

MILWAUKEE  
2010 DEC 20 PM 3:09  
RONALD D. LEON  
CITY CLERK

8322 W. Howard Ave.  
Milwaukee, WI. 53220  
December 10, 2010

City Clerk  
ATTN: CLAIMS  
200 E. Wells St. Room 205  
Milwaukee, WI 53202-3567

To whomever this may concern:

My name is Ryan Hayes. I wrote a letter stating a claim dated 10/13/10. The claim number is C.I. File No.: 10-S-380. I wish to appeal the decision made in a letter dated 11/29/10 for damages to my vehicle. It is hard for me to believe that not one claim was made for this area of road that stretches from 85<sup>th</sup> street and to the west on Warnimont. The size of the pot hole tells me it has been there for some time without one claim being made against it? More than that, the reason for my appeal and to request a hearing is that, the time between my call and my written letter stating my claim was at least one month, without any repairs being made in that time. I understand that it takes time to schedule work orders for various repairs, but over a month seems a little excessive. I obviously won't be able to prove that not one claim was previously made before I made one, as I have no access to any of that information, and I'm sure that is the reason for the city to easily deny my claim without any consideration. I would however like to think that if a state appointed representative, or anyone that heads up any division of the DPW was driving their vehicle through this area, and it sustained the damage that my vehicle suffered, it would have been taken care of within probably a couple days and he or she would have been reimbursed for the damages. That is if it wasn't a state appointed vehicle being damaged, then the taxpayers would be stuck with it anyways. It is unfortunate that the city doesn't look at each case on an individual basis, and it relies on previous claims. This doesn't make any sense whatsoever besides the fact it is easy for the city to make the same reason for denying any and all claims. I feel most people, if they have suffered the same damage, will not make a claim, as they know it's a waste of time to make a claim and an appeal because they will have to deal with the same run around that I am currently dealing with. This however doesn't make your policy and claims process right, it only makes it one sided. This needs to change. My interpretation has become that of a dishonest person who would sustain damage to a vehicle, and have someone else make a claim prior to theirs to insure a claim approval, while all along a honest person like myself with a valid claim gets denied.

My phone number is 414-899-4931, and my email address is [ryanhayes\\_742@hotmail.com](mailto:ryanhayes_742@hotmail.com) for any questions or clarifications of the above matter.

With sincere concern,

Ryan Hayes

CITY OF MILWAUKEE  
RECEIVED  
2010 DEC 21 PM 2:45  
OFFICE OF  
CITY ATTORNEY

CITY OF MILW.  
RECEIVED

2010 OCT 27 PM 7:53

CITY OF MILWAUKEE

2010 OCT 27 AM 8:42

OFFICE OF  
CITY ATTORNEY

RONALD D. LAUGHLIN  
CITY CLERK

8322 W. Howard Ave.  
Milwaukee, WI. 53220  
October 13, 2010

City Clerk  
ATTN: CLAIMS  
200 E. Wells St. Room 205  
Milwaukee, WI 53202-3567

To whomever this may concern:

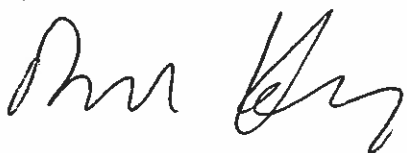
My name is Ryan Hayes. I am a current resident of Milwaukee County, a young father, and a young husband. My wife and I have owned our property in the city for the past six years. These past couple years have been pretty rough on all of us and with all the budget cuts, and cuts in pay, layoffs or recent furloughs that we've all been experiencing, I am quite aware that everyone has had to cut back on spending including myself. Unfortunately, Tuesday September 7<sup>th</sup> at 7:30 a.m., I realized first hand that the city of Milwaukee has had to "cut back" or completely ignore needed repairs to the roads in my area. On my way to work that morning, I was driving on a side street at 87<sup>th</sup> and Warnimont, and unfortunately hit a pot hole. (pictured) The pot hole is 32" in diameter and 3-1/2 to 4" deep. As you can see in (picture 11), this pothole has very sharp edges. That morning, as I was driving west bound on Warnimont, the (2) passenger side tires of my vehicle went through this pothole only to find out a half block later that two of my newly replaced tires (spring 2010) along with one of my rims (picture 8), and the front end of my car had been badly damaged. In (picture 5) you can see these tires only have a couple hundred miles on them as you can still see the nubs. As you can see in (pictures 6, 7, and 10) these two tires are beyond repair. I unfortunately don't have the money to replace these tires, or the rim that was damaged that won't be able to hold air.

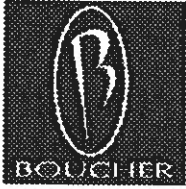
Needless to say, I'm very frustrated at this point because the pothole still has not been repaired. I spoke to my Alderman over a month ago, and he informed me "a crew would be out to repair this road", and he also informed me the road is "slated for replacement in 2011." The entire road from 85<sup>th</sup> and to the west needs to be replaced immediately. The relief I'm seeking is the cost to replace (1) rim, and (2) tires, and an alignment. The cost to replace all damaged items and perform required work is \$1179.00 (quote included).

Until these repairs to my vehicle are made, I have to drive my 18 month old daughter around in a (2004) vehicle that has two spares, and alignment issues. Safety is my number one concern, and due to the condition of my car as a result of the roads in Milwaukee, I jeopardize the safety of our lives, and the citizens of Wisconsin. I can assure you, that this incident has been fully documented. In the meantime I will have to continue to drive a vehicle that requires immediate repairs. My phone number is 414-899-4931, and my email address is [ryanhayes\\_742@hotmail.com](mailto:ryanhayes_742@hotmail.com) for any questions or clarifications of the above matter.

With sincere concern,

Ryan Hayes





BOUCHER VOLKSWAGEN  
6420 S. 108<sup>TH</sup> STREET  
FRANKLIN, WI 53132  
414-525-1100

Estimate for Ryan Hayes 2004 Volkswagen GLI

1 rim part number 1J0-601-025-AM-88Z	\$522.00
2 goodyear eagle F1 tires	\$500.00
4 wheel alignment	\$99.95
Tax 5.6%	\$62.83
Total	\$1184.78

Any questions, please call Jason Zakszewski @ 414-525-1100

Estimate written 9/20/2010. Prices good for 30 days from time of quote





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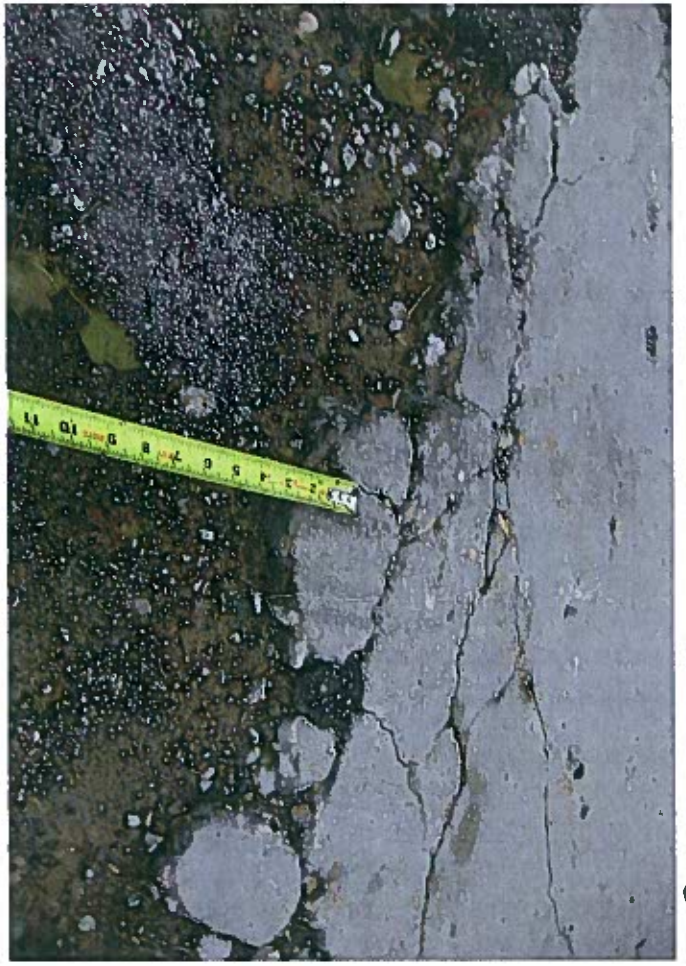


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