



**MADISON
PARKS**

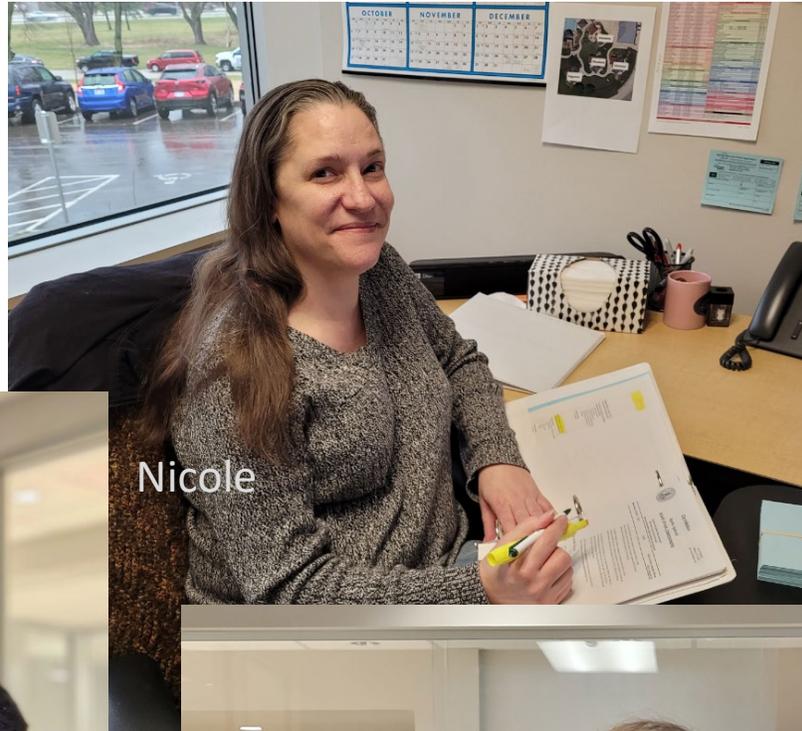
CUSTOMER SERVICE

Date: March 9, 2026
Presented by: Joanne Austin
Customer Service Supervisor

Customer Service Team



Joanne



Nicole



Kevin



Nataliya



Tegan

Customer Communication



2023 - 16,588 incoming calls – 494 hours
2024 - 16,395 incoming calls – 522 hours
2025 – 16,789 incoming calls – 472 hours



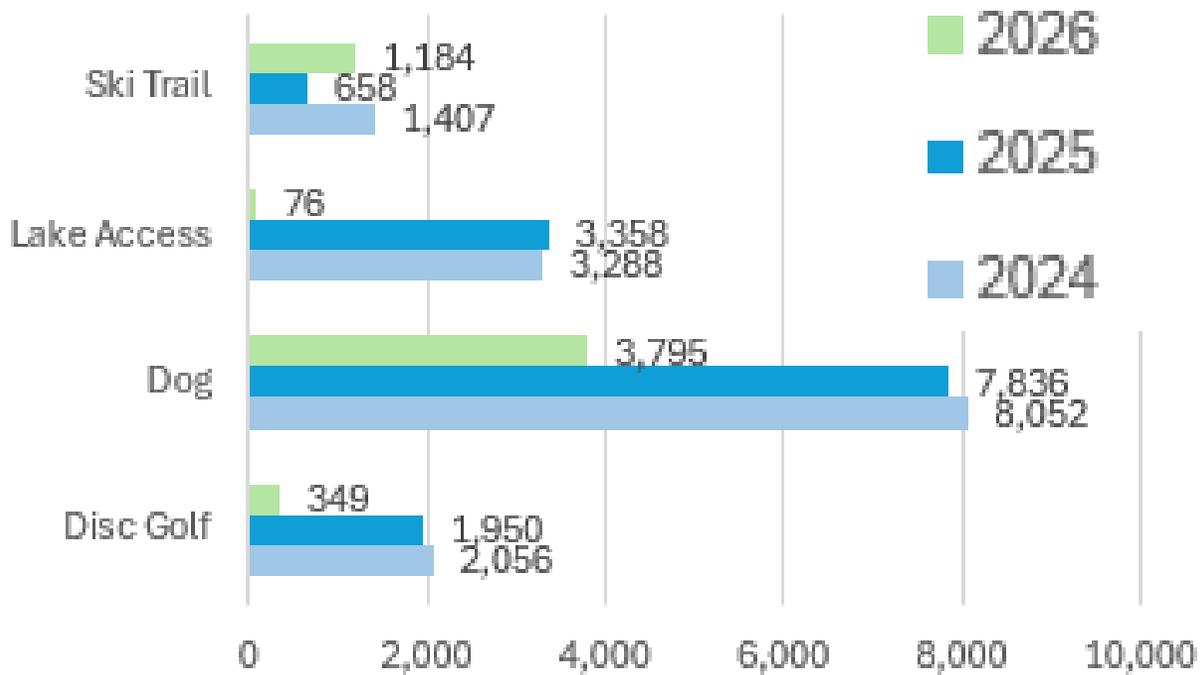
General Parks Mailbox Responses
parks@cityofmadison.com
2-40+ emails/day

