



# MADISON PARKS

# CUSTOMER SERVICES

Date: March 18, 2024  
Presented by: Joanne Austin  
Customer Services Supervisor

## Customer Service Team



Joanne



Nicole



Kevin

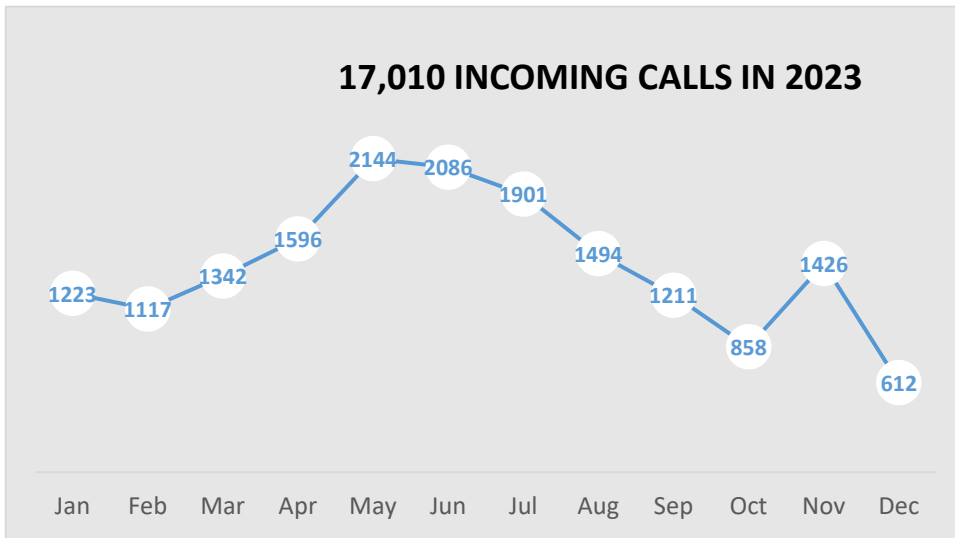


Nataliya



Tegan

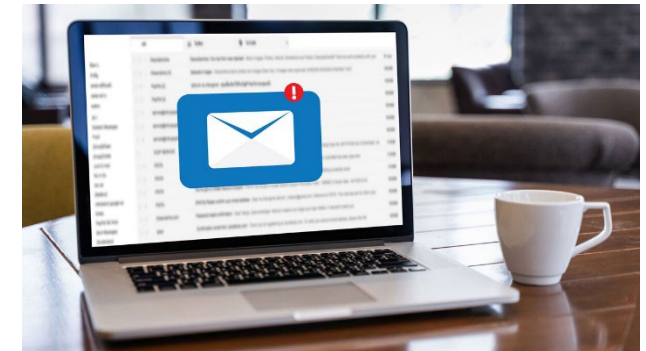
# Customer Service



## General Parks Mailbox Responses

[parks@cityofmadison.com](mailto:parks@cityofmadison.com)

2-50+ emails/day



## Permits

- Dog Parks\*
- Lake Access\* (expires 3/31/25)
- Disc Golf
- Ski Trail\*
- Private Golf Carts
- Watercraft Storage

