

## COMMUNITY SERVICES QUARTERLY REPORT – Claire Oleksiak

### Rangers, Disc Golf & Aquatics - Josh Schmitt

The number of animal complaints continues to a high volume call for our Park Rangers with the number of Animal complaint reports falling just short of 100 calls for the month of March. First contacts receive a written warning system. The number of contacts for dog off leash violations rose 56%, while our number of citations is down 45%. Our goal is to be responsive to Park users concerns regarding animal complaints, while taking an educations first approach. So far, we have contacted very few people a second time resulting in a citation.

#### 2019 Parks Ranger Incidents

Time period	Jan 2019	Feb 2019	Mar 2019	2019 Year to date	2018 Jan-Mar Year to date
Animal Complaint	47	47	99	193	133
Assist Citizen	4	4	5	13	22
Assist Fire/ Police	1			1	3
Check Person	1		1	2	6
Check Area	663	656	711	2030	1838
Behavioral Ban			1	1	0
Damage to property	5	2	1	8	6
Drug Investigation				0	0
Graffiti complaint		1	2	3	7
Intoxicated Person				0	0
Information	197	126	236	559	266
Local Ordinance violation	1		3	4	0
No permanent Address issue	2			2	0
Noise complaint				0	0
Parking Complaint	10	16	3	29	20
Phone Call				0	0
Trespass		4		4	3
<b>Total reports</b>	<b>931</b>	<b>856</b>	<b>1062</b>	<b>2642</b>	<b>2146</b>

### Disc Golf

The winter disc golf season came to a close on close on Wednesday April 17<sup>th</sup> with the closing of the winter disc golf course at Yahara Hills. The very same day Madison Parks opened our summer disc golf season with the opening of Hiestand Park. Hiestand Park also got an upgrade with the installation of a second set of disc golf targets at each hole. This means that we now have two sets of pads and two sets of targets for a total of 72 hole configurations. Elver disc golf will open for the season in early May.

### Aquatics

The pool may be empty and the lakes may be cold, but our Aquatics team is busy working hard behind the scenes to make sure our 2019 summer season is the best yet. In cooperation with the Goodman Foundation and the Madison Parks Foundation we are able to provide swimming scholarships to those who wish to enjoy what Goodman pool offers. To date, we have awarded 15 Waves swim and dive team, 45 swimming lesson and 1,741 pool admissions scholarships.

Beginning April 29<sup>th</sup> Aquatics crews will be out cleaning the pool and setting up beaches for the season, including the treasured diving raft at BB Clarke Beach. We have 51 returning staff and will be hiring 15 lifeguards and 6 attendants at our testing date the first week in May. We will begin training May 19<sup>th</sup> so that we ensure we are ready to keep the city pool and beaches safe for summer fun.

## **Recreation Services – Tracey Hartley**

### Volunteer Update

Earth Day Challenge -April 27, 2019

Volunteer work includes picking trash, removing invasive plants, weeding, mulching and more, Each Park will have a good turnout of volunteers, approximately 900+ overall will help to support the clean-up. This is a great community event. New this year is the addition of four conservations parks. The 39 parks include: Acewood Conservation Park, B.B. Clark Beach, Blackhawk Park, Bowman Park, Brittingham Park, Carpenter Ridge, Cherokee Marsh North Unit, Country Grove Park, Demetral Park, Door Creek Park, Edna Taylor Conservation Park, Elver Park, Garner Park, Glacier Crossing Park, Glen Oak Hills Park, Haen Family Park, High Crossing Park, Hoyt Park, James Madison Park, Law Park, Lucia Crest, Marshall Park, Marlborough Park, Nakoma Park, North Star Park, Olbrich Park, Olin Park, Penn Park, Quarry Park, Reindahl Park, Spring Harbor Park, Sycamore Park, Tenney Park, Turville Point Conservation Park, Vilas Park, Walnut Grove Park, Warner Park, Westmorland Park, and Wexford Park.

