



# inroads

April 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.

## How am I Driving?

The “Am I Driving Safely?” stickers have been on the rear bumpers of DAS-owned vehicles with “5” plates for over two years. During this period the motoring public has actively communicated their perceptions of how our drivers are doing. We have

received many reports, the vast majority of which were to share what was believed to be wrong doing on the driver’s part, although there were some compliments and general comments as well.

DAS assures all who file complaints that their observations will be investigated and appropriate action taken. And we frequently receive follow-up inquiries from people wondering about the

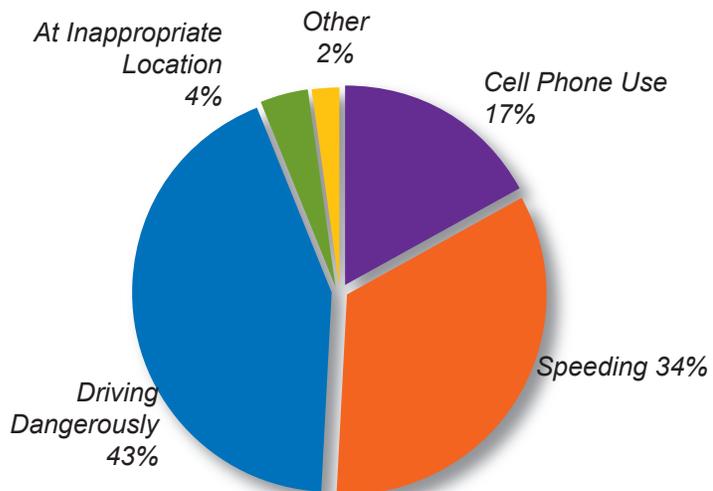
status of their complaint. To help us provide the customer service they deserve, we ask that all ATA’s communicate the importance of timely action to the supervisory staff responsible for investigating and responding.

When responding to the person who filed a complaint, we do not disclose any details on the findings or resolution, only that the matter has been addressed and appropriate action taken.

Here’s a recap of what has been reported to date;

Complaint	Compliment	General Comment	Grand Total
1,859	103	317	2,279

- 81% of responses reported a complaint
- 14% offered a comment
- 5% shared a compliment



## Toyota recall

Last summer we alerted you to a recall by Toyota regarding the floor mats in Prius models (inroads June 2010). Thankfully this was not a safety issue, so dealers could complete the necessary inspection, and/or modification, on a schedule that minimized impact to drivers, agencies, and our shops. With over 300 Prius vehicles in our fleet, it has taken some time to get them all swapped out and transported back and forth to dealers. With the help of our agency fleet contacts, we are now 100% finished with this action! Thanks to all for your assistance.

## Car Wash

With spring in the air, Fleet Operations has received a number of phone calls regarding the policy on washing DAS cars. The “Do Not Use” order that had been placed on vehicle washing back in 2009 and was partially amended last year to allow for only one exterior wash per month, has been lifted.

However, this does not mean that DAS is recommending unlimited car washes, as nothing could be further from the truth. What it does mean is that each agency has the opportunity to make prudent decisions on the need and frequency to clean cars while keeping in mind the state’s fiscal situation.

Should coupons be needed please contact Fleet Operations.

## WiFi

We expect to complete the installation of equipment that will allow employees with state-issued laptop’s ability to access the state’s e-mail system at our Wethersfield and Norwich locations by the end of April. Our pilot location, New Haven, was up and running in March.

We encourage you to remind your staff of this new convenience that will enable them to make use of their time while waiting for a car to be serviced or repaired.

Making an appointment in advance for your next service is appreciated and preferred, but sometimes circumstances dictate that waiting a month or so just isn’t possible. When you need service and you don’t have an appointment, it’s OK to drop off your car at any of our garages, and we will fit that car in to our schedule – almost always within a day or two.

All you have to do is call to let us know when your car will be coming in. As soon as the car has been serviced and is ready to go, we’ll contact the agency or driver. Unfortunately, under these circumstances we will not be able to provide a loaner, as they are committed to drivers with appointments and to cover long-term repair needs.

## Did You Know?