8216 W. Thurston Avenue Milwaukee, Wisconsin 53218 January 11, 2002

City Clerk Attn: Claims 200 E. Wells Street, Room 205 Milwaukee, Wisconsin 53202-3567 CITY OF MILWAUKEE

2002 JAN 17 PM 2: 03

RONALD D. LEONHARDT

CITY CLERK

Dear Sir:

Please accept this letter as a claim against the Milwaukee Police Department for what I consider gross neglect in their lack of response to my auto theft on June 20, 2001.

I am enclosing a copy of all correspondence and bills that was made regarding this matter and the internal investigation that was supposedly made. To this day I feel that had the MPD responded at all, this would not be necessary.

The repairs done to my '92 Oldsmobile Royale prior to the theft were as follows:

7/7/99 Air conditioner diagnostic- Griffin Auto	70.42
7/13/99 Air conditioner repair - Griffin	1140.60
2/9/01 Currie Park Auto - brakes, etc.	966.00
Currie Park Auto	69.70
2/22/01 Amato Olds 76th St. Power steering	
Part only	164.73
2/23/01 Amato Olds Pt. Washington Rd.	
Installation of power steering	272.63
3/2/01 Griffin - sensor, etc.	323.53
3/26/01 Griffin - emission testing work	227.66
Total	\$3,235.27
Deductible paid to my insurance company	100.00
New license plate - other stolen with car	45.00
Emotional stress to a 73 year old woman	3,000.00

I received \$3,981.44 from the insurance company but this was a drop in the bucket towards a new car purchase of \$19,535.00. I paid down \$7,000.00 leaving a balance of \$12,535. Since I had no intentions of buying a new car anytime soon, I opted to have the repairs done that were previously listed. Had the MPD responded, I do feel that the car thieves would have been apprehended and minimal damage done to my vehicle.

Because of this I am asking for compensation for my losses. I can be reached at 414-463-7057 if you have any questions.

Respectfully submitted,

Irene D. Taylor

IRENE TAYLOR

Enclosures:



#### Police Department

Arthur L. Jones
Chief of Police

IRENE TAYLOR 8216 W THURSTON AV MILWAUKEE, WI 53218

RE: Record # Pl20010809

Dear IRENE TAYLOR:

Your allegation of misconduct received by the department on 06/21/2001 prompted a thorough investigation of the incident you described.

Careful examination and evaluation of the information obtained pursuant to this investigation neither proves nor disproves the allegation. However, if new information is brought to light, an additional investigation may be conducted.

You may be assured that we desire to provide the best possible service and are appreciative when citizens bring matters of this nature to our attention.

If you require further information regarding the investigation or disposition, please contact Captain Denita Ball, Internal Affairs Division, at 935-7942.

Sincerely,

ARTHUR L JONES CHIEF OF POLICE

STEVEN M SETTINGSGAARD

POLICE COMMANDER

INTERNAL AFFAIRS DIVISION

ALJ:SMS:las

# James A. Bohl Jr. Alderman 5th District



November 2, 2001

Chief Arthur Jones Milwaukee Police Department 749 West State Street Milwaukee, WI 53233

Dear Chief Jones:

I am writing to inform you that I was contacted on October 30, 2001 by a Ms. Irene Taylor, who wished to register a formal complaint about the city's 911 service. She stated that a neighbor witnessed the theft of her car in progress and called 911, but police did not respond because the dispatcher claimed the caller had an "accent."

I have taken the time to speak with this witness and the caller, a Mr. Horacio Fajardo of 8209 West Thurston. At no time did I have reason to ask Mr. Fajardo what he was saying. While he does have a slight accent, his speech is clear and succinct and easily understood.

Not only am I disappointed by the Police Department's lack of response to this call, but also to the lack of follow-up by the internal affairs division. At no time was this witness questioned as to distinguishing features or appearances of the thieves, even after Sergeant Singer told Ms. Taylor that a personal contact would be made with the witness. I find this lack of response and the form letter indicating "careful examination...neither proves nor disproves the allegation," completely unacceptable.

It is my opinion that the city has failed Ms. Taylor in all regards. I have asked her to contact the city clerk so that she may begin the formal process for filing a claim against the city.

Sincerely,

Jim Bohl, Alderman

5th District

JB:mg

cc:

Steven Settingsgaard, MPD, Internal Affairs Captain Flores, 4th District Police Station Ms. Irene Taylor, 8216 West Thurson Ms. Janet Peaslee, 8230 West Thurston



GEORGE R. KESL, Regional Claims Vice President James Schiller, Regional Litigation Manager Lee Zimkiewicz, Regional Liability Manager Bernard J. Weber, Regional Property Manager Terry W. Finigan, Regional Automobile Manager John S. Fishbaugh, Regional Dr/Dr Manager Teresa A. Bousquet, Regional Resource Development Manager

July 23, 2001

Homer & Irene Taylor 8216 W. Thurston Ave. Milwaukee, WI 53218-2137

Our Claim No.: 01-761318 RE:

> Our Insured: Homer D. Taylor Date of Loss: June 20, 2001

Dear Mr. and Mrs. Taylor:

Please find the settlement draft attached. The breakdown of your payment is as follows:

Actual Cash Value:	3865.00
Sales Tax @ 6.75%	216.44
Gross Settlement	4081.44
Less Loan Balance:	n/a
Less Deductible:	100.00
Net Settlement:	3981.44

As we discussed, the remaining 20% will be issued to you upon receipt of the properly signed title.

