

4/20/16

RECEIVED

APR 28 2016

OFFICE OF
CITY ATTORNEY

Grant Langley,
In regards to claim # C.I File #
1058-2016-610
Communication from Paula VanderVelden

I am requesting a hearing to
appeal the decision to deny
my claim for damages incurred
to my vehicle due to negligence
in snow removal by the City of
Milwaukee Sanitation Department.

Thank You,
Paula VanderVelden
p.vander-velden@hotmail.com
414-520-0584 cell
414-571-1415 phone

6163 S Tarbert Ct
Cudahy WI 53110

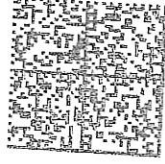
CITY OF MILWAUKEE
2016 APR 22 AM 11:53
CITY CLERK'S OFFICE

CITY OF MILWAUKEE
Office of the City Attorney
OFFICE OF THE CITY ATTORNEY
800 City Hall
200 East Wells Street
Milwaukee, Wisconsin 53202-3551

Ms. Paula Vander Velden
6163 South Tarbert Court
Cudahy, WI 53110



PRESORTED
FIRST CLASS



U.S. POSTAGE PITNEY BOWES
ZIP 53202 \$000.37
02 1W
0001396581 APR 12 2016

0001396581 APR 12 2016



CITY OF MILWAUKEE
2016 APR 22 AM 11:53
CITY CLERK'S OFFICE

6163 S Parkport Ct
Cudahy WI 53110

Milwaukee City Clerk
200 E Wells Street
Rm 205
Milwaukee WI 53202

MILWAUKEE WI 530
20 APR 2016 PM 7:1



FOREVER/USA

53202387099

Postnet barcode

3/11/2016

To whom it may concern,

CITY OF MILWAUKEE
2016 MAR 18 A 8:39

On Saturday February 6, 2016 at 6:00 pm I was driving north on South 65th Street between Cleveland Avenue and Harrison Street. I turned east on to Harrison Street and heard a loud thump and then a loud scraping/grinding sound. I parked my car to find out what the sound was.

CITY CLERK'S OFFICE

My car had hit a large mound of snow/ice that was jutting out into the street **5 feet**. There was no warning of this because South 65th street was clear all the way to the curb. I have pictures that will prove just how far this ice mound was sticking out into the street. Most people don't swing their cars out 5 feet to make a turn on to a side street because you will be in the path of oncoming traffic. The photos will also show that the crosswalk at the intersection had been cleared by the homeowners. According to my son who lives in the corner house where this is located the city had a bobcat in the area clearing out the intersection and left this mound there. He said it had been much higher before it started to melt.

According to the DPW website:

When are sidewalks cleared?

Property owners are responsible for clearing snow from public sidewalks within 24 hours after the snow stops falling. This includes the corner crosswalk area for property owners with corner lots or those whose property abuts a mid-block crosswalk.

The City of Milwaukee is responsible for clearing crosswalks of excessive amounts of snow due to plowing. Because the crews who drive plows also operate equipment used to clear crosswalks and bus stops, these operations begin after street plowing is complete.

The DPW website also states:

Snow Plowing

When a major storm occurs, a general plowing is initiated. It can take from 18 to 24 hours to plow all streets, depending on the severity of the storm. Sometimes plows must make four or six passes down a street to clear it curb to curb. The city tries to do this at one time so residents can shovel out driveways and sidewalks. It is best to wait, if possible, until we've plowed your street before shoveling out your driveway approach. It is also helpful if you pile the snow to the right side of your driveway as you face the street. This will minimize the amount of snow pushed back into the driveway approach by a plow.

Residents have 24 hours after the snow stops falling to clear snow from sidewalks. Violations reported to DPW will be inspected and incur an initial inspection fee of \$25. If the snow is not cleared after 24 hours, the city will clear it and put the costs along with a \$45 - \$90 administrative fee on the property tax bill. Elderly or handicapped residents may apply to the Department for hardship sidewalk snow removal. Snow is removed by mechanical equipment

OFFICE OF THE CITY ATTORNEY
2016 MAR 18 PM 1:44
CITY OF MILWAUKEE RECEIVED

only after a plowing operation (normally 4 inches or more). The costs are dropped to the property tax bill.

