



## Sheriff's office expands fueling options from 4 to 400 fuel sites keeping officers on the road and in route

*"The convenience of having retail pay-at-the-pump acceptance at multiple locations is ideal. We can fuel when and where we need to. We don't have to leave our vehicles unattended, and we're back on the road quickly."*

**Fleet Manager**  
**Louisiana Parish Sheriff's Office — 320 Vehicles**

### CASE STUDY

### 320 Vehicles — Law Enforcement

#### Large Louisiana Parish Sheriff's Office

One of the greatest challenges law enforcement agencies face today is managing increasing demands with decreasing resources. Knowing when and where every dollar is spent is vital to strategic operational planning — yet controlling variable costs is tricky. The largest variable cost for law enforcement is typically the fuel that powers their vehicles, so it is easy to see why today's skyrocketing price of fuel only multiplies this complexity. One Louisiana Parish Sheriff's Office found a better way to purchase fuel and, as it turns out, they are now meeting the problem head-on with tools that also help them manage their fuel expenses. With more than 600 deputies and 320 fleet vehicles, this sheriff's office protects one of the largest communities in Louisiana. The officers there provide both rural and urban residents with patrol, investigative, and specialized services and also operate the parish's correctional center.

#### Challenges

For years, the sheriff's office owned and operated four fueling sites throughout the parish. However, this required officers to regularly drive to one of these parish-owned locations for fuel. It was not unusual for this to take them out of their current patrol route. Fueling vehicles outside parish boundaries required credit cards. The burden of chasing paper receipts, as well as tracking and reconciling vehicle gas consumption and driver purchases was simply considered an operational inevitability.

#### Solution

In 2000, the Sheriff's Office learned of Fuelman, a fleet fuel management solution, when the Parish School Board started using the solution for its vehicles. Upon discovering how these "fuel cards" did much more for the school board than a mainstream credit card program - the sheriff's office decided to test the Fuelman program as well. The Sheriff's Office knew that having the ability to fuel at more than its four locations would be beneficial, but what they didn't expect was the many supplemental benefits they would get from the fleet purchasing card.

## Challenges:

- Skyrocketing price of fuel strains county budget
- Manually tracking purchases is time-consuming, administrative burden
- Refueling often required officers to leave routes
- Officers had to use their own credit cards to refuel outside the parish-owned locations then wait for reimbursement
- Vehicle maintenance was often less than timely because critical odometer and usage information was not easily captured

## Results:

- Refueling locations have grown from four to hundreds
- Officers no longer leave patrol routes to refuel; they spend more time protecting citizens
- Parish administrators easily track expenses by vehicle, driver, and department
- Transactions are prevented when pre-set limits are reached
- Fuel usage and odometer readings help schedule vehicle-maintenance and influence purchasing decisions

Now, officers are no longer limited to four fueling sites, keeping them closer to their designated patrol route. According to the fleet manager for the Parish Sheriff's Office, "The convenience of having retail pay-at-the-pump acceptance at multiple locations is ideal. We can fuel when and where we need to. Plus, we don't have to leave our vehicles unattended and can get back on the road quickly." Another plus is that regardless of fueling location, the transaction detail is recorded on the same invoice and they can track details, such as mileage, location, and driver with one reporting system.

## Results

Because Fuelman-accepting stations are required to transmit the highest level of transaction detail for every purchase, Parish administrators can now track vehicle and driver purchasing patterns. Collecting and reporting on this level of data in real time also gives Fuelman the ability to stop a transaction already in progress if a pre-set parameter is reached or an unauthorized purchase is attempted.

This transaction detail now allows the Sheriff's Office to track where, when, and how much fuel is purchased for each vehicle. Plus, because the odometer reading is required for each transaction, they also know how many miles a vehicle can drive per gallon. The fleet manager says, "Knowing each vehicle's fuel consumption lets us evaluate which types and model years get the best gas mileage, and that helps us to plan future equipment purchases."

They also found the fleet card's preventative maintenance program to be essential to scheduling vehicle availability. Because odometer readings are now regularly recorded, they can flag vehicles that need a tune-up and proactively schedule backup vehicles.

As for efficiencies gained, the fleet administrator now pays only one invoice and can easily account for expenses down to the vehicle, driver and department level. More importantly, because the Parish is no longer concerned with tracking fuel receipts, paying numerous credit cards or completing expense reports, they can focus that time on more "mission critical" activities.