Very truly yours,

WEST AMERICAN INSURANCE COMPANY

Anne Staats

Claims Specialist

CLAIM OFFICE:

1919 South Highland Ave., Suite 300B, Lombard, IL 60148-6119

Telephone:

630.629.6800

1.800.624.6720 1.800.743.5570

630.691.7431 Fax:

Toll Free Fax:



CUSTOMER NO.

# **GRIFFIN**

### **DODGE • OLDSMOBILE**



INVOICE NO

STOCK NO.

7620

**DELIVERY MILES** 

PRODUCTION DATE

MO: 79124

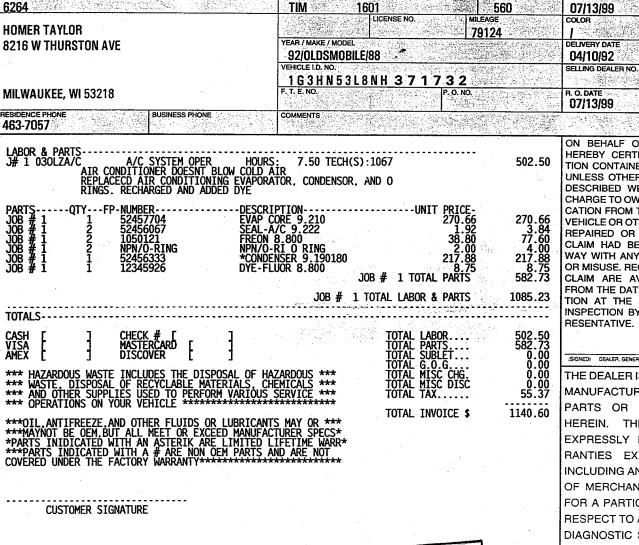
01CS23699

APPLETON AVENUE at PILGRIM ROAD PO BOX 386 MENOMONEE FALLS, WISCONSIN 53052-0386 PHONE (414) 251-8898 SERVICE DIRECT LINE (414) 253-6398 PARTS DIRECT LINE (414) 253-6399

MOPOR. CUSTOMER CARE



INVOICE DATE



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMA-TION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDI-CATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICA-TION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REP-RESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

THE DEALER IS NOT A PARTY TO ANY MANUFACTURER'S WARRANTY ON PARTS OR SERVICE CONTAINED HEREIN. THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICES FURNISHED UNDER THIS ORDER.

CUSTOMER SIGNATURE

X

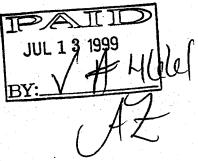
## **GRIFFIN**

### DODGE • OLDSMOBILE

APPLETON AVENUE at PILGRIM ROAD P.O. BOX 386 MENOMONEE FALLS, WI. 53052-0386 (414) 251-8898

#### THANK YOU

Motor vehicle repair trade practices are regulated by chapter ATCP 132, Wis. Adm. Code. administered by the Bureau of Consumer Protection, Wistons March of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.



PAGE 1 OF 1

CUSTOMER COPY

END OF INVOICE



# **GRIFFIN**



NVOICE DATE

DELIVERY DATE

04/10/92

03/26/01

SELLING DEALER NO.

COLOR

03/26/01

### **DODGE**•MITSUBISHI

APPLETON AVENUE at PILGRIM ROAD PO BOX 386 MENOMONEE FALLS, WISCONSIN 53052-0386 PHONE (262) 251-8898 SERVICE DIRECT LINE (262) 253-6398 PARTS DIRECT LINE (262) 253-6399



6264	RANDAL GLOMSKI 1486 TAG NO.	4
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	1G3HN53L8NH 371732	
MILWAUKEE, WI 53218	F. T. E. NO. P.O. NO.	
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CUSTOMER SIGNATURE ************************************	TE INVOICE *******************	*****

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NVOICE NO

STOCK NO.

DELIVERY MILES

PRODUCTION DATE

MO: 96089

7620

01CS51394

(SIGNED) DEALER, GENERAL MANAGER OR AUTHOPIZED PERSON DATE

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CUSTOMER SIGNATURE

X

# **GRIFFIN**

#### **DODGE•MITSUBISHI**

APPLETON AVENUE at PILGRIM ROAD P.O. BOX 386 MENOMONEE FALLS, WI. 53052-0386 (262) 251-8898

### THANK YOU

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# GRIFFIN

### DODGE • OLDSMOBILE



NVOICE NO.

