SeniorCenter**.

Recreation Facilities *Shelters & Buildings*



To Learn More About Renting Facilities visit www.BurlingtonNC.gov/Recreation

Burlington City Park: 336-222-5030

1333 Overbrook Rd.

The Dutch Barn Gazebo

Homebuilder's Shelter

Jaycee Building

Exchange Building

The Betsy Brown Chandler Memorial Gazebo

Civitan Shelter

Kiwanis Shelter

TJ Sports Shelter

Thataways Youth Center

Jiggs Askew Memorial Dog Park

Maynard Aquatic Center: 336-222-5043

1402 Overbrook Rd.

Women's Division Shelter

The Burlington Splash Park at City Park

Burlington Springwood Park: 336-222-5030

1450 Springwood Church Rd.

Burlington Women's Club Shelter

Women's Division - Alamance County Chamber of Commerce Shelter

Joe C. Davidson Park: 336-222-5030

3715 Rural Retreat Rd.

Davidson Park Shelter

North Park: 336-222-5138

849 Sharpe Rd.

Sertoma Building

Mayco Bigelow Community Center

Lake Cammack: 336-421-3872

4790 Union Ridge Rd.

Civitan Building

Civitan Shelter



For a full list of parks visit www.BurlingtonNC.gov/Parks

Lake Mackintosh: 336-538-0896

2704 Huffman Mill Rd.

Mackintosh Clubhouse
Mackintosh Shelter

Guilford Mackintosh Park & Marina: 336-449-2078

1345 NC 61 S., Whitsett

Guilford Mackintosh Shelter

Fairchild Community Center: 336-584-3316

827 S. Graham Hopedale Rd.

Broad Street Gym: 336-222-5039

215 N. Broad St.

Forest Hills Community Center: 336-222-5129

227 Williamson St.

Indian Valley Golf Course

Nestled along the banks of the Haw River, Indian Valley Golf Course offers golfers a fair test of their game. The 18-hole Ellis Maples par 70 course is owned and operated by the City and is available for regular and tournament play. Juniors and seniors are welcome. Visit www.GolfIndianValley.com to schedule a tee time or call 336-584-7871.



Tennis Center

The Burlington Tennis Center is a state-of-the-art facility offering 12 courts for open and tournament play. It is located off of Overbrook Road next to the Aquatics Center in City Park. Lessons, youth programs, men and women's nights and much more are all features of this facility. The center has been recognized by the United States Tennis Association as one of the Outstanding Tennis Facilities located in the United States and is an official Tennis Welcome Center.



The center's hard-surface lighted courts are positioned in four groups of three courts for privacy when playing. A tennis pavilion with a pro shop is located on site offering balls, grips, and racquet stringing. For more information regarding Tennis Center programs or upcoming tournaments call **336-229-3155** or like us at [Facebook.com/BurlingtonNCTennisCenter](https://www.facebook.com/BurlingtonNCTennisCenter).

Aquatics



The David L. Maynard, Sr. Aquatic Center, affectionately known as the MAC, is a 300,000 gallon year-round aquatic-recreation facility with eight 25-yard training lanes (six are competitive with blocks), a toddler section with the Frog Slide, and a zero-depth entry, hand-railed ramp. The pool is covered with a semi-permanent structure. From June through Labor Day weekend, the walls are taken down, but the ceiling stays up providing sun-safe fun in the water. The walls are put up through the winter months and the deck area is heated. The water is heated year-round to a range of 82° - 84° Fahrenheit. Along with the warm water and usage-adaptability, there is also plenty of parking and ample deck space for party gatherings.

In the Spring of 2016, a Splash Park opened in City Park, near the MAC. Call **336- 222-5043** for more information.



North Park Pool, located adjacent to the Mayco Bigelow Center, is Burlington's largest outdoor aquatic-recreation facility. It opens on Memorial Day weekend and closes Labor Day Monday. Call the facility at **336-222-5092**. For swim lesson information call **336-222-5043**.

The Arts Paramount Theater

Located in the heart of Burlington, the Paramount Theatre originally opened in 1928. After much success during the depression and WWII, the 1960s-1970s brought hard times for the theater. In 1993, the City and Alamance County Arts restored the building. Today, it is one of the jewels of Burlington, and is home to many acting companies. For tickets, call **336-222-TIXS**. Check out current offerings at www.BurlingtonNC.gov/Paramount.

128 E. Front St.



Alamance Arts:

213 S. Main St., Graham, NC
336-226-4495

Teen 2 Teen Theatre & Video
1334 Overbrook Road
336-570-6516

An organization committed to "making art a tangible presence in the lives of its citizens," Alamance Arts is a great resource for all things related to the arts! Visit www.ArtsAlamance.org to learn more.

Teen 2 Teen Theatre puts on several performances throughout the year and offers a variety of acting workshops for teens. In Teen 2 Teen Video, teens take an active role in the creation and filming of their productions, from idea generation to the editing process. Like Teen 2 Teen Theatre and Video on Facebook for updates.

