



MEMO

Department

To: Finance and Personnel
From: Marketing and Communications Manager Andrea Fencel
Date: 10.16.25
Re: MSB and SPAR Building Operations Survey Results

Background information:

During the Legislative Committee meeting on August 18, 2025, Mayor presented a proposed change in structuring the operation hours for the Municipal Services Building (MSB) and the Street, Parks and Recreation (SPAR) Building.

From that discussion, staff were asked to survey the public. The Marketing and Communications Manager put together a survey to better understand how people are accessing city services at MSB and SPAR so the city can better service their needs. The goal was to not only inform building operation hours, but to also understand how people are accessing city services (online, in person, over the phone) and for what reasons (taxes, elections, etc.). The survey ran from September 10, 2025 – October 10, 2025. It was posted to social media and the city's website. It was also displayed on the lobby monitors at MSB and SPAR, and paper copies were distributed at MSB, SPAR, and the Kaukauna Public Library. The survey was also shared in the city's quarterly external newsletter.

Results from the survey are included in this memo, however there were some specific items I wanted to point out:

- The two largest reasons people visit MSB are for elections and taxes, which makes sense when most people are visiting yearly.
- Lunch period (throughout the week) is the least visited time for both MSB and SPAR
- The largest reason people visit SPAR are to renew their disposal site card – something that can be done completely online
- Fridays are the least visited day for both MSB and SPAR
 - Of those visiting MSB on Friday afternoons (24 in total), 3 indicated they visit monthly, 21 indicated they visit yearly.

- Of those visiting SPAR on Friday afternoons (17 in total), 1 indicated they visit weekly, 1 indicated they visit monthly, and 15 indicated they visit yearly.
- Tuesday is the most visited day for MSB, Wednesday is the most visited day for SPAR
- 51 people indicated they prefer to do city business in person ONLY (ages range from 35-55+)
- 58 people indicated they prefer to do city business online ONLY (ages range from 18-55+)
- 23 people indicated they prefer to do city business online AND in person (ages range from 18-55+)

Staff also took record of how many people visited the windows at MSB and SPAR over the course of the same month. The results are also included in this document.

Strategic Plan:

The results of this survey can help inform the city of how to better assist the public.

Budget: N/A

Staff Recommended Action:

There is no recommended action on my part, just sharing the information and opening the floor for discussion.

Mayor's recommended action from the previous meeting was to move to year-round office/business hours of 8am-4:30pm M-TH and Friday 8am-12pm, Doors and windows close to the public at Noon on Friday, staff have prep/quiet work time from 12-1:30pm. To accommodate reduced Friday hours, reduce lunches to 30-minute M-TH, Friday no lunch break.

Responses Overview Closed

Responses

184



Average Time

01:56



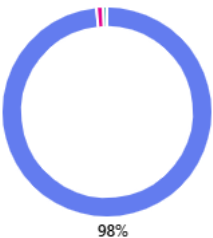
Duration

30 Days



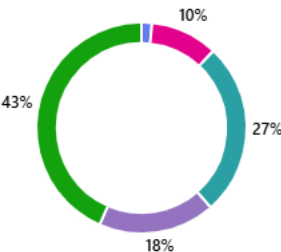
1. Are you a resident of the City of Kaukauna?

Yes	181
No	2
No, but I am a resident of the Kaukauna Area School District	1



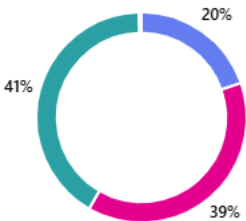
2. How old are you?

18-24	3
25-34	19
35-44	49
45-54	33
55+	80



3. How do you prefer to take care of city business? (Select all that apply)

Over the phone	51
In person	100
Online	107
Other	1



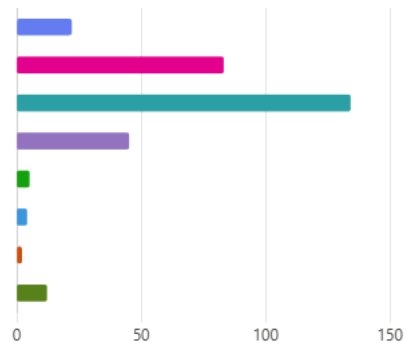
4. How often do you visit the Municipal Services Building (MSB/City Hall)?

Daily	1
Weekly	2
Monthly	19
Yearly	141
Never	21



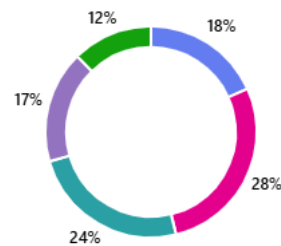
5. What usually brings you to MSB/City Hall? (Select all that apply)

Building permits and inspections	22
Taxes	83
Elections	134
Other permits (dog license, bartender license, etc.)	45
Meet with the Mayor	5
Special assessments	4
Court (payments and hearings)	2
Other	12



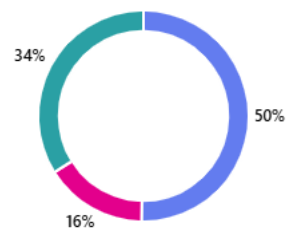
6. What days during the week do you normally visit MSB/City Hall? (Select the top 1-3 days)

Monday	67
Tuesday	102
Wednesday	89
Thursday	63
Friday	45



7. What times of the day do you normally visit MSB/City Hall?

Morning (8:00 AM - 11:00 AM)	83
Standard lunch period (11:00 AM - 1:00 PM)	26
Afternoon (1:00 PM - 4:30 PM)	56



8. How often do you visit the Street, Parks and Recreation building (SPAR)?



9. What usually brings you to the SPAR building? (Select all that apply)

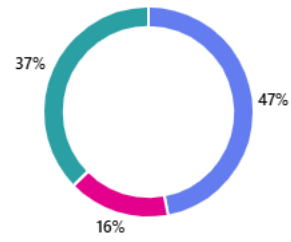


10. What days during the week do you normally visit the SPAR building? (Select the top 1-3 days)



11. What times of the day do you normally visit the SPAR building?

● Morning (8:00 AM - 11:00 AM)	63
● Standard lunch period (11:00 AM - 1:00 PM)	21
● Afternoon (1:00 PM - 4:30 PM)	50



[illegible]

INSTRUCTIONS:

Please utilize this sheet to track your unscheduled window and phone traffic.

