



# Town of North Hempstead, New York

*“The Ward Automated Fuel Management System provides the Town with an efficient, easy-to-use method to dispense, analyze and monitor fuel consumption. The system greatly reduced the hours and errors from the prior manual fuel dispensing process, which, in turn, will save the Town money.”*

*Frank Prisciandara,  
North Hempstead Deputy Commissioner of the Department of Information Technology and Telecommunications*

## Customer Profile

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Covering a span of roughly 58 square miles the Town of North Hempstead is 14.5 miles from Manhattan. With a multitude of vehicles including street sweepers, snowplows, and buses, North Hempstead's fleet of service vehicles facilitates all of the Town's utilities, parks and road maintenance services. The Town's responsibility is to make every effort to monitor and maintain their fleet in order to produce the highest level of efficiency at the lowest cost possible.

## The Challenge

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North Hempstead's fuel dispensing process was manual, making it inefficient and difficult to track data. After dispensing fuel in the fleet vehicle, the Town employee would fill out a carbon-copied Fuel Dispensing Log, on which was noted the vehicle ID, vehicle license plate, odometer reading and gallons dispensed. Copies of the Fuel Dispensing Log were dispersed with one copy at the pump, one with the employee, and the one copy to the Direct Supervisor. All fueling information was manually entered into the Town's Fleet Maintenance System on a daily basis.

## Ward's Solution

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Wards Automated Fuel Management System (AFMS) streamlines all aspects of the fuel dispensing process, monitors critical fuel management data and provides powerful versatility with over 1,000 report configurations.

## Results

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Ward AFMS was customized to integrate into the North Hempstead Fleet Maintenance System so that each manager now has access to the system with rights to view only their own department's vehicle consumption information. Reports are used to calculate department fuel billing and dispensing errors are eliminated. Fuel information is automatically transmitted into the Town's Fleet Maintenance System. The savings to the town is in the reduction of man hours spent dispensing fuel as well as manually managing usage, departmental billing, and reporting.