Want to work for the City?

Job Opportunity

EMPLOYMENT

Inventory
Legal Administration

107
110

The City only accepts paperless applications. Visit www.BurlingtonNC.gov/jobs to see a list of job vacancies. You may also visit www.BurlingtonNC.gov/jobinterest to fill out a job interest card. When relevant listings are posted, you will be notified. Questions? Call HR at 336-222-5105 or e-mail hr@ci.burlington.nc.us.



Find us on LinkedIn
City of Burlington, NC

Link TRANSIT

ride • enjoy • connect

Link Transit serves Burlington, Gibsonville, and Alamance Community College with 5 routes from 5:30am-6:30pm, Monday- Friday. Regular fares are \$1.00. Learn more and track buses in real time at www.LinkTransit.org. Call 336-222-LINK for more information.

Burlington Animal Services



Pet Adoption: Visit the Pet Adoption Center at 221 Stone Quarry Rd., Haw River, call **336-578-0343**, or visit **www.BurlingtonNC.gov/Pets** to view pets available for adoption and for more information about pet adoption. You must be 21 years of age or older to adopt an animal. Fees: \$50 for a cat, \$90 for a dog. This includes spay/neuter surgery, one-year rabies vaccination, 30 days of Trupanion Pet as well as other vaccinations and treatments.

Lost and Found Pets: Visit the Animal Shelter at 221 Stone Quarry Rd Haw River, call at **336-578-1386**, or visit Animal Services website at **www.BurlintonNC.gov/Pets** to view found pets at the shelter and for more information about finding a lost pet.

Animal Control/Field Services: To report an animal concern call **336-578-1386** during business hours. After hours concerns can be reported by calling the Burlington Police Department at **336-229-3500**. Animal concerns or complaints can also be reported with the Burlington Connected tip line or App. Information about animal issues, ordinances and rabies control and prevention also can be found on Animal Services website.

Low-Cost Spay/Neuter Services: Burlington Animal Services operates The Spay/Neuter Clinic of Alamance County located at 1919 S. Church St. Burlington. To find out more about spay/neuter services, or to make an appointment call **336-570-6767**.

Low-Cost Rabies Vaccination & Microchip Clinics: Burlington Animal Services holds several low-cost Rabies Vaccination clinics for the public each year. Microchipping is also available for \$20. Clinic dates are posted on Animal Services website, or you can call **336-578-0343** for more information.

Animal Shelter

221 Stone Quarry Rd., Haw River, NC
336-578-1386

Monday-Friday, 12 PM- 5 PM the shelter is open to the public for drop-offs and to search for lost pets.
Monday-Friday, 8 AM -5 PM the phone lines are open for any animal control concerns and questions.
Saturday, 10 AM- 12 PM

Pet Adoption Center

221 Stone Quarry Rd., Haw River, NC
336-578-0343

Mondays through Fridays, 8 AM - 5 PM
Saturdays 10 AM - 4 PM

Spay and Neuter Clinic of Alamance County

1919 S. Church St., Burlington, NC
336-570-6767



The clinic currently operates under the following schedule.

Tuesday: 7:30am -4:00pm
Wednesday: 7:30am - 4:00pm
Thursday: 7:30am-4:00pm

Visit www.SpayNeuterAlamance.com or call 336-570-6767 for more information.

Animal Related Ordinances for Pet Owners

RABIES VACCINATION REQUIRED: It is a requirement of the State of North Carolina that all cats, dogs and ferrets over 4 months of age be vaccinated against rabies. It is also a requirement that these animals wear a valid rabies tag at all times. It shall be unlawful for the owner to keep, maintain or harbor an animal unless it has been vaccinated against rabies as required by state law. (Listed under Chapter 5, Article II, Section 5-22, of the City of Burlington Code of Ordinances.)

PROVIDE PROPER CARE FOR PETS: It is unlawful for any owner and/or custodian to fail to prevent pets from becoming a public nuisance; fail to provide pets with sufficient good and wholesome food and water, proper shelter and protection from the weather, veterinary care when needed to prevent suffering, and with humane care and treatment; abuse any animal, or cause or permit fighting between animals or between animals and people; allow animals to engage in excessive, continuous or untimely barking, whining or howling. (Listed under Chapter 5, Article II, Section 5-25, 27, of the City of Burlington Code of Ordinances.)

LEASH LAW: You may not allow your animal to stray or in any manner, run at large on a public street, sidewalk, park, or upon the property of another. If off personal premises, your animal must be kept on a leash. (Listed under Chapter 5, Article 2, Section 5-20, of the City of Burlington Code of Ordinances.)

TWO DOGS MAXIMUM: Residents may not keep more than two dogs over the age of 12-weeks. The keeping of more than two dogs at any one location is unlawful and prohibited. (Listed under Chapter 5, Article II, Section 5-19, of the City of Burlington Code of Ordinances.)