From Sept 4 traffic should be tracked daily from 8:00am - 4:30pm

Please make sure to record all relevant information including time and reason for visit

You may track via a sheet by your window if you prefer, but data from any written sheets needs to be entered onto this shared tracking sheet at least once per week.

Date/Day	Time	Reason for Visit	Staff Member
Thursday 9/4/2025	10:00am	Meal site Key	Michelle Mielke
Thursday 9/4/2025	10:10am	Rec program Registration	Michelle Mielke
Thursday 9/4/2025	10:20am	Disposal Site card -new	Michelle Mielke
Thursday 9/4/2025	11:40am	Disposal Site card - renew	Michelle Mielke
Thursday 9/4/2025	12:07pm	Rec program Registration	Tammy Nieuwenhuis
Thursday 9/4/2025	12:30pm	Disposal Site card - renew	Michelle Mielke
Thursday 9/4/2025	12:40pm	Customer -pick up check	Michelle Mielke
Thursday 9/4/2025	1:20pm	Disposal Site card - renew	Michelle Mielke
Thursday 9/4/2025	2:11pm	Disposal Site questions	Tammy Nieuwenhuis
Thursday 9/4/2025	2:48pm	Gas questions	Tammy Nieuwenhuis
Thursday 9/4/2025	3:10pm	Lost Disposal card replacement	Tammy Nieuwenhuis
Thursday 9/4/2025	4:20pm	Disposal Site card - renew	Tammy Nieuwenhuis
Friday 9/5/2025	10:00am	Disposal Site card - renew	Tammy Nieuwenhuis
Friday 9/5/2025	10:30am	John Moore-meeting with Allison	Michelle Mielke
Friday 9/5/2025	11:15am	Disposal Site card - renew	Michelle Mielke
Friday 9/5/2025	11:30am	Disposal Site card - renew	Michelle Mielke
Friday 9/5/2025	12:30pm	Disposal Site card - renew	Tammy Nieuwenhuis
Friday 9/5/2025	12:35p	Tree Permit removal	Tammy Nieuwenhuis
Friday 9/5/2025	2:01pm	Non refrigerant sticker	Michelle Mielke
Friday 9/5/2025	2:20pm	Strong Bodies registration	Michelle Mielke
Friday 9/5/2025	2:35pm	Refrigerant Sticker	Michelle Mielke
Monday 9/8/2025	9:35am	PAC Ticket sales	Michelle Mielke
Monday 9/8/2025	10:54am	Disposal Site card - renew	Tammy Nieuwenhuis
Monday 9/8/2025	11:30am	Game Day questions	Michelle Mielke
Monday 9/8/2025	11:50am	Large /Irregular pick up questions	Michelle Mielke
Monday 9/8/2025	12:05pm	Disposal Site card - renew	Michelle Mielke
Monday 9/8/2025	1:55pm	Disposal Site card - renew	Michelle Mielke & Tammy N.
Monday 9/8/2025	2:05pm	Disposal Site card - renew	Michelle Mielke
Monday 9/8/2025	2:05pm	Community Room info-tour	Tammy Nieuwenhuis
Monday 9/8/2025	2:10pm	Little Dribblers registration	Michelle Mielke
Monday 9/8/2025	3:30pm	Disposal Site card -new	Tammy Nieuwenhuis
Monday 9/8/2025	3:40pm	Park key returned	Michelle Mielke
Tuesday 9/9/2025	8:10am	Appliance sticker	Tammy Nieuwenhuis
Tuesday 9/9/2025	9:02 AM	Disposal Site card -new	Michelle Mielke
Tuesday 9/9/2025	9:50am	Customer questions	Tammy Nieuwenhuis
Tuesday 9/9/2025	10:48am	Non refrigerant sticker	Lilly Foster
Tuesday 9/9/2025	11:00am	Disposal site card	Lilly Foster
Tuesday 9/9/2025	1:30pm	Loan Closet check out	Tammy Nieuwenhuis
Tuesday 9/9/2025	1:34pm	Strong Bodies registration	Lilly Foster
Tuesday 9/9/2025	2:51pm	Disposal Site card -new	Tammy Nieuwenhuis
Tuesday 9/9/2025	3:00pm	Disposal Site card -new	Michelle Mielke
Tuesday 9/9/2025	4:19pm	Non refrigerant sticker	Lilly Foster
Wednesday 9/10/2025	8:15 AM	Customer questions	Tammy Nieuwenhuis
Wednesday 9/10/2025	8:35am	Microphone pickup/room reserved	Michelle Mielke
Wednesday 9/10/2025	9:02am	Key Pick Up -mealsite	Tammy Nieuwenhuis
Wednesday 9/10/2025	9:22am	Disposal Site card - renew	Michelle Mielke
Wednesday 9/10/2025	9:40am	Community Room Rental	Michelle Mielke
Wednesday 9/10/2025	9:46am	Appliance sticker	Tammy Nieuwenhuis
Wednesday 9/10/2025	11:15am	Loan Closet return item/donation	Michelle Mielke
Wednesday 9/10/2025	1:50pm	Disposal Site card - renew	Tammy Nieuwenhuis
Wednesday 9/10/2025	2:10pm	Disposal Site card - renew	Tammy Nieuwenhuis
Wednesday 9/10/2025	2:30pm	Disposal Site card - renew	Tammy Nieuwenhuis
Wednesday 9/10/2025	2:47pm	Disposal Site card - renew	Michelle Mielke

