

Item 25-0828: Demerit Point Violation Appearance - Stuc's Pizza

Item 25-0834: Demerit Point Violation Appearance - Wal-Mart Super Center

Item 25-0835: Demerit Point Violation Appearance - Appleton Liquor

Item 25-0836: Demerit Point Violation Appearance - Rascal's Bar & Grill

Item 25-0837: Demerit Point Violation Appearance - Scuba's Pourhouse

Safety and Licensing Committee

Wed, Jul 23, 2025 5:30PM

Aldersonperson Chris Croatt (District 14) 01:03

Okay, we'll get into our public hearings and appearances here. We have a number of them. They're all demerit point violations from establishments in Appleton here. They are all for—just in summary, they know why they're here, but they're all for dispensing to minor, which is an 80-point violation, and they all have 80 points total demerits. So, we'll take them in order. And if they're here, please come to the microphone. For these, what the committee asks is the establishments come to the committee meeting and explain what happened and what measures you're taking to correct it from happening again. So, we appreciate you—if you're here for that, we appreciate you coming and explaining what you're doing to prevent it from happening again.

Aldersonperson Chris Croatt (District 14) 01:47

So first on the agenda is 25-0828, is a demerit point violation appearance for Stuc's Pizza. Is there anyone here? Thank you, name and address for the record, please. Ope—turn the podium mic on there.

Erik Anderson (Stuc's Pizza) 01:59

Eric Anderson. You want my home address?

Aldersonperson Chris Croatt (District 14) 02:02

Yes, please.

Erik Anderson (Stuc's Pizza) 02:03

[Gives home address]

Aldersonperson Chris Croatt (District 14) 02:05

Okay. Go ahead.

Erik Anderson (Stuc's Pizza) 02:08

Oh, gotcha. So, I wasn't present when the offense occurred. It was one of my servers. He had been working at a restaurant prior to mine where they didn't serve alcohol so he wasn't in the regular habit of checking ideas—or IDs. So, since that moment, obviously he's been instructed, "Hey, make sure you're checking everyone's IDs." We got those little digital calendars making sure that we have those positioned at every station. So mainly it's just awareness, just reminding people that hadn't been involved in dispensing alcohol that they got to check IDs.

Aldersonperson Chris Croatt (District 14) 02:40

Great. Good training opportunity. Unfortunately, it happened, but it's good opportunity to train employees. Any questions from committee members? Okay, thanks. Appreciate it.

Erik Anderson (Stuc's Pizza) 02:56

You need me to stick around for the rest of the—

Alderson Chris Croatt (District 14) 02:56

You do not have to. No. Thanks for coming. We appreciate you coming.

Alderson Chris Croatt (District 14) 02:56

Okay, 25-0834 is a demerit point violation appearance for Walmart Supercenter. Thank you, sir.

Jason Klunck (E Calumet Walmart) 03:00

Jason Klunck, [XXXXXX] Kaukauna. The situation that took place was a very experienced cashier keyed the ID in. It declined, and he thought it was a malfunction with the register. So, they declined the transaction, and he redid it again, very photographic memory of the license. He tends to do that. So, he keyed the wrong ID in which prompted the sale. Obviously, he's been held accountable, retraining with all of his computer based learning and heightened awareness, again, on all of the operators that run registers. Our policy, corporately, is 41—or 40 or under gets ID. My policy is everybody gets ID. So, this won't happen again.

Alderson Chris Croatt (District 14) 03:44

Okay, thanks. Good to know you have systems in place to key the date in and it'll tell you.

Jason Klunck (E Calumet Walmart) 03:49

Yeah.

Alderson Chris Croatt (District 14) 03:49

Okay. Questions from committee members? No. Okay. Thanks. Appreciate you coming.

Alderson Chris Croatt (District 14) 03:54

Next on the agenda is 25-0835, is a demerit point violation appearance for Appleton Liquor. Welcome. Thanks for coming.

Heidi Guta (Appleton Liquor) 04:08

Home address or store address?

Alderson Chris Croatt (District 14) 04:10

Your name and home address, please.

Heidi Guta (Appleton Liquor) 04:12

Heidi Guta, [XXXXXX] Appleton, Wisconsin, 54911.

