

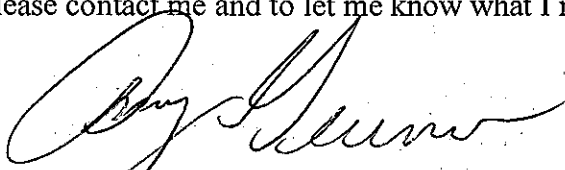
AUG 1-2 2009

To Whom It May Concern:

My name is Amy Lynn Guerrero and I live at 5941 West Coldspring Road Apartment 1 Greenfield Wisconsin, 53220. I recently submitted 2 claims to the City of Milwaukee, for damages to my vehicle caused by potholes. I was denied my claims and would like to appeal this and request a hearing. I would like to be reimbursed \$242.88 for the replacement of my tires, and also for two days of work missed due to having to take off so that I may replace my tires. I believe I gave sufficient evidence that these potholes were fairly large and described where each was located and called to report also that these potholes caused damage to my car. If you have any further questions I may be reached at 414-241-3556 and 262-704-9014 work. Enclosed the papers that were sent to me.

I also had a claim placed with the county on July 10th 2009 for the road and the damage it caused to my car, and I was told to go through Payne and Dolan which I did, and they told me that they did not start construction till July 13, but there was construction from 91-124th where the incident occurred, I would also like to appeal this and be re-reimbursed for those damages. Claim 185-99909390. Enclosed are those papers that were sent to me.

Please contact me and to let me know what I need for further appeal and hearing,



Amy Lynn Guerrero
5941 W coldspring rd apt 1
Greenfield WI 53220
414-241-3556 cell
262-704-9014 work

OFFICE OF
CITY ATTORNEY

2009 AUG 17 PM 2:36

CITY OF MILWAUKEE
RECEIVED

CITY OF MILWAUKEE
2009 AUG 14 PM 12:31
RONALD D. LEONHARDT
CITY CLERK

INCIDENT REPORT

DEPARTMENT: DTPW – HIGHWAY MAINTENANCE

DATE OF INCIDENT: July 10, 2009, at 7:00 a.m.

LOCATION OF INCIDENT: Traveling at approximately 116th & Silver Spring
(Auto accident, Personal Injury, Slip/Fall, etc.)

NAME AND ADDRESS OF INJURED PARTY: _____

(Or owner of damaged property)

Ms. Amy Guerrero

5941 W. Coldspring Rd., Apt. #1

Greenfield, WI 53220

DESCRIPTION OF INCIDENT: On July 10, 2009, at approximately 7:00 a.m., Ms. Guerrero
was traveling on Silver Spring Rd. She was at approximately the 116th block of Silver Spring, in
the far right lane when she hit a pothole. Ms. Guerrero's right front tire has a bulge and will need
to be replaced.

West Silver Spring from 91st to 124th is part of a construction project handled by Payne & Dolan.
Please place your claim with Mr. Jeff Batchelor, Payne & Dolan Project Manager at 262/524-1804.

REPORTED TO: Milwaukee County Highway Maintenance

PERSON TO CONTACT: Mr. Ryan Anderson, AEGIS CORP. 866-819-9318

FILED BY: Karen Schillaci, Phone 414/257-6566

LABOR DESCRIPTION

TECH

TOTAL

INSTALL FR BRAKES, MACHINE ROTORS

BR

60.00

RICHLEN & SONS, INC.

"Depend On Us For All Your Automotive Service Needs"
6427 W LINCOLN AVE - WEST ALLIS WI 53219
(414) 541-0250

Acct No: 12757

PAUL SR. 543-0560 OR BRIAN 543-1820

Page: 1 of 1

INVOICE
1021258
CN: 000024789
IN / OUT

GUERRERO
AMY
5941 W COLDSRING AVE APT 1
Greenfield WI
H: (414) 241-3556

2007 Scion tc
Black
L4 2.4 144
VIN:
Plate: 917LGB (WI)

In: 07-13-2009
Time: 03:20 PM
Odom: 45850
Out: 07-13-2009
Time: 03:25 PM
Odom: 45850

QTY	PART DESCRIPTION	PART NUMBER	UNIT	TOTAL
1.00	P2154517 H MOUNTED & BALANCED	15484270000 GENERAL ALTIMAX HP	110.00	110.00
1.00	MONROE FR CERAMIC PADS	CX817	69.40	69.40
OVER 60 YEARS OF SERVICE				

610-00
Back 161.25

I hereby authorize the work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss of damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

Terms: Strictly Cash Unless Arrangements Made. SIGNED:

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repairs
2. Please proceed with repairs, but call me before continuing if the price will exceed \$
3. I do not want an estimate

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS

I hereby authorize the above repair work to be done with necessary materials and hereby grant you and your employees permission to operate the vehicle for the purposes of testing and inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. I further acknowledge that you will not be held responsible for any loss or damage to the vehicle or articles left in it due to causes beyond your control.

