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After Hours Emergencies
Call **1-877-454-4204** (toll-free)
Your call will be answered through
the Department of Energy and
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.

Updated Webpage

Fleet Operations has just updated our webpage <http://das.ct.gov/cr1.aspx?page=11>. The biggest enhancement was to add a few features to make things easier for users, especially those who park a state-owned vehicle overnight. The section titled **Report Monthly Mileage, View Agency Billing** has been amended to include Overnight Parking.

New features include instructions on the following;

- How to enter vehicle mileage
- How to change your email address
- How to change which vehicle you park overnight
- Overnight parking email update instructions

This section also includes information on entering agency mileage for permanently assigned cars and for Agency Billing.

Each of these new features includes step-by-step instructions along with page screens and graphics. The goal was to provide answers to your most frequently asked questions at an easy-to-find location and in an easy-to-follow format. Hopefully, we have succeeded – please let us know.

Some updates have also been made to our shop contact data - our new email addresses for each shop have been added.

We believe that the primary purpose of the Fleet web page is to serve our customers, so let us know if you can't find something you are looking for, or if you have any suggestions on possible enhancements.

Revised Rental Rates

An audit of our daily rental rates was recently completed and the short story is that we need to make some modifications. The good news is that we are able to continue offering the free fuel feature which includes a fuel key that can be used at all DOT fueling locations around the state. The only change is that our rates are being adjusted to reflect the increased cost of vehicles and fuel. Rates were last changed in 2010. The better news is that even after this adjustment, we still offer a

wide selection of vehicles at a lower cost than what is available anywhere else. You can go to the Fleet page at the DAS site and click on the **Rental Procedures** link in the **Daily Rental Information** section for all of the details <http://das.ct.gov/cr1.aspx?page=80>.

Rental Returns

As with many things – experience is an excellent teacher. With regards to our daily rental program, experience has taught us that making people aware of this service, and it's low cost, will lead to increased usage. DAS Fleet is pleased that rental volume has consistently grown since the program was re-launched several years ago.

A biproduct of the increased rental business is that more frequently than in the past cars are being returned low on fuel. The impact of cars coming back in this condition is magnified by the closure of the DAS fuel station on Buckingham Street, and has become the proverbial grain of sand in a shoe. Although we do not expect vehicles to be topped off 100% before they are returned, bringing them back with the gauge nearing E also isn't the expectation, as when this occurs it often creates havoc for the next driver who uses the car.

To help create awareness with our rental users we are instituting a two-part communication plan. First, we ask that you inform staff members who authorize and approve vehicle rentals of the responsibilities that drivers have with regards to returning vehicles with ample fuel (at least three quarters of a tank). It should also be conveyed that anytime a driver picks up a vehicle that has less than this amount they should inform the rental agent. Additionally, we will post a sign at the rental location in the Buckingham garage and at each of our three repair garages to remind drivers that they need to return vehicles with at least three quarters of a tank.

We believe that drivers picking up a rental should not have to allocate time at the start of their trip to have the vehicle fueled. Since we lack the provisions to provide fuel at Wethersfield and Buckingham, we need to rely on drivers to pay it forward by returning rental vehicles with at least three quarters of a tank of fuel. Any vehicles returned with less than this level of fuel will be subject to a low-fuel surcharge of \$15.00.

Budget Approval

Fleet has received confirmation that our vehicle replacement budget for the 2015 fiscal year has been approved. We have begun the process of checking with agencies regarding the first vehicles to be replaced, in order to confirm their future needs and to finalize our orders.

Our long-term goal is to become current with our vehicle replacement guidelines of six years and 100,000 miles. While we expect to make further progress towards attainment this year, the moratorium on purchases in 2009 and 2010 has created a deficit that current projections indicate we won't recover from until the end of FY 2016 at the earliest.