

### *Notice of Insufficiency from the Public*

The Director shall immediately make a determination as to whether or not an insufficiency exists. In the event that the Department of Public Works receives a notice of insufficiency, as described in RSA 231:90 Duty of Town after notice of insufficiency, he/she must determine whether or not it exists and if so, notify the Town Administrator as soon as possible. He/she will then notify the Road Commission and cause the placement of proper danger signs to warn the public both day and night as prescribed in RSA 231:91 Municipality to act; Liability. Within a seventy-two hour period after the written complaint, the Director or his designee shall have a written strategy in place and on file to deal with the situation.

Public works employees that are notified of an insufficiency during the course of their normal daily assignments *must* relay the information immediately to supervisory staff for investigation.

The Director of Public Works or his/her designee will follow-up by notifying and thanking the complainant for bringing this insufficiency to our attention and explaining the course of action taken.

*From the Town of Amherst's Policy and Procedure Manual, 2009.*