After the initial plowing, we clear crosswalks and bus stops, plow snow islands left by parked cars, touch up intersections and widen passages on residential streets. Clean up work continues several days after a storm has passed.

One of the greatest obstacles to plowing snow is cars parked on the street. On street parking restricts plows from pushing the snow to the curb. Crews regularly return to plow "snow islands" left by parked cars that move after streets have been plowed. If you see an area where a car has moved after the street was plowed, please contact the DPW Call Center at 286-CITY. You may also submit an online service request if you have a particular request regarding snow plowing services.

This incident happened weeks not days after this snow/ice storm. This storm was a plowing operation in which the city failed to plow this street until over 24 hours after the storm. This storm also had freezing rain which turned much of the snow into boulders of ice when they were plowed. As the pictures show this street was NOT cleared curb to curb and there were no "islands" left by vehicles. It was the city's responsibility to clear the excessive snow from the street. On Monday February 8, 2016 at 10:56 am I filed a snow removal request with the city online because I could not reach anyone to assist me with this issue. I have attached the

Complaint **City of Milwaukee - Service Request 101001441383.**

There was extensive damage done to my passenger front and rear doors and moldings. Because of the city's negligence and failure to responsibly remove this mound of ice I incurred damage to my vehicle in the amount of \$2,826.73. I have attached photos of the damage to my vehicle, the bill for repairs, photos of the ice mound and I am filing a claim for payment of damages incurred because of the city's neglect in properly removing this mound of ice.

Sincerely, *Amount of claim sought \$ 2,826.73*

Paula Vander Velden



Contact Information:

Paula Vander Velden

6163 S Tarbert Ct

Cudahy Wi, 53110

414-571-1415 (Home), 414-520-0584 (Cell), (e-mail) p_vander_velden@hotmail.com

City of Milwaukee - Service Request 101001441383

UCC@enotify.milwaukee.gov

Tue 2/9/2016 2:38 PM

To: P_VANDER_VELDEN@HOTMAIL.COM <P_VANDER_VELDEN@HOTMAIL.COM>;

Paula Vander Velden,

Service request number: 101001441383.

Your request for Snow Plow Request at 2601 S 65TH ST has been closed on 2016-02-09 14:05:52.0.

Staff comments are:

Record number 2645962 is a request for Sanitation - Special Services Call Back. This request was entered into DPW's database on 2016-02-08 10:56:00.0. This record was given to a Sanitation crew on 2016-02-08 23:25:06.0. Sanitation has marked this request as 'Completed' on 2016-02-09 14:05:52.0. If you feel that this matter is NOT resolved, please call the CallCenter staff at (414)286-CITY (2489). THERE IS A BANK OF SNOW/ICE ON THE SOUTHEAST CORNER THAT IS STICKING OUT INTO TO ROAD 5 FEET. I DAMAGED MY CAR ON IT SATURDAY NIGHT. I HAVE PICTURES.

Thank you for contacting the City of Milwaukee with your concerns!

Please do not reply to this email account as this email was computer generated and no one monitors the mailbox it comes from. If you have additional needs please enter additional requests through www.milwaukee.gov/Click4Action

Braeger Ford Collision Center
4201 S. 27th Street
Greenfield, WI 53221
Ph: (414)281-3370 Fax: (414)921-9723

