



inroads

October 2011

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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 infor-
mation on fueling locations, acci-
dent forms and mileage reports.

Early on the morning of Friday, August 19 a concerned motorist contacted Fleet Operations to report that while in the parking lot of a Dunkin' Donuts she observed a DOT employee entering his truck from the passenger door and noticed a case of Bud Light Lime Beer under the seat.

A Picture is Worth a Thousand Words



We were thankful for the timely notification, as she contacted us only a few minutes after her discovery. Shortly thereafter, the incident report was forwarded to the Department of Transportation's ATA, who shared it with a Bureau Chief. An immediate investigation was then launched. Using the details contained in the complaint, along with DOT assignment information, they were able to identify the vehicle and employees. Interviews were conducted, and the findings brought quick closure to the situation.

(see page two for the rest of the story)

Thanks for the Memories

Two of our longest serving employees have decided that now is the time to retire and move on to the next chapter of their lives. With a combined service to DAS of over 68 years, Ed Arusiewicz and Wayne Stocking have each made many contributions to Fleet over their long careers. Wayne has achieved 37 years of service to DAS, the last 16 in Fleet. He currently works as a Materials Storage Supervisor in Wethersfield

and has done an excellent job of achieving parts inventory goals. Also working in Wethersfield, Ed has been fixing DAS vehicles for over 31 years, taking on all challenges including welding and fabricating, and enhancing his skills to keep up with advancing technology. We thank both Wayne and Ed for all that they have done and wish them many, many years of health and happiness. They will be missed.

Missed Service Appointments

We have found that using an appointment planner in our shops to schedule routine maintenance is a great asset for predicting what each day will bring. However, no matter how well we plan, when you operate a fleet of 3,500 vehicles unexpected situations can and do occur, and we need to be available to respond to them as well.

Please encourage all drivers and their supervisors to remember maintenance appointments and to arrive on time so that we can best serve the maintenance needs of the vehicles assigned to your agency.

We simply ask that if a vehicle will not be arriving on time for a scheduled appointment, please call to alert us. More notice is always better than less, even if it comes on the morning of the appointment. Advance notification allows us to adjust our schedules to better serve the customers already in our shops. As always, thank you for your cooperation.

Insurance Cards?

General Statute 14-12f exempts state vehicles from the requirement to carry an insurance card. All drivers should be familiar with this statute. Every DAS vehicle has a bright yellow envelope that contains the registration and the statute reference printed on the front, along with accident and maintenance information. Should you get pulled over, just show it to the officer and you should be all set.

(and now for the rest of the story)

A Picture is Worth a Thousand Words

The DOT investigation came to a swift conclusion, and it was determined that the “case of Bud Light” was actually a soft-sided cooler that contained an employee’s lunch. This is a good reminder for all of us that appearances are not always what they seem.

What occurred here is a great example of the benefits of conducting a prompt investigation and reporting the results back to Fleet. The complaint came in on Friday and was closed, with information provided to the observant caller, by Monday. -Thanks to DOT for supporting our commitment to take complaints seriously and act immediately, as their timely actions led to a quick resolution.



This episode reminds us of the need to be aware of the public’s perception of state vehicles and for employees operating such vehicles to always conduct themselves professionally.