

To: Agency Transportation Administrators
From: Stephen McGirr, Director
DAS/Fleet Operations
Date: March 18, 2019
Subject: Emergency Service for DAS Fleet Operations Vehicles.

Emergency service during normal hours (in-state, or out-of-state)
Normal business hours are 7:30 a.m. to 3:30 p.m. Monday through Friday.

Wethersfield Repair Facility: 860-529-0500
New Haven Repair Facility: 203-397-4590
Norwich Repair Facility: 860-885-2153

Emergency service after-hours (in-state, or out-of-state)
Please call Department of Energy and Environmental Protection dispatch toll free at 1-877-454-4204. This number has no call location restrictions.

Out-of state emergency service up to \$500
In situations where a vehicle becomes disabled out-of-state, employees may use their P-Cards or personal credit card if necessary for minor repairs up to \$500. Flat tires, dead batteries etc., are examples of things that can be quickly repaired by the closest garage using your card. Agencies should service transfer DAS/Fleet for these examples. It should be noted that emergency dispatch does not have a list of out-of-state vendors, so the driver of the vehicle will need to search one out.

Out-of state emergency service exceeding \$500
Major repairs exceeding the \$500 limit such as transmission or engine failure will not be authorized. In this scenario, Fleet will make arrangements to have the vehicle brought back to Connecticut for repair. Regarding a replacement vehicle, drivers/agencies are requested use our contract and contact Enterprise to obtain a vehicle to return to Connecticut with. The cost for this rental should be service transferred to DAS/Fleet. We will only cover rental costs to complete out-of-state business and then return to Connecticut. Fleet will provide a loaner at no cost from our rental pool when back in state.

If the vehicle has been towed, please provide emergency dispatch and/or Fleet Operations the name of the towing company and/or vehicle location so we may arrange recovery.