Randall Vander Velden 6163 S Tarbert Ct Cudahy, WI 53110 Home: 414-403-1913 Work: Est.: Brad Received: 2/22/16 Del. Date: Date Paid:	Date of Loss: Year: 13 Make: FORD Model: ESCAPE Type: Style: SEL 4WD Engine: Color: Green License: WI 718WLG Mileage: 21,216 VIN: 1FMCU9H90DUD01130	Do Not Know Phone: Fax: Adjuster: Claim #: Policy: Betterment: Deductible:
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Ln.	Description	Parts	Labor Amt	Refin Amt	Other
1	Rem/Repl Pnl,Front Door Outer RT	463.93	364.00		
2	Pnl,Front Door Outer RT			190.40	
3	Rem/Repl Mldg,Front Door Side RT	105.67	11.20		
4	Rem/Inst Housing,Mirror Outer RT		5.60		
5	Rem/Inst Mldg,Front Door Belt RT				
6	Rem/Inst Handle,Front Door Otr RT				
7	Rem/Inst Pnl,Inner Door Trim RT				
8	Rem/Inst Glass,Front Door T RT		22.40		
9	Rem/Inst Louver,Front Fender R/R		5.60		
10	Rem/Inst Mldg,Wheel Opening RT				
11	Fender,Front RT			106.40	
12	Addition! Front Bumper Cover R&L		56.00		
13	Rem/Inst Headlamp Assy,Halogen RT		11.20		
15	Rem/Inst Handle,RR Door Outer RT		16.80		
16	Rem/Inst Mldg,Rear Door Side RT				
17	Rem/Inst Mldg,Rear Door Belt RT		11.20		
18	Rem/Inst Pnl,Inner Door Trim RT		28.00		
19	Repair COVER CAR EXTERIOR			16.80	5.00
20	HAZARD. WSTE. REM.				3.00
21	Rem/Repl PINSTRIPE TAPE		33.60		14.00
22	CORROSION PRIMER			16.80	
23	Paint Materials				338.40
24	Repair Pnl,Rear Door Outer RT		224.00		
25	Pnl,Rear Door Outer RT			140.00	
27	Door Edge Protector				71.00
28	Rem/Repl Mldg,Rear Door Side RT	79.22	11.20		
29	Panel,Quarter RT			72.80	
30	Rem/Inst Mldg,Quarter Side RT				
31	Glass,Quarter Tinted RT				135.00
32	Rem/Inst Taillamp Assembly,Otr RT				
33	Rem/Inst Extn,RR Bumper Outer RT		117.60		
34	Sales Tax Adjustment				0.01
	Totals	648.82	918.40	543.20	581.41

Total Category	Units	Total

BODY			16.40		974.40
PAINT			9.70		543.20
PARTS					663.82
PAINT MATERIAL					360.40
SUBLET					135.00
Subtotals			26.10		2,676.82
STATE TAX					149.91
Grand Total:			26.10		2,826.73

Notes

Customer owes \$1921.92 total. Please sign direction to pay for \$904.81. THANK YOU!

Direction To Pay

Customer _____

Vehicle _____

Insurance Company _____

Claim Number _____

I _____, hereby expressly authorize and direct the above named insurance company to pay Braeger Chevrolet, Inc for all charges, including parts and labor, on the above described vehicle and claim.

Signature _____

date _____

amount _____

Braeger Ford Collision Center
4201 S. 27th Street
Greenfield, WI 53221
Ph: (414)281-3370 Fax: (414)921-9723

Signature _____ Date _____

Braeger Collision Center

4201 S. 27th St
Greenfield, WI 53221
414-281-3370

Warranty Information

Braeger Collision Center hereby provides a Limited Warranty on repairs performed by our Body Shop. This Limited Warranty is valid for as long as you own the vehicle stated herein, and is for the person to whom this Limited Warranty is granted and whose name appears herein and on the original work order. This is a labor only; fragmented 3-part Limited Warranty, and stipulations pertaining to each fragmented part are stated hereafter:

Metal Work: Braeger Collision Center provides a Lifetime Limited Warranty on all metalwork, to include welding and the application of materials utilized in making collision repairs against crackling, flaking, pitting, or deterioration, **excluding** rust repairs. Braeger will repair and repaint, excluding rust repairs, and metalwork warranted hereby, when a claim is made while the present owner stated herein owns the vehicle, unless caused by or damaged resulting from unreasonable use, maintenance, or care of the vehicle.

Paint: Braeger Collision Center issues a Paint Refinish Assurance Plan for the lifetime of your vehicle, against cracking-checking-chalking-fading-and peeling.

Mechanical Repairs: Braeger Collision Center provides a 1-year/12,000 mile Warranty on all mechanical repairs pertaining directly to original collision damage. Braeger will repair any mechanical assembly or component warranted hereby when claim is made within SIX MONTHS of the effective date stated herein, unless caused by or damaged resulting from unreasonable use, maintenance, or care of vehicle.

