



inroads

February 2013

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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.

Got Questions?



If you are looking for Fleet-related information, a great resource is the Fleet webpage. It is located on the DAS site, <http://das.ct.gov/cr1.aspx?page=11>. You will find details on everything from daily rentals, to carwash locations, to the master policy document for fleet activities - General Letter 115. Guidelines on most anything pertaining to the use of DAS vehicles is contained within this document.

Other features include contact and address information for all Fleet locations - including an after-hours emergency service number, a list of all DOT fuel locations, information on overnight parking and home garaging, along with driver and supervisor accident responsibilities and a writeable PDF accident form that is to be completed for all accidents.

For members of your staff who are not on the distribution list (*Inroads* is sent to ATAs), the current issue of *Inroads* is available via a link off the Fleet page each month for anyone to read and download. And if you ever want to search old copies of *Inroads* we have a complete library. Every issue is in our archive under the heading - Past Newsletters. We hope you find our webpage to be a useful aid to managing your fleet, and we welcome any suggestions that you may have on how it can be further enhanced. If you would like to see a new feature just contact Frank or Jim and we will be glad to consider your recommendation.

Who's the ATA?

We are asking for agencies to keep us apprised of any changes with their ATA, as we are dependent on having a person that has been appointed by the Commissioner/agency head to be the conduit between each agency and DAS for all Fleet-related matters.

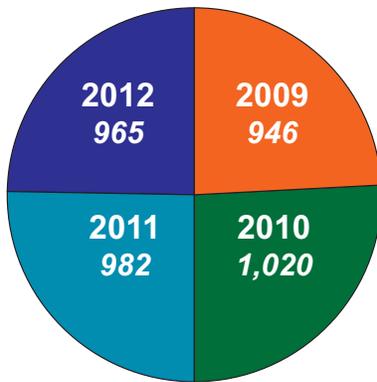
So, if you are an ATA who will be leaving your position in the coming months, we ask that before you step away be sure to let us know when you are leaving – and to let us know who will be handling the ATA responsibilities in your absence, even if the person assigned may only be involved on a temporary or short-term basis.

Motorist Feedback

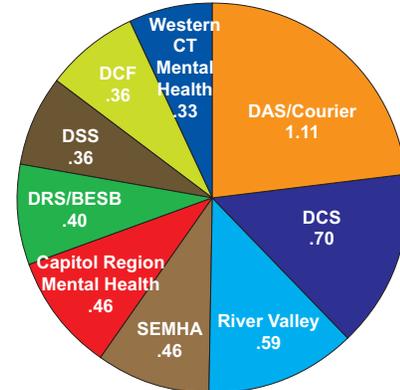
It's already been four years since the *Am I Driving Safely?* decals first appeared on DAS vehicles. Over this period there have been close to 4,000 emails from the motoring public to report their observations regarding one of our roughly 3,500 vehicles. Once in a while it's a compliment, but the vast majority of communications are to let us know of a concern either with the way that a vehicle was being operated, or its location.

In addition to forwarding details of every incident to the agency responsible for the car in question, Fleet's role is to record and track each complaint. Additionally, we respond to each sender that the observation has been received and forwarded to the appropriate agency for investigation. We also track all complaints by date, type, agency, etc. Each agency has an obligation to conduct the investigation and report back to Fleet when it has been completed. Once Fleet hears that an investigation has been completed and appropriate actions taken, we close the complaint and reply to the sender that the matter has been addressed. The ideal timeline from start to finish should be no more than 30 days. Currently there are over 250 complaints from 2012 still open. We ask for your diligence in getting them addressed. Here's a look at the complaints received in 2012: you'll notice that there has been significant progress made in reducing the percentage of complaints regarding drivers using a cell phone. We thank all involved for their efforts in this area.

Complaints by year

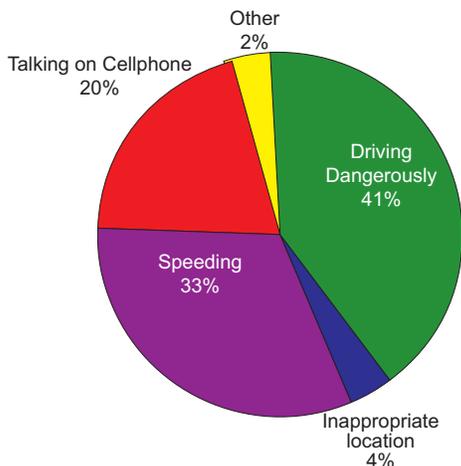


Highest percentage of complaints per number of vehicles assigned to each agency for 2012



Percentage of Complaints by Type

2011



2012

