

**Fleet Spotlight - DCAS Claims Coordinator Veronica Rodriguez**

By: Keith T. Kerman and Nathaniel Koszer

*This week, our newsletter spotlights one of DCAS Fleet's own: Fleet Claims Coordinator Veronica Rodriguez.*



Veronica has worked for DCAS Fleet since 2018, joining after a short stay as a case manager with the NYC Department of Housing Preservation and Development. Before working for the City, Veronica spent three years working as a private-sector case manager supporting homeless services in partnership with the NYC Department of Health and Mental Hygiene, and prior to that, she spent 10 years organizing mailroom operations.

As fleet claims coordinator, Veronica is responsible for pursuing insurance companies when civilian or commercial drivers cause damage to City-owned vehicles. Since Veronica has joined the team, the unit has met its revenue targets every single fiscal year, with two of those years being the highest annual claims revenues that DCAS has achieved. Veronica has also personally collected the two largest checks on record for DCAS Fleet, each exceeding \$40,000 in damages.

Prior to COVID-19, Veronica and the other members of the claims team were instructors for the Vision Zero Defensive Driving training that all authorized drivers are required to complete. Veronica trained hundreds of drivers during this time, and she now assists in the administration of the online version of this same training which she helped develop. Over 11,000 City staff from 47 City agencies and client fleets have completed online safety training since August 2020.



*DCAS Fleet staff members Nathaniel Koszer and Veronica Rodriguez conducted a defensive driving training for a new class of DCAS police officers in 2019.*

Veronica also supported the rollout of the Fleet Office of Real Time Tracking (FORT). She helped remove the old telematics devices from vehicles so the Geotab devices could be installed. Veronica also assisted in the rollout of Geotab across the entire City school bus fleet of over 10,000 units, and helped with our recent transition to a new fleet share program through the FORT.

In the earlier months of the pandemic, Veronica went above and beyond to assist fellow New Yorkers. [She spent much of the summer of 2020 helping with the GetCool/ NYC project](#), a City-funded initiative to help elderly New Yorkers receive free air conditioners and prevent heat exposure. When the COVID-19 vaccine first became available, [Veronica immediately joined the vaccination effort](#), performing administrative duties at multiple pop-up sites across the city. Most of fleet's work is in internal customer service, but Veronica quickly made the jump to supporting seniors and the general public in response to the COVID-19 emergency.

When asked to sum up Veronica's contributions, her supervisor Marcin Gubernat said, "Veronica is an invaluable member of the entire fleet team. She is a very open-minded hardworking individual with an exceptional work ethic. Veronica is committed to her role and is always willing to assist with projects in other areas of service. She is a true team player, focused on achieving overall goals. At all times, she exemplifies outstanding customer service and is a true role model."

Outside of work, Veronica enjoys spending time with her three children, and loves to travel and explore new places. She is currently planning a new adventure, a road trip to Niagara Falls. DCAS thanks Veronica for her great work supporting our Vision Zero program and her extra efforts in helping New York City combat the COVID-19 pandemic.

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## 33rd Annual Equipment and Vehicle Show

### [The 33rd Annual Equipment and Vehicle show](#)

will highlight vendors who support NYC's Clean Fleet and Vision Zero initiatives, as well as daily operations.

This event is free to all exhibitors and attendees. RSVP forms will be available soon on [DCAS's fleet news page](#).



NYC Parks

## 33<sup>rd</sup> Annual Equipment & Vehicle Show

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## NYC Fleet Manual

The NYC Fleet Manual and Drivers Handbook has been updated. Please see the updated version at [NYC Fleet Manual and Drivers Handbook](#).

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## Fleet Vision International Quarter 4



The Fleet Vision International magazine for the fourth quarter of 2021 is out now. This edition features an article written by DCAS Deputy Commissioner and NYC Chief Fleet Officer Keith Kerman on the work NYC Parks is doing to clean, repair, and safeguard NYC parks while reducing fleet emissions.

### [Fleet Vision International Q4 2021](#)

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## DCAS's Inside Citywide Podcast

DCAS's [Inside Citywide podcast](#) provides a behind-the-scenes look at New York City government. Episode 2 takes a look at the future of the City of New York's vehicle fleet as it transitions to all-electric by 2040.



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## COVID-19 Safety Reminder

For all fleet drivers, please be reminded to wear a mask when operating a fleet vehicle with others in the vehicle. Attached again are the [Department of Health's COVID-19 Safety Guidelines relating to vehicle operation.](#)

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## Check out past editions of the Fleet Newsletter

[NYC Fleet Newsletter 381, February 22, 2022:](#) Fleet Spotlight: Shawn Alsop of NYPD's Transportation Division

[NYC Fleet Newsletter 380, February 11, 2022:](#) Fleet Spotlight: FDNY Auto Service Worker Donovan Etienne

[NYC Fleet Newsletter 379, February 4, 2022:](#) GM Conducts Electric Vehicle Training for City Mechanics

[NYC Fleet Newsletter 378, January 27, 2022:](#) Fleet Spotlight: Thanks and Best Wishes to Our Longtime Fleet Stalwarts

[NYC Fleet Newsletter 377, January 11, 2022:](#) Fleet Spotlight: FDNY Pumper Inspection Team

Check out the [complete archive.](#)

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