Thursday 9/11/2025	8:20am	Street questions	Tammy Nieuwenhuis
Thursday 9/11/2025	8:34am	Disposal Site card - renew	Tammy Nieuwenhuis
Thursday 9/11/2025	8:35am	Appliance sticker	Michelle Mielke
Thursday 9/11/2025	9:05am	Key Pick Up -mealsite	Michelle Mielke
Thursday 9/11/2025	10:05am	Disposal Site card - renew	Michelle Mielke
Thursday 9/11/2025	10:15am	Disposal Site card - renew	Tammy Nieuwenhuis
Thursday 9/11/2025	10:40am	JonenPark Rental -Key Pick up	Michelle Mielke
Thursday 9/11/2025	10:45am	Disposal Site card - renew	Tammy Nieuwenhuis
Thursday 9/11/2025	10:45am	Microphone return from rental	Michelle Mielke
Thursday 9/11/2025	10:50am	Appliance sticker	Michelle Mielke
Thursday 9/11/2025	11:20am	UPS Delivery	Michelle Mielke
Thursday 9/11/2025	11:50am	Vendor Sales Rep-Streets	Michelle Mielke
Thursday 9/11/2025	12:00pm	XYZ registration	Michelle Mielke
Thursday 9/11/2025	12:32pm	Disposal Site card - renew	Tammy Nieuwenhuis
Thursday 9/11/2025	2:50pm	Recreation Registrations	Michelle Mielke
Friday 9/12/2025	8:08 am	2 Appliicance Stickers	Michelle Mielke
Friday 9/12/2025	8:26 am	1 Appliance Sticker	Tammy Nieuwenhuis
Friday 9/12/2025	8:41 am	1 Appliance Sticker	Tammy Nieuwenhuis
Friday 9/12/2025	8:46 am	Disposal Site card - renew	Michelle Mielke
Friday 9/12/2025	11:13 AM	Disposal Site card - renew	Michelle Mielke
Friday 9/12/2025	11:15 AM	Disposal Site card - renew	Michelle Mielke
Friday 9/12/2025	11:16 AM	Appliance sticker	Lilly Foster
Friday 9/12/2025	11:46 AM	Disposal Site card - renew	Tammy Nieuwenhuis
Friday 9/12/2025	11:50am	New XYZ registration	Michelle Mielke
Friday 9/12/2025	1:09 pm	Appliance sticker	Lilly Foster
Friday 9/12/2025	1:22 pm	Appliance sticker	Lilly Foster
Friday 9/12/2025	3:38 pm	Disposal Card Renew	Tammy Nieuwenhuis
Monday 9/15/2025	8:03 am	Appliance sticker	Michelle Mielke
Monday 9/15/2025	8:53 am	Appliance sticker	Michelle Mielke
Monday 9/15/2025	9:15 AM	Visitor - Meet with Terri	Michelle Mielke
Monday 9/15/2025	9:20 AM	Engineering lot line questions	Michelle Mielke
Monday 9/15/2025	9:27 am	Appliance sticker	Michelle Mielke
Monday 9/15/2025	9:48 am	Appliance sticker	Michelle Mielke
Monday 9/15/2025	10:19 AM	Disposal Card Renew	Michelle Mielke
Monday 9/15/2025	10:40 AM	Disposal Card New	Allison Engels
Monday 9/15/2025	12:21 PM	Appliance sticker	Lilly Foster
Monday 9/15/2025	12:22 PM	Appliance sticker	Michelle Mielke
Monday 9/15/2025	1:33 pm	Appliance sticker	Lilly Foster
Monday 9/15/2025	1:40 pm	XYZ registration	Lilly Foster
Monday 9/15/2025	1:44 pm	Appliance sticker	Lilly Foster
Monday 9/15/2025	2:15 pm	Card replacement	Michelle Mielke
Monday 9/15/2025	2:52 pm	XYZ registration	Michelle Mielke
Monday 9/15/2025	3:11 pm	Appliance sticker	Michelle Mielke
Monday 9/15/2025	3:22 pm	Appliance sticker	Michelle Mielke
Monday 9/15/2025	3:33 pm	Appliance sticker	Michelle Mielke
Monday 9/15/2025	3:42 pm	Appliance sticker	Michelle Mielke
Tuesday 9/16/2025	8:08 am	Appliance sticker	Michelle Mielke
Tuesday 9/16/2025	8:40 AM	Mealsite Key pick up	Michelle Mielke
Tuesday 9/16/2025	10:00 AM	Appliance sticker	Tammy Nieuwenhuis
Tuesday 9/16/2025	10:57 AM	Appliance sticker	Tammy Nieuwenhuis
Tuesday 9/16/2025	11:43 AM	Disposal Card Renew	Tammy Nieuwenhuis
Tuesday 9/16/2025	12:14 PM	Appliance sticker	Tammy Nieuwenhuis
Tuesday 9/16/2025	1:42 pm	Appliance sticker	Tammy Nieuwenhuis
Tuesday 9/16/2025	3:21 pm	Appliance sticker	Michelle Mielke
Tuesday 9/16/2025	3:30 PM	Loan Closet item	Michelle Mielke
Wednesday 9/17/2025	8:05 AM	Registration questions	Michelle Mielke
Wednesday 9/17/2025	8:20 AM	Rec registration	Michelle Mielke
Wednesday 9/17/2025	8:30 AM	Purchase delivery/supplies	Michelle Mielke
Wednesday 9/17/2025	8:40 AM	Meal site Key pick up	Michelle Mielke
Wednesday 9/17/2025	8:55 AM	Loan Closet item	Michelle Mielke
Wednesday 9/17/2025	10:13 AM	Disposal Card Renew	Michelle Mielke