\*Cooperative Program with  
Dane County Parks



# Watercraft Storage and Mooring Agreements

## Watercraft Storage Agreements

Term: April 1-March 31 of next year

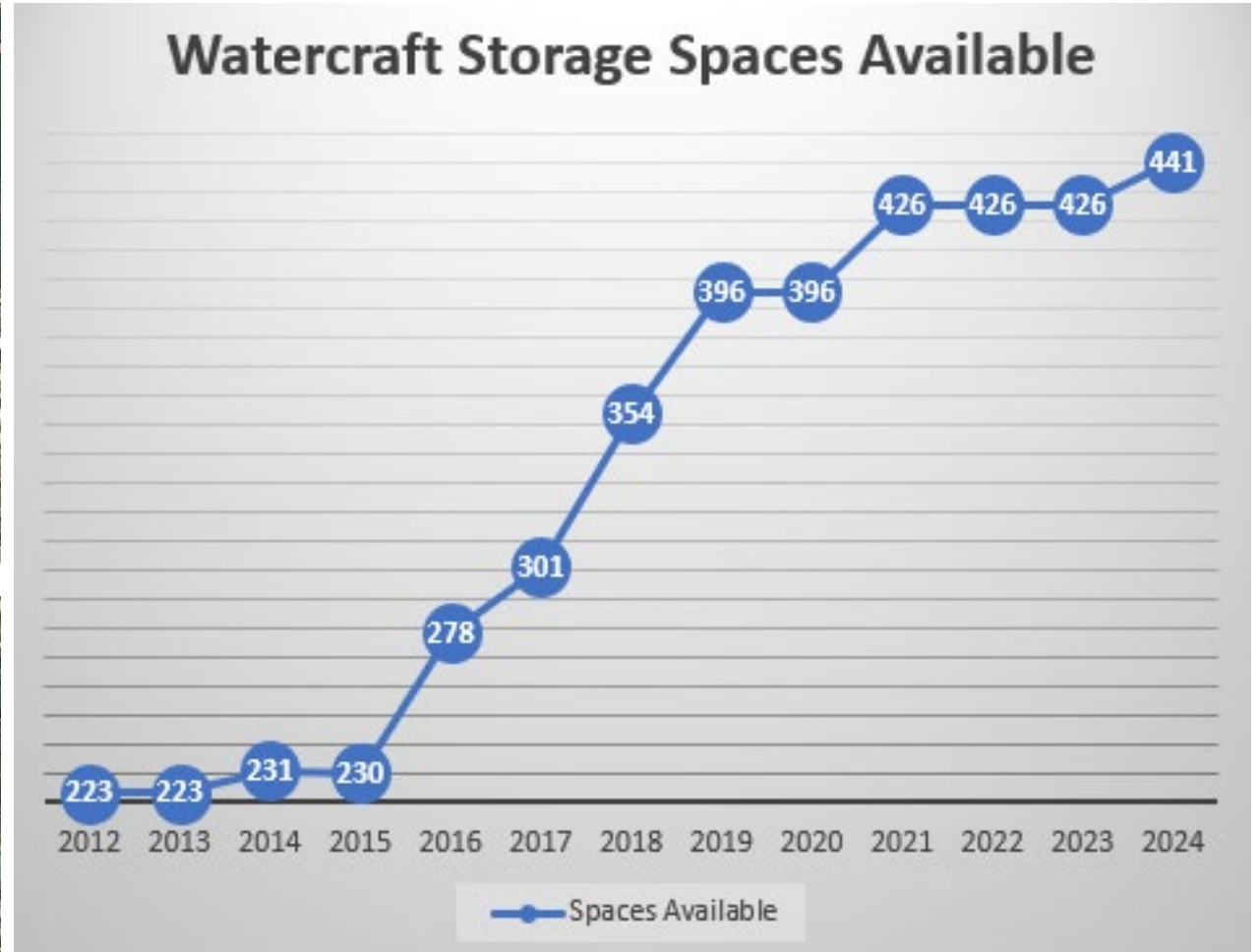
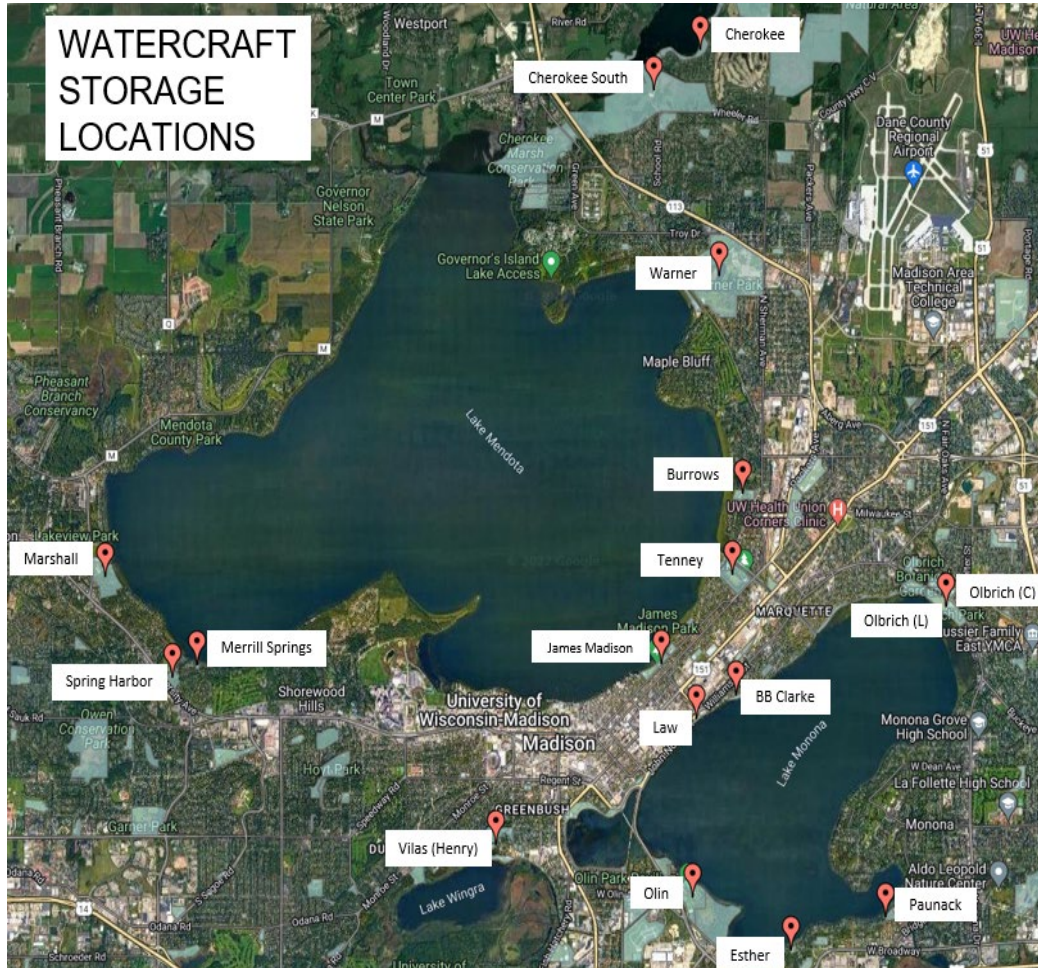