Annual and Daily Permits

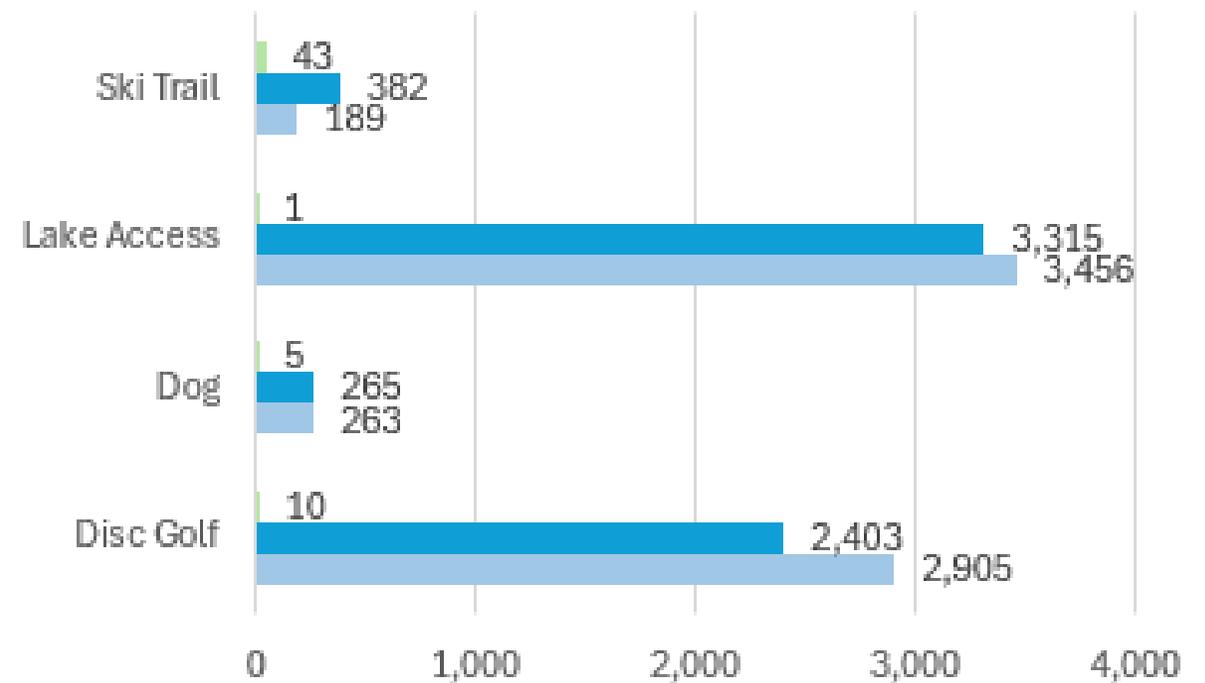


*Cooperative Program with Dane County Parks (Dog, Lake, and Ski)

