

JULIE A. BARTHELS
County Clerk

112 OTTER AVENUE, P.O. BOX 2806
OSHKOSH, WISCONSIN 54903-2806



Winnebago County

Office of the County Clerk

The Wave of the Future

OSHKOSH (920) 232-3430
FAX (920) 232-3435
E-mail: countyclerk@winnebagocountywi.gov

NOTICE OF CLAIM

DATE: April 19, 2023
TO: Joel Luepke, Melanie Boelter and Jenny Sonnleitner
FROM: Cassie Smith-Gregor
RE: Claim from Chris Schafer

This claim will be forwarded to the Personnel & Finance Committee for action on May 4, 2023 and to the County Board at their May 16, 2023 meeting.

Gregor, Cassie

From: Barthels, Julie A
Sent: Wednesday, April 19, 2023 1:15 PM
To: Gregor, Cassie
Subject: FW: Incident with stones coming off truck pulling trailer (64)

From: Chris Shafer <chris@chrisshaferagency.com>
Sent: Wednesday, April 19, 2023 1:06 PM
To: Luepke, Joel <JLuepke@winnebagocountywi.gov>; Barthels, Julie A <JABarthels@winnebagocountywi.gov>
Subject: Re: Incident with stones coming off truck pulling trailer (64)

Joel,

This incident was called in and reported...

Happened at approximately, 330pm, Monday 4-17-23. I was driving north on 41, turned onto the exit 10 headed north west. I was behind a County Truck (orange) number 64. It was pulling a yellowish flat trailer..... covered with gravel/stones that were coming off. I was coming off the ramp onto 10 and tried to get around the truck. A number off stones hit. My Son, Drew Shafer was in the passenger seat, his number 920-291-5154 is able to validate this and Levi Lenz, 920-238-1019. Both are students at WLA High School in Fond du lac. I was taking them to a trap shooting event for school to Waupaca. I have 2 marks in my windshield, one right in my site line and one lower center of my windshield. My veh is a 2020 Dodge Grand Caravan.

I am an insurance agent/owning my own agency. I'm also a taxpayer in Winnebago County. I certainly don't enjoy even having to file this but, brooms are made for cleaning off trailers and I only wish I would have had time to stop and take a picture. The gravel/stones weren't just a couple, it was visual on the trailer.

I called 920-232-1700 at 3:58pm to report this. Spoke to a lady that advised I had to talk to Mike Sabel. After numerous phone calls back and forth with Mike, he finally left me a message that I needed to email you Joel. I have the voice mails. Now you are telling me I have to add others to the email.

For full disclosure I know Julie Barthels, quite well. I certainly wouldn't be filing this incident if I wouldn't have had damage. I am a former farmer and certainly understand mud, dirt, stones from implements or trailers, but this wasn't just a couple.

I am not filing a comprehensive claim under my auto insurance for this. I'm not going to have a claim against me that my carrier has to subrogate back to the county. I would like to know how we need to proceed on getting my windshield fixed.

Regards,
Chris Shafer

Chris Shafer
Owner of The Chris Shafer Agency, LLC.
Executive Director of The Forest County Chamber Of Commerce,
Economic Development Partnership and Tourism
695 Sullivan Drive
Fond Du Lac, WI 54935
Chamber Office:
116 S Lake Avenue
Crandon, WI 54520
920-517-4534 (Cell)
920-263-9016 (Ins Office)
920-263-9017(Ins Office2)

715-478-3450 (Chamber office)

chris@chrisshaferagency.com

"The highest compliment we can receive is the referral of your friends, family, and business associates. Thank you for your trust!"

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On Wed, Apr 19, 2023 at 12:34 PM Luepke, Joel <JLuepke@winnebagocountywi.gov> wrote:

Hello Chris.

Sorry to learn of your incident/damage involving a Winnebago County Highway Department vehicle which occurred on Monday, April 17.

Attached please find a document describing the process of filing a claim against Winnebago County. Please include as much detail as possible regarding the exact location and time of the incident. That level of detail will aid in determining which County vehicle may have been in the area at that point in time, especially if you did not obtain the vehicle number. (Does 64 refer to the truck or the trailer?)

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The County's liability insurer is also informed when your claim information is received. The insurer will investigate the claim during the time the County claim review process is underway. As the claim review process (both County and insurer) does not proceed rapidly, it may be in your best interest to work through your personal insurance to have the windshield repaired, especially if there is a safety concern. This repair cost could then be part of your claim.

Thank you for contacting me and please feel welcomed to address questions to me.

Best Regards.

