



# inroads

July 2012

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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.

It's been a few years since the "Am I Driving Safely" bumper stickers were installed on vehicles in the DAS fleet (except on vehicles with unmarked plates and vehicles assigned to law enforcement or undercover operations). The communication campaign has clearly

## Bumper Stickers

touched a nerve! To date we have received more than 3,000 emails from the motoring public to report their observations regarding state vehicle operation.

We updated you about a year ago regarding our need to re-install replacement bumper stickers from time to time due to the original being removed. Since then, with the help of our shops, we have continued to keep track of all bumper sticker reinstalls due to removal.

We are happy to report that the replacement stickers that have been installed since September 1 of last year represent a significant slowing in the pace of re-installs from the first years of the program when many employees were adjusting to having this on the cars they use.

Here is a list of vehicles, of agencies who have received a new bumper sticker since September 1, 2011 because of removal:

<b>Agriculture</b>	<b>1</b>	<b>DOC</b>	<b>4</b>
<b>BESB</b>	<b>1</b>	<b>DOL</b>	<b>1</b>
<b>DCF</b>	<b>1</b>	<b>DOT</b>	<b>2</b>
<b>DCP</b>	<b>1</b>	<b>Judicial</b>	<b>1</b>
<b>DCS</b>	<b>1</b>	<b>OCME</b>	<b>1</b>
<b>DDS</b>	<b>3</b>	<b>SWMHC</b>	<b>1</b>
<b>DEP</b>	<b>2</b>		

If you would like specific details about the date and plate number of the vehicle(s) that needed a replacement sticker, feel free to contact our office.

We ask for your continued support with the bumper sticker program, as it provides an easy way for motorists to report concerns that they may have about a vehicle operation or location. If you identify a business reason for why certain vehicles within your agency should not have a bumper sticker affixed we ask that you call our office to discuss. Updates will continue to be provided, however feel free to call anytime if you would like to know what's going on with bumper stickers at your agency.

# Complaint Management

With the recent inquiry into driver complaints by a local television station we are again reminded on the importance of following up on complaints, taking appropriate management action and documenting.

With regard to complaint follow-up back to DAS, we remind you that we do not need to know what specific actions have been taken, just confirmation that the matter was investigated and appropriately addressed in the time frame indicated, as we have a responsibility to respond back to the person who initiated the complaint.

To help minimize any confusion about what needs to be reported back to DAS/Fleet, we have changed the text on the response form to clarify the correct response process. If there is anything else that we can do to further clarify, please let us know.

## Auction

DAS Surplus has rescheduled the vehicle auction that was to be held in mid-June. The next vehicle auction will be held July 21 at the Fleet Maintenance Facility located at the rear of 60 State Street, Wethersfield, right behind DMV. Check the DAS website <http://das.ct.gov/cr1.aspx?page=37> for additional information. It is anticipated that this will be the last vehicle auction until October.

Reminder - all of the DAS Fleet locations continue to have a diverse selection of almost new vehicles available on a temporary rental basis to assist agencies with their short-term vehicle needs. Rental periods can be as short as an hour or two, or up to a month, or more.

## Need a Car?

Options include sedans, vans, box-trucks and 4WD Ford Escapes. Whatever the requirement, we should have the vehicle that is best suited to support any temporary transportation needs.

As our volume has grown we have been able to add additional vehicles to our pool of rental vehicles.

In fact, our observation of the growing number of vehicle rentals as an indicator that our expanded rental program working well for your agency, but we are interested to hear you think. If you have a suggestion on additional features or locations that could increase the program value to your agency, please share your thoughts with us.

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>.

*Number of vehicle rental days by quarter*