Annual Permits by Type and Year



Daily Permits by Type and Year



*Cooperative Program with Dane County Parks

Watercraft Storage and Mooring Agreements

Watercraft Storage Agreements

Term: April 1-March 15* of next year



Mooring Agreements

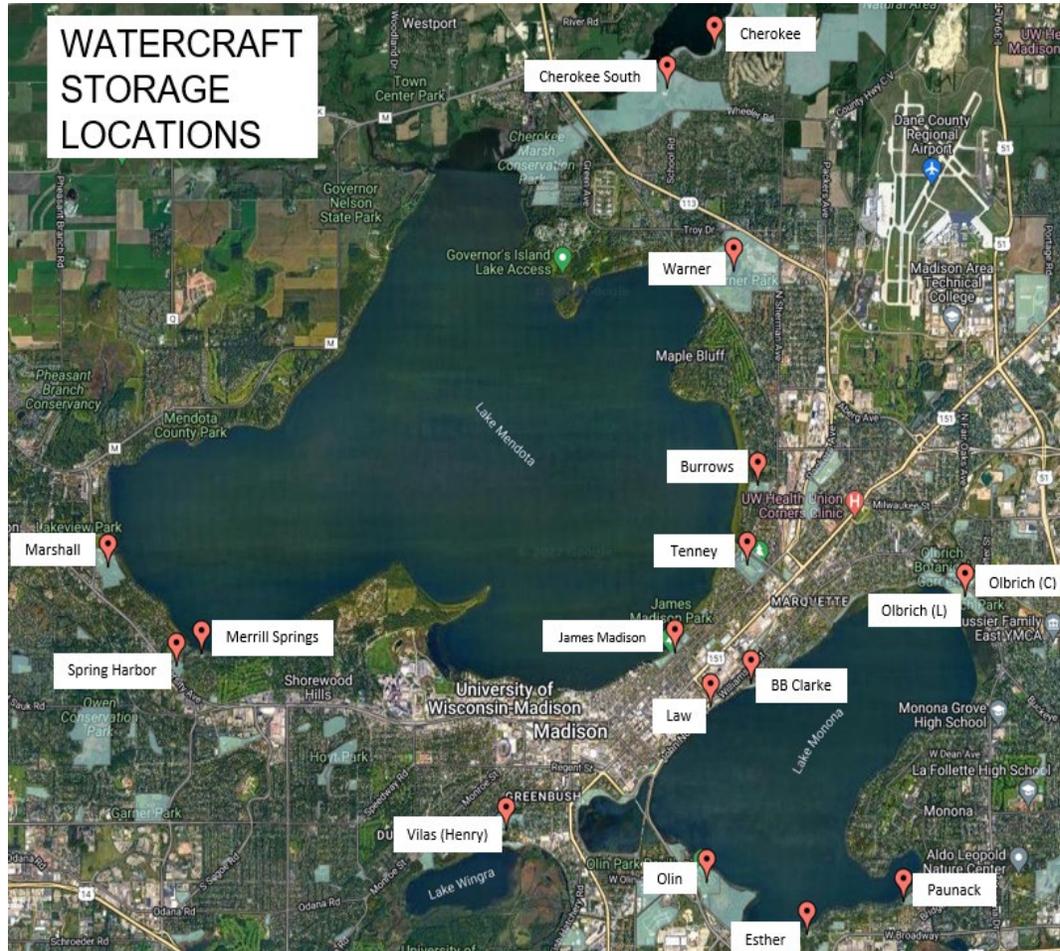
30 Mooring anchors at Marshall Park on Lake Mendota

