



## Metro county increases fleet by 70% and Eliminates paperwork, errors and logistics problems

*“We had logistical issues related to a centralized refueling depot. We had EPA hassles. We had piles of paperwork (with lots of errors). And, during the last dozen years, our fleet grew from 300 vehicles to more than 500. It would have been flat-out impossible to run at our current volumes and resolve our fueling challenges without Fuelman.”*

**Fleet Administrator  
County Government, Maintenance**

### CASE STUDY

### 500 Vehicles — County Government

#### County government

A heavily populated and rapidly growing southern metro-county government has come a long way from its beginnings in the mid-1800s when a governor-appointed justice of the peace met with other folk only four times a year to run the whole county. Today, that same county government employs 1400 people and manages a fleet of more than 500 vehicles. The county is the second largest in its metropolitan statistical area (MSA), which means this county government is plenty busy taking care of its own population of 200,000.

#### Challenges

Back in 1996, according to the fleet administrator, who has been with the County for 19 years, “The only fueling option for ALL our vehicles was the private fuel depot located at the county’s central facilities. This solution was a two-pronged nightmare. Most importantly, the depot was 20 miles from the northernmost parts of our county. This meant that police and emergency vehicles had to leave their areas of service for as much as an hour each time they needed to refuel, which might be every day. We were losing the protection and other services they were supposed to be providing to our citizens for one eighth of their shifts, just to refuel!”

“But that was only one part of the fueling challenge,” says the fleet administrator. “There was so much paperwork just to buy fuel. We were consuming 10,000 gallons a week back then and, with each fuel tanker that pulled into our depot, we had to wait for the purchase order to come through and follow up with even more paperwork. There were also EPA and Federal tax-exempt reporting requirements. Furthermore, it was very hard to generate reports that tracked usage by department in a meaningful way.”

She adds that, today, the county uses much more than 10,000 gallons of fuel each week, because the fleet has grown rapidly to keep up with population growth and demand for services. “The additional paperwork attributable to fleet growth alone would have made my job impossible if we had continued our onsite fueling depot,” she explains.

### Challenges:

- Police, emergency and fire vehicles were wasting up to an hour a day refueling at the central depot
- Refueling logistics took critical staff away from their duties, jeopardizing county residents' safety and security
- Bulk-fuel and on-premises depot paperwork was cumbersome and time-consuming

### Results:

- Elimination of two days per month in paperwork
- Increased reporting accuracy
- Scalability to support larger fuel consumption rates
- Convenient, flexible refueling sites across the county
- Immediate 2-3-cent reduction in average price per gallon, plus volume discounts
- Pin codes and other security parameters are changed instantly
- Custom reports help manage fleet usage
- Reports assist with future purchasing decisions

### Solution

When the County started looking at a broader solution for its burgeoning fuel-card needs, Fuelman quickly topped the list for three reasons: convenience, fleet-management tools, and support. Fuelman offers a network of 55,000 low-cost locations around the U.S., including more than 1400 in that state. Fuelman also provides deeply flexible reporting and tax filing options, as well as quickly-delivered customized reporting. Fuelman also enjoys a strong reputation for its top-rated 24/7 customer service team.

### Results

According to the fleet administrator, the reception for the new Fuelman cards and the convenience it offered was an instant success with all county employees who had been using the centralized depot. Police, fire and emergency crews in the county's outlying areas immediately gained more than 10% of their day to actually perform their responsibilities and to be available to their constituents.

Department managers enjoy more accurate and broader realtime reporting options to better manage fuel consumption, analyze routes and determine future vehicle purchases. The fleet administrator works with her Fuelman support team to fulfill unique reporting requests, and states that every customized report she remember needing was delivered within 24 hours or less.

She is also very pleased with the control she has at her fingertips with online controls to change pin numbers, re-assign cards to different vehicles and replace damaged cards. She claims that 99% of the problems she deals with, she can fix herself online, without ever having to contact Fuelman.

From a bottom-line perspective, the County immediately started saving between 2 and 3 cents per gallon of fuel at the pump, as well as volume discount rebates. Fuelman also preempts the tax cost of each gallon of fuel at the pump. Wilson does not have to file with the Federal or State government to get those taxes back. In fact, she doesn't have to file any tax exemption reports at all. Fuelman does it automatically for the County. This not only saves a lot of paperwork, it also preserves cash flow by avoiding the need to wait for tax rebates.

The fleet administrator doesn't spend any more time filing reports with the EPA (because they no longer use their depot at all). Nor does she have to work routinely with the purchasing department to pay for a tank of fuel waiting to be delivered. She estimates that she saves between two and four days of paperwork a month, thanks to Fuelman. She also mentions that the accuracy of the automatic reporting they now get from Fuelman is "spot-on." This is important because department heads can manage their fleets and personnel more confidently.

She makes one final point, "The entire training process to shift to this new sophisticated process was between two and four hours in a single afternoon. It's that easy to use, I was impressed from the very beginning!"

