



How to Find Answers to Constituent Questions



When a member of your district contacts you with a question or problem, there are a number of resources available to help you locate the necessary information.

Some of the most helpful online resources include the following:

- The [Search](#) field on the City of Madison website
- The [Report a Problem](#) page on the City of Madison website
- The [Government Resource Guide](#) on the Common Council website
- The [Streets & Urban Forestry](#) page
- The [Live & Work](#) page

Additionally, Council Office staff are available to assist with locating resources and providing context for questions from community members.

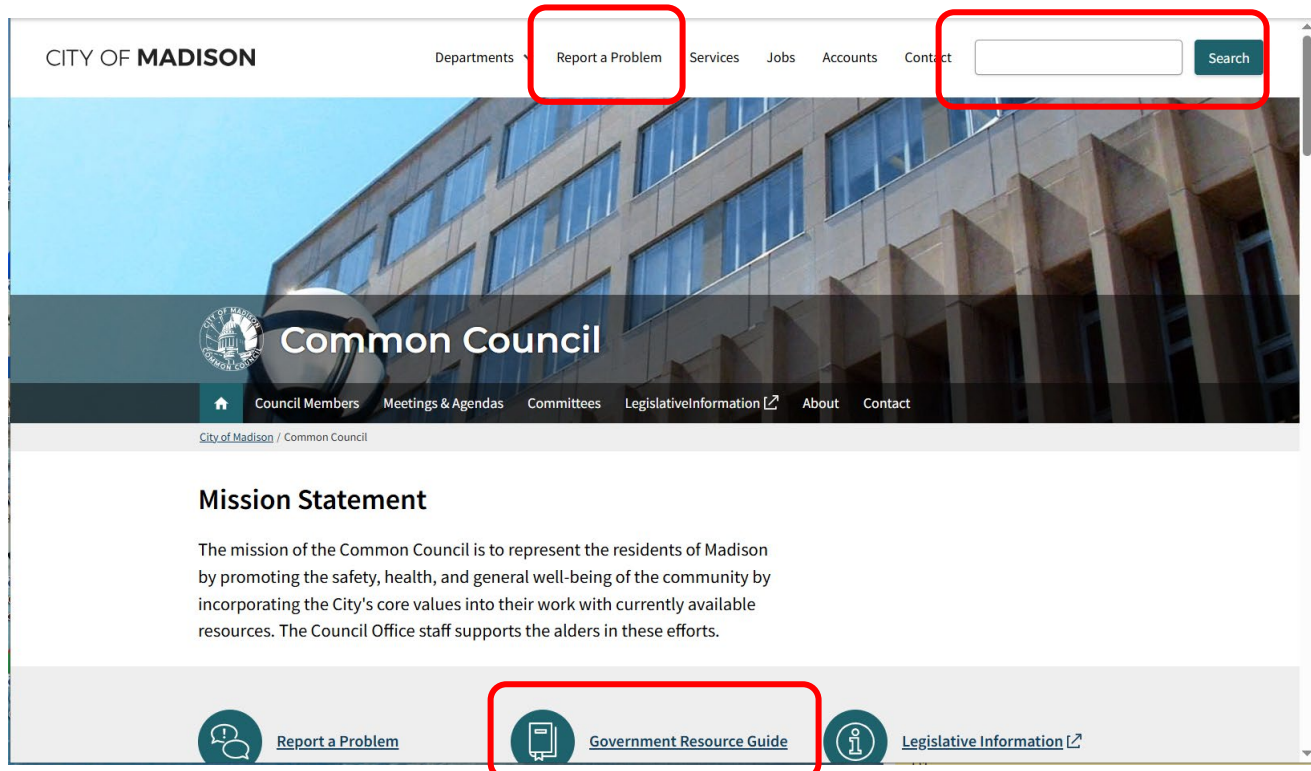
Use the links and information provided above to locate the necessary resources, or refer to the following pages for instructions and more information.



