

**CITY OF VERONA
DEPARTMENTAL POLICY**

Department	Public Works & Utilities		
Division	Streets	Author:	Theran Jacobson
Policy Number	PW-001	PW, Sewer & Water Committee Approval	10-26-2020
Subject	Mailbox Damage	Revision # / Date	No. 0 / 10-21-2020

1. Purpose

- a. This policy is to provide the direction and procedure to staff and citizens of the City of Verona on the mailbox damage / replacement requirements for mailboxes that are installed within the right-of-way to current United States Postal Service (USPS) specifications.

2. Municipal Boundaries

- a. The City has roadway corridors that are maintained by Dane County within the City limits. These boundaries are subject to change depending on annexation of lands and / or jurisdictional transfer of roadways. When in doubt please contact the Public Works Department at 608-845-6695 for questions.

3. Eligibility

- a. The City will consider a notice of claim for repairs or replacement to mailboxes impacted as a result of a mailbox coming into direct contact with City equipment while staff is performing work in the right-of-way (snow plowing, brush collection, leaf collection, street sweeping, etc.).
 - i. The City will reimburse the costs for repairs or replacement of mailboxes and/or posts that have been directly hit by City equipment, and which were installed and maintained in conformance with the current specifications of the United States Postal Service for minimum height and setback measured from the face of the curb.
 - ii. Mailbox clusters of four (4) units and less are included in this policy. Mailbox clusters of greater than four (4) units will not be reimbursed or replaced for damages under this policy.
 - iii. The City will not pay claims for mailboxes or posts that were improperly installed or maintained, or that were damaged due to their inability to withstand the force of snow and/or ice coming off of a plow blade.
 - iv. City staff will inventory the mailboxes not in conformance with the current specifications of the United States Postal Service annually in September prior to each winter season and keep a record on file as evidence if a notice of claim is submitted. The City will also deliver mailings to these property owners notifying them that their mailbox is not in conformance with current specifications.

- b. Petitioners should contact Dane County for mailboxes impacted that may have resulted from County activities.
 - c. Obstructions (permanent or temporary) that are placed in the right-of-way by a property owner including but not limited to basketball hoops, other recreation sport training equipment, irrigation systems, pet containment systems, fences, planted areas, mailbox landscaping, and other private improvements within the City right-of-way are not permitted, and the City will not be liable for damages or costs to them under any circumstances.
4. Claims Process and reimbursement
- a. If a property owner is of the belief that their mailbox was directly damaged by City equipment, the property owner shall report the damage within seven (7) days by submitting the notice of claim form. The form is attached to this policy and also located on the City Website (<https://www.ci.verona.wi.us/483/Plow-Damage>). Reported information shall include the following information; if the following information is not provided the City reserves the right to reject the notice of claim. A mailbox notice of claim form is attached to this policy for a Claimant's use.
 - i. Property owner name, address, and mailbox property address if different
 - ii. Date of damage (include time if known)
 - iii. Witnesses (if available)
 - iv. Receipts of expenses for any materials purchased
 - 1. Receipts can follow the initial claim.
 - b. The Public Works Department will review the damaged mailbox as soon as possible depending on workloads and contact the Claimant with a determination of eligibility on their notice of claim. The Director of Public Works or the director's designee is authorized to use reasonable discretion in resolving disputes involving unusual circumstances.
5. Reimbursement
- a. The reimbursement request shall be identified on the notice of claim form. Option i or ii below shall be selected.
 - i. The City will reimburse any approved notice of claim up to the maximum dollar amount as specified below.
 - 1. Notice of claim shall be submitted as outlined in Section 4 paragraph a. of this policy.
 - 2. Receipts shall be submitted on or prior to May 1 the following year.
 - 3. The reimbursement amount maximums for post(s) and mailbox(es) are listed below:
 - a. \$75 for a post and a single mailbox.
 - b. \$90 for a post and a double mailbox cluster.
 - c. \$105 for a post and a triple mailbox cluster.
 - d. \$120 for a post and a four mailbox cluster.
 - ii. Or the City will remove and replace the post with standard materials.
 - 1. City will re-attach the existing mailbox if not damaged.

