



# inroads

June 2016

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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.

## Motorist Complaints

With the exception of some isolated instances, all DAS vehicles are registered with a “5” license plate. Along with this plate comes a bumper sticker - “Am I Driving Safely?”, which provides a web address for reporting concerns about drivers. Fleet Operations conducts reviews annually of complaints received via that website in order to document our performance and identify trends.

Each year since 2009, between 700 and 1,000 people have communicated to the FLEET.CT.GOV address with observations, concerns, and sometimes a compliment. Fleet Operations forwards complaints for their review and response to the agency assigned that vehicle. As per General Letter 115, responses are due back to Fleet within 30 days. (Right) Here’s a look at the total number of complaints by year.

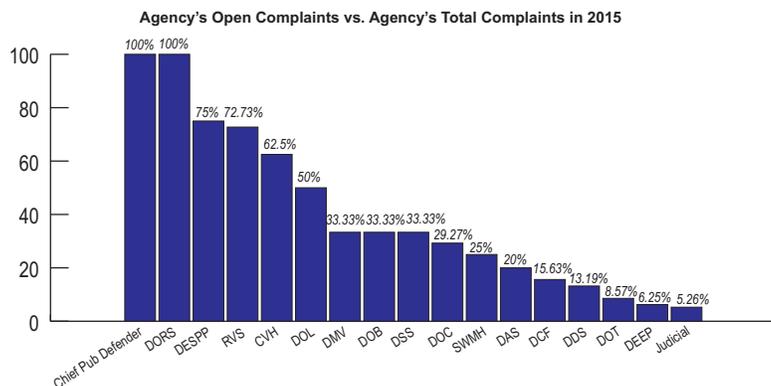


If you receive a complaint about a

driver we ask that you follow these steps;

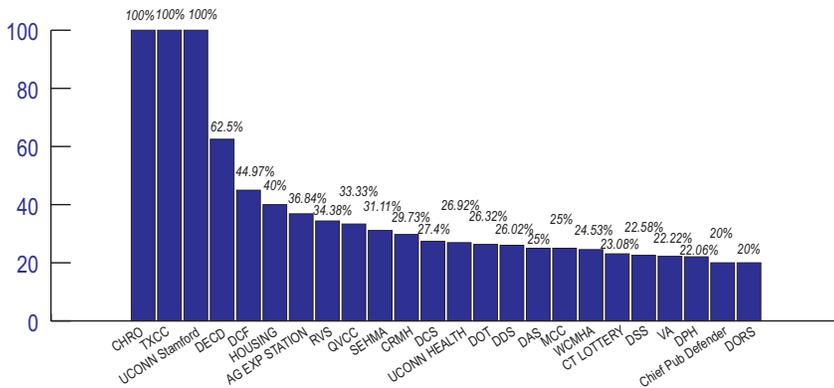
- Investigate what has been reported. This may include interviews with the driver, their supervisor, etc.
- Address the situation appropriately in accordance with your agency’s policies
- Respond back to Fleet Operations when the matter has been handled within the 30-day time period, because failure to update Fleet means that a complaint may stay open indefinitely.

Fleet does not want complaints that have been reviewed and settled to appear



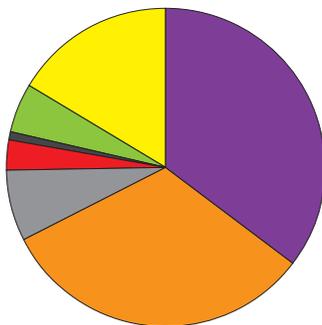
open, therefore communicating back to Fleet that this complaint can now be closed will send a positive message to the complainant that this was investigated and addressed promptly. (Left) Percentage of open complaints from 2015 by agency.

Agencies.20% Ration: 2015 Complaints to Rented Vehicles



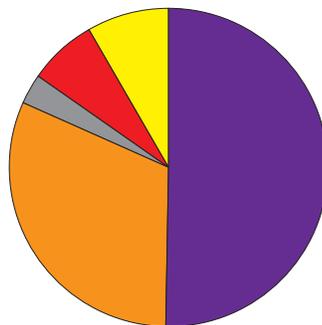
Up next is a look at the ratio of complaints per vehicle. We recognize that if an agency has two cars and there are two complaints then it equals a 100% rate, which may not be a fair representation. With that said, ATA's are strongly encouraged to establish a practice of dealing with any complaints in a timely and fair way (following your agency's HR guidelines). This will help to support a culture of accountability while driving and, hopefully over time, fewer complaints.

2009 - 2015 Comparison Types Ratio



- Driving Dangerously
- Talking on the Phone
- Operating w/in Policy
- Not in Use
- Category Not Set
- Speeding
- Seen in an Inappropriate Place
- Other
- Not a DAS vehicle

2015 Complaints Types Ratio



- Driving Dangerously
- Talking on the Phone
- Operating w/in Policy
- Not in Use
- Category Not Set
- Speeding
- Seen in an Inappropriate Place
- Other
- Not a DAS vehicle

Our last graph shows how the type of violations has evolved over time. The pie graph on the left is a six year compilation of complaints by type and the chart on the right is for 2015 only. You'll note that our two biggest categories - speeding and driving dangerously, have remained first and second, but that for 2015 driving dangerously has grown to represent 50%, while speeding remains around 30%.

## Closed Stations

DOT is currently in the process of performing tank upgrades at several of its fueling locations. Stations currently closed include East Haven, East Windsor, Mansfield, Union and Waterbury. The targeted time frame is for work to be completed later this summer. We will provide updates as they become available.

## Fleet Software

Fleet Operations is in the process of upgrading its fleet software. Our current program is approximately fifteen years old and constantly reminds users of its advanced age by not allowing performance data to be extracted easily. The review and purchase period has been nearly a two-year process. What comes next is our testing phase beginning in early June.

Installation of our new software, Chevin Fleet Wave, is on track to be completed this summer. This software will provide many benefits to Fleet Operations, and agency users will be able to obtain more information on their fleet. As the installation process continues we anticipate some changes with the current Biznet application that is used for mileage data entry. Stay tuned for additional updates.