Term: May through October

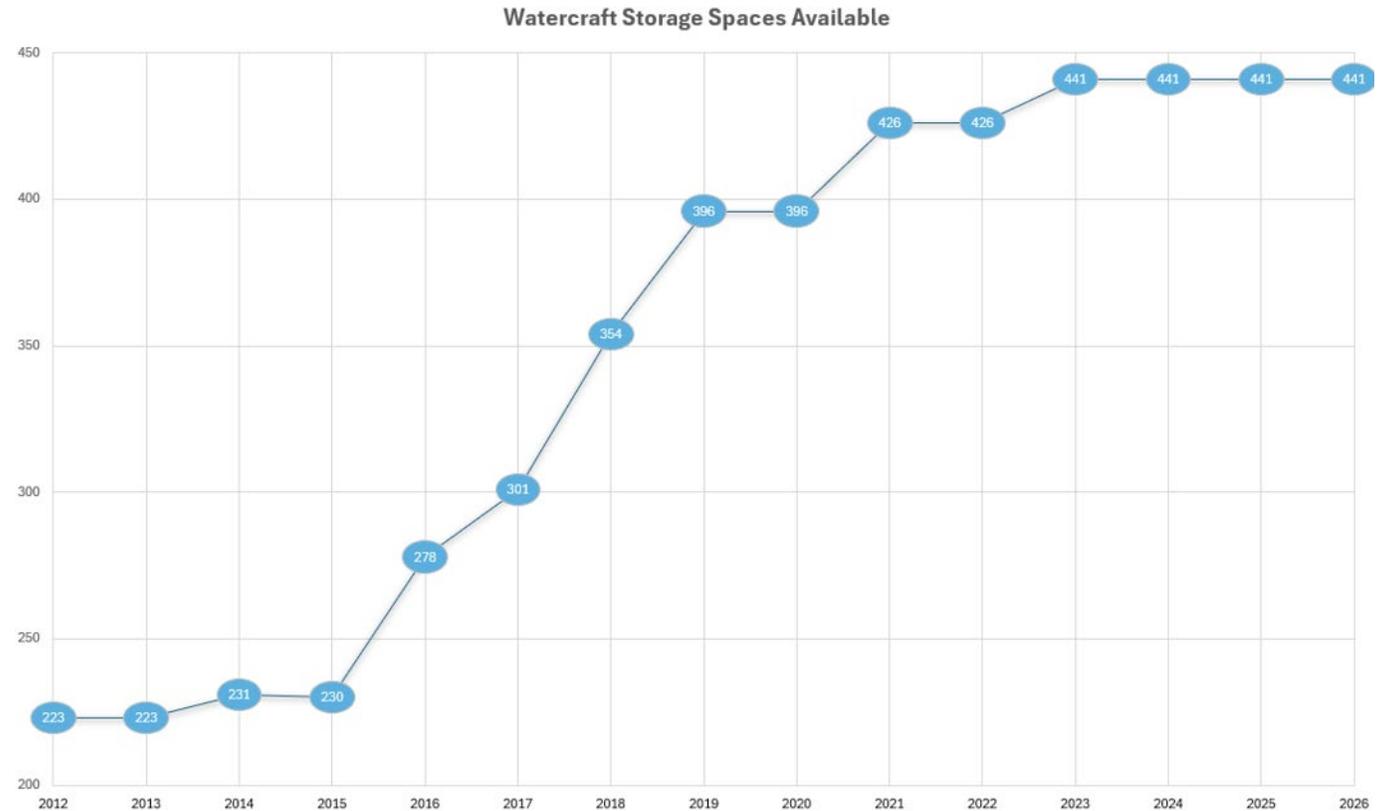


*Agreements end March 15, unless customers renew for coming year

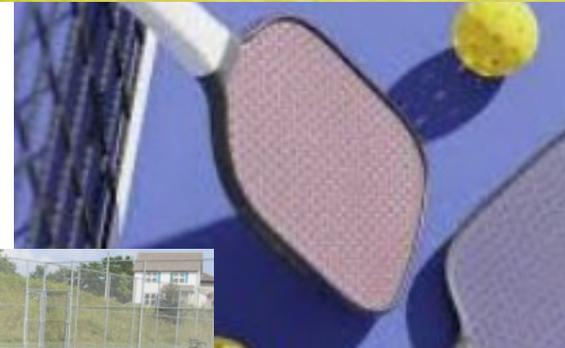