Wednesday 9/17/2025	11:15 AM	Registration transfer	Michelle Mielke
Wednesday 9/17/2025	11:30 AM	XYZ registration	Michelle Mielke
Wednesday 9/17/2025	11:35 AM	XYZ registration	Michelle Mielke
Wednesday 9/17/2025	12:11 PM	Recreation Registration	Tammy Nieuwenhuis
Wednesday 9/17/2025	1:22 pm	Rec registration	Michelle Mielke
Wednesday 9/17/2025	1:23 pm	Rec registration	Michelle Mielke
Wednesday 9/17/2025	1:24 pm	Rec registration	Michelle Mielke
Wednesday 9/17/2025	1:25 pm	Rec registration	Michelle Mielke
Wednesday 9/17/2025	1:27 pm	Rec registration	Michelle Mielke
Wednesday 9/17/2025	1:28 pm	Rec registration	Michelle Mielke
Wednesday 9/17/2025	2:11 pm	Rec registration	Michelle Mielke
Wednesday 9/17/2025	3:25 pm	Appliance sticker	Michelle Mielke
Wednesday 9/17/2025	3:39 pm	Disposal Card Renew	Michelle Mielke
Thursday 9/18/2025	8:14 am	Disposal Card Renew	Tammy Nieuwenhuis
Thursday 9/18/2025	8:30 am	Meal site Key pick up	Michelle Mielke
Thursday 9/18/2025	9:00 AM	Branch disposal questions	Michelle Mielke
Thursday 9/18/2025	9:05 am	Disposal Card Renew	Tammy Nieuwenhuis
Thursday 9/18/2025	10:30 AM	Package Delivery	Michelle Mielke
Thursday 9/18/2025	11:22 AM	Package Delivery	Lilly Foster
Thursday 9/18/2025	12:03 PM	Phone -district question	Lilly Foster
Thursday 9/18/2025	12:30 PM	Community Room Rental Reservation	Lilly Foster
Thursday 9/18/2025	12:48 PM	Phone - question	Lilly Foster
Thursday 9/18/2025	1:17 pm	Disposal Card Renew	Lilly Foster
Thursday 9/18/2025	1:40 pm	Customer pick up PAC tickets	Lilly Foster
Thursday 9/18/2025	2:20 pm	Disposal Card Renew	Lilly Foster
Thursday 9/18/2025	2:35 pm	Disposal Card Renew	Lilly Foster
Thursday 9/18/2025	2:41 PM	Card follow up	Lilly Foster
Thursday 9/18/2025	2:46 PM	Customer questions	Lilly Foster
Thursday 9/18/2025	3:01 PM	Customer questions	Lilly Foster
Thursday 9/18/2025	3:05 PM	XYZ customer questions	Michelle Mielke
Thursday 9/18/2025	4:00 PM	Customer - lost shoe	Michelle Mielke
Thursday 9/18/2025	4:15 PM	Customer - sign rental agreement	Michelle Mielke
Thursday 9/18/2025	4:25 PM	Flag Football equipment pick up	Michelle Mielke
Friday 9/19/2025	8:00 AM	Lost & Found Customer follow up	Michelle Mielke
Friday 9/19/2025	8:20 AM	Large & Irregular pick up questions	Michelle Mielke
Friday 9/19/2025	8:32 AM	Phone questions	Lilly Foster
Friday 9/19/2025	8:41 AM	Disposal Card Renew	Michelle Mielke
Friday 9/19/2025	9:11 am	Disposal Card Renew	Lilly Foster
Friday 9/19/2025	9:58 am	Disposal Card Renew	Lilly Foster
Friday 9/19/2025	10:04AM	Customer comment	Lilly Foster
Friday 9/19/2025	10:16 AM	Phone - question	Lilly Foster
Friday 9/19/2025	10:20 AM	Phone - question	Lilly Foster
Friday 9/19/2025	10:20 AM	Loan Closet item	Michelle Mielke
Friday 9/19/2025	10:25 AM	Loan Closet item	Lilly Foster
Friday 9/19/2025	10:35 AM	Customer phone questions	Michelle Mielke
Friday 9/19/2025	10:43 AM	Vendor t-shirt delivery	Lilly Foster
Friday 9/19/2025	10:46 AM	Phone - Streets -Pete	Lilly Foster
Friday 9/19/2025	10:49 AM	Phone	Lilly Foster
Friday 9/19/2025	10:51 AM	Phone - Streets -Pete	Lilly Foster
Friday 9/19/2025	11:55 AM	Disposal Card Renew	Michelle Mielke
Friday 9/19/2025	12:02 PM	Disposal Card Renew	Michelle Mielke
Friday 9/19/2025	2:00 PM	Customer request tree types terrace	Michelle Mielke
Friday 9/19/2025	2:09 PM	Willy - Kickball team score sheets	Michelle Mielke
Friday 9/19/2025	3:05 PM	Deposit / Mail pick up	Michelle Mielke
Friday 9/19/2025	3:46 pm	Disposal Card Renew	Michelle Mielke
Monday 9/22/2025	8:25 am	Community Room Rental Reservation	Tammy Nieuwenhuis
Monday 9/22/2025	9:13 am	Disposal Card Renew	Tammy Nieuwenhuis
Monday 9/22/2025	9:50 AM	Dammage reported Community Room Counter	Michelle Mielke
Monday 9/22/2025	10:58 AM	Disposal Card Renew	Tammy Nieuwenhuis
Monday 9/22/2025	11:07 AM	Appliance Sticker	Michelle Mielke
Monday 9/22/2025	11:10 AM	Meal site doors -assist customers -raining	Michelle Mielke

