



CONTACTS AND INFORMATION FOR BURLINGAME RESIDENTS

Citizen Connect

Citizen Connect is an easy way to send your questions, complaints and compliments directly to City staff. To use Citizen Connect, follow these three easy steps:

1. Click on Citizen Connect on the City's website at www.burlingame.org and create an account. This allows you to track online the status of your submission and the City's response.
2. Choose a topic and subtopic that match the subject of your concern.
3. Write and submit the form.

We hope you find this service useful and look forward to hearing from you.

Police & Fire

- **To report a police or fire emergency, dial 911.**
(Preferably on a hard line so the dispatch center can see your address, but all cell phone carriers in Burlingame are now 911 compatible.)
- Or, dial directly into Burlingame's emergency center at 650-692-0310 or into the County's emergency center at 650-363-4911 for countywide emergencies. You can program these numbers into your cell phone. These numbers are for emergency use only!
- Sign up for free SMC Alert emergency notifications at www.smcalert.info.
- For non-emergency questions during business hours:
Police: 650-777-4100
Fire: 650-558-7600

Major Disaster

- Tune in to radio stations KCBS (740 AM) or KQED (88.5 FM) or any local TV news station.
- The City of Burlingame will post emergency instructions on its website www.burlingame.org.

Get ready for disasters by visiting these emergency preparedness links:

- ▶ Burlingame emergency preparedness information: www.burlingame.org/beprepared
- ▶ Burlingame Neighborhood Network: www.thebnn.us
- ▶ San Mateo County Office of Emergency Services: www.smcready.org
- ▶ Association of Bay Area Government: quake.abag.ca.gov/
- ▶ California Office of Emergency Services: www.oes.ca.gov
- ▶ Federal Government: www.ready.gov
- ▶ U.S. Geological Service: www.usgs.gov

Public Works

For problems involving sewer and water lines, streets, sidewalks and electrical systems:

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|-----------------------------------|--------------|
| During business hours (7:00-3:30) | 650-558-7670 |
| After hours/weekend emergencies | 650-692-0310 |

Street Lights

To report a problem with a street light:

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|---|----------------|
| Light on a metal pole, call the City | 650-558-7670 |
| Light on a wood utility pole, call PG&E | 1-800-743-5002 |

Power Outages

- To report a power outage, call PG&E 1-800-743-5002

Code Enforcement

Code enforcement problems relate to violations of the City's building and planning codes.

Note: Legal hours for construction in Burlingame are:
Monday to Friday from 7:00 a.m. to 7:00 p.m.,
Saturday from 9:00 a.m. to 6:00 p.m., and
Sunday from 10:00 a.m. to 6:00 p.m.

To report an emergency code enforcement problem in progress, such as illegal dumping on public or private property, dumping of toxic substances into storm drains, or after-hours construction noise, call the Burlingame Police Department by dialing 911. Please provide the following:

- ▶ Location of incident
- ▶ Description of the illegal act or violation
- ▶ Physical description of the violator
- ▶ Vehicle description, (license # & direction of travel)

For non-emergency violations, such as a dispute over zoning or a construction project, call the Code Enforcement Officer at 650-558-7208.

Trash, Recycling & Composting

Recology picks up garbage, recycling and compost once a week. To find out the day of your pick-up or for more information, call 650-595-3900 or visit Recology's website: www.recologysanmateocounty.com.

For information on items to recycle or to learn more about composting, visit www.rethinkwaste.org or call 650-802-3500.

Water Saver Rebates

The City offers a rebate of up to \$100 if you install a low-flow toilet and a rebate of up to \$100 if you install a high-efficiency washing machine. For more details, call 650-558-7210.

Street Sweeping

Neighborhood streets are swept early in the morning every two weeks. It is helpful to the sweeper operator if cars are parked off the street on sweeping day. To find out what day your street is swept, please call Public Works at 650-558-7670 or visit www.burlingame.org.

Trees

For more information about Burlingame's ordinances regarding trees, visit www.burlingame.org/trees. In case of an emergency, such as the cutting of a heritage tree, call 911 or 650-692-0310.

Parking

Maps of public parking lots downtown and near Broadway can be found on the City's website at www.burlingame.org/parking. If you have trouble with a parking meter, call 650-777-4196. For trouble with a pay-by-space machine, call 650-766-9610.

Sustainable Burlingame

For information on Sustainable Burlingame programs, including the ban on single use bags, energy conservation, green building and more, please visit www.burlingame.org/sustainable.

Stay Informed

City Council and Planning Commission meetings are streamed live and can be viewed on the City's website at www.burlingame.org/video. Past meetings are also available for viewing on that page.

Stay Connected With Your City!

Sign up for the City's free e-newsletter and other e-notifications at www.burlingame.org/signup.

Join us on Facebook: [BurlingameCityHall](https://www.facebook.com/BurlingameCityHall)

Follow us on Twitter: [@BurlingameCity](https://twitter.com/BurlingameCity)

To reach your City Council:

email: council@burlingame.org

fax: 650-342-8386

write: Burlingame City Council
501 Primrose Road
Burlingame 94010

Burlingame Quick Contacts

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| Administration | 558-7204 |
| Building | 558-7260 |
| Business License | 558-7212 |
| City Clerk | 558-7203 |
| City Hall | 558-7200 |
| Code Enforcement | 558-7208 |
| Community Development | 558-7250 |
| EMERGENCY | 9-1-1 |
| Engineering | 558-7230 |
| Fire – Business | 558-7600 |
| Library (Easton) | 340-6180 |
| Library (Main) | 558-7444 |
| Parks | 558-7330 |
| Police – Business | 777-4100 |
| Recreation | 558-7300 |
| Recycling (Rethink Waste) | 802-3500 |
| San Mateo County Offices | 363-4000 |
| Street & Sewer | 558-7670 |
| Trash (Recology) | 595-3900 |
| Trees | 558-7330 |
| Water Service | 558-7210 |
| For general information, please call 558-7201 or email the City at info@burlingame.org . | |