

Nashville Metropolitan Government ADMINISTRATIVE ORDER

SUBJECT: Fuel Program	ORDER NO.: 03-09 REVISION NO.: 01
ISSUED BY: Department of General Services	EFFECTIVE DATE: October 1, 2014

1. Governing Authority

Executive Order No. 031

2. Background

The efficient and effective delivery of many services by Metro agencies is dependent upon the availability of appropriate, well maintained motor vehicles and equipment. OFM is responsible for ensuring that safe, reliable fleet units as well as fuel are accessible and efficiently used for Metro business. The OFM fuel program provides all Metro agencies with access to Metro-owned bulk fuel sites as well as to commercial fuel sites throughout the county and across the county where employees may obtain fuel for Metro vehicles and equipment.

Each Metro agency shall be responsible for monitoring both bulk fuel site and fuel card use by its employees.

3. Applicability

This order applies to all motor vehicles and equipment rented or leased by or titled to any Metro agency and to the fuel keys and fuel cards assigned to such units. Requests for exemptions from any of the provisions of this order must be submitted in writing to the Director of General Services for review (except as may be otherwise indicated herein).

4. Definitions

Department of General Services
ADMINISTRATIVE ORDER 03-09, REV. 01

- Agency – A Metro agency, department, institution, board, bureau, or authority issued vehicles or equipment through OFM.
- Agency Fleet Coordinator – Employee designated in each agency to serve as the primary contact and liaison between the agency and OFM and to manage and monitor the agency’s use of vehicles, equipment, and the OFM fuel program (reference General Services Administrative Order 08-14).
- Agency Head – An agency’s chief executive officer or designee.
- Equipment – All units managed and maintained by OFM that do not meet the definition of a vehicle.
- Fuel Card – A purchasing card that provides a payment method enabling the cardholder to make purchases for Metro vehicles and equipment (purchases are paid by the fuel card vendor, which then bills Metro for them).
- Fuel Card Vendor: The Metro contractor that provides fuel cards, associated services, and billing for fuel card purchases.
- Fuel Key – A FuelMaster Prokee™ card, which is used to obtain fuel from Metro-owned fuel sites.
- Metro – Metropolitan Government of Nashville and Davidson County.
- OFM – Department of General Services, Office of Fleet Management.
- Participating Vendor – A commercial fuel vendor (gas station) that participates in the fuel card vendor’s program and permits tax exempt gasoline and diesel fuel purchases for Metro units with the Fuel Card. A list of participating vendors can be found on the Inside Metro website at: http://imtoo.nashville.org/gsa/docs/fleet/participating_vendors.pdf.
- Personal Identification Number (PIN) – A PIN is required for use with either a fuel key or a fuel card to identify the employee and authorize a transaction at a Metro-owned or a commercial fuel site, respectively. An agency may authorize, OFM will provide agency employees with one unique, six-digit PIN for fuel key use and another for fuel card use.
- Unit – A term for any or all vehicles and equipment subject to this order.
- Vehicle – Any self-propelled, rubber-tired unit capable of being licensed in the state of Tennessee for over the road travel.

5. Fuel Use

Fuel keys and fuel cards must only be used to obtain fuel for use in vehicles or equipment either leased by or titled to Metro and may not be used to fuel personal vehicles or equipment. The primary intent of the Metro Fuel Program is to use fuel keys and cards to dispense fuel into the assigned unit’s fuel tank.

Department of General Services
ADMINISTRATIVE ORDER 03-09, REV. 01

6. Fueling Options

- 6.1 Metro Fuel Sites. Currently, there are six (6) Metro-owned and operated underground, bulk fuel sites where fuel for vehicles and equipment may be obtained. Fuel is obtained from these Metro fuel sites with a FuelMaster Prokee™ (*i.e.*, “fuel key”) and an active PIN.
- 6.2 Commercial Fuel Vendors. Metro fuel sites are complemented by a fuel card program operated through a contracted fuel card vendor. The program provides access to commercial fuel sites throughout the county and across the county where employees may obtain fuel for Metro vehicles and equipment.