Signed:

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

U = Used R = Rebuilt W = Warranty

Labor	60.00
Parts	179.40
Sublet	.00
Supplies	8.00
Disposal	.00
Subtotal	247.40
Tax	13.85
TOTAL	261.25

SHOP REPRESENTATIVE SIGNATURE

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Do you want the replaced parts you are entitled to? ☐ NO ☐ YES

Call when the vehicle is ready? ☐ YES

This vehicle received without face to face customer contact.



DEPARTMENT OF TRANSPORTATION AND PUBLIC WORKS
HIGHWAY MAINTENANCE DIVISION

Milwaukee County

Rollin M. Bertran • DIRECTOR OF HIGHWAY OPERATIONS
Charles J. Smeltzer • HIGHWAY MAINTENANCE MANAGER
Gregory M. Heisel • ASSISTANT HIGHWAY MAINTENANCE MANAGER

July 10, 2009

Ms. Amy Guerrero
5941 W. Coldspring Rd., Apt. #1
Greenfield, WI 53220

Dear Ms. Guerrero:

You recently contacted our department to place a pothole claim giving the information on the attached Incident Report. The pothole you hit was approximately on 116th and Silver Spring. The area between 91st - 124th & Silver Spring is part of a construction project by Payne & Dolan. Please place a claim with Payne & Dolan's Project Manager, Mr. Jeff Batchelor at 262-524-1804.

Below is the procedure for filing a claim with Milwaukee County:

Milwaukee County is self-insured for liability resulting from operation of its motor vehicles. Aegis Corporation is Milwaukee County's administrator for liability claims. Persons having claims for property damage or bodily injury should present the claim to the:

County Clerk
Milwaukee County
901 North 9th Street Room 105
Milwaukee, WI 53233

The claim must contain:

- Your name and address
- An itemized statement of the loss or damage incurred, and relief requested.
- A brief explanation of when, where, and how the damage occurred.

If more information or clarification of the above procedure is necessary, please contact Mr. Ryan Anderson at Aegis Corporation at 866-819-9318.

262 - 524-1792
WRITTEN statement
Payne & Dolan
Attention Claims

PO Box 1032
Waukegan WI 53187

Forms/Claim Letter



PAYNE & DOLAN
INCORPORATED

July 23, 2009

Amy Guerrero
5941 W. Coldspring Rd., Apt #1
Greenfield, WI 53220

Re: Date of loss: 7-10-09
Location: Silver Spring Rd. & 116th St.
Damage to your Vehicle

Dear Ms. Guerrero:

We received your DTPW -- Highway Maintenance Incident Report and invoice regarding the damage which occurred to your vehicle due to, according to you, a pot hole located on Silver Spring Rd & 116th St. We have spoken to our project manager, Jeff, and he confirmed that Payne & Dolan, Inc. did not commence any work on Silver Spring at the intersection of 116th St. until the week of July 13th.

Due to the above facts, we maintain that the pot hole was not a condition created by any operations performed by Payne & Dolan as we were not even performing work in this area yet. A pot hole is caused from deteriorating road conditions that eventuates over a period of time, specifically caused by weather and traffic volume. The breakdown of the roadway from weather conditions and age is the responsibility of the road owner.

Therefore, we are respectfully denying your claim and recommend that you submit your claim to your own insurance company for them to handle accordingly.

Sincerely,

Audra Irish
Claims Manager



Wisconsin County Mutual Insurance Corporation

August 4, 2009

Ms. Amy Guerrero
5941 W. Coldspring Rd. Apt. #1
Greenfield, WI 53220

RE:	Insured:	Milwaukee County
	Claimant:	Amy Guerrero
	Date of loss:	July 10, 2009
	Claim number:	185-99909390


Dear Ms. Guerrero:

Aegis Corporation is the General Administrator for Wisconsin County Mutual Insurance Corporation, whom insures Milwaukee County under a policy of general liability coverage applicable to the above captioned date of loss.