DOMESTIC FOWL NOT ALLOWED: It is unlawful for any person to have and keep fowl within the city limits. (Listed under Chapter 5, Article I, Section 5-5, of the City of Burlington Code of Ordinances.)

TETHERING: Tethering a dog in the Burlington City limits is prohibited except in specified circumstances and never for longer than 7 consecutive days. However, tethering a sick, diseased and/or injured dog, or puppy (a dog that is one year of age or younger) is never permitted. Tethering is permitted for the following specific reasons and only for fewer than 7 consecutive days: Lawful animal events and hunting activities, to meet the requirements of a camping or recreational facility, law enforcement activities, after taking possession of a stray and having notified animal control, when a caretaker is outside and within eyesight of the tethered animal

Violations of animal related ordinances may result in civil citations, fines and/or criminal charges in certain situations. For more information about the ordinances listed above, or to review additional ordinances related to animals visit the City of Burlington's website or contact the City at **336-578-1386**.

Moving to North Carolina

How Do I Register?

Register to Vote:

Board of Elections
115 S. Maple St., Graham, NC 27253
336-570-6755

Obtain a Marriage License:

Register of Deeds
118 W. Harden St., Graham, NC 27253
336-570-6565

Obtain a Birth Certificate:

Register of Deeds
118 W. Harden St., Graham, NC 27253
336-570-6565

Register a Bike:

267 W. Front St. Burlington, NC 27215
336-229-3521

As stated in the Code of Ordinances for the City of Burlington, Article II, Section 6-19, bicycle certificate and registration numbers required. You may register your bike by taking it to the Burlington Police Department Mondays through Fridays between the hours of 8:00 AM and 5:00 PM and asking for a representative from the Records Division. There is no charge for this service.

UTILITIES

ENERGY:

Duke Power: 1-800-Power-On
Piedmont Natural Gas: 1-800-752-7504

PHONE/CABLE/INTERNET SERVICE:

Charter Cable 316 Huffman Mill Rd. Burlington, NC 27215-5198 336-584-1380	AT&T Internet: 1-888-321-2375 Land line: 1-888-757-6500
---	--

Becoming a Driver in NC

*Taken from NCdot.org

A resident of North Carolina who has been residing outside the state for at least 30 continuous days may renew his/her license by mail. This is a temporary license which expires 60 days after the person returns to North Carolina or on the expiration date shown on the face of the license, whichever comes first. For more information, visit www.ncdot.org/dmv

Step 1: Apply for a Driver's License

All new residents of North Carolina who plan to operate a motor vehicle must obtain a driver's license within 60 days of establishing a permanent residence. To apply, you must appear in person at a driver's license office (such as the Graham location which can be reached at 336-570-6811 or 111 E. Crescent Square, Graham, NC 27253) and take the required exams.

Step 2: Vehicle Emissions and Safety Inspection

If you are new to the state, you may register your vehicle without an initial inspection. After this point, you must have the vehicle inspected up to 90 days prior to the plate expiration date.

Step 3: Title and Register a Vehicle

Upon moving to North Carolina from another state, you must register your motor vehicle at the expiration of the time granted by the reciprocity agreement between North Carolina and your prior state of residence (usually 30 days) or when gainful employment is accepted, whichever occurs first. You should obtain a North Carolina driver's license prior to registering a vehicle. Vehicle registration can be completed at 2668 Ramada Rd., Burlington, NC 27215.





Report Issues Through:

BURLINGTON CONNECTED

Burlington Connected is a City-wide initiative that focuses on restoring neighborhoods and enhancing the quality of life in Burlington.

With a combined effort from the Police Department, Community Development, Minimum Housing, Zoning Department, Fire Department, Public Works, Recreation and Legal Department, the City hopes to reduce crime and enhance the quality of life in Burlington.

Individuals may report issues by visiting www.BurlingtonNC.gov/BurlingtonConnected, by calling the tip line at 336-222-5024 or by downloading the Burlington Connected App in the iTunes App Store, Google Play or Windows Store.



Commonly Reported Issues

- Abandoned and junk vehicles
- Illegally dumped items
- Litter and spilled garbage
- Graffiti
- Suspected criminal activity
- Damaged sidewalks
- Clogged street gutters
- Tall grass and high brush

Tip Line: 336-222-5024



Libraries



May Memorial Library: 336-229-3588
342 S. Spring St., Burlington, NC 27215

Graham Public Library: 336-570-6730
211 S. Main St., Graham, NC 27253

Mebane Public Library: 919-563-6431
101 S. First St., Mebane, NC 27302

North Park Library: 336-226-7185
849 Sharpe Rd., Burlington, NC 27217

South Annex Library: 336-376-9705
6343 Snow Camp Rd., Graham, NC 27302

Visit www.AlamanceLibraries.org for more information.



Important City Ordinances

Junk Motor Vehicles

See a “junked” car? Report it to Burlington Connected at 336-222-5024!

Junked motor vehicles, abandoned vehicles, and hazardous motor vehicles are prohibited within City limits.