## Mooring Agreements

30 Mooring anchors at Marshall Park on Lake Mendota

Term: May through October





# Reservations

## Athletic Fields/Courts



## Shelters



# Administrative Support for Boards, Commissions and Committees (In-Person and Virtual)



**City of Madison**

**Agenda - Approved**  
**FACILITIES PROGRAMS AND FEES**  
**SUBCOMMITTEE (Parks)**

Consider: Who benefits? Who is burdened?  
 Who does not have a voice at the table?  
 How can policymakers mitigate unintended consequences?

Wednesday, January 11, 2023 6:30 PM  
 Notice of Possibility of Park Commissioners Meeting  
 Meeting virtually on Tuesday, January 10, 2023 at 6:30 PM

**City of Madison**

**Agenda - Amended**  
**BOARD OF PARK COMMISSIONERS**

Consider: Who benefits? Who is burdened?  
 Who does not have a voice at the table?  
 How can policymakers mitigate unintended consequences?

Wednesday, December 14, 2022 6:30 PM  
 The City of Madison is holding the Board of Park Commissioners meeting virtually to help protect our community from the Coronavirus (COVID-19) pandemic.

1. Written Comments: Send comments on agenda items to: [pacommissioners@cityofmadison.com](mailto:pacommissioners@cityofmadison.com).

2. Public Registration: Register your support or opposition to an agenda item at: <https://www.cityofmadison.com/clerk/meeting-schedule>.

Consider: Who benefits? Who is burdened?  
 Who does not have a voice at the table?  
 How can policymakers mitigate unintended consequences?

Thursday, December 15, 2022 4:30 PM  
 Meeting virtually on Thursday, December 15, 2022 at 4:30 PM

2024

**January**

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

**February**

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29		

**March**

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

**April**

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

**May**

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

**June**

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

**July**

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

**August**

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

**September**

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

**October**

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

**November**

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

**December**

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				



# OTHER DUTIES AS ASSIGNED