Monday 9/22/2025	2:15 pm	Disposal Card New	Michelle Mielke
Monday 9/22/2025	2:15 PM	Garbage / Recycle questions	Michelle Mielke
Monday 9/22/2025	2:45 PM	Garbage / Recycle Set up - new	Michelle Mielke
Monday 9/22/2025	4:25 pm	Disposal Card New	Tammy Nieuwenhuis
Tuesday 9/23/2025	8:15 AM	Disposal Card questions	Tammy Nieuwenhuis
Tuesday 9/23/2025	8:35 am	Disposal Card Renew	Tammy Nieuwenhuis
Tuesday 9/23/2025	12:15 PM	Disposal Card Renew	Tammy Nieuwenhuis
Tuesday 9/23/2025	12:30 PM	Meal site key return	Michelle Mielke
Tuesday 9/23/2025	1:05 PM	UPS Package delivery	Michelle Mielke
Tuesday 9/23/2025	1:35 PM	Fire Dept applicant	Michelle Mielke
Tuesday 9/23/2025	1:49 pm	Disposal Card Renew	Tammy Nieuwenhuis
Tuesday 9/23/2025	1:52 pm	Disposal Card Renew	Michelle Mielke
Tuesday 9/23/2025	2:19 pm	Disposal Card Renew	Tammy Nieuwenhuis
Tuesday 9/23/2025	2:41 pm	Disposal Card Renew	Tammy Nieuwenhuis
Tuesday 9/23/2025	2:55 pm	Tree Planting questions	Tammy Nieuwenhuis
Tuesday 9/23/2025	3:36 PM	Pickleball Court questions	Tammy Nieuwenhuis
Wednesday 9/24/2025	9:20 AM	Meal site key pick up	Michelle Mielke
Wednesday 9/24/2025	10:30 AM	Loan Closet item - wheel chair	Michelle Mielke
Wednesday 9/24/2025	10:45 AM	Meal Site - new driver	Michelle Mielke
Wednesday 9/24/2025	11:15 AM	Disposal Card Renew	Michelle Mielke
Wednesday 9/24/2025	11:34 AM	Disposal Card Renew	Michelle Mielke
Wednesday 9/24/2025	11:43 AM	Disposal Card Renew	Tammy Nieuwenhuis
Wednesday 9/24/2025	11:49 AM	Disposal Card Renew	Tammy Nieuwenhuis
Wednesday 9/24/2025	12:18 PM	Disposal Card Renew	Tammy Nieuwenhuis
Wednesday 9/24/2025	1:15 PM	Lions Club- Picked up loan closet items	Tammy Nieuwenhuis
Wednesday 9/24/2025	1:21 pm	Disposal Card Renew	Tammy Nieuwenhuis
Wednesday 9/24/2025	2:27 pm	Disposal Card Renew	Michelle Mielke
Wednesday 9/24/2025	2:34 pm	Appliance Sticker	Michelle Mielke
Wednesday 9/24/2025	2:39 pm	Disposal Card Renew	Michelle Mielke
Wednesday 9/24/2025	3:14 pm	Disposal Card Renew	Michelle Mielke
Wednesday 9/24/2025	3:22 pm	Disposal Card Renew	Tammy Nieuwenhuis
Wednesday 9/24/2025	3:36 pm	Recreation Activity Registration	Tammy Nieuwenhuis
Wednesday 9/24/2025	4:00 PM	Re-check Renewal disposal card- not working	Tammy Nieuwenhuis
Thursday 9/25/2025	9:00 am	Disposal Card Renew	Tammy Nieuwenhuis
Thursday 9/25/2025	10:27 AM	Disposal Card Renew	Tammy Nieuwenhuis
Thursday 9/25/2025	11:02 AM	Disposal Card Renew	Tammy Nieuwenhuis
Thursday 9/25/2025	1:01 pm	Disposal Card Renew	Michelle Mielke
Thursday 9/25/2025	1:39 pm	Recreation Activity Registration	Michelle Mielke
Thursday 9/25/2025	2:49 pm	Disposal Card Renew	Michelle Mielke
Thursday 9/25/2025	2:55 pm	Disposal Card Renew	Tammy Nieuwenhuis
Thursday 9/25/2025	2:59 pm	Recreation Activity Registration	Michelle Mielke
Thursday 9/25/2025	3:18 pm	Disposal Card Renew	Michelle Mielke
Friday 9/26/2025	9:10 am	Community Room Rental Reservation Refund	Michelle Mielke
Friday 9/26/2025	9:24 am	Disposal Card Renew	Michelle Mielke
Friday 9/26/2025	10:34 AM	Disposal Card Renew	Tammy Nieuwenhuis
Friday 9/26/2025	10:34 AM	Disposal Card Renew	Michelle Mielke
Friday 9/26/2025	12:43 PM	Card Replacement -lost	Tammy Nieuwenhuis
Friday 9/26/2025	12:47 PM	Disposal Card Renew	Tammy Nieuwenhuis
Friday 9/26/2025	1:41 pm	Disposal Card Renew	Tammy Nieuwenhuis
Monday 9/29/2025	8:01 am	Disposal Card Renew	Michelle Mielke
Monday 9/29/2025	8:48 am	Disposal Card Renew	Tammy Nieuwenhuis
Monday 9/29/2025	9:39 am	Recreation Activity Registration	Michelle Mielke
Monday 9/29/2025	10:18 AM	Recreation Activity Registration	Michelle Mielke
Monday 9/29/2025	10:27 AM	Disposal Card Renew	Michelle Mielke
Monday 9/29/2025	10:40 AM	Disposal Card Renew	Tammy Nieuwenhuis
Monday 9/29/2025	11:22 AM	Disposal Card Renew	Tammy Nieuwenhuis
Monday 9/29/2025	1:30 pm	Disposal Card Renew	Tammy Nieuwenhuis
Monday 9/29/2025	1:33 pm	Disposal Card Renew	Tammy Nieuwenhuis
Monday 9/29/2025	3:08 pm	Disposal Card Renew	Michelle Mielke
Monday 9/29/2025	3:28 pm	Disposal Card Renew	Michelle Mielke
Monday 9/29/2025	3:32 pm	Appliance Sticker	Michelle Mielke

