



# inroads

January 2011

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**Administration**

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**Wethersfield Repair Facility**

60 State Street (rear)  
Wethersfield, CT 06109  
**860-529-0500**

**Norwich Repair Facility**

171 Salem Turnpike  
Norwich, CT 06360  
**860-885-2153**

**New Haven Repair Facility**

140 Pond Lily Avenue  
New Haven, CT 06515  
**203-397-4590**

**After Hours Emergencies**

Call **1-877-454-4204** (toll-free)  
Your call will be answered through the Department of Environmental Protection Dispatch Office, which will assist you.

**Online**

Go to <http://das.ct.gov> and click on **FLEET OPERATIONS** for additional information on fueling locations, accident forms and mileage reports.

Giving out extra keys isn't as easy as it used to be, especially when you supply over 3,000 cars and trucks to 70+ agencies. Experience has taught us that there are a variety of needs and applications.

We have arranged for a total of three sets of keys to be supplied when each new car is delivered. Two of these sets will go to the agency, one with the car, and the second to the supervisor of the driver/unit. The third set is kept by Fleet Administration.

## Who's Got the Keys?



While there are many instances of agencies being okay with receiving two sets of keys for each car, in some situations this practice presents an operational challenge. And to further complicate things, most cars now come with "chipped" keys which eliminates the option of getting a replacement made for a couple of dollars at the local hardware store (at least one that will start the car, although a non-programmed key will likely open the door).

To get a workable key that will start the car you have two options - purchase it from your local automobile dealer or from Fleet Operations. However, buying keys at your local dealer is problematic on two fronts - first, the cost can be upwards of a couple of hundred dollars per key, and secondly, to program a new key to a specific car, all of the vehicle keys are required, including the spare - which is at Fleet Operations. Getting a new key

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## Wi-Fi

Several months ago we indicated that Wi-Fi access would be coming to our shops in the near future. Although it has taken longer than we would have hoped, installation begins in February and, once up and running, employees with a state-issued laptop will be able to connect to our server

while waiting for repairs to be completed.

The estimated installation schedule is for New Haven to be fully operational in February with Norwich and Wethersfield to follow in March.

To help communicate this new feature, we plan to post signs in our waiting rooms once it is fully operational.

## Keys Continued

without having all other keys present will make the spare useless, as a new electronic code is assigned.

If an agency needs additional keys above and beyond the two we provide when the new vehicle is picked-up, Fleet Operations can supply them for the cost of the key blank (typical \$20-\$50) and a ½ hour fee to program the new key. This amount will be service transferred to your agency's business office. All we ask is that appointments be made in advance so that we can arrange to have the spare key delivered from our Hartford office to the garage.

For agencies receiving new cars, please communicate your needs for any keys beyond the two we plan to provide when notified that your new car is ready to be picked up. This advance notice will save everyone time and be the most cost-effective way for us to meet your needs.

## Electronic Billing

January is here which means no more paper bills for your vehicle rental and leasing expense. To avoid the issues that go along with an unpaid bill, please take a minute to verify that at least one person from your agency has signed up to review and approve our new electronic invoice and has been granted the "Agency Billing Review" role.

If the person who is responsible for reviewing and approving the monthly fleet bill is not part of your work unit, please forward this newsletter to them so that they can be reminded to sign up if they haven't done so already.

From this point forward, on the first working day of the month, we will send an email notification to your agency's "billing review people" informing them that the previous month's charges are posted and that they should review the charges by the fifth day of the month. Any discrepancies or errors should be immediately reported to Fleet Operations for correction. This is particularly important because at the close of business on the fifth of each month, the invoiced totals are electronically forwarded to CORE.

Should you have any questions on how to sign up just give us a call at 860-713-5160.

## New Haven Gas Pumps

For agencies that find it convenient to fill up their vehicles at the Pond Lilly station, we are sorry to report that the pumps are still closed as construction continues. The old tanks have been removed, and new ones will soon be installed. Current estimates from DOT are for the project to be completed by the end of January.

## New Employee in Norwich

Employees of agencies who utilize our Norwich garage for service have no doubt noticed an empty work station in front of the window where they check in. After a nine month period, we recently were granted approval to fill this position on a 30 hours per week basis.

We are happy to announce that the hiring process has been completed, and our newest Fleet employee is Office Assistant Dawn Bertocki. Her work day begins along with the rest of the shop at 7:30 and ends at 1:30, which will provide needed coverage during the period when most of our appointments are scheduled.

Besides greeting drivers and working with them to collect all of the necessary details to provide our technicians the information they need to complete repairs, Dawn also will be communicating with agencies on the phone and via email to schedule future appointments, and performing data entry tasks with our fleet software related to vehicle maintenance and repair.

Dawn brings extensive experience in office administration and customer service roles to Norwich. Welcome!