The program capitalizes on efficiencies from having fuel sources closer to operating areas, and the fuel card vendor provides an information system supporting fuel program management and accountability. Fuel card program services include:

- 24 hour, seven day customer service.
- card acceptance with tax exemption program at approximately 340 commercial fuel sites in Davidson County.
- card acceptance nationwide at over 90% of the nation’s commercial fuel locations (not all observe Metro tax exemption).
- automatic deduction of federal, state, and local sales taxes on gasoline and diesel fuel purchases at participating vendors.
- enhanced card security PIN requirement.
- electronic billing and associated reduction of administrative costs.
- card replacement within 24 hours.
- customized purchasing parameters (authorization controls) including transaction and daily amounts, number of daily transactions, and transaction time.

7. Fuel Key and Fuel Card Use

- 7.1 Issuance. OFM issues fuel keys and fuel cards to vehicles or equipment and not to individual employees.
- 7.2 Assigned Unit. To ensure that they are always accessible, the fuel key and fuel card must remain with the assigned unit and not with an employee. A fuel key should be secured with the unit’s key. A fuel card along with the fuel card vendor’s driver guide (that provides information on how to use

Department of General Services
ADMINISTRATIVE ORDER 03-09, REV. 01

the card) must be kept in the protective sleeve issued with each fuel card and secured in the glove box or similar area.

Further, a fuel key and a fuel card should only be used for the vehicle or equipment to which it is issued. However, under emergency circumstances, a supervisor may approve the use of an assigned key or card to fuel another unit, however the supervisor must document the nature of the emergency situation with the following information:

- identification of the vehicle or equipment fueled;
- personnel assigned to use the unit;
- date and fueling location; and
- the reason the assigned fuel key or fuel card could not be used.

and forward the explanation to the Agency Fleet Coordinator no later than the end of the supervisor's next regular shift.

- 7.3 Personal Identification Number (PIN). OFM will provide authorized agency employees (drivers) with a PIN for fuel key use and a PIN for fuel card use. Both fuel keys and fuel cards require a PIN to identify the employee and authorize a transaction at a Metro or commercial fuel site.

The employee must not give the fuel key PIN to anyone else and must not give the fuel card PIN to anyone (except the fuel card vendor's customer service representative as may be necessary). The employee must ensure proper safeguards are taken so that PINs are not used by unauthorized personnel. A fuel key or fuel card PIN must not be kept with, written on, or written on any item affixed to a the fuel key or card.

- 7.4 Fueling Locations. An employee should refuel Metro vehicles and equipment at the Metro-owned fuel site or the Metro fuel card participating vendor closest to the employee's location (thereby reducing the amount of travel and time the employee will be away from assignments for the purpose of refueling).

Fuel keys may only be used at Metro-owned fuel sites. A list of these sites can be found on the Inside Metro website under Fleet Management Fuel Sites (at: http://im/gsa/divisions/fleet_fuel_sites.asp).

Fuel cards can only be used at participating vendor locations (a list of which can be found on the Inside Metro website under Fuel Card Program at: http://imtoo.nashville.org/gsa/docs/fleet/participating_vendors.pdf). Participating sites are added and removed from time to time, and employees should review the list of participating sites periodically.

Department of General Services
ADMINISTRATIVE ORDER 03-09, REV. 01

Participating gas stations display the fuel card vendor's logo (shown on the lower right corner of each fuel card). Generally, the logo appears on the pump with other decals of approved payment options. The fuel card does not work at non-participating locations.

- 7.5 Authorized Purchases. Fuel and car washes are the only transactions approved for fuel card purchases (car washes may only be purchased at participating gas stations that accept the fuel card). No other purchases are allowed with fuel cards unless otherwise specified and approved by OFM and the agency head.

87 Octane gasoline, E85 ethanol (flex-fuel vehicles) and #2 diesel fuel are the only fuel types authorized for fuel card purchases.

Premium or other fuel types must not be purchased. Any exceptions to the fuel type requirement must have OFM approval (and may be granted for reasons including: the availability of other fuel types; vehicles with special fuel requirements; fuel shortages; and emergency situations).

- 7.6 Transaction Limits. Fuel Keys are programed to transact only a specific number of transactions per day with a maximum quantity per transaction. Depending upon the type of vehicle/equipment, transactions are also authorized for gasoline only or diesel fuel only.

Fuel Cards are programed to transact only a specific number of transactions per day with a maximum amount per transaction and a maximum amount for purchases in a day. (If an individual gas station sets a fuel purchase dollar limit, the fuel card does not override that limit.) Depending upon the type of vehicle/equipment, purchases are authorized for gasoline only, diesel fuel only, or a combination of both for vehicles with auxiliary equipment operating on a different type of fuel.