WATERCRAFT STORAGE LOCATIONS



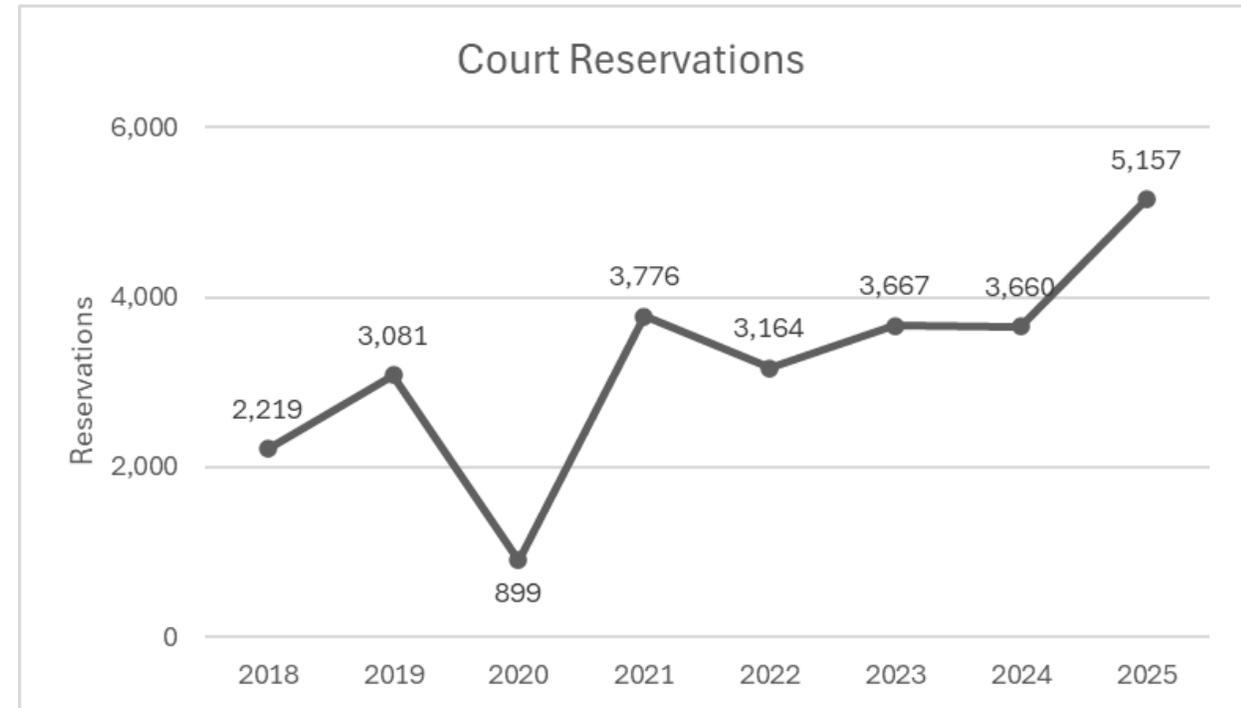
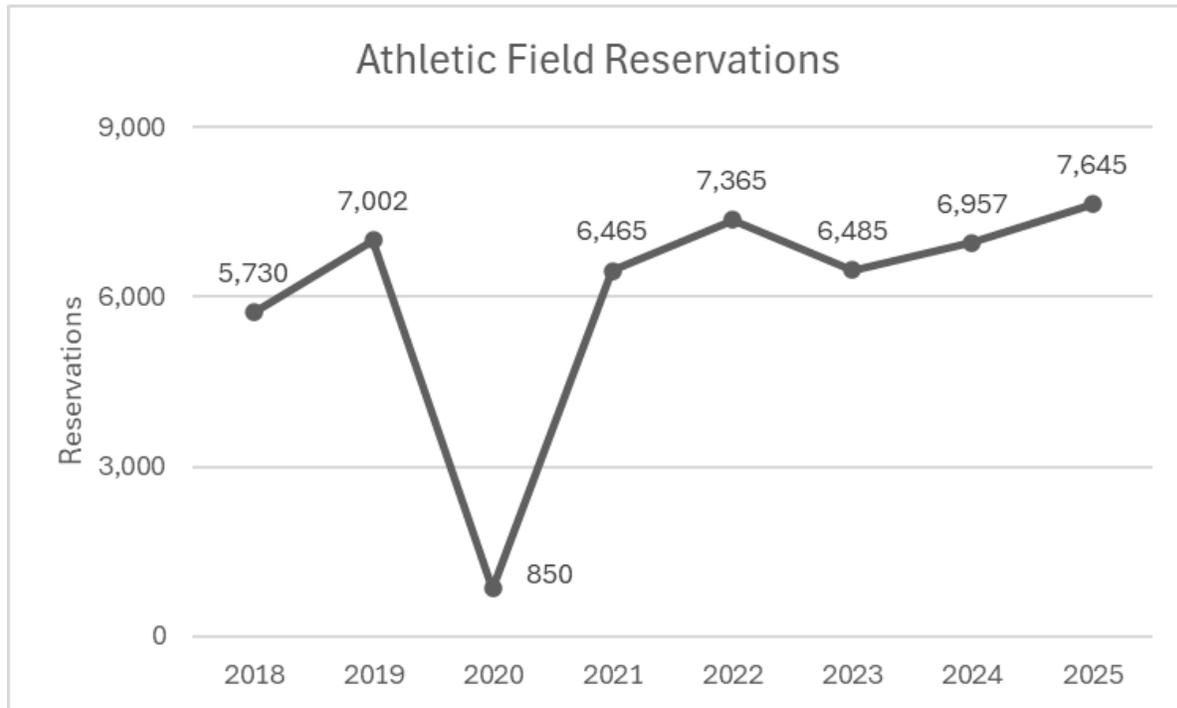
441 storage spaces currently available



