



For immediate release:

July 14, 2020

For more information, contact:

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802-540-0846

**Joint Announcement from
Public Works, Permitting & Inspections and
Parks, Recreation & Waterfront**
Limited in-person operations have resumed at 645 Pine St

Beginning on July 14, 2020, limited in-person operations have resumed at 645 Pine Street. While the City still encourages the public to conduct as much business over the phone or internet as possible in the interest of public health, we also recognize the value of serving the public directly.

City buildings closed to the public in mid-March in accordance with Governor Scott's executive order limiting non-essential in-person business transactions. While extensive resident and customer support has been offered since then (over the phone, via the internet and in a curbside manner), a cross-departmental city team conducted a rigorous planning effort to determine how and when to safely re-open 645 Pine St -- which normally serves hundreds of people per week. With the City of Burlington and the State of Vermont carefully reopening based on public health guidance, the team determined in-person services can now be offered in a controlled manner.

Hours of available in-person service are Tuesday thru Friday, 7AM-3PM at 645 Pine St. Phone services continue to be available Monday thru Friday as well as over the internet.

How We're Helping Protect Health

- Masks are required to enter 645 Pine St
- Employees will also be masked
- 4 customers are allowed in the lobby at one time



Customers must wear face masks for service.

We look forward to serving you.



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- Counters and high touch surfaces are sanitized after each transaction
 - Restrooms are available and are sanitized regularly throughout the day
 - Visitors will be required to sign-in to a log book to assist with contact tracing, if needed
 - City staff who can work from home are continuing to do so to limit the concentration of people in city buildings

Public Works can be reached at 802-863-9094. Maintenance requests can be made by calling, emailing dpw-pinecustomerservice@burlingtonvt.gov or by submitting on seeclickfix.com/burlington_2. Learn more at burlingtonvt.gov/dpw.

Permitting & Inspections can be reached at 802-863-0442. Learn more at <https://www.burlingtonvt.gov/dpi>.

Parks, Recreation and Waterfront can be reached at 802-864-0123. Learn more at <https://enjoyburlington.com/>.

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