



Department of Public Works | 860.584.6125

MEMORANDUM

DATE: January 10, 2020

TO: Mayor Ellen Zoppo-Sassu
Board of Public Works

FROM: Raymond A. Rogozinski, P.E., Director of Public Works

RE: Snow Operation Mail Box Claims

The City current procedure for processing snow operation mail box damage claims includes Board of Public Works approval of all request for payments. The Boards' standard policy is to approve request up to \$75.00, therefore DPW request the following action:

Authorize Director of Public Works to approve / process mail box claims request up to the amount of \$75.00. All claim request for payment above \$75.00 will be forwarded to the Board of Public Works for processing.

A copy of DPW's existing policy/procedure is attached.

Please feel free to contact me with any question/concerns at 860-584-6113.

CITY OF BRISTOL – PUBLIC WORKS POLICY

25.14 Mailbox Damage Policy

1. Policy Name

25.14 Mailbox Damage Policy

2. Responsible Division and effective date

Public Works Streets Division, effective date

3. Rationale or Purpose

This policy establishes the formal Mailbox Damage plan for the City of Bristol. The policy also defines the policies and procedures for mailbox damage.

4. Policy Statement

In the course of winter operations, occasionally a resident's mailbox may sustain damage from either contact with a City operated plow truck or the force of snow/ice being thrown during plowing. The City of Bristol will investigate mailbox damage reports and if it is determined that the report is feasible either a repair will be performed or the resident may receive compensation of \$75.00 to replace their mailbox.

5. Scope

This policy applies to all rural (at the street) mailboxes on streets within the City of Bristol, with the exception of State-maintained roads.

State-maintained roads within the City are Route 72, Route 69, Route 6 and Route 229. The State is responsible for snow removal and ice control on these roads.

6. Procedures

A Service Request is opened and assigned to the Streets Division. Streets will investigate the damage. Streets will either repair the mailbox or offer to provide a temporary one if needed.

Upon completion of the investigation, it will be determined if the damage is the responsibility of the City or another party:

If the damage was caused by a private accident, the resident will be advised to contact the appropriate insurance carrier.

If the damage was caused by the City and not a private accident. A letter will be left with the resident advising them of the following:

The resident can opt to have Public Works provide a basic replacement mailbox on a 4x4 post or the resident can opt to file a claim to take a payment to replace the mailbox themselves. The damage amount will be set by the Public Works Board.

Claim Procedure:

The resident must submit a letter in writing. The letter must include:

1. The residents name, address and telephone number.
2. Provide the date and time of the incident; if unknown - date and time noticed and reason why City is responsible for damage.
3. Description of damage.
4. Provide the exact location.
5. Include any cost estimates, receipts, or invoices, if applicable.
6. The resident must inform the Town Clerk, in writing, if they have contacted the Public Works Department regarding the problem.

7. The letter must have an **original signature** (no copies accepted). Claim letters must be mailed or hand delivered to the Town Clerk's Office.

The Town Clerk will send acknowledgement to the resident and copies of the request to the Director of Public Works and Claims.

Upon receipt of letter or notification, Public Works will verify that the Mailbox Damage Report Procedure was followed.

If not, a Service Request will be opened to begin the procedure.

If the Mailbox Damage Report Procedure was followed:

- If the resident accepts the reimbursement offer, Public Works will print the Service Request and forward to Claims to process the payment.
- If the resident does not want either the replacement mailbox, or the reimbursement, they can appeal to the Board of Public Works in writing.

7. Roles/Responsibilities

It is the responsibility of residents to properly locate and maintain mailboxes and other personal property in the City's right-of-way to avoid damage from snow plowing.

It is the responsibility of the resident to promptly report mailbox damages to Public Works. Damage reports more than 45 days after the occurrences will be denied.

It is the responsibility of Public Works staff to enter service requests for all damage reports. It is the responsibility of the Public Works Streets Division to investigate all mailbox damage reports and determine if the damage was caused by winter operations and that the mailbox was properly installed and in good condition prior to the damage.

