



**City of Neenah
Common Council Agenda
Wednesday, October 7, 2026 at 6:00 PM
Neenah City Hall – 211 Walnut Street
Council Chambers**

- I. Roll Call and Pledge of Allegiance
- II. Recognition of Employee Anniversaries and Exemplary Awards
 - A. Anniversaries:
 - Kathryn Eustice - 30 years
 - Christopher Ederer - 25 years
 - Trevor Fink - 25 years
 - Ryan Flom - 25 years
 - Christopher Klenke - 25 years
 - Gerald Mavroff - 25 years
 - Amanda Moe - 25 years
 - Nathan Monfort - 25 years
 - Jeffery Schweitzer - 25 years
 - B. Exemplary Performance Awards:
 - Andy Radig
 - Travis Beyer
 - Christina Kleinheinz
 - Richie Zaborowske
 - Jodi Leslie
 - Becky DeWitt
 - Laurie Krueger
 - Nicholas Diedrich
 - Lisa Laux Robak
 - Samantha Jefferson
 - Patie Freimuth
- III. Proclamations
 - A. The month of October as Pedestrian Safety Month, and October 15, 2026 as White Cane Safety Day. (Attachment)
- IV. Presentation
 - A. Presentation by Water Utility Director Mach on Effectively Resolving Complaints, A Guide for Neenah Employees and Elected Officials. (Attachment)
- V. Introduction and Confirmation of Mayor's Appointment(s)
 - A. None.
- VI. Approval of Council Proceedings
 - A. Approval of the Minutes and Proceedings of the [September 16, 2026](#) Regular Common Council Meeting, and the [September 29, 2026](#) Special Council Meeting. (Unanimous Consent)

- VII. Public Hearings
 - A. Ordinance 2026-13, Project Plan 1-26-215 Phase II of Roosevelt Commons which includes two buildings and a total of 32 dwelling units for ThedaCare Medical Center.
- VIII. Plan Commission Report Pertaining to the Public Hearings
 - A. Plan Commission meeting of [September 29, 2026](#): (Ald. Neuman) (Minutes can be found on the City website)
 - 1. Commission recommends Council approve Ordinance 2026-13 Project Plan #1-26-215 E Forest Avenue-Roosevelt Commons Phase II. (Roll Call Vote)
- IX. Public Forum

Speakers must state their name and residential address and are allowed five minutes to speak on any topic.
- X. Mayor/Council Consideration of Public Forum Issues
- XI. Consent Agenda
 - A. Receive and place on file the approved Special Event Permits presented to the Public Services and Safety Committee on [September 29, 2026](#). (Unanimous Consent)
- XII. Reports of Standing Committees
 - A. Public Services & Safety Committee meeting of [September 29, 2026](#): (Chairman Weber/Vice Chairman Pollnow) (Minutes can be found on the City website)
 - 1. Committee recommends Council authorize the Neenah Police Department to participate in the buyback process for Squad 8, allowing Ford to replace it with a 2026 gas model Police Interceptor, and authorize up to \$10,000.00 for upfitting costs if required through the Capital Equipment Fund Reserve. (Roll Call Vote)
 - 2. Committee recommends Council approve an amendment to the Parking Lot Lease Agreement with Alta Realty, LLC. (Roll Call Vote)
 - B. Special Public Services and Safety Committee meeting of [October 7, 2026](#): (Chairman Weber/Vice Chairman Pollnow)
 - 1. Consider Committee recommendation to approve a contract with RSI in the amount of \$50,000 for maintenance repairs at the Church Street Parking Ramp. (Roll Call Vote)
 - C. Finance & Personnel Committee meeting of [September 28, 2026](#): (Chairman Erickson/Vice Chairman Ellis) (Minutes can be found on the City website)
 - 1. Committee recommends Council approve the Library Fire Alarm System upgrade to be initially funded from the Facilities Capital Fund balance, with those funds subsequently reimbursed through the 2027 CIP borrowing, as the project is an approved 2027 CIP project. (Roll Call Vote)
 - 2. Committee recommends Council approve the reallocation of \$53,161.80 in budgeted wages to current Streets and Sanitation staff by eliminating a Streets Tech II position effective October 19, 2026. (Roll Call Vote)