### Flower Garden Program

In 2019, 14 Parks will have volunteers planting and maintaining flowers near or around Parks signs. The flowers add important beautification to the Parks. Each year, volunteers put in requests for flowers they would like for respective parks. Park staff orders the flowers and the volunteers pick them up on Wed May 15 from Olbrich Botanical gardens. Flowers will be planted in sign beds, various planting beds and other locations and then the volunteers maintain water, mulch, and weed the area around the flowers. The 14 Parks include: Edward Klief Pak, Forest Hill Cemetery, Garner Park, Gates of Heaven at James Madison Park, Glen Oak Hills Park, 2 at James Madison Park (by shelter and by boathouse), Nakoma Park, Orton Park, Quarry Park, Rennebohm Park, Reynolds Park, Sauk Creek Park, Vilas Park, Warner Beach Park, and Wexford Park.

### Event Update

Bird & Nature Festival will be held on April 28 at Warner Park in partnership with the Friends of Urban Nature (FUN). Event is free and open to the public. There will be a live raptor presentation, learn to events and partner displays. Parks will provide a bounce house and hayrides.

### Learn to Events

MPF is once again sponsoring Learn to Events. Instruction is provided by community partners.

Stargaze at Garner Park -May 22

Nature Photography at Warner Park - April 28

Draw Birds at Warner Park -April 28

Pickleball at Garner Park - May 30

Cricket at Reindhal Park -June 12

### Ride the Drive

June 2, 2019 at 11am-3pm. This will be the 11<sup>th</sup> Annual Ride the Drive.

Law Park, Brittingham Park, and Olin Park

A free biking event fun for all ages! Close down John Nolen Drive to allow for open streets and a great biking day! Each park will have activities, entertainment, and food. 47 Volunteers registered thus far- seeking more!

"Free Day" collaboration with Dane Co. Parks

A chance to take advantage of a permit free day

May 25- Disc Golf

June 15 - Dog Park

June 22 - Lake Access

## **Warner Park Community Recreation Center – Terrence Thompson**

### Programs & Events

- Spring Fest- On April 6, 2019, WPCRC hosted the 15<sup>th</sup> Annual Spring Fest Arts and Crafts show.
  - 713 participants attended the event.
- Hip Hop Bingo- On April 6, 2019, WPCRC collaborated with the Madison Alumnae Chapter of Delta Sigma Theta Sorority Inc. and hosted Hip Hop Bingo. Hip Hop Bingo included traditional bingo along with special hip-hop bingo add-ons to include hip-hop trivia, music videos, and 90's TV show themes.
- Teen Night- 1<sup>st</sup> Friday each month the WPCRC transforms into safe place for Northside teens to participate in a variety sports, creative arts, interactive workshops, live music, and performances while hanging out with friends.
  - March-52 participants
- Family Fun Night- 2<sup>nd</sup> Friday Each month families enjoy a night of bouncy houses, art and pottery projects, bingo, and movie screenings and more.
  - April- 189 participants

- Increase the Peace- Each month the WPCRC, Northside Planning Council, and Northside Safe & Thriving Communities hosts an evening of anti-violence, community healing, arts, guided conversations, and a meal for our Northside neighbors.
  - March-109 participants
- Spring Break-A-Way 3on3 Basketball Tournament Series-3on3 basketball tournament kicked off April 19. Tournament included middle and high school boys and girls divisions and runs each Friday in May.
  - 62 players (15 teams) from Madison and Milwaukee competed in the tournament.

