



City of Madison, Wisconsin

“One of the biggest benefits of the Ward AFMS is the ease of use for our operators. The data collection is as good as any system I’ve seen. It’s definitely leading-edge technology.”

*Bill Vanden
Brook Madison Fleet Superintendent*

Customer Profile

The City of Madison operates more than 1,100 vehicles, from fire apparatus and refuse collection trucks to police and executive cars. With the fleet consuming over one million gallons of fuel each year, the City faced an uphill battle in ensuring each vehicle received the correct fuel and correct quantities at each of its fueling stations.

The Challenge

The City of Madison’s 20-year old two-card fueling system and the manual entering of vehicle mileage was a continuing nuisance fleet managers. Vehicle operators would forget mileage or accidentally enter the wrong information into the keypads. Not only did these errors shut down fueling, they necessitated overriding the system. Errors also affected PM scheduling and evaluating vehicle condition. The system was also open to fuel theft which, while rare, did occasionally happen. The City needed a more user-friendly and up-to-date fuel management system. The City also wanted a more passive system that required no operator interface and provided accurate, reliable data.

Ward’s Solution

Ward’s Automatic Fuel Management System (AFMS) is hands-free and delivers a wide array of fleet information to fleet management. The AFMS also communicated directly to the vehicles on-board computer which transmits data to the fleet maintenance computer via an internet connection. The Ward system met Madison’s key criteria and it required little or no input from operators. The Ward AFMS also has the ability for report customization which allows extensive reporting options.

Results

The City has instant access to critical vehicle information, transmitted to fleet headquarters via automatic email and has proven invaluable in addressing maintenance related issues. Entry errors have been eliminated and the City of Madison has no fuel related thefts. Ward AFMS allowed the City to better evaluate its equipment, meet maintenance schedules, and control fuel usage.