A “junked motor vehicle” is defined as:

A vehicle that does not display a current license plate and meets one of the following criteria:

- is either partially dismantled or wrecked
- cannot be self-propelled or moved in the manner in which it was originally intended to move
- is more than five years old and appears to be worth less than \$100.00

Abandoned motor vehicles are defined as:

- A vehicle that has been left upon a street or highway in violation of a law or ordinance
- Is left on City property for longer than 24 hours
- Is left on private property without consent for more than two hours
- Is left on any public street for more than seven days.

A hazardous motor vehicle is defined as:

A vehicle that is declared to be a health or safety hazard by City Code Enforcement staff or the Police Department.

For more information regarding the definition of a “junk car,” call 336-222-5084.



The following is a brief summary of the ordinance and should not be taken as fact. To fully understand the ordinance, please obtain a copy through the City's website.

The City of Burlington holds that no person shall discharge or shoot a gun, air rifle, air pistol or other kind of firearm or similar implement within the City limits. This rule does not apply to:

1. Any person firing guns in City parks for ceremonial purposes.
2. Any person firing guns in a cemetery for the purpose of conducting a military-style funeral or military commemorative exercise. *
3. Any person otherwise firing guns on private or other public property for the purpose of conducting a military or commemorative exercise.*

**Provided that the proper permission was obtained, IN WRITING, from the director of recreation and chief of police, noting that in no event shall permission be granted for the discharge of live ammunition.*

While the above rule remains in effect, it shall not be construed to:

- A. Prohibit a police officer from discharging a firearm in the performance of his duty.
- B. Prohibit any person from discharging a firearm in the performance of his duty.
- C. Prohibit any person from discharging a firearm in defense of life or property.

NC General Statute 14-269 makes it a criminal violation to carry a firearm concealed anywhere in the state without a concealed carry permit.

For more information about the ordinance listed above, please review the full ordinance (Chapter 23, Article I, Section 23.3) through the City of Burlington's website or contact the City at **336-229-3500**.

Serve on Boards & Commissions



Apply for Boards & Commissions by calling **336-222-5076** or by visiting the Public Information Office to obtain an application. To be considered for appointment on July 1, applications are due by April 1.

ADVISORY BODIES:

Tree and Appearance Commission:

Makes recommendations to City Council regarding community appearance.

Meets 3rd Wednesday of each month at 4 PM, Public Works Conference Room (235 E. Summit Ave., Burlington, NC).

Planning and Zoning Commission:

Advises City Council on planning, zoning and subdivision matters.

Meets 4th Monday of each month at 7 PM, City Council Chamber (Municipal Building).

Recreation and Parks Commission:

Advises City Council on matters involving recreational facilities operated by the City.

Meets 2nd Thursday of each month at 5:30 PM, Kernodle Center (1535 S. Mebane St., Burlington, NC).

Traffic Commission:

Considers matters relative to the safe and efficient flow of traffic in the City.

Meets 1st Wednesday of each month at 7 PM, City Council Chamber (Municipal Building).

Public Transit Advisory Commission

The Public Transit Advisory Commission advises Council on matters related to public transit.

QUASI-JUDICIAL BODIES

Burlington Historic Preservation Commission:

Advises City Council regarding the historic preservation in the community and directs the local historic site and district program.

Meets 2nd Tuesday of each month at 7 PM, City Council Chamber (Municipal Building).

Burlington Minimum Housing Commission:

Hears matters concerning housing conditions and condemnation requests in the City.

Meets 4th Tuesday of each month, 10 AM, City Council Chamber (Municipal Building).

Board of Adjustment:

Considers appeals to zoning variations.

Meets 2nd Tuesday of each month at 8:30 AM, City Council Chamber (Municipal Building).

OTHERS:

Burlington - Alamance Airport Authority:

Advises City Council regarding the operation and development of the Regional Airport.

Meets 3rd Wednesday of each month at 12 PM, Burlington-Alamance Regional Airport (3441 N. Aviation Drive, Burlington, NC).

Burlington - Graham Board of Alcoholic Beverage Control:

Oversees the operation of ABC stores and disburses profits from the sale of alcoholic beverages.

Meets the last Thursday of the following months: Jan., Apr., June, July, Oct. at 4:30 PM, General Office (603 W. Harden St., Graham, NC).

Burlington Housing Authority:

Directs all federal housing projects within the City.

Meets 1st Thursday of each month at 12 PM, Housing Authority Office (133 N. Ireland St., Burlington, NC).

Looking for more volunteer opportunities in Burlington?

Visit www.BurlingtonNC.gov/Volunteer for a listing.

Alamance - Burlington Schools



To find out your school assignment, call 336-570-6541.

