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**CITY OF**  
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May 16, 2018

Ms. Angelica Ortega  
1734 S. 16<sup>th</sup> Street  
Milwaukee, Wisconsin 53204

RE: C.I. File No. 1030-2018-958  
Communication from Angelica Ortega

Dear Ms. Ortega:

We are in receipt of your claim for damages to your 2013 Kia Optima, occurring on April 15, 2018, in the amount of \$500.93. You allege that when the City plowed the street, the snow and ice was thrown onto your vehicle causing damages.

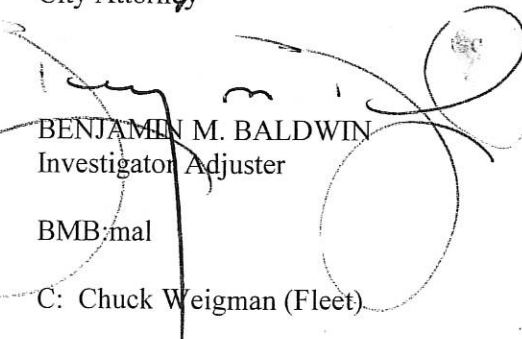
We have concluded our investigation of this matter. The drivers of the City snow plow are keenly aware of vehicles that are parked along the street when they are removing snow and ice. Unfortunately, the drivers of these units have no control as to the amount or velocity in which the snow and ice comes off the snow blade during plowing operations.

In that the snow plow operator was reasonable and prudent in the course of their duties, we cannot accept liability for your damages. Accordingly, we are denying your claim.

If you wish to appeal this decision, you may do so by sending a written statement requesting a hearing within 21 days of the postmarked date of this letter to the Milwaukee City Clerk, 200 East Wells Street, Room 205, Milwaukee, Wisconsin 53202. Please include a photocopy of this letter's envelope, showing the postmark, and retain the original in the event further proof is needed.

Very truly yours,

  
GRANT F. LANGLEY  
City Attorney

  
BENJAMIN M. BALDWIN  
Investigator Adjuster

BMB:mal

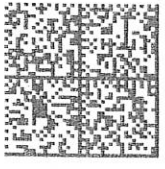
C: Chuck Weigman (Fleet)

1030-2018-958:249388

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PRESORTED  
FIRST CLASS



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