Monday 9/29/2025	3:34 pm	Recreation Activity Registration	Michelle Mielke
Monday 9/29/2025	4:03 pm	Appliance Sticker	Tammy Nieuwenhuis
Tuesday 9/30/2025	11:58 AM	Disposal Card Renew	Tammy Nieuwenhuis
Tuesday 9/30/2025	12:31 PM	Recreation Activity Registration	Tammy Nieuwenhuis
Tuesday 9/30/2025	12:31 PM	Appliance Sticker	Michelle Mielke
Tuesday 9/30/2025	2:05 pm	Disposal Card Renew	Tammy Nieuwenhuis
Tuesday 9/30/2025	3:02 pm	Disposal Card Renew	Tammy Nieuwenhuis
Wenesday 10/1/2025	8:05 AM	Renter picked up forgotten items	Michelle Mielke
Wenesday 10/1/2025	8:48 am	Community Room Rental Reservation Refund	Michelle Mielke
Wenesday 10/1/2025	8:52 am	Disposal Card Renew	Tammy Nieuwenhuis
Wenesday 10/1/2025	11:30 AM	Recreation Activity Registration	Michelle Mielke
Wenesday 10/1/2025	11:30 AM	Farmers Market questions	Tammy Nieuwenhuis
Wenesday 10/1/2025	11:35 AM	Recreation Activity Registration	Michelle Mielke
Wenesday 10/1/2025	11:39 AM	Disposal Card Renew	Tammy Nieuwenhuis
Wenesday 10/1/2025	1:28 pm	Disposal Card Renew	Tammy Nieuwenhuis
Wenesday 10/1/2025	1:30 pm	Disposal Card Renew	Tammy Nieuwenhuis
Wenesday 10/1/2025	2:41 pm	Disposal Card Renew	Michelle Mielke
Wenesday 10/1/2025	3:48 pm	Recreation Activity Registration	Michelle Mielke
Thursday 10/2/2025	8:23 am	Disposal Card Renew	Tammy Nieuwenhuis
Thursday 10/2/2025	8:45 AM	Meal Site - Key pick up	Michelle Mielke
Thursday 10/2/2025	9:00 AM	Loan Closet item pick up	Michelle Mielke
Thursday 10/2/2025	9:17 am	Disposal Card Renew	Michelle Mielke
Thursday 10/2/2025	12:54 PM	Disposal Card Renew	Michelle Mielke
Thursday 10/2/2025	3:30 pm	Community Room Rental Reservation	Tammy Nieuwenhuis
Thursday 10/2/2025	3:50 PM	Kaukauna Parade	Tammy Nieuwenhuis
Friday 10/3/2025	10:24 AM	Disposal Card Renew	Tammy Nieuwenhuis
Friday 10/3/2025	10:35 AM	Loan Closet return	Michelle Mielke
Friday 10/3/2025	11:04 AM	Disposal Card Renew	Tammy Nieuwenhuis
Friday 10/3/2025	11:12 AM	Disposal Card Renew	Michelle Mielke
Friday 10/3/2025	1:06 pm	Phone-PAC Tickets	Lilly Fosters
Friday 10/3/2025	1:52 pm	Appliance Sticker	Lilly Fosters
Friday 10/3/2025	2:26 pm	Disposal Card Renew	Lilly Fosters
Friday 10/3/2025	2:31 AM	Phone questions	Lilly Fosters
Friday 10/3/2025	2:39 PM	Special Events Application	Lilly Fosters
Friday 10/3/2025	3:40 pm	Disposal Card Renew	Lilly Fosters
Friday 10/3/2025	3:52 pm	Disposal Card Renew	Lilly Fosters
Monday 10/6/2025	8:15 AM	Loan Closet -wheel chair	Michelle Mielke
Monday 10/6/2025	11:13 AM	Recreation Activity Registration	Michelle Mielke
Monday 10/6/2025	11:47 AM	Disposal Card Renew	Michelle Mielke
Monday 10/6/2025	12:49 PM	Disposal Card Renew	Tammy Nieuwenhuis
Monday 10/6/2025	12:57 PM	Disposal Card Renew	Tammy Nieuwenhuis
Monday 10/6/2025	2:34 pm	Disposal Card Renew	Michelle Mielke
Monday 10/6/2025	3:01 pm	Disposal Card Renew	Michelle Mielke
Monday 10/6/2025	3:43 pm	Disposal Card New	Michelle Mielke
Monday 10/6/2025	3:50 pm	Meeting Calendar change	Michelle Mielke
Monday 10/6/2025	4:10 PM	Community Room	Tammy Nieuwenhuis
Tuesday 10/7/2025	8:12 am	Recreation Activity Registration	Michelle Mielke
Tuesday 10/7/2025	8:54 am	Community Room Rental Refund	Michelle Mielke
Tuesday 10/7/2025	9:25 am	Streets - Branch pick up questions	Michelle Mielke
Tuesday 10/7/2025	10:24 AM	Disposal Card Renew	Michelle Mielke
Tuesday 10/7/2025	10:26 AM	Disposal Card Renew	Michelle Mielke
Tuesday 10/7/2025	10:39 AM	Disposal Card Renew	Michelle Mielke
Tuesday 10/7/2025	11:09 AM	Disposal Card Renew	Tammy Nieuwenhuis
Tuesday 10/7/2025	11:46 AM	Disposal Card Renew	Tammy Nieuwenhuis
Tuesday 10/7/2025	4:17 pm	Disposal Card Renew	Tammy Nieuwenhuis
Wednesday 10/8/2025	9:34 am	Disposal Card Renew	Tammy Nieuwenhuis
Wednesday 10/8/2025	11:14 AM	Disposal Card Renew	Michelle Mielke
Wednesday 10/8/2025	11:25 AM	Disposal Card Renew	Tammy Nieuwenhuis
Wednesday 10/8/2025	11:48 AM	Recreation Activity Registration	Michelle Mielke
Wednesday 10/8/2025	11:40 AM	Meeting Supplies / Community Room	Michelle Mielke
Wednesday 10/8/2025	11:51 AM	Recreation Activity Registration	Michelle Mielke

Wednesday 10/8/2025	11:53 AM	Recreation Activity Registration	Michelle Mielke
Wednesday 10/8/2025	11:55 AM	Recreation Activity Registration	Michelle Mielke
Wednesday 10/8/2025	11:57 AM	Recreation Activity Registration	Michelle Mielke
Wednesday 10/8/2025	12:20 PM	Package Delivery	Michelle Mielke
Wednesday 10/8/2025	12:25pm	Community Room Rental questions	Michelle Mielke
Wednesday 10/8/2025	12:30 PM	Recreation Activity Registration	Michelle Mielke
Wednesday 10/8/2025	1:27 pm	Disposal Card Renew	Tammy Nieuwenhuis
Wednesday 10/8/2025	2:06 pm	Disposal Card Renew	Tammy Nieuwenhuis
Wednesday 10/8/2025	3:26 pm	Appliance Sticker	Michelle Mielke
Wednesday 10/8/2025	3:37 pm	Appliance Sticker	Michelle Mielke
Thursday 10/9/2025	8:45 AM	Loan Closet item informatoin	Michelle Mielke
Thursday 10/9/2025	9:41 am	Disposal Card New	Tammy Nieuwenhuis
Thursday 10/9/2025	10:32 AM	Appliance Sticker	Michelle Mielke
Thursday 10/9/2025	10:41 AM	Disposal Card Renew	Michelle Mielke
Thursday 10/9/2025	12:04 PM	Disposal Card Renew	Tammy Nieuwenhuis
Thursday 10/9/2025	12:46 PM	Loan Closet item informatoin	Tammy Nieuwenhuis
Thursday 10/9/2025	3:00 pm	Disposal Card Renew	Tammy Nieuwenhuis
Thursday 10/9/2025	3:59 pm	Disposal Card Renew	Michelle Mielke
Thursday 10/9/2025	4:11 pm	Recreation Activity Registration	Michelle Mielke
Friday 10/10/2025	9:34 am	Appliance Sticker	Michelle Mielke
Friday 10/10/2025	9:49 am	Appliance Sticker	Michelle Mielke
Friday 10/10/2025	10:10 AM	Community Room Rental	Michelle Mielke
Friday 10/10/2025	10:49 AM	Appliance Sticker	Tammy Nieuwenhuis
Friday 10/10/2025	11:06 AM	Appliance Sticker	Tammy Nieuwenhuis
Friday 10/10/2025	11:16 AM	Appliance Sticker	Tammy Nieuwenhuis
Friday 10/10/2025	11:37 AM	Appliance Sticker	Tammy Nieuwenhuis
Friday 10/10/2025	11:46 AM	Disposal Card Renew	Tammy Nieuwenhuis
Friday 10/10/2025	12:16 PM	Disposal Card Renew	Tammy Nieuwenhuis
Friday 10/10/2025	12:40 PM	Disposal Card Renew	Tammy Nieuwenhuis
Friday 10/10/2025	1:06 pm	Disposal Card Renew	Tammy Nieuwenhuis
Friday 10/10/2025	1:17 pm	Disposal Card Renew	Tammy Nieuwenhuis
Friday 10/10/2025	1:36 pm	Disposal Card Renew	Tammy Nieuwenhuis
Friday 10/10/2025	2:29 pm	Disposal Card Renew	Tammy Nieuwenhuis

