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Communication by Ralph Hatland

Mayor Swearingin and Fresno City Council Members

Thank you for this opportunity to speak in front of this distinguished group of leaders

The purpose of my presence today is to bring to your attention the culture and behavior I encountered from the city's risk management department. Early December my front bumper struck a downed stop sign. I would like to present a picture of this. (Provide pictures)

I called the risk management department informing them of the downed stop sign and its location. I also asked what the procedures were to filing a claim. Months later I received a rejection notice without any explanation. At that time I filed a small claim against the city.

I was given a court date; whereas, I showed up along with the city representative. A judge was not available; however, a sitting attorney was. The city representative did not trust a sitting attorney and requested a postponement. I am self-employed and city staff is on salary. This representative showed no compassion for my time as a resident of this city.

I showed up for the second hearing and two representatives from the city and me presented our cases to a judge. I received a favorable judgement from this judge; however, the city representative again showed no trust in this judge or my time as a self-employed city resident.

Four weeks later I received a notice that the city appealed to Superior Court this \$938 judgement. The city's representatives appeared in court and again we presented our case. Outcome of this third trip to court is not known at this time.

I bring to the Mayor and Fresno City Council Members my experience with the risk managements department behavior and culture. I question the value to the city of rejecting my claim and appearing in court three times. I am curious of the true cost associated with staff members to process my original claim, prepare for the three visits to court and filing the appeal? Not to mention the time spent by court employees. I am self-employed and spent over twenty (20) hours or more due to the relentless behavior of risk management.

I feel this city department is making it excessively difficult to seek justice. Is this the behavior this distinguish body wants towards the citizens of Fresno? It has been nine months and more than 20 hours later.

I know the Mayor and Fresno City Council Members are here to listen as I am familiar with the procedures of agendas for government agencies. I would like a future action item to be agenzied whereas this honorable body requests the breakdown and costs both salary and benefits the risk management department has expended in processing my claim and compare it to the original claim of \$893?

At this time I would just like to thank the Mayor and Fresno City Council Members for allowing me to bring to your attention the culture and behavior of one of the city's departments towards a resident of this City. Thank you.