Alamance-Burlington Middle College 1247 Jimmie Kerr Rd., Graham, NC 27253	336-506-4001
Alexander Wilson Elementary School 2518 NC 54, Graham, NC 27253	336-578-1366
Andrews Elementary School 2630 Buckingham Rd., Burlington, NC 27217	336-570-6170
Altamahaw-Ossipee Elementary School 2832 NC 87 N., Elon, NC 27244	336-538-6030
B. Everett Jordan Elementary 5827 Church Rd., Graham, NC 27253	336-376-3673
Broadview Middle School 2229 Broadview Drive, Burlington, NC 27217	336-570-6195
Hugh M. Cummings High School 2200 N. Mebane St., Burlington, NC 27217	336-570-6100
E. M. Holt Elementary School 4751 NC 62 S., Burlington, NC 27215	336-570-6420
E. M. Yoder Elementary School 301 N. Charles St., Mebane, NC 27302	919-563-3722
Eastern Alamance High School 4040 Mebane Rogers Rd., Mebane, NC 27302	919-563-5991
Eastlawn Elementary School 502 N. Graham-Hopedale Rd., Burlington, NC 27217	336-570-6180
Elon Elementary School 510 E. Haggard Ave., Elon, NC 27244	336-538-6000

Garrett Elementary School 3224 Old Hillsborough Rd., Mebane, NC 27302	919-563-2088
Graham High School 903 Trollinger Rd., Graham, NC 27253	336-570-6440
Graham Middle School 311 E. Pine St., Graham, NC 27253	336-570-6460
Grove Park Elementary School 141 Trail One, Burlington, NC 27215	336-570-6115
Hawfields Middle School 1951 NC 119 S., Mebane, NC 27302	919-563-5303
Haw River Elementary 701 E. Main St., Haw River, NC 27258	336-578-0177
Highland Elementary 3720 Bonnar Bridge Parkway, Burlington, NC 27215	336-538-8700
Hillcrest Elementary School 1714 W. Davis St., Burlington, NC 27215	336-570-6120
Newlin Elementary School 316 Carden St., Burlington, NC 27215	336-570-6125
North Graham Elementary School 1025 Trollinger Rd., Graham, NC 27253	336-578-2272
Pleasant Grove Elementary School 2847 Pleasant Grove Union School Rd., Burlington, NC 27217	336-421-3701

District Mission:

“Providing engaging work for our students will enable Alamance-Burlington Schools to educate all students to meet high academic standards and become responsible citizens in a rapidly changing world.”

Ray Street Academy 609 Ray St., Graham, NC 27253	336-570-6644
Smith Elementary School 2235 Delaney Drive, Burlington, NC 27215	336-570-6140
Southern Alamance High School 631 Southern High School Rd., Graham, NC 27253	336-570-6400
Southern Middle School 771 Southern High School Rd., Graham, NC 27253	336-570-6500
South Graham Elementary School 320 Ivey Rd., Graham, NC 27253	336-570-6520
South Mebane Elementary School 600 S. Third St., Mebane, NC 27302	336-570-6520
Sylvan Elementary School 7718 Sylvan Rd., Snow Camp, NC 27349	336-376-3350
Turrentine Middle School 1710 Edgewood Ave., Burlington, NC 27215	336-570-6150
Western Alamance High School 1731 NC 87 N., Elon, NC 27244	336-538-6020
Western Middle School 2100 Eldon Drive, Elon, NC 27244	336-538-6010
Williams High School 1307 S. Church St., Burlington, NC 27215	336-570-6161
Woodlawn Middle School 3970 Mebane-Rogers Rd., Mebane, NC 27302	919-563-3222

Did you know? Alamance-Burlington Schools is the 16th largest public school district in the state of North Carolina and serves approximately 22,400 students in grades K-12 in 36 schools with award-winning arts, academic, career and technical education, foreign language and athletic programs.

Paying City Taxes & Fees

The Customer Service Division collects all revenues from taxes, water and sewer, street assessments, vacant lot and demolition fees, parking fees and parking ticket payments and prepares all required notices. Additionally, the Customer Service Division issues taxicab operator licenses and sells Link Transit passes.



Establish New Water Service or Turn Off Service:
Contact the Water/Billing Department at 336-222-5100

How & Where to Pay Your Water Bill

Municipal Annex Building at 237 W. Maple Ave. In-Person: Available Mondays through Fridays 8 AM - 5 PM (excluding holidays). Customer Service is located on the ground floor.

Drop Box: Available 24/7 on the side of the Municipal Annex Building just past the drive -thru lane.

Drive-Thru Service: Available Mondays through Fridays, 8 AM - 5 PM (excluding holidays) at the Municipal Annex Building located at 237 W. Maple Ave.

Online Bill Payment: www.BurlingtonNC.gov/billpay

By Mail: Payments may be mailed to P.O. Box 1358, Burlington, NC 27216.

By Recurring Bank Draft: Call 336-222-5100 and ask about the Utility Bank Draft Plan.

Should you have any questions concerning your bill, call 336-222-5100.