How to Find Answers to Constituent Questions

Access online resources on your computer

On your computer or laptop, go to <https://www.cityofmadison.com/council>. The following window displays:



- To search a key word or phrase, enter the search terms in the search field in the upper right corner of the window and click **Search**
- To file an online report related to a problem, click **Report a Problem** to access the [Report a Problem](#) page

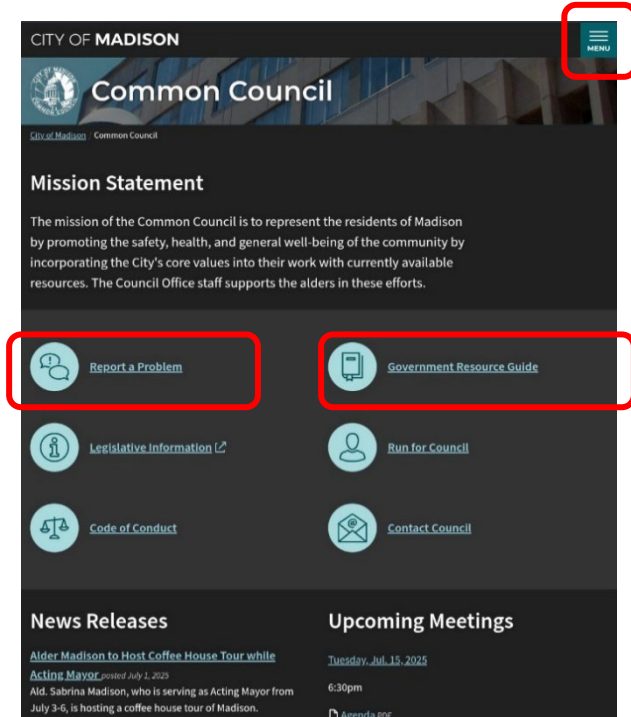
To access agency directories, click on **Government Resource Guide**. Agency directories are at the bottom of the Government Resource Guide webpage under **City Agencies**.



How to Find Answers to Constituent Questions

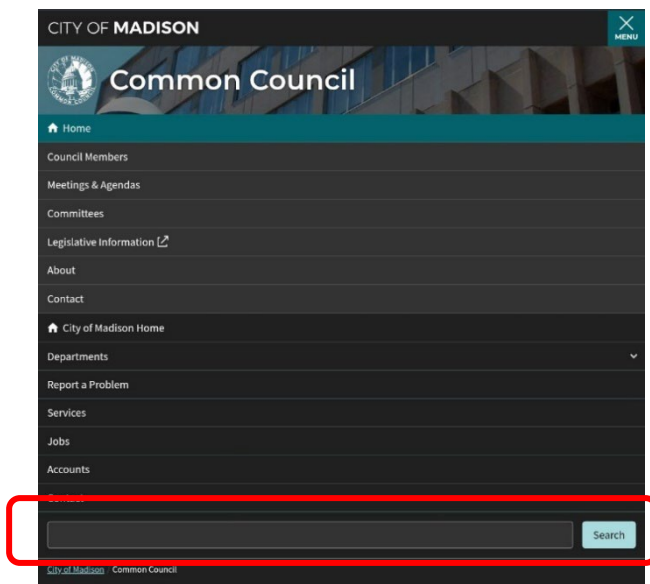
Access online resources on your phone

On your phone, go to <https://www.cityofmadison.com/council>. The following window displays:



- To file an online report related to a problem, click **Report a Problem** to access the [Report a Problem](#) page
- To access agency directories, click on **Government Resource Guide**. Agency directories are at the bottom of the Government Resource Guide webpage under **City Agencies**.
- To access the search field, click on the **Menu** icon in the upper right corner of the window.

The following window displays:



- To search a term or phrase, enter the search terms in the search field at the bottom of the menu and click **Search**



How to Find Answers to Constituent Questions

Streets and Urban Forestry webpage

On your phone or computer, go to <https://www.cityofmadison.com/streets> to access a variety of streets-related services, including:

- Collection schedules - including holiday schedules - for garbage, recycling, brush and yard waste
- Drop-off sites for garbage, recycling, brush, yard waste, large items, electronics, cooking oil and food scraps
- Work order entry for large item pickup
- Snow removal, parking rules, and other winter weather-related information
- Information on how to order or exchange carts
- General guidelines on waste and recycling
- Links and information on street maintenance
- Information on assistance for disabled residents
- Contact info and more resources

Live and Work webpage

On your phone or computer, go to <https://www.cityofmadison.com/live-work> to access a large collection of links related to life in the City of Madison. Links are organized into broad categories, and link to external websites as well as internal pages of services and resources within the City of Madison.

Call Council Office for help

Staff in the Council Office are always available to assist in problem-solving the questions and concerns that come from community members.

General line: (608) 266-4071

Program Assistant II: (608) 266-4297

Chief of Staff: (608) 261-9159

Because some issues or questions can include recurring themes for a district, there are times when Council staff assistance will be essential in gaining a deeper understanding of the context for a particular issue. In situations like these, Council staff can provide invaluable history and insight. When in doubt, contact Council staff.