Joel Luepke

Risk Manager

920-232-3459

From: Chris Shafer <chris@chrisshaferagency.com>

Sent: Wednesday, April 19, 2023 10:14 AM

To: Luepke, Joel <JLuepke@winnebagoountywi.gov>

Subject: Incident with stones coming off truck pulling trailer (64)

Joel: Mike Sabel gave me your contact info. I was traveling north on 41 and got off to take 10 to Waupaca Monday afternoon to take my son and another student to their trap shoot. I was just coming off the ramp and there was a county truck pulling a trailer with a bunch of stones coming off. I was trying to get around on the left side. I have 2 marks in my 2020 Dodge Grand Caravan windshield.

I called in on this as soon as I got to Waupaca and was able to pull over. I called in and got a lady that sent me to Mike. We went back and forth on voicemails and finally yesterday he left me a voicemail to contact you. I need to know if I can proceed to get my windshield replaced.

If you could please get back to me at your earliest convenience I would appreciate it.

Thanks

Chris

Chris Shafer

Owner of The Chris Shafer Agency, LLC.

Executive Director of The Forest County Chamber Of Commerce,

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Gregor, Cassie

From: Barthels, Julie A
Sent: Monday, April 24, 2023 10:29 AM
To: Gregor, Cassie
Subject: FW: Incident with stones coming off truck pulling trailer (64)
Attachments: Ideal Glass \$518..windshield replacement...JPG; windshield estimate from Safelite....JPG; Chris Shafer Agency, LLC. Mail - Your saved quote.pdf

fyi

From: Chris Shafer <chris@chrisshaferagency.com>
Sent: Friday, April 21, 2023 12:50 PM
To: Luepke, Joel <JLuepke@winnebagoountywi.gov>; Barthels, Julie A <JABarthels@winnebagoountywi.gov>
Subject: Re: Incident with stones coming off truck pulling trailer (64)

Safelite is about a \$100 lower than anyone else.. Ideal Glass has a cash price of \$518. Next other estimates are all over \$600.

As you will see on the Safelite one, I only am quoting the glass only. Not looking for anything other than the window. So to be clear, what is the next step. I want to replace my windshield, but will not proceed until I get the ok from you. I just don't want to proceed with Safelite and then have someone tell me that I need to use who the county wants me to use... I will gladly use anyone you want me to as well, but the directions state nothing about that nor do they state a timeline on this. Any response would be appreciated.

Thanks
Chris

Chris Shafer
Owner of The Chris Shafer Agency, LLC.
Executive Director of The Forest County Chamber Of Commerce,
Economic Development Partnership and Tourism

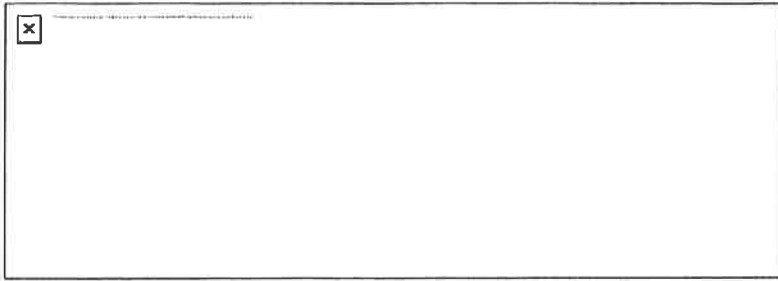
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FOREST COUNTY
Chamber of Commerce



On Fri, Apr 21, 2023 at 11:34 AM Luepke, Joel <JLuepke@winnebagocountywi.gov> wrote:

Chris,

Two repair estimates are required as part of the claim submission materials.

Joel

From: Chris Shafer <chris@chrisshaferagency.com>

Sent: Friday, April 21, 2023 11:21 AM

To: Luepke, Joel <JLuepke@winnebagocountywi.gov>; Barthels, Julie A <JABarthels@winnebagocountywi.gov>

Subject: Re: Incident with stones coming off truck pulling trailer (64)

Joel: That is all in the last email sent to you and had Julie Barthels attached too...

Julie: Is there anything else I need to do? I didn't call law enforcement... Certainly didn't think that was necessary.

I will await response..

Thanks

Chris

Chris Shafer

Owner of The Chris Shafer Agency, LLC.

Executive Director of The Forest County Chamber Of Commerce,

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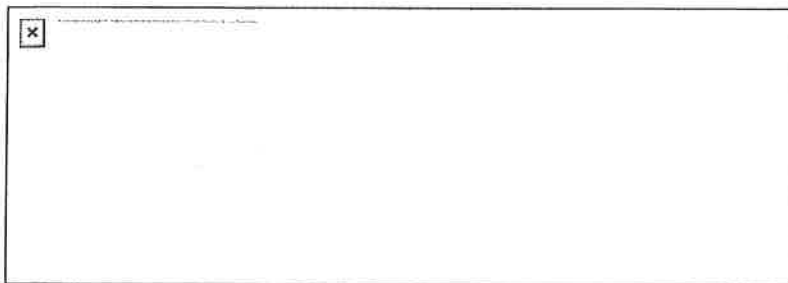
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FOREST COUNTY
Chamber of Commerce



FOREST COUNTY
ECONOMIC DEVELOPMENT
PARTNERSHIP

On Fri, Apr 21, 2023 at 11:16 AM Luepke, Joel <JLuepke@winnebagocountywi.gov> wrote:

Chris,

Although the claim process may seem cumbersome and redundant, considering the calls and emails already exchanged, the steps specified in the attachment need to be followed to potentially rectify the damage to your vehicle.

