



# inroads

March 2014

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Wethersfield, CT 06109  
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**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 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.

## Service Time



As state employees in compliance with HEP, we are very aware that our state-provided health care plans require us to make regular appointments to have various parts inspected and serviced. The same holds true for the 3,500 vehicle fleet operated by DAS. Almost all vehicles are serviced on a 6-month or 6,000 mile interval, except for a small number of extreme-duty and wheelchair vehicles, which require quarterly service.

A DAS service consists of a thorough safety inspection in addition to an oil and filter change, along with chassis lubrication. Items covered in the inspection process include all brake components, suspension and steering systems, tires, lights and many other items. As a rule, this process takes only 45-60 minutes from start to finish. When our inspection identifies that additional

work is necessary, a decision will be made to perform that service right away, or to order parts and schedule the repair for another day. If it is being done that same day the driver will typically have the option of waiting for the work to be completed, or receiving a loaner car to use.

The best time to schedule a future service is while the car is at the garage for its current service. Drivers can estimate an approximate timeframe for when the next service will be due by factoring in the usage history of a vehicle and working with our staff.

If a vehicle becomes overdue for service by 90 days and/or 3,000 miles, Fleet will issue a notice to the ATA asking for their involvement to get the vehicle to one of our garages ASAP - definitely within two weeks. ATAs can avoid these overdue reminders by using the Biznet system to search their fleet(s) and identify any vehicles that have exceeded their mileage and/or time parameters for service. After logging in just go to **Select a Report** and click on **Overdue for Maintenance**. Any vehicle that is overdue, even by a day, will be identified in this report. If and when this occurs, the driver just needs to call a DAS garage to arrange for service.

## Smoking

It has been the policy of DAS and the State of Connecticut for many years that smoking is not allowed in any of our vehicles.

This policy is clearly stated on page 13 of General Letter 115. We appreciate your support in communicating this important message to any staff members that operate state-owned vehicles, and for enforcing the policy should you gain knowledge of anyone smoking in a vehicle.

While it is not Fleet's role to administer any discipline, we point out that the **Penalty** section on page 15 of GL 115 addresses the topic of discipline and clearly supports an agency's power to take appropriate action.