



inroads

May 2015

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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 information on fueling locations, accident forms and mileage reports.

Am I Driving Safely?

Bumper stickers have been on DAS vehicles since early 2009 and six years later the public still uses FLEET.CT.GOV as the preferred way to notify DAS of a concern about a state vehicle. The reports run the gamut from speeding to texting and include observations of non-moving issues, such as where a car is parked, who is in a state car, and when or how it is being used. On occasion we have even received a compliment regarding a vehicle-related activity.

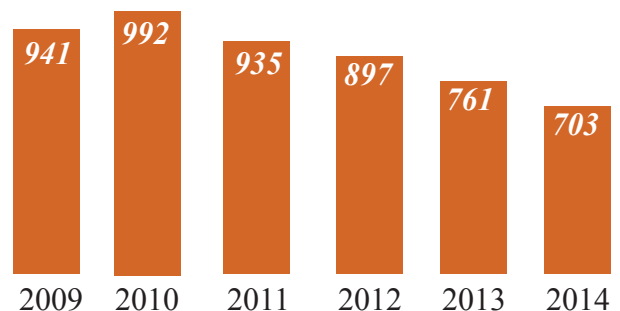
When a complaint arrives at Fleet Operations we forward it to the agency assigned the vehicle. GL115 states that, absent extenuating circumstances, the ATA shall notify the Director of Fleet Operations of the outcome of the investigation within 30 days of receiving the complaint. A timely response is a critical step as it lets us know appropriate action has been taken, enabling us to close the complaint and notify the person who filed it that the matter has been addressed.

In most cases, once Fleet Operations replies to the complainant the issue is closed. However, there are instances where additional information is requested, such as how our review process was conducted or what discipline was given to the operator. In those scenarios we direct the person to the ATA, as it is not Fleet Operations' role to be actively involved in agency investigations, nor are we informed of what disciplinary actions were taken.

The total number of complaints received has been on a downward trend since 2010. Fleet does not have a reason for this but a few of the contributing factors might be:

- Improved driving
- Better understanding by the public regarding the business of state agencies and the need for vehicles to be on the road at all hours of the day and night
- The bumper stickers don't stand out as much as they once did
- People are too busy talking/ texting /reading email with their own phones to pay attention to what the vehicles around them are doing

Total complaints for the six years of the program are:



Complaints typically fall into one of a few major categories. Here are the totals by type of infraction from 2009 through 2014, and just our 2014 numbers alone.

COMPLAINT TYPE TOTALS

<i>Category</i>	<i>2009-2014</i>	<i>%</i>	<i>2014</i>	<i>%</i>
Driving Dangerously	1810	35	346	49
Speeding	1670	32	191	27
Talking on Phone	362	7	26	4
Seen at Inappropriate Place	178	3	35	5
Category Not Set	862	16	59	8
Incomplete Information	347	7	46	7

Who is getting all of the complaints? Rather than looking at number of complaints per agency, we have chosen to identify the number of complaints divided by the number of vehicles assigned to each agency to establish a percentage (three complaints for a fleet of ten vehicles equals a complaint ratio of 30%). Fleet Operations believes that this provides a truer indication of how each agency

River Valley Services	0.55
DAS	0.45
CT State Library	0.43
Capitol Region Mental Health	0.42
Riverview Hospital	0.42
CT Children's Place	0.40
UCONN Health	0.37
Southeastern Mental Health Authority	0.35
DCF	0.32
DCS	0.30

is doing with respect to being reported for questionable driving.

In the chart to the left you will see the agencies with the highest ratio of complaints.

Last but certainly not least, we currently have a significant number of open complaints from 2014. There are 76 in total and some of these go back a year or more. While Fleet Operations gives thanks to everyone involved for their efforts to get the majority of complaints addressed within the 30-day window, renewed focus must be applied to achieve

prompt closure of 100% of these complaints.

The current volume of open complaints indicates to Fleet Operations that not all agencies are focusing enough effort on this.

Agencies with the highest number of open complaints are:

If you have questions on specific complaints, or would like a list of those that are still open, please contact our complaint coordinator, Amanda Nattinger at 860-713-5152. She can provide details for your agency.

Connecticut Airport Authority	1	100%
CT Children's Place	2	100%
CT JUV Training School	1	100%
DOL	2	100%
UCONN STORRS	2	100%
River Valley Services	11	65%
Southwestern Mental Health	2	50%
DAS	4	36%
BESB	2	33%
DMHAS	1	33%
DESPP	1	33%
DOT	9	27%
CT Agric. Experiment Station	1	25%
DPH	3	20%