

**20260114 - Agenda Item 6.1.1 :CUSTOMER A (REPORTED PROPERTY DISCREPANCY)**

This item pertains to a report from a customer regarding a property discrepancy alleged to have occurred involving a District vehicle. Under our **Approved Policies (Section 7.1)**, customer discrepancies are brought to the Board for review. I have invited the customer to present their concerns directly to you this evening.

**[IF THE CUSTOMER IS NOT PRESENT]** "Since the customer is not present to provide testimony or evidence, there is no further information to enter into the record at this time. Administratively, the District has not received a formal written tort claim or professional repair estimates. I recommend the Board take no action and move to the next item.

**[IF THE CUSTOMER IS PRESENT]**

- **Response:** "Thank you for that information. Board, since this involves a claim for property damages, our standard administrative procedure would be to require the customer to submit a formal written claim along with two professional repair estimates. Would the Board like me to provide those forms to the customer, or would you prefer to refer this directly to our insurance carrier, SDRMA, for investigation?"