



inroads

January 2012

CONTACT US:

Administration

Frank Sanzo, *Director*
(860) 713-5155
Jim Palmer, *Asst. Director*
(860) 713-5153
Mike Gosselin (860) 670-4744
Lawrence Gore (860) 713-5151
Pam Bowe (860) 713-5157
Yanira Segarra (860) 713-5158

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.

There are occasions when an agency may need to send a DAS vehicle into another state. With that in mind here is some information that you may find useful.

Out of State Use

- **Do you need permission to take a DAS vehicle out of state?** The only permission that is required comes from within each agency. There are no provisions in GL 115 that require prior communication to, and/or approval from DAS before taking one of its vehicles out of Connecticut.

- **What about insurance?** Insurance coverage is the same regardless of where the vehicle is when a loss occurs.

- **How do we get gas?** We do not have any fueling arrangements outside of Connecticut. When traveling out of state we recommend that the driver leave with a full tank of gas. If it is necessary to purchase fuel while in another state it is suggested that the agency supply its driver with a fuel card, or an agency P-card.

- **What if the car breaks down?** If a breakdown occurs during normal business hours it is suggested that the driver call any of our three maintenance garages for assistance. After hours calls need to be directed to the same after hours emergency number that is used when a vehicle breaks down in Connecticut (this number is in each vehicle). Repairs of up to \$500 can be paid by the driver using a P-card or a credit card and DAS will reimburse that agency.

- **What if the car cannot be immediately repaired and the driver needs to return to CT?** In situations where the vehicle cannot be repaired the same day, the driver/agency must notify Fleet, then contact the nearest Enterprise location for a replacement vehicle. Our agreement with Enterprise allows us to utilize all their locations. DAS will reimburse the agency for the cost of this rental.

For more information on emergency service for DAS-owned vehicles we suggest you visit the Fleet page of the DAS website.

Here's a link: <http://das.ct.gov/cr1.aspx?page=11>

Did You Know?

Cold weather reduces air pressure in tires. The rule of thumb is for every 10° Fahrenheit change in air temperature, tire inflation pressure will change by about 1 psi (up with higher temperatures and down with lower). Please remind drivers to check air pressure on a regular basis, **especially in cold weather**, and make sure that tire air pressure is kept in accordance with the manufacturer's recommended levels. Drivers can also stop by a DAS maintenance location and we will do it for them.

With 2011 in our rearview mirror we can now review how the year compares to 2009 and 2010 with regard to complaints filed under the “Am I Driving Safely” bumper sticker program.

Complaints

Total Complaints by Year

2009	946
2010	1020
2011	982

First, we have divided the number of complaints by year (*chart in the yellow box*), which tells us that for each of the past three years the total volume has been roughly the same. The second chart (*in the green box*) indicates the number of complaints for the agencies with the highest ratio of complaints to their number of vehicles. We present the data this way to avoid penalizing agencies with the largest number of vehicles, as they have the most exposure to the public and therefore greatest chance to be seen and reported, which would unfairly skew the results to negative ratings. Reporting the ratio of complaints to vehicles should provide a good

indication of actual performance although factors such as small sample size, time of day, and locations are all variables that need to be considered.

The actual number of complaints received is divided by the number of vehicles assigned to the agency. All agencies with greater than a .20% complaint factor are identified below.

Agencies with highest ratio of complaints per number of vehicles

DAS/Courier	1.18%
WCMH	.63%
OCME	.47%
DCS/Construction Services	.45%
DCF	.41%
DOT	.39%
River Valley Services	.34%
Mental Health & Addiction Services	.26%
SEHMA	.25%
SWCTMH	.24%
DDS	.23%
DPH	.23%
DSS	.21%
Revenue Services	.21%
Agricultural Experiment Station	.21%

A few final words on complaints: According to GL 115 each complaint must be followed up on within 30 days. Although most agencies are compliant, there is clearly room for improvement. With that in mind, Fleet will be sending every agency an updated list of open complaints by January 13, 2012. This should expedite agency attention and complaint closure. We thank you in advance for your cooperation ensuring timely response to all those who have taken the time to report their state vehicle observations to us.