Effective Date: **03/04/2016** Repair Order: **28009400**

Name: **Paula Vander Velden**

Phone: **414-502-0584**

Address **6163 S Talbert Ct**
Cudahy, WI 53110

Vehicle: **2013 Ford Escape**

Mileage: **21216**

VIN #: **1FMCU9H90DUD01130**

**We at Braeger Collision Center greatly appreciate your business and look forward to anything we can help you with in the future. Thank you!!!!*

BRAEGER COLLISION CENTER
4201 SOUTH 27TH STREET
GREENFIELD, WI 53221
PHONE: 414-281-3370 FAX: 414-921-9723
FEDERAL TAX ID #: 39-1868407

*** PRELIMINARY SUPPLEMENT 1 ***

S1 02/09/2016 01:13 PM
02/23/2016 08:29 AM

Owner

Owner: Randall Vander Velden
Address: 6163 S Tarbert Ct
City State Zip: Cudahy, WI 53110
Work/Day: (414)403-1913
FAX:

Control Information

Claim #: 361794N
Insured Policy # :
Ins. Company: General Casualty
Address: Work/Day: (608)834-8167

Inspection

Inspection Date: 02/09/2016 01:13 PM
Primary Impact: Right Side
Inspection Type:
Secondary Impact:
Contact: Brad Ory
Address: 4201 S. 27th Street
City State Zip: Greenfield, WI 53221
Email: bory@braeger.com
Work/Day: (414)281-3370
Work/Day: (414)817-3143
FAX: (414)921-9723
Contact: Gena Sanchez
Address: 4201 S. 27th Street
City State Zip: Greenfield, WI 53221
Email: bory@braeger.com
Work/Day: (414)281-3370
Work/Day: (414)817-3143
FAX: (414)921-9723

Repairer

Repairer: BRAEGER COLLISION CENTER
Address: 4201 S 27th Street
City State Zip: Greenfield, WI 53221
Email: gsanchez@braeger.com
Contact: Gena Sanchez
Work/Day: (414)281-3370
Home/Evening: (414)281-6100
FAX: (414)921-9723

Target Complete Date/Time: Days To Repair: 9

Vehicle

2013 Ford Escape SEL 4 DR Wagon
4cyl 2.0 EcoBoost
6-Speed Automatic

Lic.Plate: 718-WLG
Lic Expire:
Prod Date:
Lic State: WI
VIN: 1FMCU9H90DUD01130
Mileage: 21,116

Veh Insp# :
Condition:
Ext. Color: Green
Ext. Refinish: Two-Stage

Mileage Type: Actual
Code: P7143D
Int. Color:
Int. Refinish: Two-Stage

Options

1st Row LCD Monitor(s)	2nd Row Head Airbags	4-Wheel Drive
AM/FM CD Player	Active Grille Shutter	Air Conditioning
Alarm System	Aluminum/Alloy Wheels	Anti-Lock Brakes
Auto Headlamp Control	Automatic Dimming Mirror	Bucket Seats
Center Console	Chrome Grille	Cruise Control
Driver Knee Airbag	Driver Seat Memory	Dual Airbags
Dual Zone Auto A/C	Floor Mats	Fog Lights
Garage Door Opener	Halogen Headlights	Head Airbags
Heated Front Seats	Heated Power Mirrors	Heated W/S Wiper Washers
Illuminated Visor Mirror	Intermittent Wipers	Keyless Entry Keypad
Keyless Entry System	Leather Seats	Leather Steering Wheel
Lighted Entry System	Limited Slip Differential	MP3 Decoder
Mirror(s) Memory	Overhead Console	Power Brakes
Power Door Locks	Power Drivers Seat	Power Steering
Power Windows	Privacy Glass	Pwr Driver Lumbar Supp
Rear Spoiler	Rear Step Bumper	Rear Window Defroster
Rear Window Wiper/Washer	Side Airbags	Sirius Satellite Radio
Split Folding Rear Seat	Stability Cntrl Suspensn	Strg Wheel Radio Control
Tachometer	Tilt & Telescopic Steer	Tinted Glass
Tire Pressure Monitor	Traction Control System	Trip Computer
Wireless Audio Streaming	Wireless Phone Connect	