Alderson Chris Croatt (District 14) 04:17

Okay. Thank you.

Heidi Guta (Appleton Liquor) 04:17

What happened was the till froze. My manager has 21 years' experience, but the till froze, and then he in that fluster just did not ID the person. And since then—also, you should know that there was a personal loss of a business owner death. So, someone died. It was pretty tragic. My fiancé died.

Aldersonperson Chris Croatt (District 14) 04:47

Oh, sorry to hear that.

Heidi Guta (Appleton Liquor) 04:48

Thanks. I've implemented measures so it doesn't happen again. The—he and all the employees have signed policy agreements and we did employee training. So, they know if it looks crooked, if it looks weird or anything, just to refuse it. We refuse to let minors into the store, even if they're not purchasing, unless they're with a parent. And I've encouraged all the employees to refuse service if they feel any sketch or anything. I just continue to train them, and I have put in prompts to my computer that forces the employee to scan IDs and—oh, I have a post it note on the computer that says the actual day that it has to show so that employees can just see, very nice and easily, that if they're minor or not. And also, I've got like a big stand too that has, like a really big stand that says, "Do not sell if it's after this date." So, I think this will not happen again.

Aldersonperson Chris Croatt (District 14) 05:54

Okay, thank you. It sounds like measures have been put in place. And very sorry for your loss. Sorry to hear that. And thanks for coming.

Heidi Guta (Appleton Liquor) 06:00

Thank you, guys.

Aldersonperson Chris Croatt (District 14) 06:01

Okay, moving on to 20—did committee members have any questions? Okay. 25-0836 is the merit point violation appearance for Rascals Bar and Grill. Thank you both for coming.

Karen Blodgett (Rascals Bar And Grill) 06:20

Hi. I'm Karen Blodgett. Address is [XXXXXX] Appleton, Wisconsin.

Jim Dirks (Rascals Bar And Grill) 06:26

Jim Dirks, [XXXXXX] also.

Aldersonperson Chris Croatt (District 14) 06:29

Okay. Thank you.

Karen Blodgett (Rascals Bar And Grill) 06:31

Things that we've done—we actually did the police training, which was very, very helpful. We took it over a two-day period. Learned a lot about what they do, what they look for IDs and stuff. The different—how to look for a fake ID was a big thing that we learned about during that police training. It was very, very informative. We've asked our employees all to check IDs of everybody that comes in the bar. And one of the big things is they—we just asked them to ask the person's age, which is amazing thing, if they come in underage, they're supposed to give us their real underage for it. So, we've done a lot of things, worked on different policies and stuff like that, different trainings, ID signs are posted all over the place and stuff, so, and we're looking at getting an ID scanner also.

Aldersonperson Chris Croatt (District 14) 07:17

I was going to ask you about that. Okay. But you don't have that now?

Karen Blodgett (Rascals Bar And Grill) 07:22

It's in the process. We're working on that.

Alderperson Chris Croatt (District 14) 07:28

Okay, all right. All right, good. I think that would help.

Karen Blodgett (Rascals Bar And Grill) 07:32

Yeah, through the trainers, yeah, they were telling us about the different samples and stuff that we could get.

Alderperson Chris Croatt (District 14) 07:32

Okay, good. All right, thanks. I think you understand the magnitude of how these things could add up and impact your business.

Karen Blodgett (Rascals Bar And Grill) 07:32

Oh, yes.

Alderperson Chris Croatt (District 14) 07:32

Thanks.

Jim Dirks (Rascals Bar And Grill) 07:32

[...] 32 years and only one violation during that time until this.

Alderperson Chris Croatt (District 14) 07:39

Good job.

Karen Blodgett (Rascals Bar And Grill) 07:44

And it was a it was a misreading of an ID is what happened. He looked at the ID. He saw it. He thought it said 2002 when it said 2005, and that's what happened. And the challenges is, when you have the new IDs for the 18 and younger, they don't have to get them changed until they turn—what is it?—six years after they turn 18? So maybe we look into taking the driver's license, making them once they turn 21 they have to get a new ID, versus waiting until that old ID expires eight years after they get it, which would be, to me, a very helpful for a lot of businesses.

Alderperson Chris Croatt (District 14) 08:19

Yeah. Okay. All right. Good. Questions from committee members? Not seeing any. Thank you very much for coming and explaining it.

