



inroads

August 2011

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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 06519
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.

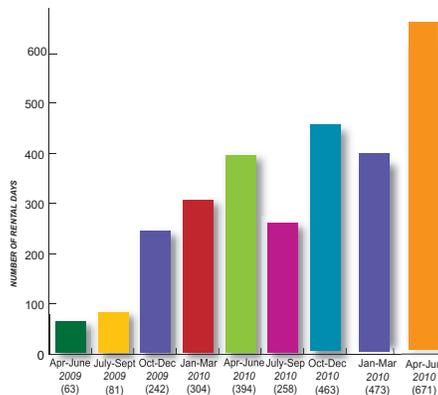
Online

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

Does your agency have a need for an extra vehicle from time to time? For many agencies, the fleet reduction effort of 2009 significantly cut the number of available vehicles and at times leaves an agency without enough to meet its needs.

Daily Rentals

Whenever the situation calls for a vehicle that you don't have, remember that all DAS Fleet locations (Hartford, Wethersfield, Norwich and New Haven) offer a variety of rental options, from sub-compacts to full-size vans and box trucks. We have also just added 4WD Ford Escapes to our inventory at all four rental locations to help support any short-term larger capacity or winter weather transportation needs that your agency may have.



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Since the re-launching of our rental program two years ago, we have been committed to becoming the preferred solution for your temporary vehicle needs. By offering the lowest rates available, convenient locations and a diverse pool of vehicles, we are working hard to become your first and best choice for rental vehicles.

As evidenced by the graph, agency support of our short-term rental program has enabled this solution to experience phenomenal growth – an 82 percent increase from FY 2010 to FY 2011.

For your convenience we have included our rate schedule (it can also be found at <http://www.das.state.ct.us/cr1.aspx?page=11>).

RATES

| Vehicle type | Hourly | Daily |
|------------------|---------|---------|
| Compact | \$6.00 | \$29.00 |
| Intermediate | \$7.00 | \$33.00 |
| Mini-van | \$7.00 | \$32.00 |
| Small SUV | \$7.00 | \$34.00 |
| Hybrid | \$7.00 | \$34.00 |
| 12-Passenger Van | \$7.00 | \$34.00 |
| Box truck | \$11.00 | \$52.00 |

And remember, these low rates include gasoline!

Currently our maintenance location in New Haven is short-staffed. In order to avoid negative impact on our level of service, we have initiated several actions that will enable us to continue to meet the service expectations that agencies using New Haven have come to rely on.

New Haven

In addition to working some Saturdays, we are deploying mechanics from other locations to help manage all of the service appointments and related maintenance needs.

Agency Transportation Administrators (ATAs) responsible for vehicles that can easily go to either the Wethersfield or Norwich locations instead of New Haven (without adding extra miles or time) should consider offering staff these alternatives. It is impossible to predict how long our current fiscal climate will last, but rest assured that we will continue to do all that we can to ensure quality and timely response to your vehicle needs at all of our locations.

As you know, complaints relating to the operation of DAS vehicles that are submitted to the Fleet.CT.Gov address are forwarded to ATAs for investigation. Our policy requires that agencies complete their internal review and follow-up to Fleet within 30 days.

Driving Issues

Although we have no intention of dictating the way an agency should handle its internal investigation of complaints, over time we have seen a variety of approaches to bring these complaints to closure.

In an attempt to share a best practice, we want to let you know how one agency responds to complaints once it has established that there is merit to the claim.

When it has been determined that an employee may have some ownership for the actions described in the complaint, the employee's supervisor provides the employee a copy of GL 115 and asks for the employee to review it in order to better understand the responsibilities of driving a State of Connecticut vehicle.

This step, along with maintaining the appropriate documentation, helps supervisors to complete the necessary follow-up while enhancing the importance of adhering to the responsibilities noted in GL 115 for drivers.

Next month we will provide an update on the number of complaints we have received from the Fleet.ct.gov address.

We have recently completed a review of vehicle utilization for the prior year. As a result of our findings, some ATAs have received an email asking them to look into the utilization of one or more vehicles, and to consider other options to replace any leased vehicles that did not achieve minimum use benchmarks. Alternatives would include mileage reimbursement or using daily rentals.

Fleet Efficiency

Your attention to managing fleet assets in the most efficient way possible is greatly appreciated, as the reward for identifying and implementing saving measures is significant.