Damages

Line	Op	Guide	MC	Description	MFR.Part No.	Price	ADJ% B%	Hours	R
Stripes And Mouldings									
1	RI	1186		Mldg,Wheel Opening RT	R & I Assembly			INC	SM
2	E	1199		Mldg,Front Door Side RT	CJ5Z7820878AA	\$105.67		0.2	SM
3	E	1192		Mldg,Rear Door Side RT	CJ5Z7825556AA	\$79.22	S1	0.2	SM
4	RI	1192		Mldg,Rear Door Side RT	R & I Assembly		S1	INC	SM
5	RI	585		Mldg,Quarter Side RT	R & I Assembly		S1	INC	SM
Front Bumper									
6	N	6		Front Bumper Cover R&I >> drop right side for refinish	Additional Labor			1.0*	SM
Front End Panel And Lamps									
7	RI	42		Headlamp Assy,Halogen RT	R & I Assembly			0.2	SM
Front Body And Windshield									
8	BR	104	13	Fender,Front RT High Strength Steel	Blend Refinish			1.9	RF
					0.9 Blend				
					0.6 Two-stage setup				
					0.4 Two-stage				
9	RI	1190		Louver,Front Fender R/R	R & I Assembly			0.1	SM
Front Doors									
10	E	242		Pnl,Front Door Outer RT High Strength Steel	CJ5Z7820200A	\$463.93		6.5	SM
11	L	242		Pnl,Front Door Outer RT	Refinish			3.4	RF

			2.3 Surface			
			0.5 Edge			
			0.6 Two-stage			
12	RI	240	Pnl,Inner Door Trim RT	R & I Assembly		INC SM
13	RI	232	Mldg,Front Door Belt RT	R & I Assembly		INC SM
14	RI	441	Housing,Mirror Outer RT	R & I Assembly		0.1 SM
15	RI	1038	Glass,Front Door T RT	R & I Assembly		0.4 SM
16	RI	234	Handle,Front Door Otr RT	R & I Assembly		INC SM
Rear Doors						
17	I	370	Pnl,Rear Door Outer RT High Strength Steel	Repair	S1	4.0* SM
18	L	370	Pnl,Rear Door Outer RT	Refinish	S1	2.5 RF
				2.1 Surface		
				0.4 Two-stage		
19	RI	304	Mldg,Rear Door Belt RT	R & I Assembly		0.2 SM
20	RI	1154	Pnl,Inner Door Trim RT	R & I Assembly		0.5 SM
21	RI	1005	Handle,RR Door Outer RT	R & I Assembly		0.3 SM
Quarter And Rocker Panel						
22	BR	390	Panel,Quarter RT	Blend Refinish	S1	1.3 RF
				0.9 Blend		
				0.4 Two-stage		
23	SB	404	Glass,Quarter Tinted RT	Sublet Repair	\$135.00*	S1 SM
Rear Bumper						
24	RI	1225	Extn,RR Bumper Outer RT	R & I Assembly	S1	2.1 SM
Rear Body, Lamps And Floor Pan						
25	RI	534	Taillamp Assembly,Otr RT	R & I Assembly	S1	INC SM
Manual Entries						
26	I		HAZARD. WSTE. REM.	Sublet Repair	\$3.00*	SM
27	I		COVER CAR EXTERIOR	Sublet Repair	\$5.00*	0.3* SM
28	EC		PINSTRIPE TAPE	Replace Economy	\$14.00*	0.6* SM
29	EC		CORROSION PRIMER	Replace Economy		0.3* RF
30	EC		Door Edge Protector	Replace Economy	\$15.00*	S1 1.0* SM*
			>> Right front and Right rear doors			

30 Items

MC	Message
13	INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

Estimate Total & Entries

Gross Parts		\$648.82	
Other Parts		\$29.00	
Paint & Materials	9.4 Hours @ \$36.00	\$338.40	
Parts & Material Total			\$1,016.22
Tax on Parts & Material	@ 5.600%		\$56.91

Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs	
Sheet Metal (SM)	\$56.00	12.4	5.3	17.7	\$991.20
Mech/Elec (ME)	\$90.00				
Frame (FR)	\$56.00				
Refinish (RF)	\$56.00	9.4		9.4	\$526.40