Water Matters

Questions about water quality? Call **336-222-5133**

Water/Sewer Taps/Connections

For information concerning costs of water taps 1 1/2 inches or less in size or sewer taps four inches in size, contact Water & Sewer Billing at **336-222-5100**. For information on Water Taps larger than 1 1/2 inches or sewer taps larger than 4 inches, contact Water & Sewer Pipe Maintenance at **336-222-5140**.

Assessments

Questions concerning water, sewer, demolition or vacant lot assessments should be directed to the City of Burlington Tax Department at **336-222-5120**.

Sanitary Sewer Maintenance/Backups

The City of Burlington maintains the sanitary sewer main line, while the property owner maintains the lateral line.

If a sewer backup occurs, property owners should call the City of Burlington's Water and Sewer Pipe Maintenance Division at **336-222-5140** before calling a plumber.

The City will check the main line to ensure it is flowing freely. If it is, the property owner will be notified that the blockage is in the lateral line, and thus repairing the line is the property owner's responsibility.

Paying City Taxes & Fees

Parking Tickets

Payments for parking tickets may be made at the City of Burlington Collection Office in the Municipal Annex Building (237 W. Maple Ave.) Mondays through Fridays, 8 AM - 5 PM or by mail to: City of Burlington, P.O. Box 1358, Burlington, NC 27216-1358.

Questions concerning parking tickets should be directed to the City of Burlington Police Department at **336-229-3500**.

Other Civil Penalties

Payments for civil penalties may be made at the City of Burlington Tax Department (located in the Municipal Annex Building) Mondays through Fridays, 8 AM - 5 PM, or by mail to: City of Burlington, P.O. Box 1358, Burlington, NC 27216-1358.

Questions concerning civil penalties should be directed to the department issuing the citation.

City Taxes

Real estate tax bills are mailed each year during the month of August by the City of Burlington. A 0.5% discount is available if the bill is paid by August 31st.

Tax Bills are delinquent if not paid by January 5th. Interest charges begin after this date.

Payments for City of Burlington real estate taxes can be made at the Municipal Annex Building or by mailing the payment to the City of Burlington Tax Department at P.O. Box 1358, Burlington, NC 27216-1358, or online at **www.BurlingtonNC.gov/Payments**.

Questions concerning your bill should be directed to the City of Burlington Tax Department at **336-222-5120**.

Specific Disposal of Waste

Fats, Oils, & Grease

Stay smart, and properly dispose of your fats, oils and grease!

Some quick tips:

Use an empty heat-safe container (such as an old soup can) to hold grease meant for disposal. Then place in the refrigerator or freezer until the grease solidifies. Place the sealed container in the garbage.

Reduce the amount of food scraps you put in the garbage disposal by scraping plates into the trash.

DO NOT pour grease and oil or any food scraps down the drains.

Why are these tips so important?

After grease travels down the drain, it is washed into the plumbing system, sticking to the sides of the pipes and causing build-up.

How does this affect me?

Eventually, the entire pipe can become blocked, which could cause raw sewage to overflow into your home, yard, or neighborhood; expensive clean-up, or even contact with disease-causing organisms, can result.

For more information, please contact the City of Burlington's Water Resources Department at **336-222-5133**.

Open Burning

A permit is required for open fire.

No person shall kindle or maintain any fire, burn or cause to be burned any trash, refuse, shavings, paper, leaves, litter or other materials of any kind on or in any street, avenue, road, land or public grounds or upon any private lot within the limits of the City UNLESS a written permit has been secured from the Chief of the Fire Department. Call **336-229-3133** for more information.



G
T
au
bl
yo
Co
Ci
co
Co
cu
an
ro
lo
in
Fo
w
Y
A
R
D
W
A
S
T
E

Garbage Collection



The City of Burlington's Sanitation Division provides once-a-week curbside automated garbage collection. The City issues each residential customer one black, 90 gallon roll-out container that must be placed at the curb by 7:00 AM on your scheduled collection day.

Containers must have a five-foot clearance on each side and 15 feet above. The City requires the removal of the container from the curb by 7:00 PM the day of collection. Leaves bagged for pick up must be in clear plastic bags.

Certain items are not collected by the City and should not be placed on the curb. Some of the items not collected are: electronics, building, remodeling and contractors waste including wood, automobile parts, tires, batteries, dirt, rock, masonry, sealed containers, liquids, chemicals, hazardous wastes, paints, logs, stumps, fluorescent lights, recyclables and bulk waste from businesses and institutions.

For questions related to garbage collection, please call **336-222-5111** or visit **www.Burlington NC.gov/Sanitation**.

YARD
A
R
D
The Sanitation Division provides yard waste and bulk waste collection. Place bulk and yard waste out the night before regular trash service to be picked up on a convenience schedule.

WASTE
A
S
T
E
The Sanitation Division provides bulk waste (tree limbs and junk collection on Monday, Tuesday, Thursday and Friday on a convenience schedule. Tree limbs may not exceed four feet in length and six inches in diameter. Bulk junk must be properly separated. There will be a charge for three cubic yards or more of bulk waste.

NOTE: it is illegal to burn limbs, leaves, trees and brush within the City limits.