Our principal, Wisconsin County Mutual Insurance Corporation, has requested that we advise you that upon completion of our investigation, they find we will be unable to assist you with any settlement of damages or costs which you may have sustained in the above captioned accident.

Our principal regrets that it must decline any claim resulting from this incident, but finds that there is no liability on the part of their insured Milwaukee County. As this incident occurred within a construction zone being handled by General Contractor Payne & Dolan should you wish to pursue this matter you may contact them at 262-524-1804.

Very truly yours,
**WISCONSIN COUNTY MUTUAL
INSURANCE CORPORATION**


Ryan Anderson
Field Claims Representative
Aegis Corporation

Cc: Milwaukee County
Wisconsin County Mutual Insurance Corporation

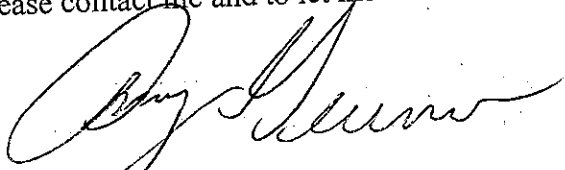
AUG 12 2009

To Whom It May Concern:

My name is Amy Lynn Guerrero and I live at 5941 West Coldspring Road Apartment 1 Greenfield Wisconsin, 53220. I recently submitted 2 claims to the City of Milwaukee, for damages to my vehicle caused by potholes. I was denied my claims and would like to appeal this and request a hearing. I would like to be reimbursed \$242.88 for the replacement of my tires, and also for two days of work missed due to having to take off so that I may replace my tires. I believe I gave sufficient evidence that these potholes were fairly large and described where each was located and called to report also that these potholes caused damage to my car. If you have any further questions I may be reached at 414-241-3556 and 262-704-9014 work. Enclosed the papers that were sent to me.

I also had a claim placed with the county on July 10th 2009 for the road and the damage it caused to my car, and I was told to go through Payne and Dolan which I did, and they told me that they did not start construction till July 13, but there was construction from 91-124th where the incident occurred, I would also like to appeal this and be re-reimbursed for those damages. Claim 185-99909390. Enclosed are those papers that were sent to me.

Please contact me and to let me know what I need for further appeal and hearing,



Amy Lynn Guerrero
5941 W coldspring rd apt 1
Greenfield WI 53220
414-241-3556 cell
262-704-9014 work

CITY OF MILWAUKEE
RECEIVED
2009 AUG 17 PM 2:36
OFFICE OF
CITY ATTORNEY

CITY OF MILWAUKEE
2009 AUG 14 PM 12:31
RONALD D. LEONHARDT
CITY CLERK

INCIDENT REPORT

DEPARTMENT: DTPW – HIGHWAY MAINTENANCE

DATE OF INCIDENT: July 10, 2009, at 7:00 a.m.

LOCATION OF INCIDENT: Traveling at approximately 116th & Silver Spring
(Auto accident, Personal Injury, Slip/Fall, etc.)

NAME AND ADDRESS OF INJURED PARTY: _____
(Or owner of damaged property)

Ms. Amy Guerrero

5941 W. Coldspring Rd., Apt. #1

Greenfield, WI 53220

DESCRIPTION OF INCIDENT: On July 10, 2009, at approximately 7:00 a.m., Ms. Guerrero
was traveling on Silver Spring Rd. She was at approximately the 116th block of Silver Spring, in
the far right lane when she hit a pothole. Ms. Guerrero's right front tire has a bulge and will need
to be replaced.

West Silver Spring from 91st to 124th is part of a construction project handled by Payne & Dolan.
Please place your claim with Mr. Jeff Batchelor, Payne & Dolan Project Manager at 262/524-1804.

REPORTED TO: Milwaukee County Highway Maintenance

PERSON TO CONTACT: Mr. Ryan Anderson, AEGIS CORP. 866-819-9318

FILED BY: Karen Schillaci, Phone 414/257-6566



DEPARTMENT OF TRANSPORTATION AND PUBLIC WORKS
HIGHWAY MAINTENANCE DIVISION

Milwaukee County

Rollin M. Bertran • DIRECTOR OF HIGHWAY OPERATIONS
Charles J. Smeltzer • HIGHWAY MAINTENANCE MANAGER
Gregory M. Heisel • ASSISTANT HIGHWAY MAINTENANCE MANAGER

July 10, 2009

Ms. Amy Guerrero
5941 W. Coldspring Rd., Apt. #1
Greenfield, WI 53220

Dear Ms. Guerrero:

You recently contacted our department to place a pothole claim giving the information on the attached Incident Report. The pothole you hit was approximately on 116th and Silver Spring. The area between 91st - 124th & Silver Spring is part of a construction project by Payne & Dolan. Please place a claim with Payne & Dolan's Project Manager, Mr. Jeff Batchelor at 262-524-1804.

