# CUSTOMER SERVICE

PRESENTATION BY JOANNE AUSTIN (CUSTOMER SERVICES SUPERVISOR)

## Customer Service

# 2500 2000 1500 1000 Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

#### **General Parks Mailbox Responses**

parks@cityofmadison.com

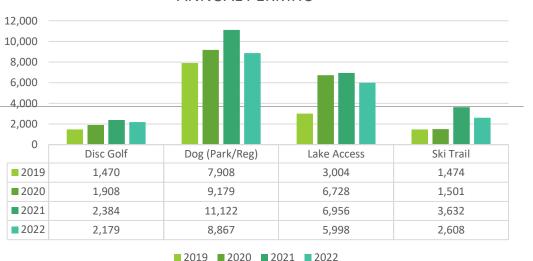
2-50+ emails/day25 currently sitting in open status



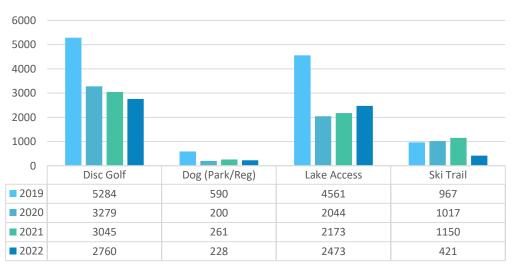
# Permit Processing



#### **ANNUAL PERMITS**

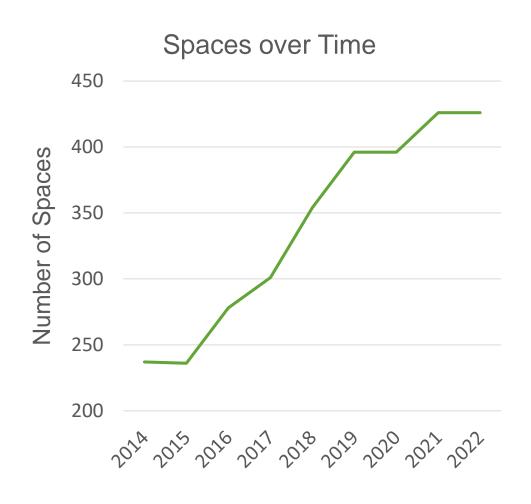


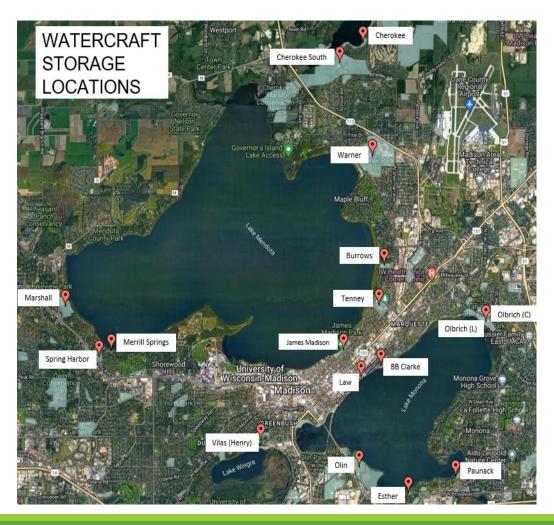
#### DAILY PERMITS



**■** 2019 **■** 2020 **■** 2021 **■** 2022

# Watercraft Storage and Mooring Agreements





# Watercraft Storage and Mooring Agreements

#### **Watercraft Storage Agreements**

Term: April 1-March 31 of next year

#### **Challenges:**

- Sheer number of racks and spaces
- Waitlist at each park

#### Remedies:

- Contact existing customers in January (well before expiration of term)
- If not renewing, began contact with waitlist

#### **Mooring Agreements**

- 30 Mooring anchors at Marshall Park on Lake Mendota
- Waitlist is and has been longer than space availability (anticipate filling each one in 2023)



# Reservations

Shelters









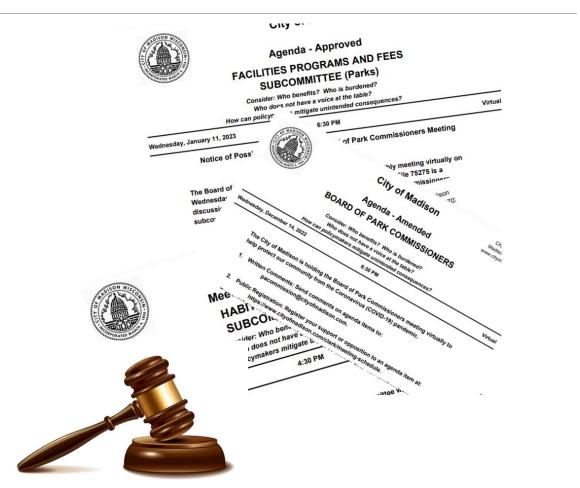






# Administrative Support for Boards, Commissions and Committee (In-Person and Virtual)

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### **Current Staff**

#### Other Duties as Assigned