Reservable Athletic Amenities

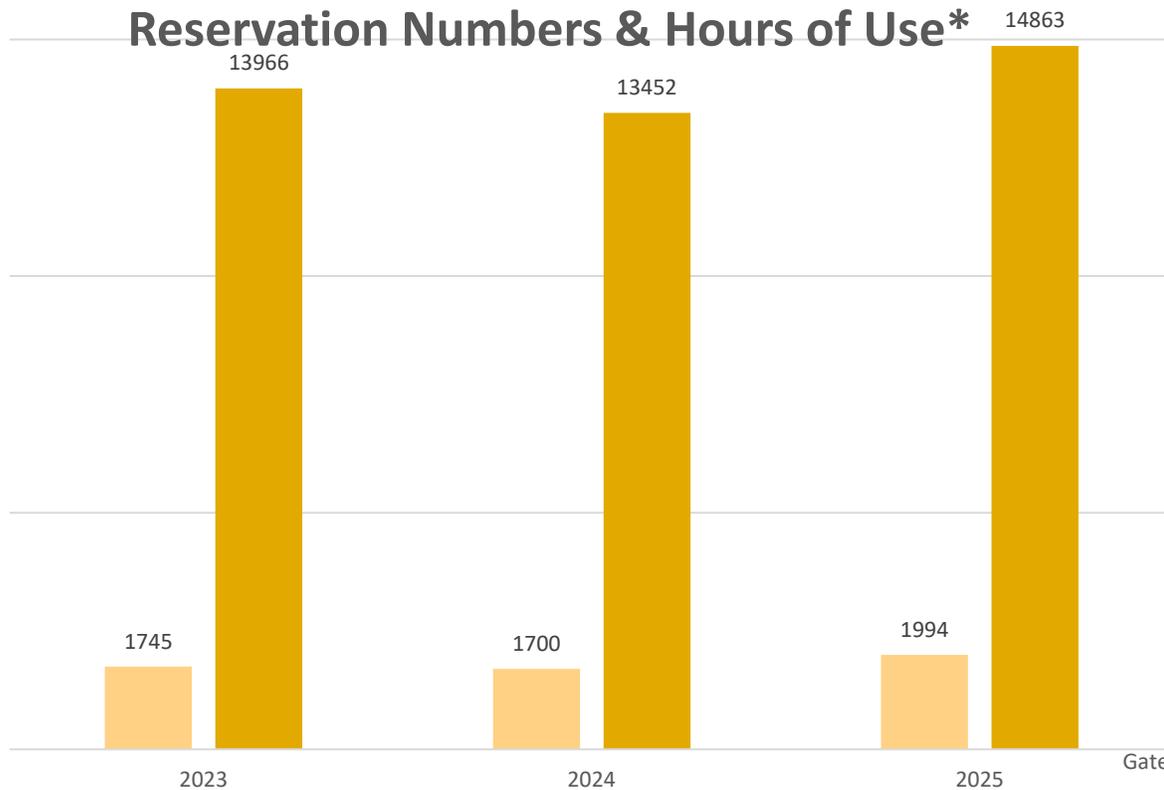


Fields & Court Reservations



Shelter Reservations

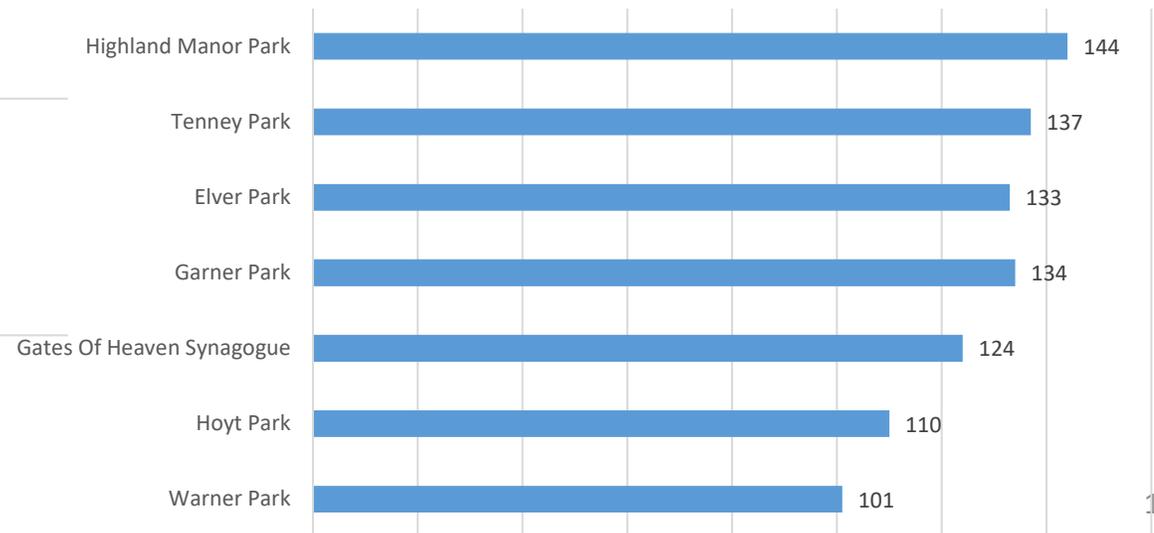
Reservation Numbers & Hours of Use*



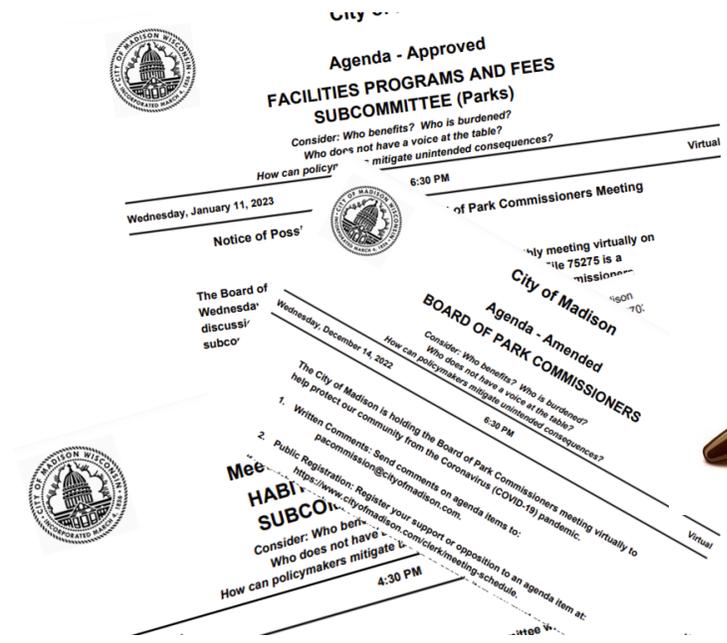
*Special Event reservations not included



> 100 Reservations



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



2026
Current Update: 1/23/2026

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

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

A word cloud of various job duties for Madison Parks, including permits, reports, and administrative tasks. The text is arranged in a circular pattern and includes the following items:

- Mooring Permits
- LMW
- Watercraft Storage
- Bulk Mailers
- Special Event Applications
- Private Mooring
- Parking Passes
- Winter Site Statuses
- Shelter Packets
- Key Distribution
- Printing Orders
- Monthly Reports
- Meeting Support
- Volunteer Inquiries
- FFP
- Storm Damage Reports
- Maintenance Requests
- BadgerTraCS
- Business Signs
- Shelter Signs
- Phone Calls
- Spotz
- Issuing Police Tickets
- LRP
- Park Rules
- Alcohol Permits
- Disc Golf Permits
- Part Projects
- Animal Complaints
- Calendar Sales
- Deposits
- Dead Animal Reports
- Boat Storage
- Document Revisions
- Agendas
- Outstanding Balances
- Reservations
- Walk-Ins
- Amplified Sound Permits
- Golf
- Light Schedules
- Meeting Minutes
- BPC
- Park Plans
- Reservations
- Walk-Ins
- 20 Email Inboxes
- Agendas
- Impact Fee Applications
- Goose Complaints
- Fee Modifications
- Meeting Room Reservations
- Found Property
- Catering Permits
- Agreements
- Ski Trail Permits
- Rec Services Registration
- Graffiti Complaints
- Fee Collection
- Habitat
- Block Parties
- Lost Property
- Inter-D Mail
- Permit Design
- Pool Scholarships
- Violation Payments
- Interview Scheduling
- Golf Cart Permits
- Legistar
- Musco
- Contracts
- Safety Committee
- Directing Calls
- Temporary Structure Permits
- Shelters
- Meeting Set-Up
- Field Closures