Below is the procedure for filing a claim with Milwaukee County:

Milwaukee County is self-insured for liability resulting from operation of its motor vehicles. Aegis Corporation is Milwaukee County's administrator for liability claims. Persons having claims for property damage or bodily injury should present the claim to the:

County Clerk
Milwaukee County
901 North 9th Street Room 105
Milwaukee, WI 53233

The claim must contain:

- Your name and address
- An itemized statement of the loss or damage incurred, and relief requested.
- A brief explanation of when, where, and how the damage occurred.

If more information or clarification of the above procedure is necessary, please contact Mr. Ryan Anderson at Aegis Corporation at 866-819-9318.

262 - 524-1792
WRITTEN Statement
Payne & Dolan
Attention Claims

PO BOX 1632
Waukegan WI 53187

Forms/Claim Letter



PAYNE & DOLAN
INCORPORATED

July 23, 2009

Amy Guerrero
5941 W. Coldspring Rd., Apt #1
Greenfield, WI 53220

Re: Date of loss: 7-10-09
Location: Silver Spring Rd. & 116th St.
Damage to your Vehicle

Dear Ms. Guerrero:

We received your DTPW – Highway Maintenance Incident Report and invoice regarding the damage which occurred to your vehicle due to, according to you, a pot hole located on Silver Spring Rd & 116th St. We have spoken to our project manager, Jeff, and he confirmed that Payne & Dolan, Inc. did not commence any work on Silver Spring at the intersection of 116th St. until the week of July 13th.

Due to the above facts, we maintain that the pot hole was not a condition created by any operations performed by Payne & Dolan as we were not even performing work in this area yet. A pot hole is caused from deteriorating road conditions that eventuates over a period of time, specifically caused by weather and traffic volume. The breakdown of the roadway from weather conditions and age is the responsibility of the road owner.

Therefore, we are respectfully denying your claim and recommend that you submit your claim to your own insurance company for them to handle accordingly.

Sincerely,

Audra Irish
Claims Manager



Wisconsin County Mutual Insurance Corporation

August 4, 2009

Ms. Amy Guerrero
5941 W. Coldspring Rd. Apt. #1
Greenfield, WI 53220

RE:	Insured:	Milwaukee County
	Claimant:	Amy Guerrero
	Date of loss:	July 10, 2009
	Claim number:	185-99909390


Dear Ms. Guerrero:

Aegis Corporation is the General Administrator for Wisconsin County Mutual Insurance Corporation, whom insures Milwaukee County under a policy of general liability coverage applicable to the above captioned date of loss.

Our principal, Wisconsin County Mutual Insurance Corporation, has requested that we advise you that upon completion of our investigation, they find we will be unable to assist you with any settlement of damages or costs which you may have sustained in the above captioned accident.

Our principal regrets that it must decline any claim resulting from this incident, but finds that there is no liability on the part of their insured Milwaukee County. As this incident occurred within a construction zone being handled by General Contractor Payne & Dolan should you wish to pursue this matter you may contact them at 262-524-1804.

Very truly yours,
**WISCONSIN COUNTY MUTUAL
INSURANCE CORPORATION**


Ryan Anderson
Field Claims Representative
Aegis Corporation

Cc: Milwaukee County
Wisconsin County Mutual Insurance Corporation

March 04, 2009

City Clerk's Office
Attn: Small Claims Dept. Room 205
200 E. Wells
Milwaukee, WI 53202

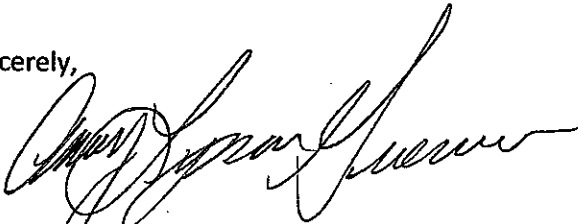
To whom it may concern,

On January 21st, 2009 at 7:00am, I was driving on my way to work heading north bound on 1st street in the left lane, when my front passenger side tire hit a pothole between Mitchell Street and Walker. This caused my tire to go flat which also resulted in me missing a day of work.

