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Norwich Repair Facility

171 Salem Turnpike
Norwich, CT 06360
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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

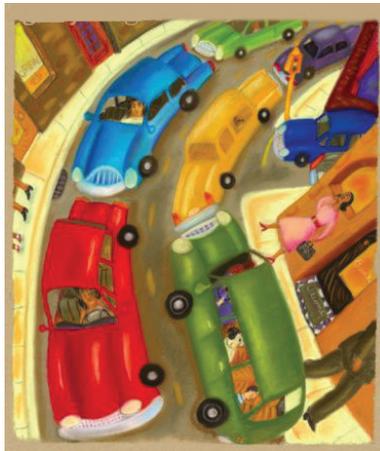
Go to www.das.state.ct.us and click on **FLEET OPERATIONS** for additional information on fueling locations, accident forms and mileage reports.

Our “Am I Driving Safely?” bumper sticker program has certainly generated response from Connecticut’s drivers. In the eighteen months since we first

Got Complaints?

began installing stickers on all vehicles with “5” plates, we have received 1,685 emails regarding vehicle operation.

All of the motorists’ comments have been forwarded to agencies for review, action and follow-up. Once an agency completes its investigation and reports back to Fleet that the incident has been handled, Fleet replies to the person who initiated the complaint to let them know that the matter was addressed. To be most effective, this process is dependent upon timely action (General Letter 115 requires Fleet Operations to be notified of the investigation outcome within 30 days of receiving the complaint), both in addressing the situation with the driver and in responding back to the person who reported their concerns. To help us stay on track with resolving complaints quickly, our new office assistant,



Yanira Segarra, will work with customers to expedite claim closure. Her assistance will enable us to better monitor the progress of driving complaints and will help ensure that none fall through the cracks.

There have been several instances where Fleet has been contacted by a supervisor asking if disciplinary action needs to be taken with drivers, especially those who have been reported more than once. Our suggestion is to consult first with GL-115 and then with your agency human resources staff. Additionally, if a similar situation occurred within your agency, HR may be able to use that situation as a guide to help ensure consistent action.

GL-115 provides some information on the responsibilities for drivers and ATA’s, and even includes a penalty section (page 15) that may be of assistance. Should a situation deserve stronger action than what is outlined in GL-115, it is within each agency’s right to pursue that course. We suggest working with your human resources staff to finalize the course of action.

Let's Have Them Grow Old Together

To best utilize our automotive assets, we ask for your help in reviewing usage patterns of the vehicles in your fleet and then taking the necessary action to balance, or even out, their mileage (we recognize that certain specialty vehicles like plow trucks and some maintenance vehicles may not put on many miles in the course of the year – there is not much that we can do about that). It's all the rest of the vehicles that we should be monitoring.

The goal is to have same year and model cars and trucks at each agency stay within the same approximate mileage range throughout their life. This helps on many fronts, including maintenance, replacement planning, reliability, and even when we dispose of them.

Our cars are kept a long time; with the exception of Public Safety vehicles, all DAS-owned cars and trucks are depreciated over a six-year period. Therefore, it is imperative that oversight is given and corrective action taken in order to minimize the chances that an agency will have to rely on a vehicle with 150,000 miles, or more.

Here's an example we have identified: There were six minivans assigned to the same agency. All of the vehicles were 2006 models, three with 20-25,000 miles, while the other three had approximately 100,000 miles. Left as is, at the end of six years three vehicles would have 30,000 miles and the other three around 150,000. Whereas had there been regular review and reassignment of vehicles when they went into service, they would all have around 90,000 miles at the end of their six-year life. At this time all we could do was swap their assignments for the remaining time that they will be in service.

And yes, this type of situation becomes a large issue during times of fiscal restraint when car purchases are delayed and we are left no choice but to drive vehicles for a longer term than initially planned.

Reviewing mileage is easy. To figure out what vehicle in your fleet is at what miles, just go to the DAS website, click on Fleet Operations, under '**Report Mileage**' click on '**File Monthly Report**', log-in, click on '**Mileage and Reports**', select a month (and agency if you are responsible for more than one), click on the '**Select a Report**' box and choose the report that you wish to review. Wait a couple of seconds for the '**GO**' icon next to the report box to turn green then click on it and you are there. The two reports that will be of assistance are;

- **Average Monthly Utilization** – identifies the average mileage and number of days used per month over the previous 12 months
- **Miles Driven Histogram** – will group all of the vehicles with your agency into miles driven per month categories

These reports will enable you to quickly identify utilization trends, thereby making it easy to address situations like the example referenced above. Should you have any questions on how to access these reports, or want to review some assignment changes feel free to give us a call.

Just a reminder that Fleet is now reviewing all home garaging, per Executive Order 22. As part of this review, all drivers who currently

Home Garaging

have home garaging privileges will need to **reapply AND have their application reapproved by their**

agency head (in most agencies this is the commissioner, not a director) before submitting it to Fleet Operations for final review. In the near future we will be contacting all ATA's with additional information. Stay tuned.