The claim information must be submitted by the person making the claim; I cannot do so. A short, concise statement addressing the points listed in the attachment is what is needed, as that statement is what will be forwarded to the County committees for review. Bulleted responses to each of the six items specified in the attachment would be a good method of submission.

Photographs are helpful, however, two repair estimates are required.

Thank you for your understanding.

Joel Luepke – Risk Manager

Winnebago County

112 Otter Avenue P.O. Box 2808

Oshkosh, WI 54903-2808

920-232-3459 920-232-3461 fax

New Email as of Sept. 1, 2022: jluepke@winnebagocountywi.gov

From: Chris Shafer <chris@chrisshaferagency.com>

Sent: Wednesday, April 19, 2023 1:06 PM

To: Luepke, Joel <JLuepke@winnebagocountywi.gov>; Barthels, Julie A <JABarthels@winnebagocountywi.gov>

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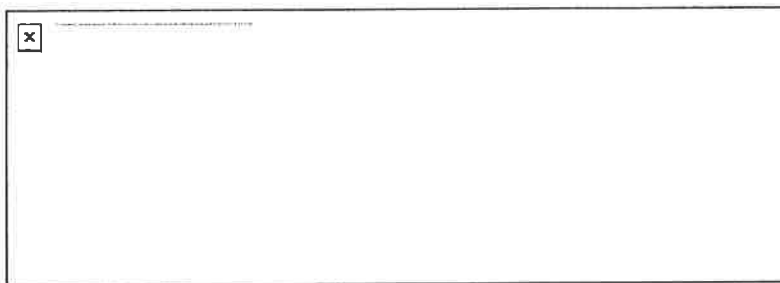
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Thank you for contacting me and please feel welcomed to address questions to me.

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Risk Manager

920-232-3459

From: Chris Shafer <chris@chrisshaferagency.com>

Sent: Wednesday, April 19, 2023 10:14 AM

To: Luepke, Joel <JLuepke@winnebagoctywi.gov>

Subject: Incident with stones coming off truck pulling trailer (64)

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Premier Glass Provider for the Fond Du Lac Area

If you are looking for high-quality glass and great installation, come to Ideal Glass Company. We provide glass windows for all types of auto needs. We can fit your vehicle with new glass and replace the older or damaged windows.

Call us for quotes on glass jobs as well as repairs to all types of vehicles. Bring your sports car or SUV into our shop to get a better glass and better service.

We Put Our Name on the Line

As a small local and family-owned business, we put our name on the line for every job that we take. We provide quality service every single time that will hold up well. Get brand new auto mirrors or get your auto glass resealed for your car. Request a service by filling out our form today.



Expert Glass Installation

Call us today for **FREE** estimates.

(920) 921-1631





We've got your 2020 DODGE GRAND CARAVAN covered!

Now choose your payment and service options*.

Pay on my own

Pay with insurance

Glass service only

- New replacement windshield
- Expert installation
- Nationwide lifetime warranty

New wiper blades are not included with Economy service. Failure to replace worn wipers may damage your new glass.

\$420.00

Standard

MOST POPULAR

- New replacement windshield
- Expert installation
- Nationwide lifetime warranty
- New wiper blades

\$484.98

Premium

- New replacement windshield
- Expert installation
- Nationwide lifetime warranty
- New wiper blades
- Rain Defense™ treatment

\$529.97

Make 4 interest-free payments starting at \$105.00, every 2 weeks with **afterpay**. [Learn more](#)

I have a promo code

Continue



Chris Shafer <chris@chrisshaferagency.com>

Your saved quote

1 message

Safelite AutoGlass <noreply@t.safelite.com>

Fri, Apr 21, 2023 at 11:48 AM

Reply-To: Safelite AutoGlass <reply-fe961075756c017d76-516_HTML-1271332015-7225942-257123@t.safelite.com>

To: chris@chrisshaferagency.com



We're here when you're ready

Thank you for choosing Safelite AutoGlass. We have saved your quote to replace the windshield on your 2020 DODGE GRAND CARAVAN. To finish scheduling your appointment, select the button below.

Your estimate: \$420.00*[Schedule my appointment](#)

Please be aware that global glass shortages are impacting appointment availability. [Click here](#) to learn more.