Labor Total			27.1 Hours	\$1,517.60
Tax on Labor	@ 5.600%			\$84.99

Sublet Repairs		\$143.00	
Tax on Sublet	@ 5.600%	\$8.01	
Gross Total			\$2,826.73
Net Total			\$2,826.73
Actual Supplement Total	\$904.81		
Less: Previous Net Total			\$1,921.92-
Net Supplement Total			\$904.81

Total cost of repair

Recycled Parts NOT REQUESTED

Audatex Estimating 7.0.712 S1 03/04/2016 04:52 PM REL 7.0.712 DT 02/01/2016 DB 03/01/2016
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2.4 HRS WERE ADDED TO THIS ESTIMATE BASED ON AUDATEX'S TWO-STAGE REFINISH FORMULA.

Op Codes

* = User-Entered Value	E = Replace OEM	NG = Replace NAGS
EC = Replace Economy	OE = Replace PXN OE Srpls	UE = Replace OE Surplus
ET = Partial Replace Labor	EP = Replace PXN	EU = Replace Recycled
TE = Partial Replace Price	PM = Replace PXN Reman/Reblt	UM = Replace Reman/Rebuilt
L = Refinish	PC = Replace PXN Reconditioned	UC = Replace Reconditioned
TT = Two-Tone	SB = Sublet Repair	N = Additional Labor
BR = Blend Refinish	I = Repair	IT = Partial Repair
CG = Chipguard	RI = R & I Assembly	P = Check
AA = Appearance Allowance	RP = Related Prior Damage	



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***** SUPPLEMENT RECONCILIATION *****

Supplement S1

Claim # : 361794N
 File # :
 Insured:
 Owner Name: Randall Vander Velden
 Company:
 Vehicle: 2013 Ford Escape SEL 4 DR Wagon

Insured Policy # :
 Claim Rep:
 Inspection Date/Time: 02/09/2016 01:13 PM

Deleted Lines									
Line	Guide	Part	Operation	Price	ADJ%	B%	Labor	Rate	
1	370	Pnl,Rear Door Outer RT	Blend Refinish				1.3	RF	

Added Lines									
Line	Guide	Part	Operation	Price	ADJ%	B%	Labor	Rate	
2	370	Pnl,Rear Door Outer RT	Repair				4.0*	SM	
3	370	Pnl,Rear Door Outer RT	Refinish				2.5	RF	
4	390	Panel,Quarter RT	Blend Refinish				1.3	RF	
5	404	Glass,Quarter Tinted RT	Sublet Repair	\$135.00*				SM	
6	534	Taillamp Assembly,Olr RT	R & I Assembly				INC	SM	
7	585	Mldg,Quarter Side RT	R & I Assembly				INC	SM	
8	1192	Mldg,Rear Door Side RT	Replace OEM	\$79.22			0.2	SM	
9	1225	Extn,RR Bumper Outer RT	R & I Assembly				2.1	SM	
10		Door Edge Protector	Replace Economy	\$15.00*			1.0*	SM*	

Changed Lines									
Line	Guide	Part	Operation	Price	ADJ%	B%	Labor	Rate	
11	1192	Mldg,Rear Door Side RT	R & I Assembly				INC	SM	
		Mldg,Rear Door Side RT					0.2	SM	

Calculation Changes									
	From	To	Difference						
Gross Parts		\$569.60	\$648.82	\$79.22+					
Other Parts		\$14.00	\$29.00	\$15.00+					
Paint & Materials	\$36.00	\$248.40	\$338.40	\$90.00+					
Tax on Parts & Material	5.600%	\$46.59	\$56.91	\$10.32+					
SM - Sheet Metal	\$56.00	\$593.60	\$991.20	\$397.60+					
RF - Refinish	\$56.00	\$386.40	\$526.40	\$140.00+					
Tax On Labor	5.600%	\$54.88	\$84.99	\$30.11+					
Sublet Repairs		\$8.00	\$143.00	\$135.00+					
Tax On Sublet	5.600%	\$0.45	\$8.01	\$7.56+					

Actual Supplement 1 Net Total \$904.81+

Summary				
	Net Total	Date	Time	Appraiser
Original Estimate	\$1,921.92	02/09/2016	01:09 PM	
Supplement 1	\$2,826.73	02/23/2016	08:29 AM	



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