3. Committee recommends Council approve Resolution 2026-09 Designating the "Neenah News" as the City's Official Newspaper. (Roll Call Vote)
- D. NMFR Joint Finance & Personnel Committee meeting of [September 22, 2026](#): (Alderman Pollnow) (Minutes can be found on the City website)
 1. Meeting cancelled, no report.
- XIII. Reports of Special Committees and Liaisons and Various Special Projects Committees
 - A. Report from the [September 23, 2026](#) Landmarks Commission Meeting – Alderman Bruno
 - B. Report from the [October 5, 2026](#) Community Development Authority Meeting – Director Nieforth
 - C. Report from the [September 17, 2026](#) Park Commission Meeting – Alderman Weber
 - D. Report from the [September 17, 2026](#) Committee of Aging Meeting - Alderman Neuman.
- XIV. Presentation of Petitions
 - A. Any other petition received by the City Clerk's Office after distribution of the agenda.
- XV. Council Directives
- XVI. Unfinished Business
- XVII. New Business
 - A. Any announcements/questions that may legally come before the Council.
- XVIII. Closed Session
 - A. The Common Council may convene into closed session pursuant to Wis. Stat. §19.85(1)(e) for the purpose of deliberating or negotiating the purchase of public properties, the investing of public funds, and the conducting of other specified public business as competitive or bargaining reasons require closed session for properties at 135 Millview Drive, 886 South Commercial Street, and 346 1st Street.
 - B. The Common Council may reconvene into open session pursuant to Wis. Stats. §19.85(2) to consider or act on any item (s) discussed in closed session.
- XIX. Adjournment

In accordance with the requirements of Title II of the Americans with Disabilities Act (ADA), the City of Neenah will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities. If you need assistance or reasonable accommodation in participating in this meeting or event due to a disability as defined under the ADA, please call the Clerk's Office (920) 886-6100 or e-mail clerk@neenahwi.gov at least 48 hours prior to the scheduled meeting or event to request an accommodation.

Proclamation



OFFICE OF THE MAYOR CITY OF NEENAH

WHEREAS, safe, accessible streets are essential for the well-being of all residents, including children, older adults, and people with disabilities; and

WHEREAS, thousands of Wisconsinites, including over 100,000 with vision loss, rely on sidewalks, curb ramps, accessible pedestrian signals, white canes, and service animals to navigate public spaces safely; and

WHEREAS, Wisconsin's White Cane Law requires drivers to stop at least 10 feet from pedestrians using a white cane or service animal, reinforcing the need for driver awareness and pedestrian respect; and

WHEREAS, communities can reduce injuries and save lives by investing in proven pedestrian safety infrastructure such as high-visibility crosswalks, traffic calming, and accessible design; and

WHEREAS, raising awareness of pedestrian rights and responsibilities promotes a culture of safety and inclusion for all road users;

NOW, THEREFORE BE IT RESOLVED that, I, Mayor Brian Borchardt, on behalf of the residents of Neenah, do hereby proclaim October as **PEDESTRIAN SAFETY MONTH** and October 15, 2026, as **WHITE CANE SAFETY DAY** in **NEENAH** and call on all residents, leaders, and lawmakers to prioritize safe, accessible streets year-round.

Signed and sealed this Seventh Day of October, Two Thousand Twenty Six

MAYOR OF NEENAH

Effectively Resolving Complaints

A Guide for Neenah Employees and Elected Officials

City of Neenah employees and elected officials serve as the public's closest link to our local government. When residents bring concerns forward, whether about utilities, public works, neighborhood issues, or administrative matters, having a consistent process makes communication smoother, builds trust, and reduces escalation.

1. Acknowledge Quickly and Professionally

Everyone appreciates knowing we've heard them.

Do:

- Respond within 24–48 hours.
- Thank them for reaching out.
- Restate the issue in your own words to confirm understanding.
- Say something like “I’ll check this out for you” but DO NOT immediately make a determination or rush to judgement.

Understand:

- There is often more to the story than what a complainant is providing.
- Staff may already know there is an issue.
- Staff may have already been contacted by the complainant.
- Staff may already know that the issue has been resolved.
- Staff may already know that there is NOT an issue.
- Staff are aware of certain complainants that are more likely to vocalize their complaints or post complaints on FB.