Karen Blodgett (Rascals Bar And Grill) 08:31

Thank you.

Alderperson Chris Croatt (District 14) 08:31

All right, you too.

Alderperson Chris Croatt (District 14) 08:32

All right. Next on the agenda is the last one is 25-0837 a demerit point violation appearance for Scubas Pourhouse. All right. Also, thank you for coming.

Steven Van Fossen (Scuba's Pourhouse) 08:42

Hi there. Steve Van Fossen [XXXXX] in Appleton.

Aldersonperson Chris Croatt (District 14) 08:45

Okay.

Steven Van Fossen (Scuba's Pourhouse) 08:46

I had a very experienced bartender 20 years, you know, we have it posted on the walls and stuff with the, you know, the Budweiser sign with the date. He looked at the ID twice. For whatever reason he didn't use the wall as a guideline. He did it two months the wrong way. You know—it's two months before he turned 21 and he did—he thought he was two months after his 21. So, he did it wrong. We've talked to everybody. We really practice Serve Safe. We've had a great record in the past. Unfortunately, we've had to talk to everybody and reiterate, you know, got to glance at the wall for two seconds, if you don't know for sure, you know. So, we've really tried to make sure every, every, every person that looks under 40 years of age is IDed.

Aldersonperson Chris Croatt (District 14) 09:33

Okay. Are you considering the ID scanner?

Steven Van Fossen (Scuba's Pourhouse) 09:36

Well, I was just talking to her about it. I have another place in Freedom, and we actually bought two of them out there. They're like, 400 bucks, and they didn't work. I guess I should probably talk to the police department and find out if there are any that are consistently work, because we tried it and about 50% of them did work and 50% of them didn't work. Maybe we didn't buy an expensive enough one. I'm not sure I—but so we haven't looked into that yet anymore, because it hasn't really worked out there, and we're trying to still figure it out. But somebody here has a recommendation of one to buy, I'd love to know about it, you know.

Aldersonperson Chris Croatt (District 14) 10:11

Okay.

Steven Van Fossen (Scuba's Pourhouse) 10:12

I just haven't found one consistent out there.

Aldersonperson Chris Croatt (District 14) 10:21

Yeah. And then obviously, we have a representative from APD here. We can take it offline. You can have that conversation with the police department, or if you wanted to add anything to that—do you make recommendations on scanners? Micro—what's your—what microphone? Six? Okay, go ahead.

Unnamed Police Department Representative 10:31

Yeah, right now, I can't give you a specific one, but I can get you in contact.

Steven Van Fossen (Scuba's Pourhouse) 10:38

Yeah.

Steven Van Fossen (Scuba's Pourhouse) 10:39

And we can follow up.

Steven Van Fossen (Scuba's Pourhouse) 10:44

That'd be great. Yeah, it's tough. You know, there's six or eight of them out there to buy, and how much can you just keep wasting money on stuff that doesn't really work? And also, if somebody can definitely tell me, I'd love to get scanners at all my places. But I haven't yet figured out one that's going to work. There are just so many different things going on with licenses right now as she was trying to say, but yeah, we're definitely—I mean,

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you can tell by our track record, this isn't something that I'm expecting ever again, really, but definitely scanners a way to go, if you can get a consistent one. I know that.

Alderson Chris Croatt (District 14) 11:09

Okay, okay, yep, you can connect with APD on that.

Steven Van Fossen (Scuba's Pourhouse) 11:13

Yeah.

Alderson Chris Croatt (District 14) 11:13

Thanks for coming. I appreciate the explanation. It sounds like it was an experienced server. Sometimes we hear it's a new person, maybe nervous and wanted to get—

Steven Van Fossen (Scuba's Pourhouse) 11:23

20 years he's been doing it, not for me, but total, you know, been with me for about five so, but very experienced in the Fox Valley but—

Alderson Chris Croatt (District 14) 11:30

Okay.

Steven Van Fossen (Scuba's Pourhouse) 11:30

Do you have.

Alderson Chris Croatt (District 14) 11:31

Good. A training opportunity again. So, okay, any questions from committee members for the establishment?

Okay. Thanks, we're all set. Yep, thanks for coming. We appreciate it.