



To: Agency Transportation Administrators
From: Fleet Administration
Date: November 29, 2011
Re: Emergency Service for DAS-owned vehicles

165 Capitol Avenue
Hartford, CT 06106-1658

In-state emergency service during normal hours:
7:30AM to 3:30 PM - Monday through Friday:

Wethersfield Repair Facility Phone: 860.529.0500
New Haven Repair Facility Phone: 203.397.4590
Norwich Repair Facility Phone: 860.885.2153

In-state after hours emergency service:
Call Department of Energy and Environmental Protection dispatch office (DEEP) @ 1.877.454-4204

Out-of-state emergency service:

Out of state breakdowns are more problematic since the emergency dispatch number can only receive calls from the 860 or 203 area code. So a person calling from their Connecticut cell phone will be able to make contact with DEEP dispatch regardless of their physical location, whereas a call coming from an out of state area code will not go through.

- Out-of-state emergency service up to \$500:
In situations where a vehicle becomes disabled out-of state, employees may use their P-Cards or personal credit card if necessary for minor repairs up to \$500. Flat tires, dead batteries etc., are examples of things that can be quickly repaired by the closest garage using your card. Agencies should service transfer DAS/Fleet for these expenses. It should be noted that emergency Dispatch does not have a list of out-of-state vendors, so the driver of the vehicle will need to search one out.

- Out-of-state emergency service exceeding \$500:
Major repairs exceeding the \$500 limit such as transmission or engine failure will not be authorized. In this scenario, Fleet will make arrangements to have the vehicle brought back to Connecticut for repair. Regarding a replacement vehicle, drivers/agencies are requested to use our contract and contact Enterprise to obtain a vehicle to return to Connecticut with. The cost for this rental should be service transferred to Fleet. We will only cover rental costs to complete out of state business and then return to Connecticut. Fleet will provide a loaner at no cost from our rental pool when back in state.

If the vehicle has been towed, please provide emergency dispatch and/or Fleet Operations the name of the towing company and/or the vehicle location so we may arrange recovery.