For questions related to yard waste collection, please call **336-222-5111**.

Loose Leaf Collection

Loose leaves should be piled behind the curb or on the shoulder of streets without curb and gutter by 7:00am on the Monday of the scheduled week of collection. Please do not mix limbs with leaves. Leaves will be collected by request during the month of February only by calling **336-222-5005**. Visit www.BurlingtonNC.gov/LeafCollection for a schedule.

E-Waste Collection



The Discarded Computer Equipment and Television Management Law, otherwise known as the “E-Waste Ban” took effect July 1, 2011. This ban regulates the disposal of electronic equipment and prohibits the disposal of electronics and computers in landfills.

These items can no longer be placed in your regular trash or collected by the City’s recycling provider, Waste Industries. They must be taken to a proper electronic recycling site:

Home Electronics	Fax or Copy Machines	Computers
Personal Electronics	Network Hubs	TVs
Other Electronics	DVD and CD Players	VCRs
Laptops/Docking Stations	CD-ROM Drives	PDA’s/MP3 players
Electronic Games	Controllers	Radios or Stereos
Phones/Systems	Switch Boxes	Routers
Portable Calculators	Printed Circuit Boards	Servers/Modems
Rechargeable Batteries	Power & Network Cables	Hard Drives
Automated Typewriters	Uninterruptible power supplies	

The City hosts several free e-waste recycling events throughout the year. Visit www.BurlingtonNC.gov/Ewaste for a list of dates. You may also bring your e-waste to the Alamance County Landfill (2701 Austin Quarter Rd., Graham, NC)

*charges \$38.00 per ton.

Burlington Recycles

Set recyclables at the curb by 7:00AM on your collection day. Place container at least five feet from garbage containers. Put all recyclables in your recycle container. All cardboard must be completely flattened and no larger than three feet by three feet. Cardboard must be placed in your recycle container.

YES



Plastics

all #1 - #7 plastics (bottles, jugs, cups, toys, containers)



Aluminum/Metal Cans

includes tin cans and any aluminium



Cardboard

any corrugated boxes



Mixed Paper

includes newspaper, office paper, cereal/food boxes, phone books, magazines, and more.



Glass Bottles

any color

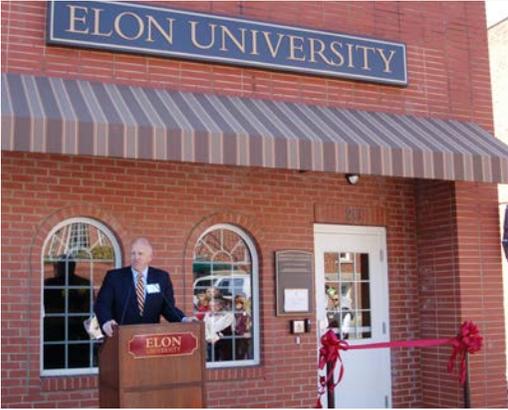
NO



- Plastic Bags
- Styrofoam
- Yard Waste
- Food Scraps
- Electronics
- Light Bulbs
- Ceramics
- Dishes
- Aluminum Foil
- Aerosol Cans
- Paint Cans
- Cleanser Cans
- Waxed Cardboard
- Pizza Boxes
- Automotive Fluid Containers
- Cast Aluminum Cookware

Questions? Contact Waste Industries at 336-229-0525 or visit www.BurlingtonNC.gov/Recycle for more information.

Open for Business



City Planning staff work closely with business owners to find the correct location for their business operations. If you are planning to locate your business in Burlington, here are a few places to start:

Tax Department: 336-222-5120

Planning & Zoning Department: 336-222-5110

Building Inspections Department: 336-222-5080

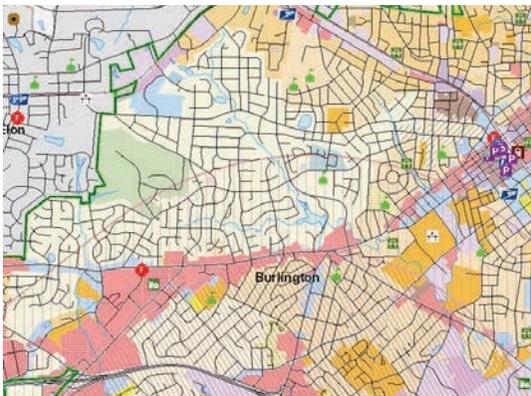
Chamber of Commerce: 336-228-1338

Alamance County Health Department: 336-228-1312

Police Department's Crime Prevention: 336-229-3528

Property Information

Curious about your property? Want to know more about the land you drove by yesterday? Geographic Information Systems (GIS) can help you learn more! Log onto Alamance County's GIS (<http://www.alamance-nc.com/d/gis.html>), and find out a property's last appraised value. GIS is a system that can be of great help to you. It is a source for information about a particular location. GIS can be used for tracking permits, fees and licenses and for modeling, projecting and analyzing geographic data trends.