Date & Day of Week	Time	Reason for Visit	Staff Member	Phone		
Thursday 9/4/25	9:25am	Revaluation Question	Kayla			
Thursday 9/4/25	10:35am	Revaluation Question	Christina			
Thursday 9/4/25	12:40pm	Bartender Cert Turned In	Graci			
Thursday 9/4/25	1:10pm	Citation Payment	Christina			
Friday 9/5/25	1:25pm	Revaluation Question	Kayla	X		
Friday 9/5/25	2:00pm	Citation Payment	Graci			
Monday 9/8/25	9:00am	License questions for in-home business	Christina			
Monday 9/8/25	1:30pm	Citation Payment	Graci			
Monday 9/8/25	3:00pm	Citation Payment	Kayla			
Monday 9/8/25	3:25pm	Citation Payment	Christina			
Tuesday 9/9/25	8:40am	Invoice Payment	Kayla	X		
Tuesday 9/9/25	8:45am	Dog License Question	Kayla/Christina			*
Tuesday 9/9/25	9:05am	Court/Citation Payment	Christina			
Tuesday 9/9/25	9:07am	Court/Citation Payment	Christina			
Tuesday 9/9/25	9:09am	Court/Citation Payment	Christina			
Tuesday 9/9/25	10:12am	Wheel Tax Question	Kayla	X		
Tuesday 9/9/25	10:10am	Bartender Application	Christina			
Tuesday 9/9/25	11:00am	Voting Question	Christina			
Tuesday 9/9/25	2:54pm	Citation Payment	Kayla			
Tuesday 9/9/25	4:00pm	Citation Payment	Kayla			
Tuesday 9/9/25	4:25pm	Citation Payment	Kayla			
Wednesday 9/10/25	8:10am	Citation Payment	Christina			
Wednesday 9/10/25	9:57am	Directions to Library	Kayla			
Wednesday 9/10/25	9:50am	Someone looking to speak to the Clerk of Courts	Christina			
Wednesday 9/10/25	10:45am	Question on Check Received by Kwik Trip	Kayla/Christina	X		*
Thursday 9/11/25	10:00am	Board of Review Question	Kayla	X		
Thursday 9/11/25	10:34am	Citation Payment	Kayla			
Thursday 9/11/25	10:40am	Revaluation Question	Christina			
Friday 9/12/25	9:43am	Invoice Payment	Kayla	X		
Friday 9/12/25	9:46am	Revaluation Question	Kayla			
Friday 9/12/25	10:15am	Revaluation Question	Kayla			
Friday 9/12/25	2:10pm	Check Question	Kayla/Graci/Christina			*
Friday 9/12/25	3:35pm	Notary Question	Kayla			
Monday 9/15/25	10:35am	Real Estate Request Question	Kayla	X		
Monday 9/15/25	12:32pm	Court Fine Payment - Credit Card System Down	Graci			
Tuesday 9/16/25	12:50pm	Inspection Payment	Kayla			
Tuesday 9/16/25	11:50am	AP Question from Vendor	Christina	X		

Tuesday 9/16/25	9:00am	AP Call Regarding a Credit	Christina	X		
Wednesday 9/17/25	10:15am	Court Fine Payment - Credit Card System Down	Christina			
Wednesday 9/17/25	10:46am	Court Payment	Christina			
Wednesday 9/17/25	11:34am	Tax Revaluation Question	Graci	X		
Wednesday 9/17/25	3:35pm	Court Payment	Christina			
Wednesday 9/17/25	3:56pm	Question about when next council meeting is	Christina			
Thursday 9/18/25	9:25am	Question regarding notary services	Christina	X		
Thursday 9/18/25	11:00am	Liquor License Question	Kayla	X		
Thursday 9/18/25	12:10pm	Court Payment	Kayla			
Thursday 9/18/25	3:30pm	Court Question	Christina			
Thursday 9/18/25	3:40pm	Bartender Status Question	Christina	X		
Friday 9/19/25	9:30am	Building Permit Payment	Christina			
Friday 9/19/25	11:10am	Court Payment Question	Kayla	X		
Friday 9/19/25	12:46pm	Invoice Payment	Graci	X		
Friday 9/19/25	1:38pm	Invoice Payment	Graci	X		
Friday 9/19/25	3:50pm	Board of Review Form Drop Off	Graci			
Monday 9/22/25	2:13pm	Court Payment Question	Christina			
Tuesday 9/23/25	12:00pm	Special Assessment Payment	Christina			
Tuesday 9/23/25	12:01pm	Invoice Payment	Graci	X		
Tuesdy 9/23/25	12:50pm	Street Special Assessment Question	Graci	X		
Tuesday 9/23/25	12:55pm	Revaluation/Tax Question	Graci	X		
Tuesday 9/23/25	2:23pm	Special Assessment Payment	Graci			
Tuesday 9/23/25	3:24pm	Inspection Payment	Graci			
Tuesday 9/23/25	3:50pm	Citation Payment	Christina			
Tuesday 9/23/25	4:12pm	Citation Payment	Christina			
Wednesday 9/24/25	10:00am	Special Assessment Question	Graci	X		
Wednesday 9/24/25	10:15am	Special Assessment Payment	Graci	X		
Wednesday 9/24/25	10:20am	Special Assessment Payment	Graci			
Wednesday 9/24/25	10:25am	Special Assessment Payment	Graci			
Wednesday 9/24/25	12:30pm	Tax Bill Question	Graci/Christina			
Wednesday 9/24/25	1:37pm	Invoice Payment and Recycling Question	Graci			
Wednesday 9/24/25	2:324pm	Real Estate Request Payment	Christina	X		
Wednesday 9/24/25	3:45pm	Invoice Payment	Christina			
Thursday 9/25/25	8:35am	Special Assessment Payment	Christina			
Thursday 9/25/25	9:25am	Real Estate Request Payment	Christina			
Thursday 9/25/25	11:22am	Special Assessment Payment	Christina			
Thursday 9/25/25	12:11pm	Real Estate Request Payment	Christina	X		
Thursday 9/25/25	12:52pm	Citation Payment	Christina			

