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February 18, 2011

Jackie Campbell
6352 West Medford Avenue
Milwaukee, WI 53218

RE: Jackie Campbell
C.I. File No.: 10-S-307

Dear Mr. Campbell:

We have received your claim in the amount of \$262.85, relating to damage sustained to your vehicle on August 22, 2010, when it allegedly struck a hole in the roadway at North 89th Street and West Carmen Avenue.

Our investigation reveals that the Milwaukee Water Works (MWW) repaired a main gate valve at 8901 West Carmen Avenue on August 9, 2010. Once the repair job was completed, the excavation crew completed the temporary pavement repair in preparation of permanent surface repairs at a later date. The MWW received no complaints until receipt of this claim.

The Infrastructure Services Division (ISD) reviewed their records relative to this incident. They found that only one complaint was found regarding the road surface and it was on August 22, 2010. The ISD responded on the same day and repaired the roadway.

The Department records reflected they followed their standard procedures but traffic driving over the area may have caused the repair to fail. Since the departments followed their standard procedures and City was acting within its discretion, it cannot accept liability and we are denying your claim.


Jackie Campbell
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If you wish to appeal this decision, you may do so by sending a letter within 21 days of the receipt of this letter to the Milwaukee City Clerk, 200 East Wells Street, Room 205, Milwaukee, Wisconsin 53202, requesting a hearing.

Very truly yours,



GRANT F. LANGLEY
City Attorney



ROBERT OVERHOLT
Investigator Adjuster

RMO:beg