



## Office of the Mayor

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### Update on Opening of City Service Desks

The City of Madison is rapidly restoring in-person access to City services, while maintaining increased access online and via phone.

Many City agencies continued to operate in-person services at full or reduced capacity throughout the pandemic, including police and fire services, Metro bus service, Streets services, City Clerk's Office, Public Health, public libraries, City parks and many office-based services which continued to serve residents through appointment-only, mail or online services while Dane County was under public health orders.

"When Public Health orders lifted in June, our staff began their transition back to City offices. With a month of preparation in cooperation with Dane County, we have opened the Madison Municipal Building and parts of the City-County Building downtown, as well as other public offices throughout the City," said Mayor Satya. "I'm pleased to be able to say that most City offices are now able to safely offer in-person service again."

This week and next, many City agencies are expanding in-person service delivery.

#### The following agencies are currently open for in-person service:

- Assessor's Office (210 Martin Luther King, Jr. Blvd. and 1600 Emil St.)
- Engineering Division (210 Martin Luther King, Jr. Blvd. and 1600 Emil St.)
- Fire stations and administration office
- Goodman Pool (325 W. Olin Ave.) and Warner Park Community and Recreation Center (1625 Northport Dr.)
- Madison Public Libraries
- Monona Terrace (1 John Nolen Dr.)
- Parks Division (210 Martin Luther King, Jr. Blvd. and 1600 Emil St.)
- Treasurer's Office (210 Martin Luther King, Jr. Blvd.)

#### The following agencies reopened on Tuesday, July 6:

- Housing Operations Division (215 Martin Luther King Jr. Blvd.), open 8am-4:30pm Mondays-Thursdays, closed on Fridays
- Human Resources (215 Martin Luther King Jr. Blvd.), open 8am-4:30pm weekdays
- Madison Police Department district stations, open 8am-4pm weekdays
- Madison Water Utility (119 Olin Ave.), open 7:30am-4pm weekdays for limited services
- Metro Transit public office (1101 E. Washington Ave.)

**The following agencies are open by appointment only:**

- Community Development Division (215 Martin Luther King Jr. Blvd)
- Economic Development Division (215 Martin Luther King Jr. Blvd.)
- Planning Division (215 Martin Luther King Jr. Blvd.)
- Metro Transit Bus Barn (1101 E. Washington Ave.) – open to vendors
- Building Inspection, Plan Review and Zoning Counter (215 Martin Luther King Jr. Blvd.) – Walk-in available for traffic or housing complaints and access to public terminal

**The following agencies will reopen later in July:**

- Madison Police Department property room (210 Martin Luther King Jr. Blvd.) open 11am-2pm and by appointment beginning Monday, July 12 (this service is currently available by appointment only)
- Madison Police Department GR10 Records customer service window (210 Martin Luther King Jr. Blvd.) open 8am-2pm Mondays, Wednesdays, and Fridays beginning Monday, July 12 (this service is currently available by appointment only)\*
- Madison Senior Center (330 W. Mifflin St.), open 9am-12:30pm Tuesdays, Wednesdays and Thursdays in July beginning Tuesday, July 13, and opening 8:30am-4pm weekdays in August.

Masks are still required in Metro offices and on Metro busses per federal order for transportation facilities and in the City-County Building through a Dane County mandate. Masks are no longer required in City offices with the exception of the City County Building at 210 Martin Luther King Jr. Blvd. due to a requirement from Dane County. Those who have not been vaccinated are encouraged to wear masks in all City buildings.

Follow all city service updates at <https://www.cityofmadison.com>.

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