Connect with the City

Visit [www.BurlingtonNC.gov/Social Media](http://www.BurlingtonNC.gov/SocialMedia) to connect with the City's many social media platforms!



@BurlingtonNC



City of Burlington, NC



/BurlingtonNC



COBNC



BurlingtonNC

CITY WORKS

Once every two months, along with your water bill, you will receive a copy of City Works, a publication that provides updates regarding important City information. Copies are available online at www.BurlingtonNC.gov/cityworks or by calling the Office of Public Information at 336-222-5076 to request a copy.

Get Notified

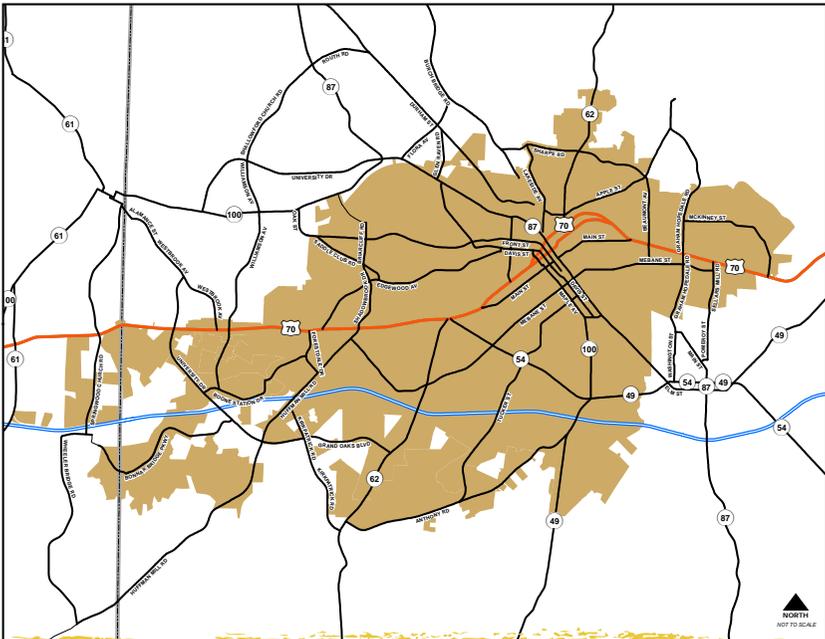
notify

me



BURLINGTON'S best way to stay connected

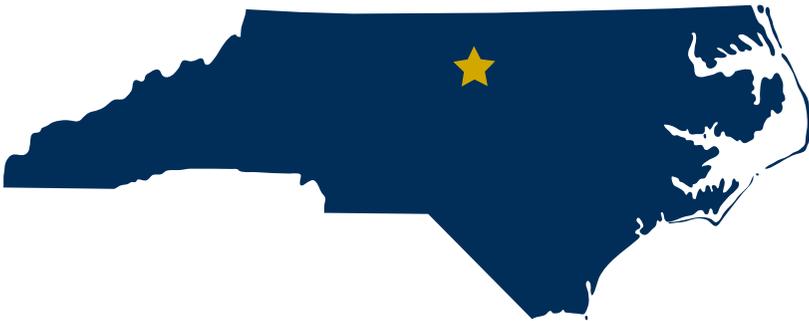
BTown NotifyMe is a service being used by the City of Burlington to keep residents informed about a variety of topics. Visit www.BurlingtonNC.gov for a link to sign up to receive notifications about City services. Call **336-222-5076** for more information about signing up for notifications.



Fi
Po
Al
B
Po
TH
CI
Co
CI
Re
De
Co
Vi

Helpful Numbers

Fire Department	215 S. Church St. Burlington, NC 27215	(336)229-3564
Police Department	267 W. Front St. Burlington, NC 27215	(336)229-3500
Alamance/ Burlington Schools	1712 Vaughn Rd. Burlington, NC 27217	(336)570-6060
Post Office	405 Maple Ave. Burlington, NC 27215	(336)227-4393
The Times-News	707 S. Main St. Burlington, NC 27215	(336)227-0131
Chamber of Commerce	610 S. Lexington Ave. Burlington, NC 27215	(336)228-1338
Clerk of Court	1 Court Square Graham, NC 27253	(336)570-5200
Register of Deeds	118 W. Harden St. Graham, NC 27253	(336)570-6565
Downtown Corporation	408 S. Spring St. Suite 201 Burlington, NC 27215	(336)222-5002
Visitors Bureau	610 S. Lexington Ave. Burlington, NC 27215	(336)570-1444



Quick Facts

Population: Approximately 52,000 residents

Location: Alamance County

Government: Council-Manager format

Size: 25.4 mi²

Daily Newspaper: The Times-News
(www.TheTimesNews.com)

Baseball Team: Burlington Royals

School System: Alamance-Burlington
Elementary Schools: 20
Middle Schools: 7
High Schools: 8

Produced by the Burlington Office of Public Information
Information current as of September 2016