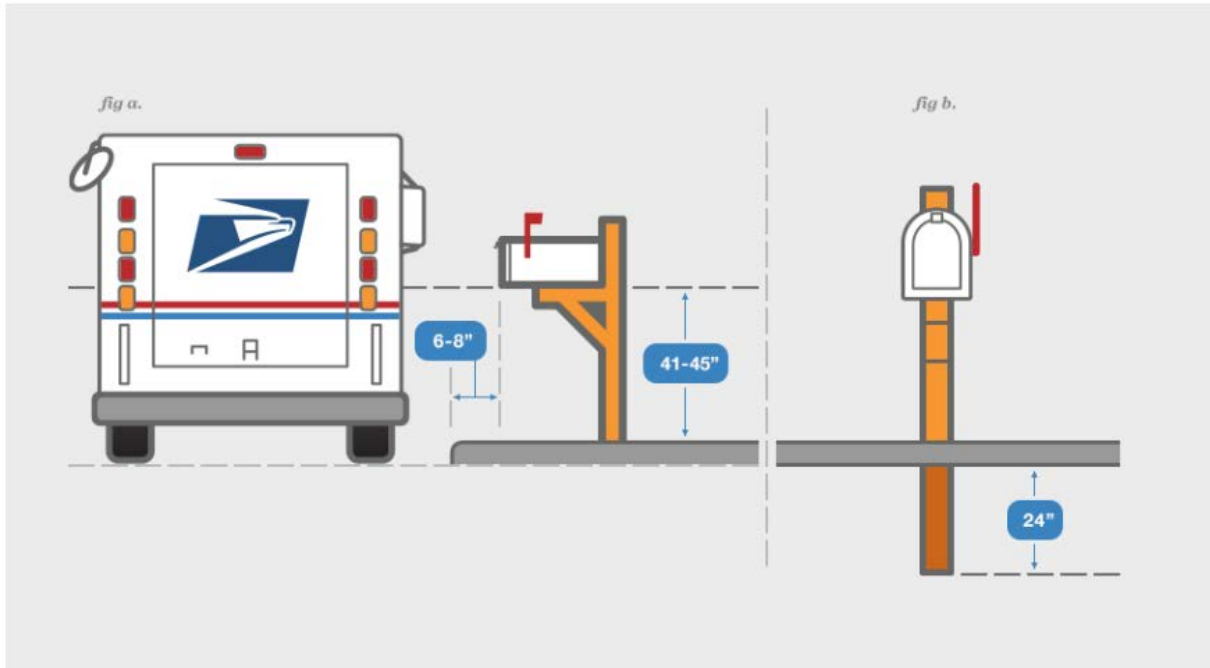
2. If mailbox is damaged a replacement mailbox with standard materials will be purchased up to a maximum dollar amount of \$25 per mailbox.
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6. United States Postal Service Specifications
 - a. Property owners are responsible for the repairs such that the mailbox design and installation are in conformance with the United States Postal Service Specifications as noted below. The specifications are subject to change and shall always be verified by property owner's with the local United States Postal Service.
 - b. Figure 1 included for reference with this policy is a schematic of the United States Postal Service specifications at this time this policy was approved or revised.
 - i. USPS specifications are subject to change without notice.
 - c. United States Postal Service Specifications are as follows for reference:
 - i. The supporting post is to be approved by the local post office. Though the postal service is silent on post materials, certain installations at the road edge may be considered by the City to be a safety hazard (generally massive or non-breakaway installations), and the City may order their removal. The Federal Highway Administration recommends a post no larger than 4"x4" wood or 2" diameter steel or aluminum pipe, buried no more than 24".
 - ii. The local postmaster may approve a curbside mailbox constructed by a customer who does not want to use an approved manufactured box. The custom-built box must generally meet the same standards as approved manufactured boxes for flag, size, strength, and quality of construction.
 - iii. 41" – 45" vertical height from the adjacent ground surface to the bottom of mailbox.
 - iv. 6" – 8" setback distance from the face of curb or edge of road shoulder to the front of mailbox. When open, the mailbox door should not extend past the face of curb or edge of road shoulder.
 - v. Subject to state laws and regulations, a curbside mailbox must be placed to allow safe and convenient delivery by carriers without leaving their vehicles.

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Figure 1 - United States Postal Service Specifications

Where to Place the Mailbox



Source: United States Postal Service more specifically <https://www.usps.com/manage/mailboxes.htm>