

# inroads

July 2013



## CONTACT US:

### 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.

## Service?



All DAS vehicles are serviced on a six-month or 6,000 mile schedule, whichever comes first, with the exception of a small percentage of “extreme service” vehicles that are maintained on a three-month/3,000 mile basis. To ensure that vehicles do not exceed the appropriate mileage guideline, our fleet software records mileage based on maintenance work orders and vehicle fueling. For lower mileage vehicles, whose service is based on time, the clock is reset at each visit and typically the driver will set a date for the next service with the shop before leaving.

Whether due to time or due to miles, when a vehicle becomes overdue for service it will be flagged by an exception report which is forwarded to the agency ATA for action.

Whenever a vehicle comes into a shop for service that vehicle will undergo a complete safety inspection, in addition to an oil change and lube. As part of this process we conduct a comprehensive review of key components that cover everything from light bulbs and windshield wipers to tire tread depth, all brake parts, fluid levels, and even oil leaks.

As proof that today’s cars and light trucks are vastly superior to those built even 15 or 20 years ago, consider this: we used to perform several different levels of service based upon the cars age/mileage, including one at 50,000 that involved replacing all hoses and belts! Basic service was performed at three month/3,000 mile increments instead of the six-month/6,000 mile guidelines we now follow.

In addition to improved manufacturing practices, longer lifespan on vehicles can be credited to engine oils. Motor oils are so much better than they used to be and become less contaminated because of fuel injection which replaced carburetors. Other positive changes include ignitions that are maintenance free and spark plugs which are now rated for 100,000 miles. Plus, we no longer need to repack wheel bearings on most vehicles due to the sealed hub bearings. Transmission fluids and coolants are rated for 100,000 miles or more.

These changes all contribute to enhanced quality, which has not only enabled us to reduce maintenance schedules by more than 50%, but has also translated into greatly improved vehicle reliability. These better vehicles have extended the useful life of our fleet from five to six years - or more.

## Mileage Reporting

ATAs should be asking the people who have been assigned mileage reporting responsibility within their agency - "How the process is going? Do you have 100% compliance? Does the process work smoothly? Are there any recommendations for changes?" These are all worthy areas to explore, since timely and accurate reporting of each vehicle's mileage on a monthly basis is essential - for a couple of reasons. Mainly to ensure that maintenance services can be scheduled and completed before becoming overdue; and, second, to enable Fleet to accurately report overall mileage on a monthly, quarterly or annual basis.

If there is a change we can make to ensure that agencies report all of their vehicles each month - please let us know.

## Carwash Locations



We hope to have good news soon regarding the number of car wash vendors available for DAS vehicles. DAS Procurement has just concluded a solicitation for bids and reports that there was a significant level of interest from potential providers. A training session was held on June 17 to help these parties become familiar with the Biznet paperless bidding system used by DAS, and it was very well-attended. We thank you for your patience during this period and look forward to providing additional washing locations in the near future.

If you need additional tickets, both "Basic Wash" and "Full Service" coupons are available from the Fleet office located in room G-19 at the State Office Building, or if it's more convenient we will drop them in the mail.

## Recall Update

Please be aware of a new vehicle recall. In June, Ford announced they are recalling over 400,000 2013 vehicles because of a possible fuel leak. Models affected include Taurus, Fusion, Explorer and the Police Interceptor and Police Utility. Ford will be alerting customers with details on the cars impacted along with resolution information in the near future. Once it has been determined which of our vehicles need to go to the dealer we will begin the process of getting them in for repair.

Recall efforts continue for the Toyota Prius and Dodge Caravan. We have made significant process with both and expect to have them completed within the next several months.