- 7.7 Odometer Readings. An odometer reading is required for every fuel transaction, and the current odometer reading must always be entered at the fuel site (do not include tenths of miles). Accurate readings are critical for vehicle tracking and reporting.

- 7.8 Operating Procedures. At the fuel site pump (Metro-owned or commercial), the employee must:

- insert the fuel key or fuel card into the reader;
- enter the appropriate PIN;
- enter the current odometer reading of the vehicle being fueled (whole miles only);

Department of General Services
ADMINISTRATIVE ORDER 03-09, REV. 01

- select the pump number at a Metro-owned fuel site, or select the fuel type (diesel or gasoline) and grade at a commercial fuel vendor pump; and
- begin fueling.

At a commercial fuel vendor, an employee must purchase fuel at the pump if a fuel card reader is operable. An employee should only make a purchase by letting the attendant swipe or emboss the fuel card if a card reader is not available at the pump.

- 7.9 Fuel Key and Fuel Card Failures. If a fuel key fails at a Metro-owned fuel site, it could result from an individual key failure or may indicate a Metro-wide problem. The employee must report the failure to the OFM Fuel Coordinator at 615-862-5087. The OFM business office can evaluate the programming of a fuel key and issue a new one as necessary.

If a fuel card swipe fails at a gas station, the employee must call the phone number located on the back of the fuel card, and if necessary, ask the gas station attendant to call the fuel card vendor for an override authorization. The employee must also report the failure to the OFM Fuel Coordinator.

8. Lost or Stolen Fuel Keys and Fuel Cards

If a fuel key or fuel card is lost or stolen, the employee discovering the loss must report it immediately:

- to the OFM Fuel Coordinator at 615-862-5087;
- to the Agency Fleet Coordinator; and
- if a fuel card, to the fuel card vendor's customer service center.

The Agency Fleet Coordinator will be responsible for requesting the OFM Fuel Coordinator to replace a fuel key or fuel card as necessary. Only OFM management is authorized to issue/reissue fuel cards. All requests for reissuance of fuel cards must be approved by the Agency Head and forwarded to the OFM Fuel Coordinator.

9. Controls and Monitoring

Every aspect of Metro bulk fuel site transactions is recorded by the FuelMaster system, and fuel card transactions are recorded automatically and in real time. The Agency Fleet Coordinator must arrange with the OFM Fuel Coordinator to obtain access for selected agency personnel to review of Fuelmaster transaction

Department of General Services
ADMINISTRATIVE ORDER 03-09, REV. 01

data by agency employee fuel key PIN as well as every aspect of fuel card transactions through the fuel card vendor's portal. The Agency Fleet Coordinator is responsible for informing the OFM of any changes in personnel designated to have access to and review fuel program data.

The Agency Fleet Coordinator is responsible for randomly monitoring fuel key and fuel card usage by agency employees. At minimum, monitoring should include, but is not limited to, reviewing odometer readings; locations, date and time of fueling; and, amounts and types of fuel. The Agency Fleet Coordinator must report inconsistencies or unauthorized transactions to the Agency Head or his/her designee and to the OFM Fuel Coordinator.

9. Compliance and Enforcement

All employees share in the responsibility for compliance with this order. Any violations should be brought to the attention of an appropriate agency supervisor. Further, the Agency Fleet Coordinator is responsible for overseeing and managing compliance and ensuring the maintenance of comprehensive documentation demonstrating that the agency is in compliance with all requirements of this order.

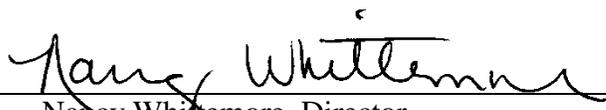
Each Agency Head is responsible for the enforcement of this order and may issue policy and procedures that are more restrictive than or supplementary to the requirements of OFM administrative orders, policies, and procedures.

10. Disciplinary Action

Disciplinary action to be taken when employees violate the requirements of this order shall be consistent with policies and procedures set by each agency and, to the extent applicable, the rules of the Civil Service Commission.

11. Order Documentation

Administrative Orders are issued to Agency Heads via email and are posted on the Inside Metro website under General Services.



Nancy Whitemore, Director
Department of General Services

9-2-2014

Date