It is the responsibility of the Board of Public Works to act on all resident appeals.

It is the responsibility of the Claims Department to pay claims as approved by Public Works. Claims shall process a Purchase Order Request to have a check issued and delivered to Corporation Counsel.

It is the responsibility of Corporation Counsel to notify the resident that a check is ready to be picked up and to have a hold harmless release signed by the resident prior to receiving the check.

8. Definitions

N/A

9. References

See also Policy 25 Snow Removal and Ice Control.

10. Consequences of Non-Compliance

N/A

Approval authority: Board of Public Works

Approved date: May 17, 2018

Review cycle: Annually

CLAIMS

GENERAL DAMAGE CLAIMS

To file a claim against the City, you must submit a letter in writing that includes the following information:

- Date and time of the incident
- Description of damage
- Provide the exact location (name of street and closest house / business number)
- Reason for your claim and how the incident occurred
- Submit any estimates / paid invoices with your letter
- Whether or not you have contacted the Police, Public Works, or another appropriate department
- Your name, address, and telephone number

Note: Your letter must have an original signature (no copies or faxes are accepted).

To Submit Your Claim, please mail or hand-deliver your letter and documents to:

City Clerk
City of Bristol
111 N. Main St.
Bristol, CT 06010

MAIL BOX CLAIM PROCEDURES

If your mailbox was damaged by a City truck, call the Public Works Department at (860) 584-6125 and ask to be placed on a repair list. When weather permitting, a standard post and galvanized mailbox will be installed.

If you prefer to repair/replace your damaged mailbox and/or post, a claim needs to be filed against the City by submitting a letter in writing which includes the following information:

- Date and time of the incident (if unknown - date and time noticed and why you believe the City if responsible for the damage)
- Provide the exact location
- Whether or not you have contacted the Public Works Department regarding the problem
- Your name, address, and telephone number

Please mail or hand-deliver your letter and documents to the City Clerk's Office (see address above). Your claim will be addressed by the Miscellaneous Matters Committee of the Public Works Board.