**Quote does not include tax, recycle fee, and other applicable fees.*



Why choose Safelite?

When you choose Safelite you get more than just glass, you get the safety and reliability of the Safelite Advantage featuring the industry's

only nationwide lifetime guarantee.

Learn more about the Safelite Advantage



"Very simple process, great overall experience!"

Everything from scheduling the appointment, to the confirmation, to the work being performed. was very simplified for a person with a full time job. They came to my office, and were done in 2 hours. Overall great experience.

Bo1142, Knoxville, TN



This quote is good for up to 3 days. The price quoted is based on the information you provided related to your vehicle and the type of service, and includes basic labor and parts used when replacing/repairing your damaged auto glass. In some cases, the condition or style of the vehicle may require that the Safelite technician use additional materials such as replacement moldings or other accessories to ensure a safe, quality installation. Your technician will complete an evaluation of the vehicle and provide an estimate for any additional costs prior to starting the work.

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Gregor, Cassie

From: Barthels, Julie A
Sent: Monday, April 24, 2023 10:30 AM
To: Gregor, Cassie
Subject: FW: Incident with stones coming off truck pulling trailer (64)

fyi

From: Luepke, Joel <JLuepke@winnebagoountywi.gov>
Sent: Friday, April 21, 2023 4:26 PM
To: Chris Shafer <chris@chrisshaferagency.com>; Barthels, Julie A <JABarthels@winnebagoountywi.gov>
Subject: RE: Incident with stones coming off truck pulling trailer (64)

Chris,

Thanks for sending the estimates. I'm sure the County Clerk's office will formally process your claim early next week.

As I mentioned in an email earlier this week, the claims process takes time. The County Board's next meeting is May 16th. The claim will be read into the minutes and referred to the Personnel & Finance Committee, who will meet on June 1st. The P & F recommendation will then be placed on the County Board agenda for the June 20th meeting.

I submitted your claim information to the County's liability insurer this afternoon, although the Highway Department has not yet provided the information regarding the locations of vehicle #64 on 4/17. I expect to receive that information early next week and will immediately forward to the adjustor.

Claim handling through the insurer can also be a lengthy process. The late winter snow storms generated numerous claims, so that backup will need to be processed. I am still waiting for decisions on claims from February and March, so I don't expect a determination on your claim in the near future.

As for which business would handle the actual repair, the insurance company has not been dictating where repairs should be made. The practice has been to go with the lowest estimate.

I hope this provides some answers, although probably not the answers you would have preferred.

Thank you.

Joel Luepke

From: Chris Shafer <chris@chrisshaferagency.com>
Sent: Friday, April 21, 2023 12:50 PM
To: Luepke, Joel <JLuepke@winnebagoountywi.gov>; Barthels, Julie A <JABarthels@winnebagoountywi.gov>
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Gregor, Cassie

From: Barthels, Julie A
Sent: Monday, April 24, 2023 10:29 AM
To: Gregor, Cassie
Subject: FW: Incident with stones coming off truck pulling trailer (64)
Attachments: Ideal written estimate 4.21.23.pdf

fyi

From: Chris Shafer <chris@chrisshaferagency.com>
Sent: Friday, April 21, 2023 2:43 PM
To: Luepke, Joel <JLuepke@winnebagoountywi.gov>; Barthels, Julie A <JABarthels@winnebagoountywi.gov>
Subject: Re: Incident with stones coming off truck pulling trailer (64)

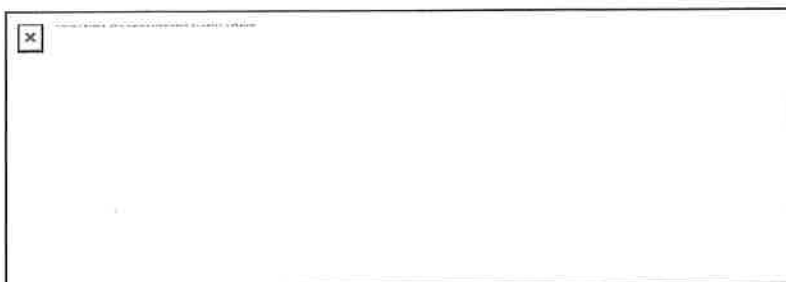
Written estimate from Ideal glass attached...

Chris Shafer
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Phone (920) 921-1631
Fax (920) 921-1632

IDEAL GLASS COMPANY

235 Winnebago Drive
Fond du Lac, WI 54935

P.O. #

Date

4-21-23

Name

Chris@chrisshafenagency.com

Address

Phone

Model

2020 Dodge Grand Cherokee

When Needed

Bill To:

Comments:

DW 2476 STR Windshield
GGG 1708 SKIT Side Mirrors
491.00

Installed
Price

27.00 TK
518.00

ESTIMATE ONLY



Cheng

Name

Time: