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Norwich, CT 06360
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New Haven Repair Facility
140 Pond Lily Avenue
New Haven, CT 06515
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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 infor-
mation on fueling locations, acci-
dent forms and mileage reports.

Service Appointments

Fulfilling service obligations for a fleet of 3,500 vehicles can be a daunting task. To assist us with keeping it all straight Fleet Operations maintenance facilities utilize an appointment scheduler to plan the day, much like doctors and dentists. This system works quite well most of the time. But in the end, ultimate success is measured by a combination of timely arrivals and having maintenance staff ready to go at the scheduled time. Recently, we noticed an increase in “no shows.” While we will work with the agencies regarding specific incidents, we also wanted to reach out to all agencies to ask for their support.

To help make the process work as well as it can, please encourage your drivers and supervisors to plan on arriving at the scheduled time for appointments, and to notify our shop if they are going to be late or have to change an appointment because of a conflict. Advance communication will allow for us to shift resources to another task instead of waiting around. Thanks for your consideration.

Software

Our fleet software, Chevin Fleet Wave, is now fully available to all users. The network error we were experiencing has been corrected so all users, regardless of their location, can access the site. If you are still having access problems please check with your agency IT support team to confirm that you are not having PC or network issues before contacting Fleet Operations. For **log-in** issues, continue to contact Fleet at 860-713-5160 for assistance.

Pass It On

Fleet Operations wants to remind *Inroads* recipients that it would be a good idea to pass the newsletter along to others within your agency who work with fleet administration. Because of space limitations we cannot add an infinite number of people to the distribution list for *Inroads*. However, there are other ways to help ensure that *Inroads* is easily available to all.

We suggest agencies develop a distribution list containing the addresses of staff with fleet-related duties. Each month when *Inroads* arrives it can be easily forwarded along or staff with fleet responsibilities can go to the DAS webpage each month to read the latest issue. Just type *Inroads* into the search box. Want to refer to an old issue? It's easy, we have archived issues from the past three years. Just enter the month and year that you are looking for.