**WPCRC Facility Usage Report – 2019**

	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>YTD 2019</b>	<b>ANNUAL 2018</b>	<b>ANNUAL 2017</b>
Facility Rentals	336	378	380	<b>1,094</b>	<b>4,883</b>	<b>5,007</b>
<b>Pass Visits</b>						
Exercise Room	2122	1896	2145	<b>6,163</b>	<b>23,808</b>	<b>26,993</b>
Game Room	285	316	296	<b>897</b>	<b>2,831</b>	<b>2,187</b>
Gymnasium	699	765	1005	<b>2,469</b>	<b>4,152</b>	<b>2,820</b>

\*\*Game room numbers do not include multiple youth groups and organizations that use the area

\*\*\*Doesn't include members that check into one area, then use another area during the same visit

**Park Event and Street Use Event Permitting – Kelli Lamberty**

The first quarter Park Event data for 2019 is fairly similar to the first quarter of 2018, with the exception of Camps and Downtown Performance Space Permits. The large increase in Camps is because Tinkergarten added winter programming in 2019. The small increase in Park Event PA and Temporary Structure permits from 2018 is due to a few new events, including the Bernie Sanders 2020 event at James Madison Park. The small decrease in number of Street Use permitted event days from 2018 is because of a few one-time Street Use Events in 2018 like the McPike Park Dedication and MLK 50th Anniversary Ceremony that did not occur in 2019.

2019 Permitted Event Days						
Madison, WI						
	Jan-19	Feb-19	Mar-19	Apr-19	2019 Totals	2018 Totals (Jan-Apr)
Street Use Events	1	0	2	7	10	14
Park Events	5	7	2	11	25	21
Block Parties	0	1	0	0	1	1
NA Events	0	1	0	2	3	0
Camps*	9	24	8	15	56	16
DT Perf Space	1	0	3	11	15	5
<b>TOTAL</b>	<b>16</b>	<b>33</b>	<b>15</b>	<b>46</b>	<b>110</b>	<b>57</b>
*Camps - Tinkergarten						

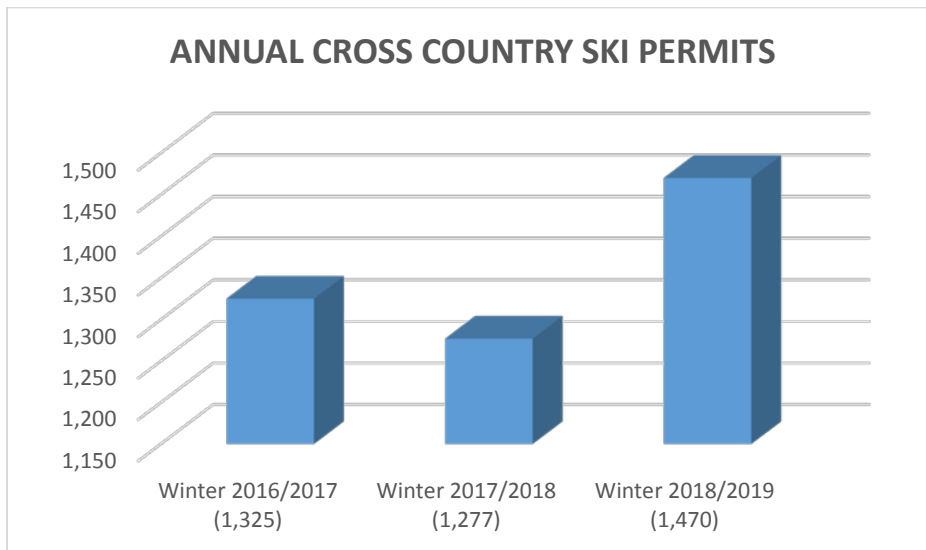
2019 Park Permits (Jan-Apr)	PA 1 Permit (6-hr)	PA 2 Permit (6-hr)	Add'l hour PA	Temp Struct Permit with shelter	Temp Struct Permit w/o shelter	Beer/Wine Sales	Add'l day beer sales	*Vending Permits	add'l day vending
	6	4	0	10	1	0	0	6	0
2018 (Jan-Apr)	3	4	0	4	1	0	0	8	3