On February 13th, 2009 at 7:00pm I was driving North bound on 1st street between Florida and Oregon in the left lane, right underneath the tracks, when my front passenger tire that I just replaced hit a pothole. Once again this caused my tire to go flat. I was not able to get another tire till Monday, which is shown on the receipts I included with this letter.

The total for both of the tires to be replaced was \$242.88 which I would like to be reimbursed by the city. Thank you for your time.

Sincerely,



Amy Lynn Guerrero
5941 W. Coldspring Road Apt 1
Greenfield, Wisconsin 53220
Cell: 414-241-4632
Work: 262-704-9014
Amy.guerrero@kohls.com

CITY OF MILWAUKEE
2009 MAR -6 PM 2:10
RONALD D. LEONHARDT
CITY CLERK

CITY OF MILWAUKEE
RECEIVED
2009 MAR -6 PM 3:40
CITY ATTORNEY

LABOR DESCRIPTION

TECH

TOTAL

INVOICE

1016410

ARCHIVED

IN / OUT

01-21-2009

09:30 AM

38432

01-21-2009

10:45 AM

38432

Acct No: 12757

PAUL, SR. 543-0560 OR BRIAN 543- 1820

Page: 1 of 1

GUERRERO

AMY

5941 W COLDSRING AVE APT 1

Greenfield WI

2007 Scion tc

Silver

L4 2.4 144

VIN: 917LG13 (WI)

6427 W LINCOLN AVE - WEST ALLI S WI 53219

(414) 541-0250

Richlen & Sons, Inc.

"Depend On Us For All Your Automotive Service Needs"

QTY	PART DESCRIPTION	PART NUMBER	UNIT	TOTAL
1.00	215/45R17 H ALTIMAX HP BLK	GEN 15484270000	115.00	115.00
OVER 60 YEARS OF SERVICE				

I hereby authorize the work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss / damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

Terms: Strictly Cash Unless Arrangements Made. SIGNED:

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repairs.

2. Please proceed with repairs, but call me before continuing if the price will exceed \$

3. I do not want an estimate.

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

I hereby authorize the above repair work to be done with necessary materials and hereby grant you and your employees permission to operate the vehicle for the purposes of testing and inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. I further acknowledge that you will not be held responsible for any loss or damage to the vehicle or articles left in it due to causes beyond your control.

Signed:

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, 53708-8911

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Do you want the replaced parts you are entitled to? NO YES

Call when the vehicle is ready?

This vehicle received without face to face customer contact.

SHOP REPRESENTATIVE SIGNATURE

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

U = Used R = Rebuild W = Warranty

Labor .00

Parts 115.00

Sublet .00

Supplies .00

Disposal .00

Subtotal 115.00

Tax 6.44

TOTAL 121.44

LABOR DESCRIPTION

TECH

TOTAL

RICHLEN & SONS, INC.

"Depend On Us For All Your Automotive Service Needs"

6427 W LINCOLN AVE - WEST ALLIS WI 53219

(414) 541-0250

Acct No: 12757

PAUL, SR. 543-0560 OR BRIAN 543-1820

Page: 1 of 1

GUERRERO
AMY
5941 W COLDSRING AVE APT 1
Greenfield WI2007 Scion tc
Silver
L4 2.4 144VIN:
Plate: 917LGB (WI)

INVOICE

1017088

ARCHIVED

IN / OUT

In: 02-16-2009

Time: 07:45 AM

Odom: 39864

Out: 02-16-2009

Time: 09:00 AM

Odom: 39864

QTY PART DESCRIPTION

PART NUMBER

UNIT TOTAL

1.00 2154517 MOUNTED & BALANCED

15484270000 GENERAL ALTIMAX RT

115.00 115.00

OVER 60 YEARS OF SERVICE

ALL PARTS ARE NEW
UNLESS OTHERWISE
SPECIFIED

I hereby authorize the work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss / damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

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NO

YES

Call when the vehicle is ready?

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Signed:

U = Used R = Rebuilt W = Warranty

Labor .00

Parts 115.00

Sublet .00

Supplies .00

Disposal .00

Subtotal 115.00

Tax 6.44

TOTAL 121.44