01CS50462 STOCK NO.

DELIVERY MILES

7620 PRODUCTION DATE

APPLETON AVENUE at PILGRIM ROAD PO BOX 386 MENOMONEE FALLS, WISCONSIN 53052-0386 PHONE (262) 251-8898 SERVICE DIRECT LINE (262) 253-6398 PARTS DIRECT LINE (262) 253-6399





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MO: 95536 N BEHALF OF SERVICING DEALER. EREBY CERTIFY THAT THE INFORMA-ON CONTAINED HEREON IS ACCURATE NLESS OTHERWISE SHOWN. SERVICES ESCRIBED WERE PERFORMED AT NO HARGE TO OWNER. THERE WAS NO INDI-ATION FROM THE APPEARANCE OF THE EHICLE OR OTHERWISE, THAT ANY PART EPAIRED OR REPLACED UNDER THIS LAIM HAD BEEN CONNECTED IN ANY 'AY WITH ANY ACCIDENT, NEGLIGENCE R MISUSE. RECORDS SUPPORTING THIS LAIM ARE AVAILABLE FOR (1) YEAR ROM THE DATE OF PAYMENT NOTIFICA-ON AT THE SERVICING DEALER FOR ISPECTION BY MANUFACTURER'S REP ESENTATIVE.

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CUSTOMER SIGNATURE

# GRIFFIN

### DODGE • OLDSMOBILE

APPLETON AVENUE at PILGRIM ROAD P.O. BOX 386 MENOMONEE FALLS, WI. 53052-0386 (262) 251-8898

#### THANK YOU

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PAGE 1 OF 1

DODGE • OLDSMOBILE

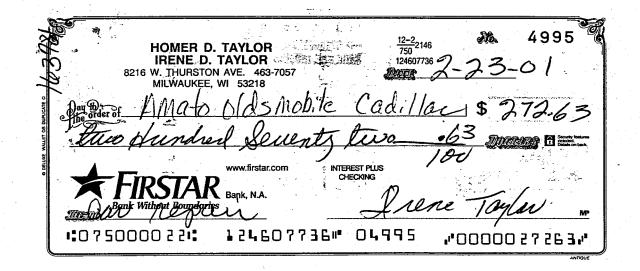
You may receive a manufacturers survey. We would greatly appreciate you taking the time to fill it out. These are very important to us. If you are not COMPLETELY SATISFIED please let us know.

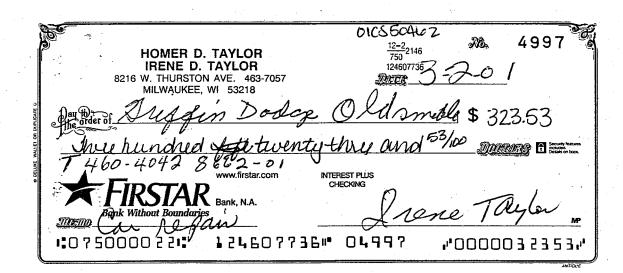
Call (262) 253-6398

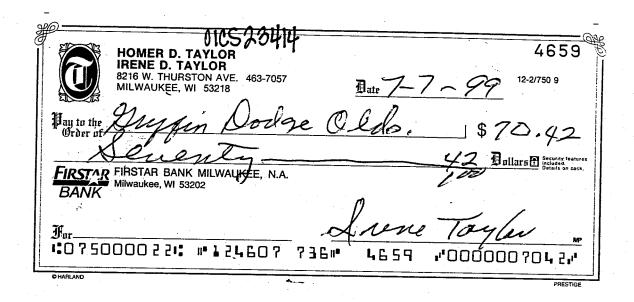
CUSTOMER COPY

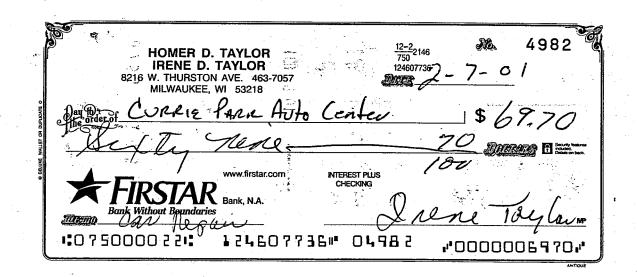
[ END OF INVOICE ]

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WARLSHOWN AND BOOK DAWN O SHEEK STOLEN.

TOFFI WARE

### SALES BRAFT

CURPIE PARK AUTO CENTE 10745 W CAPITOL DR WAUWATOSA, WI 53222 TERMINAL 8764167

02/09/01 04:45PM VS 4444000936900261

EXP. 0982

INV. 040007 002

AUTH. CODE 009452

AMOUNT \$966.00

I AGREE TO PAY ABOVE TOTAL AMOUNT ACCORDING TO CA'D ISSUER ASREEMENT (MERCHANT AGREEMENT IF CREDIT VOUCHER)

TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER