

Good Day,

I request that my claim regarding the damage to my vehicle be reviewed and the decision reconsidered.

On the morning of the incident, February 25th, the front driver's side wheel and tire were damaged beyond repair due to a pothole. This pothole was located near the intersection of 60th Street and Hampton Ave.

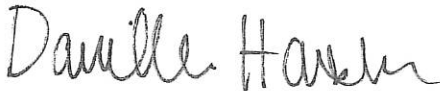
While a friend assisted in putting on the spare tire, the Milwaukee DPW truck *did* arrive and began repairing potholes on both northbound and southbound 60th Street. It was noted in your letter that repairs did not occur until later in the week, on February 28th. However, we witnessed this occurring while we were present, the morning of the 25th. If you do not feel this is true, I request that you review the video footage from nearby security cameras (either of the two Citco stations, Mt Lebanon Lutheran Church, or the traffic light cameras).

I would also like to note, any repairs completed on February 25th, 28th, or any subsequent date did not sufficiently address the pothole issues on either north or southbound 60th street. At the time I witnessed the repairs, they appeared to be using a temporary pothole fill. The potholes currently on this street are in drastic need of repairs, before they cause more damage to my vehicle or other drivers.

I do not feel I should be at fault or forced to pay for the damage encountered to my vehicle. Had the street been in better condition, or the potholes addressed sooner, I would not have been forced to pay this unnecessary amount.

I am disappointed in the city's review of my case, and assume many other residents' vehicle damage cases have been handled in the same matter. It is a shame to see Milwaukee's drivers facing damaged vehicles and unnecessary costs, with no assistance or empathy from the city.

Thank you for your review,

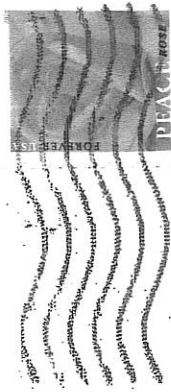


Danielle Hansen

CITY OF MILWAUKEE
RECEIVED

2018 APR 16 PM 3:51

OFFICE OF
CITY ATTORNEY



MILWAUKEE WI 530
11 APR 2019 PM 11

CITY OF MILWAUKEE
2019 APR 15 P 2:47

Milwaukee City Clerk
Attention: Claims
200 East Wells Street
Room 205
Milwaukee, Wisconsin 53202



53202-357099

My Personal Information:

Name: Danielle Marie Hansen

Birthdate: 09/25/1993

Address: 4417 W Saint Francis Ave
Greenfield, WI 53220

RECEIVED
OFFICE OF CITY ATTORNEY

MAR 5 - 2019

: AM/PM

Phone Number: 414-698-7782

Email Address: dmhansen1993@gmail.com

2/28/19

Good Afternoon,

On the morning of February 25th, 2019 around 7:30 AM I was on my way to work. Each morning, my commute takes me along North 60th Street, between Lisbon Ave and Mill Road. The potholes have gotten horrible in this stretch.

On Monday, just as I approached the intersection of North 60th Street and Hampton Ave in the left lane heading north, my car encountered a huge pothole. I was unable to move around it, due to its large size and traffic in the lane next to me. Immediately, my tire popped.

Upon pulling over just past the intersection, I assessed the damage - the pothole had damaged the actual rim as well as my tire.

As AAA was unable to arrive for 2 hours, we were forced to change the tire in the half-plowed shoulder of Hampton Ave and 60th Street.

While changing the tire, a DPW truck appeared and began filling this exact pothole as well as countless others. Had this been addressed sooner, as it was clearly a known issue since DPW had been sent, my car would not have been damaged.

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OFFICE OF CITY ATTORNEY

MAR 5 2019

3:32 A.M./P.M.

Thank you,

Danielle Hansen
Danielle Hansen

2-28-19

Monetary Breakdown

Not only did I miss half a day of work, my car also needed hundreds of dollars in repairs to correct the damage caused by the pothole.

Please see the receipts attached - all except the engine coolant charge should be accounted for. (The coolant was replaced while the car was there, for convenience.)

Breakdown:

Wheel, Tire, and Labor: \$433.11

Wheel Alignment: \$ 79.95

\$513.06

TAX: + 28.73

\$541.79

Thank you,
Danielle Hansen
Danielle Hansen

CUSTOMER #: 121965

254459



INVOICE

DANIELLE HANSEN
6333 S 35TH ST - 4417 W Saint Francis Ave
FRANKLIN, WI 53212 Greenfield, WI 53220
HOME: 414-698-7782 CONT: 414-698-7782
BUS: CELL: 414-698-7782

PAGE 1

Where Everyone is Treated Like an MVP
6141 S. 27TH ST. GREENFIELD, WI 53221
Service Direct: (414) 269-1313
www.allstarhonda.com

SERVICE ADVISOR: 3038 ASHLEY CAMPBELL

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for a 2012 Honda Civic with VIN 2HGFG3B85CH507911 and 61679/61679 miles.

Table with columns: LINE OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes work order A: C/S: DRIVER FRONT TIRE IN TRUNK HIT POTHOLE REPLACE WITH CONTINENTAL S11 DEFAULT.

Summary table for Line A: 20.00, 108.82, 300.76, 3.53, 433.11.

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE. Includes work order B: MULTI-POINT VEHICLE INSPECTION MPI DEFAULT.

OFFICE OF CITY ATTORNEY

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE. Includes work order C: NO WASH DUE TO COLD WEATHER.

MAR 5 - 2019

3:32 A.M./P.M.

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE. Includes work order D: CUSTOMER CALLED AT 8:18 PM TO ASK FOR US TO PERFORM AN ALLIGNMENT.

Summary table for Line D: 79.95, 79.95.

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE. Includes work order E: MAINTENANCE MINDER "5" REPLACE ENGINE COOLANT.

ADDITIONAL WORK AUTHORIZED BY: Name, DATE, TIME, NO. CALLED, NEW TOTAL ESTIMATE.

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this item/items.

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS GAS, OIL, GREASE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS, SALES TAX, PLEASE PAY THIS AMOUNT.

CUSTOMER #: 121965

254459



INVOICE

DANIELLE HANSEN
6333 S 35TH ST
FRANKLIN, WI 53212
HOME: 414-698-7782 CONT: 414-698-7782
BUS: CELL: 414-698-7782

PAGE 2

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	12	HONDA CIVIC	2HGFG3B85CH507911		61679/61679	T1201

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			21:00 26FEB19		0.00	CASH	26FEB19

R.O. OPENED	READY	OPTIONS:
10:00 25FEB19	16:15 26FEB19	DLR:208276 ENG:1.8_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST:	79.95			25FEB19 20:18	SA: 3038		

CUSTOMER PAY ENVIRON DISPOS. FOR REPAIR ORDER 14.50
#1201 CREATED 2019-02-25
09:59:37AM TAKEN BY

ADDITIONAL WORK AUTHORIZED BY:

Name _____

DATE _____ TIME _____ A.M. / P.M.

NO. CALLED _____ NEW TOTAL ESTIMATE _____

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

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	200.82
PARTS GAS, OIL, GREASE	432.19
	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	14.50
TOTAL CHARGES	647.51
LESS	0.00
SALES TAX	36.25
PLEASE PAY THIS AMOUNT	683.76