Avoid:

- Saying “I’m sorry” if it is not absolutely warranted.
 - Making promises before gathering information.
 - Letting messages sit without acknowledgment them.
 - Downplaying a resident’s concern.
 - **Claiming fault, blaming staff, blaming a department, or blaming another person, making assumptions, posting the issue or commentary on FB, etc.**
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2. Gather Key Details

Gather the right information to route the issue to the right authority properly.

Ask for:

- Their name, address, phone number, and email address (if possible).
- Details of the specific issue.
- Timeline of the issue.

- Supporting details (photos, dates, location specifics).
- What resolution or outcome the complainant hopes for.

3. Determine Whether It's a Regulatory Issue, Policy Issue, an Operational Issue, or NOT an Issue. Understanding the type of problem helps you decide how to proceed.

Regulatory Issues

Examples: Person dumping oil into a catch basin, ordinance violations, parking violation complaints, speeding ticket complaints, safety violations → Route to the correct department and follow up, if necessary.

Policy Issues

Examples: Zoning changes, budget concerns, ordinances, community development priorities → Discuss with Committees, Commissions, Council, or Administration.

Operational Issues

Examples: Low water pressure, garbage pickup missed, snow removal problem, traffic sign damaged, utility billing question → Route to the correct department and follow up, if necessary.

Not an Issue

Examples: Garbage container left tipped over after being emptied, construction debris present during an uncompleted construction project, water is discolored immediately after flushing, road not plowed perfectly down to the blacktop, snow or slush left in driveway after plowing → Determine whether a conversation with the appropriate department is warranted.

4. Route the Issue to the Correct Department

Alderpersons should not attempt to solve operational issues independently.

Typical routing examples:

- **Water Utility** → Water quality, leaks, meter concerns, main breaks.
- **Public Works** → Streets, stormwater, sanitary, sidewalks, sanitation, drainage.
- **Parks & Recreation** → Parks, trees, playgrounds.
- **Clerk's Office** → Licensing, records, voting concerns.
- **Police/Fire (non-emergency)** → Neighborhood disturbances, safety complaints.

When contacting staff:

- Include the residents' name, address, and a concise summary.
- If the concern is not critical or time-sensitive, email is best.
- Ask staff to confirm when they have reviewed the issue only after waiting a reasonable period of time.

5. Track Progress

A simple tracking method can help to avoid letting issues fall through the cracks.

One possible approach for elected officials:

- Maintain a small spreadsheet or notebook of open items.
 - Note: date received, department routed to, and follow-up date.
 - Check back with staff if you haven't heard anything within 3–5 business days.
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6. Provide Clear, Respectful Communication Back to the Resident

Once staff responds, communicate the results to the resident in plain terms.

Include:

- What staff reviewed.
 - Any action taken or scheduled.
 - If no action can be taken, explain why (policy limits, budget, jurisdiction, etc.).
 - Contact information for the relevant staff member if the resident wants more detail.
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7. Avoid Overstepping Staff Roles

Alderpersons should:

- Never direct staff how to resolve an issue.
- Never promise outcomes that rely on staff judgment or budget constraints.
- Never attempt to personally intervene in technical, safety, or infrastructure situations.
- Never post or repost complaints on social media.

Instead:

- Advocate for the complainant.
 - Ask staff clarifying questions.
 - Help the complainant understand the city's processes.
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8. Manage Expectations

Sometimes issues take time or may not have the outcome the complainant wants.

To prevent frustration:

- Explain timelines honestly.
- Clarify when a matter must go through Committee, Commission, or Council.
- Note that certain repairs or projects depend on budget cycles.

**CITY OF NEENAH
NOTICE OF PUBLIC HEARING**

NOTICE IS HEREBY GIVEN that a Public Hearing will be held by the City of Neenah to review a project plan for the following project located at 215 E. Forest Avenue, Neenah, Wisconsin:

- Phase II of Roosevelt Commons which includes two buildings and a total of 32 dwelling units for ThedaCare Medical Center.

The Public Hearing will be held at the City's Administration Building, 211 Walnut Street, Neenah, Wisconsin.

Plan Commission Informal Hearing – Tuesday, September 29, 2026
4:00 P.M.
Hauser Room

Council Formal Hearing – Wednesday, October 7, 2026
6:00 P.M.
Council Chambers

NOTICE IS FURTHER GIVEN that applicant and interested persons may appear at said hearing and be heard for or against the project approval request.

Charlotte Nagel
City Clerk
Neenah, Wisconsin

Publish: September 25th and September 28th, 2026