



## 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

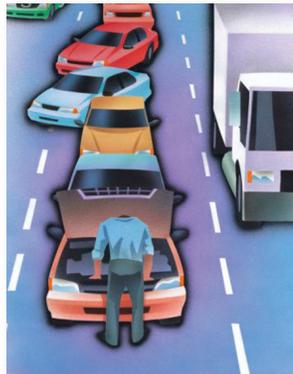
Call **1-877-454-4204** (toll-free)  
Your call will be answered through the Department of Environmental Protection Dispatch Office, which will assist you.

### Online

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

When you operate a fleet of 3,300 vehicles it is pretty guaranteed that there will be times when things don't go as planned. Despite a comprehensive maintenance program which includes a thorough vehicle inspection at every service, breakdowns sometimes occur. To help minimize any inconvenience to the driver, agency or customer, we have established guidelines to assist drivers when they experience a vehicle breakdown;

## Breakdowns



- **Emergency Breakdowns During Normal Work Hours** - If an emergency repair is necessary during normal work hours, the driver should call the most convenient Fleet Operations facility for instruction and/or emergency wrecker service. If the emergency occurs outside of Connecticut, the employee may arrange for repairs up to \$100. For repairs over \$100, the driver should contact a DAS Fleet facility.
- **Emergency Breakdowns After Hours** - Call the **DAS Emergency Contact Number (877-454-4204)** for assistance, or the driver may arrange for repairs up to \$100.

- **Payments and Reimbursements** - Any costs incurred by a driver/agency for a vehicle breakdown that is made within the guidelines noted above will be reimbursed by Fleet Operations. This will typically be done through a transfer invoice.

Any part of the vehicle, including all mechanical and operational-related items, and even flat tires, are covered under this policy.

The only towing services that will not be eligible for reimbursement are those involving driver error, as driver error is NOT part of the full-maintenance services provided in our leasing arrangement with agencies. Examples of driver error include running out of gas, or getting a vehicle stuck in mud or snow. Although we will assist in resolving the situation, costs to rectify a driver's error are the agency's responsibility and will not be reimbursed by Fleet Operations.

## How Cool are You?

With summer upon us, it's a good idea to test out the air conditioning in each vehicle. If you haven't done so already, you should turn your a.c. on high to make sure it still blows cold air. If there are any concerns with performance, contact one of our maintenance repair facilities so that we can check it out.

*We encourage all ATAs to share the following with everyone in their agency that either drives a DAS-owned vehicle, or who supervises someone who does:*

## Fuel Saving Tips

In order to achieve the highest possible miles per gallon, the fuel-efficiency of the car that you drive plays a significant role. But whether the vehicle is a full size SUV, or the smallest economy model, driver's actions are critical in order to maximize MPG performance. We encourage drivers to:

- **Use Air Conditioning at Higher Speeds** - Air conditioning can reduce mileage significantly, by as much as 20 percent. In fact, your air conditioner can consume up to one gallon of gas per tank to cool the vehicle. But driving with your windows open can produce aerodynamic drag, which reduces fuel economy. What's a driver to do? When driving at slower speeds (less than 40 mph), such as driving in urban areas, open windows are better. At higher speeds (over 40 mph), open windows use more fuel than the air conditioner, so close the windows and turn on the air conditioner. Another good idea is to take advantage of the "recycle inside air" feature. The air that is already cooled in the car is reused by the air conditioning system, instead of drawing hot air from the outside to be cooled.
- **Use Cruise Control** - During highway driving, cruise control helps maintain a steady speed. According to a test conducted by Edmunds.com, cruise control can provide a 7 percent average fuel savings, compared to driving without cruise control. These benefits come largely from driving on flat terrains. If you are driving on hilly roads, cruise control may cause your engine to speed up on climbing hills and slow down on the other side, thus reducing mileage, so use cruise control selectively and only when traffic allows it to be used safely. Using cruise control on 10,000 of the miles driven in a year could save over \$200 and more than 60 gallons of fuel, according to the Department of Transportation (assuming \$3.50 a gallon for fuel, 20 MPG).

As we wrote last month, many of the best practices for green driving are subtle, but they can add up over a year. Making small changes in your driving can be the most effective way to reduce fuel use and carbon dioxide emissions, and the best part is you can do it today, with whatever vehicle you are currently driving. What you monitor, you manage...so start adapting a "lead foot" to a "feather foot". More tips are coming next month.

The reward for attaining these directives is significant, as each 1% reduction in fuel use will save approximately 16,000 gallons a year.

We have completed a bit of housecleaning on the DAS/Fleet Operations homepage. Underneath **Contact Information** we have posted email addresses to assist you in reaching our Fleet Administration and Fleet Accident areas. We hope this more prominent listing will make it easier for you to reach out to Fleet whenever needed.

If there is a question or concern about a Fleet-related matter, [DAS.Fleet@ct.gov](mailto:DAS.Fleet@ct.gov) is the best place to send your inquiry.

When filing an accident report or providing additional data about an accident, [Fleet.Accidents@ct.gov](mailto:Fleet.Accidents@ct.gov) is the correct address.

## Web Page Revisions