CONTACT US

BARBARA KASHUBA
Senior Administrative Assistant

111 N. Main St.
Bristol, CT 06010

Ph: (860) 584-6155
Fx: (860) 584-6211

HOURS

8:30 am - 5:00 pm
Monday - Friday



Department of Public Works | 860.584.6125

Mailbox Damages

Address: _____ Date: _____

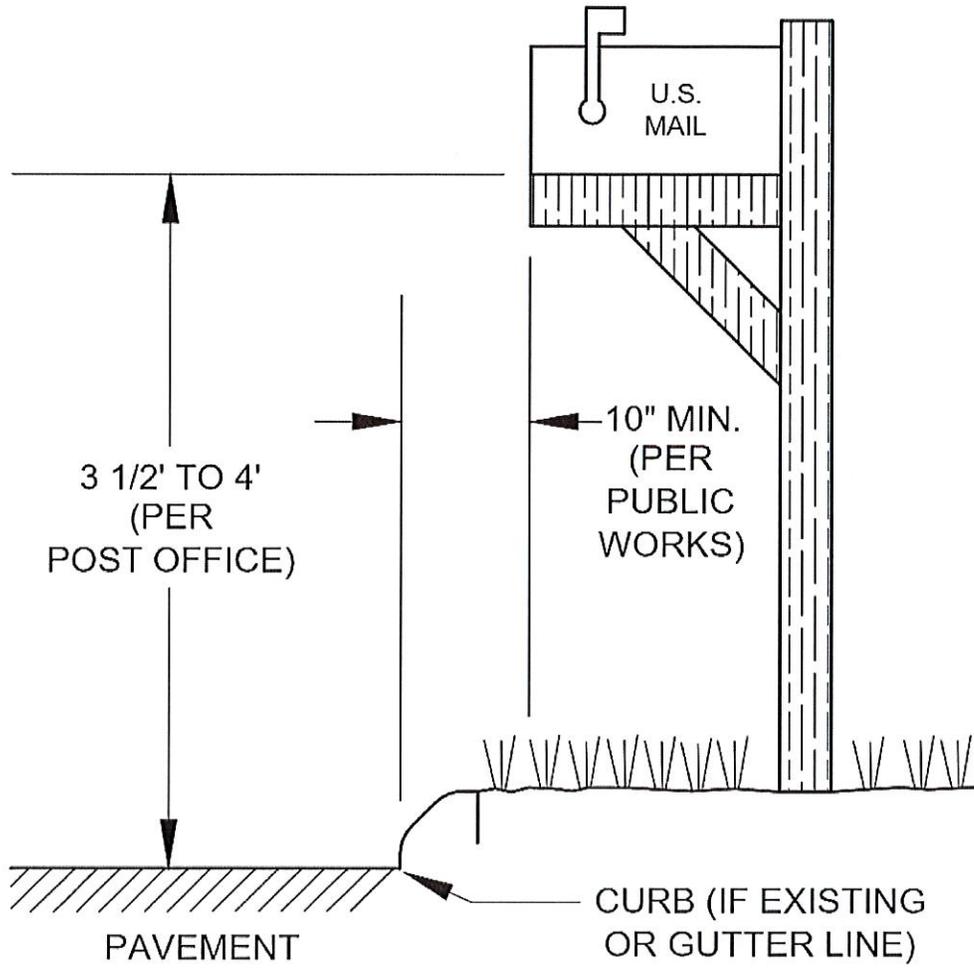
The City of Bristol Public Works Department has investigated your report of damage to your mailbox caused by our winter operations.

The City will only approve claims for mailbox damages when our plow/truck has made contact with the mailbox/post. We do not cover damage caused by snow/slush movement. Mailboxes that are found to have been structurally unsound prior to the damage will also not be repaired/replaced by the City or approved for a claim. Mailboxes should be placed where approved by the US Postal Service/Public Works specifications and be in good condition.

Our investigation has determined that the City is not liable for the damage for the following reason(s):

- There is no proof of impact between the mailbox/post and our plow/vehicle.
- The mailbox was found to have been in a weakened condition or was in disrepair prior to the damage.
- The mailbox was placed too close to the curb per specifications from the US Postal Service and Public Works (see reverse).
- The mailbox/ post was installed too low. (see reverse)

If you wish to dispute this assessment, you may appeal in writing to the Board of Public Works (111 North Main Street, Bristol, CT 06010). The Board meets on the third Thursday of each month. Appeals will be acted upon at the next meeting following receipt of the appeal.





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Mailbox Damage Process

The City of Bristol Public Works Department has investigated your report of damage to your mailbox caused by our winter operations. We apologize for any inconvenience this has caused. We try to maintain an adequate distance from the curb, but it can be hard to judge on snow covered roads.

If you are unable to receive mail, we will ensure that your mailbox is repaired to allow mail delivery. If more permanent repairs are needed, you have two options:

The City can repair/replace your mailbox as weather allows, typically after the spring thaw. We can replace your mailbox with a standard metal mailbox (in either white or black) on a 4x4 post if needed. Please contact us at 860-584-6125 to notify us that you wish to have Public Works repair/replace your mailbox.

OR

If you wish to repair/replace the mailbox yourself, you may submit a claim to receive payment of \$75.00 towards the expenses. To file a claim, please submit a letter in writing and include the following:

- Your name, address and phone number
- The date and time of the incident when damage occurred and the exact location
- A description of the damage
- Include any cost estimates/receipts or invoices
- The date the damage was reported to Public Works.

Mail or deliver your letter with an original signature (no copies accepted) to the Town Clerks Office (111 North Main Street, Bristol, CT 06010).

If neither of these options is satisfactory, you may appeal in writing to the Board of Public Works (111 North Main Street, Bristol, CT 06010). The Board meets on the third Thursday of each month. Appeals will be acted upon at the next meeting following receipt of the appeal.