2019 SU Permits (Jan-Apr)	PA Permit	Beer/Wine Sales	Vending Permits
	5	0	2
2018 (Jan-Apr)	5	0	0

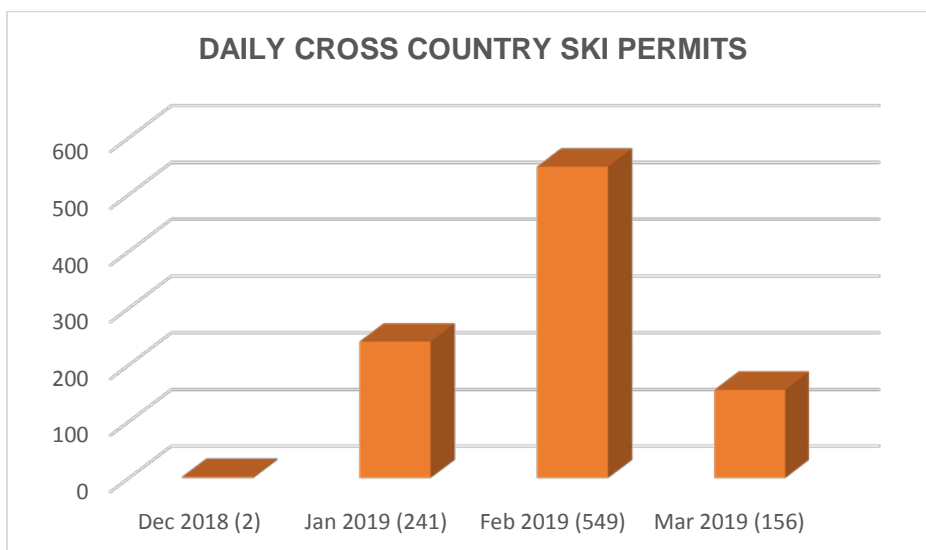
**Front Office – Joanne Austin**

Language Assistance Program – Parks provides language translation of documents for customers with limited English proficiency. In particular, the Spanish translations of shelter reservation policies and the description of Highland Manor, one of our regularly reserved shelters that has been actively used and requested by the Spanish speaking community.

Cross Country Ski Permits – Below are graphs showing the sales of cross-country ski permits by Parks. This does not include the permits included in rental of skis at winter recreation locations. Approximately 150-200 more annual ski permits were sold in 2018/2019 season compared to 2017/2018 season and 2016/2017 season. Looking just at 2018/2019 season, the data shows that the most daily permits were purchase in February 2019. This corresponds to the large amount of natural snow we received in February.



Annual cross country ski permit sales comparing last three winter seasons.



Daily Ski permit sales by month for the 2018/2019 winter season.

Athletic Reservations - 8,545 athletic space reservations have been made for 2019 to date. In 2018, 7,957 athletic spaces were used with a reservation. A combination of new users & increased use by returning users accounts for the growing number of reservations. This does not account for special events that reserve an athletic space, with these special events included 9,319 athletic spaces have been reserved for 2019.

### Watercraft Storage

#### *Canoe/Kayak*

- Parks maintains 354 canoe/kayak watercraft storage spots at 16 park locations.
- Since 2015, Parks has added 124 additional storage spots.
- 76% of past users have renewed and we have 74 new users in 2019.
- Approximately 90 people are on the waitlist.
- Goal is to replace 20 older racks in order to expand spots at some parks.

#### *Mooring*

- Parks maintains 30 mooring field spots at Marshall Park.
- 83% of past users renewed in 2019 and we've added 5 new users this spring.

### Shelters

Gates of Heaven and Highland Manor offer year-round affordable reservation spaces. Since early October, when most shelters closed for the season, there have been 247 hours reserved at Gates of Heaven and 96 total reservations at Highland Manor. There are nearly 400 shelter reservations currently booked throughout the whole park system for 2019.

### Administrative Support

Front staff provide administrative support in many ways throughout the year. Some of this work includes medical golf cart permits, maintaining ranger violation and citation databases, local caterers permit, neighborhood block parties and generation of agenda, legislative files and minutes for Board of Park Commissioners, Golf Subcommittee, and Parks Long Range Planning Subcommittee.