



**CONTACT US:**

**Administration**

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**Wethersfield Repair Facility**

60 State Street (rear)  
Wethersfield, CT 06109  
**860-566-7826**

**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 [www.das.state.ct.us](http://www.das.state.ct.us) and click on **FLEET OPERATIONS** for additional information on fueling locations, accident forms and mileage reports.

We hate to bring the subject up, but the unfortunate reality is that accidents happen - especially when cars and trucks are out on the road as often as our fleet. Last year, DAS vehicles alone traveled approximately 48 million miles. With this driving exposure there are bound to be incidents of all types, and there are.

When accidents occur, reports, claims and interacting with insurance companies follow. With the possible exception of the people within Fleet assigned as primary insurance contacts, no one is so well-versed in accident reporting that they can fill out our current accident claim form, complete with all of the essential details, in a matter of minutes. For this reason, too often the whole accident reporting process becomes one of those tasks put on the back burner while employees deal with the daily demands of their jobs. Busy work schedules and time away often add days, and sometimes a week or more to an accident report arriving in Fleet Operations. Unfortunately, procrastination leads to delays in getting the car repaired and back into service, which impacts the agency's ability to complete their mission. It can also create frustration for the insurance company and other party involved. This is especially problematic when we are at fault, as delays decrease the chance for us to settle the claim favorably.



Over the past few months, many concerns have been raised in Fleet Operations about our reporting process, inadequate forms and dated procedures. As a result, DAS has formed a committee to review all aspects of the claim process. This group is working to identify solutions that will help to achieve our goal of making accident reporting easier, quicker and more effective for everyone involved. Everything from the content of the reporting form, to how it is handled within Fleet Operations and reported to our insurance administrator is being reviewed.

One of the topics of discussion - with all of the electronic resources that are available to us - is why we are still completing accident reports with a pen and paper and sending multiple copies by internal courier, snail mail, or fax. Clearly there is room for improvement in this area - and there will be. We are also weighing the value of timely reporting vs. our current policy of having a supervisor review and sign the accident report before it is submitted to Fleet.

We've used these group meetings to discuss our concerns, identify a few goals, and we are now developing solutions! Stay tuned over the next couple of months as we finalize our refinements and begin the implementation of enhancements that should improve the process for all.

If you have thoughts on the claim reporting process that you would like to share, we would love to hear from you. Don't hesitate to contact Jim Palmer or Frank Sanzo.

## Monthly Mileage

Collecting, verifying, and entering mileage for your agency's vehicles each month is a challenging task, but nonetheless one that is important. A primary reason that we require this collection of data is so that our fleet maintenance database can be updated by these monthly entries, which helps us to predict when maintenance activities will become due. On the 16th of each month a friendly reminder goes out to agency contacts listing any vehicles for which mileage has not been entered. We thank you for compliance with this important activity (as do the auditors).

## DOT Station Closings

The furlough days coming up on the day after Thanksgiving and Christmas Eve could create a conflict with DOT employees who have snow and ice duty assignments. Therefore the DOT has announced that their fueling stations will be closed on

September 4 and October 9 so that these employees may participate in furlough days without impacting services. Please note that the fueling station on Buckingham Street in Hartford is the only station operated by DAS. It *will be* open on September 4 and October 9 and closed on designated state furlough days of November 27 and December 24.

For more information visit:

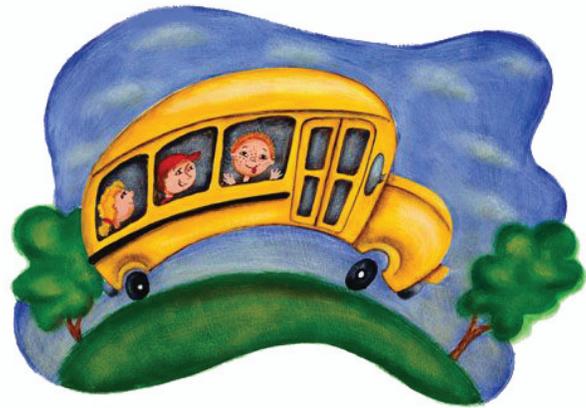
<http://www.ct.gov/dot/cwp/view.asp?a=3738&q=438510>



Where in the world is Bill Hoynes? Bill is an automotive QCW who has been with Fleet for four years. He began his state career in our Wethersfield facility, working on second shift for roughly two years before transferring to Norwich in 2007. In March 2009 Bill volunteered for a six-month assignment in our New Haven garage. Upon completing his New Haven duties, we asked him to temporarily return to Wethersfield where he is working to help inspect and repair many of the cars that were turned in as part of the 20% fleet reduction earlier this year. We appreciate Bill's flexibility and thank him for his willingness to help.

**Regarding our maintenance facilities**, with fewer vehicles domiciled in close proximity to it compared to Wethersfield or New Haven garages, Norwich can offer the most flexibility to accommodate a repair need with minimal notice. If you have a vehicle that has become overdue for service, or even if you are just looking for a service appointment in the shortest amount of time, then Norwich is the place.

## They're Back!!!!



Don't Forget - red flashing lights and extended stop arms mean the bus has stopped and children are getting on or off. Motorists **MUST** stop their cars and wait until the red lights stop flashing and the bus begins moving before they can start driving again.

*The Summer Wind –*  
With summer in our rearview mirror, beginning Tuesday, September 8, the Wethersfield maintenance facility will once again return to an 8:00am-4:00pm schedule – the same as New Haven and Norwich.