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Friday 9/26/25	10:35am	Invoice Payment	Christina			
Friday 9/26/25	11:55am	Dog License	Christina			
Friday 9/26/25	1:13pm	Citation Payment	Christina			
Friday 9/26/25	4:24pm	Pickup Liquor License	Christina			
Monday 9/29/25	9:20am	Payment for Permit	Christina			
Monday 9/29/25	10:45am	Special Assessment Payment	Christina			
Monday 9/29/25	11:30am	Inspection Permit Payment	Graci			
Monday 9/29/25	11:45am	Alderperson Question	Graci	X		
Monday 9/29/25	1:30pm	Dog License Payment	Graci			
Monday 9/29/25	2:41pm	Citation Payment	Graci			
Monday 9/29/25	3:58pm	Tax Payment Question	Christina	X		
Wednesday 10/1/25	11:30am	Right of Way Permit Payment	Christina	X		
Wednesday 10/1/25	11:38am	Special Assessment Payment	Graci			
Wednesday 10/1/25	12:28pm	Special Assessment Question	Graci	X		
Wednesday 10/1/25	1:30pm	Special Assessment Question	Graci	X		
Wednesday 10/1/25	1:33pm	Citation Payment	Graci			
Wednesday 10/1/25	2:02pm	Invoice Payment	Graci			
Wednesday 10/1/25	2:38pm	Special Assessment Payment	Christina			
Wednesday 10/1/25	2:42pm	Special Assessment Question	Graci	X		
Thursday 10/2/25	10:05am	Special Assessment Payment	Christina			
Thursday 10/2/25	10:10am	Special Assessment Payment	Christina			
Thursday 10/2/25	10:58am	Special Assessment Payment	Christina			
Friday 10/3/25	9:30am	Special Assessment Payment	Christina			
Friday 10/3/25	9:35am	Real Estate Request Payment	Christina	X		
Friday 10/3/25	11:15am	Special Assessment Payment	Christina			
Friday 10/3/25	11:45am	Special Assessment Payment	Graci			
Friday 10/3/25	12:30pm	Citation Payment	Graci			
Friday 10/3/25	1:33pm	Special Assessment Payment	Graci			
Friday 10/3/25	1:58pm	Citation Payment	Graci			
Friday 10/3/25	2:15pm	Inquiry about Carnegie Building Apartments	Christina			
Friday 10/3/25	4:05pm	Notarize Papers	Christina			
Monday 10/6/25	8:50am	Permit Payment	Kayla	X		
Monday 10/6/25	9:00am	Citation Payment	Christina			
Monday 10/6/25	10:23am	Citation Payment	Christina			
Monday 10/6/25	10:40am	Citation Question	Christina			
Monday 10/6/25	10:50am	Special Assessment Payment	Kayla			
Monday 10/6/25	3:35pm	Citation Payment	Christina			
Tuesday 10/7/25	9:12am	Citation Payment	Christina			

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Date & Day of Week	Time	Reason for Visit or Call	Staff Member	Phone		Department
Thursday 9/4/25	4:14 PM	Property Valuation Question for Property owner's Bank	William Van Rossum	x		Finance
Monday 9/8/25	9:30 AM	Question about home occupancy	Adrienne Nelson			Planning
Monday 9/8/25	3:54 PM	Property tax escrow question from resident	William Van Rossum	x		Finance
Monday 9/8/25	12:10 PM	Question regarding permit for pole shed	Ashley Roehl		No one from planning around to answer question	Finance
Tuesday 9/9/25	12:30pm	Wanted copy of fence permit from 2006	Adrienne Nelson			Planning
Tuesday 9/9/25	1:50 PM	Question regarding why a sump pump inspection was deemed "illegal", looking to see what he needs to do to make it "legal"	Tyler Ault		No one from planning around to answer question	Finance
Thursday 9/11/25	1:30pm	Fence permit application help	Adrienne Nelson			Planning
Friday 9/12/25	9:30am	Multiple permit applications help	Adrienne Nelson			Planning
Friday 9/12/25	10:00am	Detached garage permit application help	Adrienne Nelson			Planning
Friday 9/12/25	1:12 PM	Call from Sales person for bidding software	William Van Rossum	X		Finance
Friday 9/12/25	1:15pm	Detached garage questions	Adrienne Nelson			Planning
Tuesday 9/16/25	8:10am	Achitectual plan for burned out house	Brett Jansen			Planning
Wednesday 9/17/25	9:00am	Carport permit application	Brett/Adrienne			Planning
Thursday 9/18/25	8:31 AM	Dropping off sealed envelope for David Kittel	Tyler Ault			Finance
Thursday 9/18/25	10:34 AM	Call From Aaron Wallin from KU regarding an Investment Question	William Van Rossum	x		Finance
Thursday 9/18/25	1:00pm	Touchbase on building concept/facade requirements	Adrienne Nelson			Planning
Thursday 9/18/25	2:26 PM	Call From Sales person for Timeclock Plus	William Van Rossum	x		Finance
Thursday 9/18/25	2:31 PM	Call from Oracle sales person for Accounting software	William Van Rossum	x		Finance
Thursday 9/18/25	4:23PM	Parks Staff stopped over to turn in I9 Information	William Van Rossum			Finance
Friday 9/19/25	3:15pm	Slad and grade beam questions	Brett Jansen			Planning
Monday 9/22/25	1:00pm	Annexation follow up questions	Dave Kittel			Planning
Monday 9/22/25	2:45pm	Question on if Kaukauna offered housing grants	Adrienne Nelson			Planning
Tuesday 9/23/25	8:25am	Questions on constructing a flex space & setbacks	Brett/Dave			Planning
Tuesday 9/23/25	1:23PM	School District called about invoice regarding trip to environmental center	William Van Rossum	x		Finance
Tuesday 9/23/25	1:11pm	Dale Baumgart Stopped in to ask a questino about his revaluation letter he recieved in the mail	William Van Rossum			Finance
Wednesday 9/24/25	10:35am	Bench donation application	Adrienne Nelson			Planning
Wednesday 9/24/25	10:40am	Shed permit application questions	Adrienne Nelson			Planning
Friday 9/26/25	10:45am	House tear down questions	Megan Brouch		No one from planning around to answer question	Planning
Monday 9/29/25	9:15am	Driveway permit questions	Adrienne Nelson			Planning
Monday 9/29/25	9:20am	Permit payment - directed downstairs	Adrienne Nelson			Planning
Monday 9/29/25	12:00pm	Copy of permits and inspections	Adrienne Nelson			Planning
Monday 9/29/25	3:25 PM	Agenda and Council chambers software sales cal	William Van Rossum	x		Finance

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