



## MEDIA RELEASE

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**For Immediate Release**

**Date:** March 17, 2020

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### City of Burlington facility Closures and Service Modifications due to COVID-19

BURLINGTON, NC—

#### Recreation and Parks

As a result of the increased urgency related to the current COVID-19 pandemic, The City of Burlington will close the following Recreation and Park facilities starting March 18, 2020 until further notice:

- Mayco Bigelow Center located at 849 Sharpe Rd, Burlington, NC 27217
- Fairchild Center located at 827 S Graham Hopedale Rd, Burlington, NC 27217
- Maynard Aquatics Center located at 1402 Overbrook Rd, Burlington, NC 27215
- Indian Valley Golf Course located at 1005 Indian Valley Dr, Burlington, NC 27217

Parks and trails will remain open at this point. We encourage patrons to maintain distancing and use the while following the CDC recommendations.

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#### Collections and Customer Service

The City of Burlington Municipal Annex Building located at 237 West Maple Avenue, will be closed to the public starting March 18, 2020. This facility houses Collections and Customer Services division that collects property tax revenues, utility billing and miscellaneous revenues. At this point these payments can be collected through drive-thru and online payment center. Online payments for taxes and utility bills are can be accessed by going to [www.BurlingtonNC.gov/payments](http://www.BurlingtonNC.gov/payments). Drive-thru payments must be cash or check. The City is unable to take debit and credit card payments through the drive-thru currently. Question for Customer Service or online payments should be directed to (336) 222-5100 or by email to [utilities@burlingtonnc.gov](mailto:utilities@burlingtonnc.gov).

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#### Burlington Animal Services

Burlington Animal Services is closed to the public except for the following circumstances. For general inquiries leave a voicemail at 336-578-0343 or email [animalservices@burlingtonnc.gov](mailto:animalservices@burlingtonnc.gov)

#### ADOPTIONS AND FOSTERING

- Animal visits, adoptions, and pickups are by appointment only. Schedule by leaving a voicemail at 336-578-0343 or by email at [petadoptions@burlingtonnc.gov](mailto:petadoptions@burlingtonnc.gov) or [fosterpets@burlingtonnc.gov](mailto:fosterpets@burlingtonnc.gov).
- Animals can be views online at [BurlingtonNC.gov/pets](http://BurlingtonNC.gov/pets)

## **FIELD SERVICES**

- Call 911 for an animal emergency
- Field services staff will respond to high priority calls
- Field services staff will suspend low priority/non-emergency activity.
- For field services related inquiries: [animalcontrol@burlingtonnc.gov](mailto:animalcontrol@burlingtonnc.gov)

## **ANIMAL INTAKE**

- Necessary and emergency animal intake from the public will be done via appointment. Schedule by leaving a voicemail at 336-578-0343 or by email at [animalservices@burlingtonnc.gov](mailto:animalservices@burlingtonnc.gov)

We will continue to evaluate and modify the closure schedule as necessary.

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Our Mission:

“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 Municipal Building • 425 South Lexington Avenue, Burlington, NC 27215  
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