



**POLICIES AND PROCEDURES MANUAL**

SUBJECT Snow Plow Damage Complaints	DEPARTMENT P.W.-Sanitation & Street Division		DEPARTMENT IDENTIFICATION 2600	
	SECTION 2612	PAGES 1	EFFECTIVE DATE 1/1/82	REVISION DATE xx/xx/xx

1.0 PURPOSE:

To describe the standard policies followed by the Department of Public Works in handling complaints relating to property damage caused by snow plow operations.

2.0 ORGANIZATIONS AFFECTED:

This policy applies to the Department of Public Works and to the general public.

3.0 POLICY:

It is the policy of the Department of Public Works to investigate all complaints of damage and to repair damages when appropriate.

4.0 REFERENCES:

None

5.0 PROCEDURES:

5.1 RESPONSIBILITY:

The Department of Public Works shall be responsible for administering this policy.

5.2 GENERAL POLICIES:

5.2.1 The Department of Public Works shall investigate all complaints relating to property damage caused by snow plows.

5.2.2 When it is alleged that property damage has been caused by City snow plows, the Director of Public Works shall conduct or cause to be conducted, an investigation into the matter. If the Director of Public Works determines that the damage was caused by a City plow, the Director of Public Works may take such action as is deemed appropriate to repair the damage, may determine that the damage is so minor as to require no repair, or may refer the owner of the property to the City's claims procedure as, in the Director's discretion, the Director deems appropriate.