

Fuel Focus Go-live Has Been Scheduled

What is happening?

- CityFleet’s new fuel management system FuelFocus will be going live **Monday June 3rd** through **Tuesday June 18th**.

What does this mean for you?

- Each fuel site will be closed for one day to allow conversion from EJ Ward FuelView to AssetWorks FuelFocus
- Individual site conversion dates and alternative city owned fuel sites are listed below and can be located at <https://app.smartsheet.com/dashboards/R97Rv6cr643QmRGfrR5v4RcQF5Qf2fRQJ27PhGm1>
- A complete list of City fuel sites is available at <https://www.portlandoregon.gov/dam/index.cfm?&a=409423>.
- No changes were made to the “Fueling Safety Brochure” found at <https://employees.portland.gov/fleet/liquid-fuel-info>

Terminal Installation Schedule & Alternate Fueling Locations

Calculated End Date	Primary	Alternate Fueling Location	Alternate Fueling Location 2
06/03/24	Delta Park - 10910 N DENVER AVE	Wastewater	Kerby
06/04/24	SE Precinct - 4735 E BURNSIDE	Mount Tabor	East Precinct
06/05/24	East Precinct - 737 SE 106TH AVE	SE Precinct	Mount Tabor
06/06/24	Mount Tabor - 6437 SE DIVISION	Kerby	Interstate
06/07/24	1st and Jefferson - 1221 SW FIRST (AND JEFFERSON)	Kerby	Interstate
06/10/24	Interstate - 1850 N INTERSTATE	Kerby	Wastewater
06/11/24	Kerby Terminal 10 - 2835 N KERBY AVE	Interstate	Wastewater
06/12/24	Kerby Terminal 11 - 2835 N KERBY AVE	Interstate	Wastewater
06/13/24	Wastewater - 5001 N COLUMBIA	Kerby	Interstate
06/17/24	Sandy River - 10991 SE LUSTED RD	Mount Tabor	

What if a vehicle is unable to fuel at a new Fuel Focus terminal?

- During go-live, there will be a team of people monitoring for, and responding quickly to Smartsheet tickets about vehicles that are unable to fuel
- There will be signs posted at fuel sites that gives operators information on how to call for help and submit error tickets

- Please call the phone number posted at the terminal to get assistance if you are unable to fuel. this number will reach the technology team, who will assist with trouble shooting technical issues
- If the issue cannot be permanently resolved with technical support, customer will be transferred to the shop office for further assistance

What if there are questions about how to use the new fuel terminal?

- The terminal, now called Island Control Units or ICUs, will look different, but work the same way
- Additional information will be posted on the Fuel Site Info page of employees.portland.gov
- The information on the Fuel Site Info page of employees.portland.gov will include photos and instructions for use

What is happening?

- We anticipate each fuel site will experience a brief period of downtime while we upgrade our fuel site terminals (approximately one day each terminal).
- This will occur one fueling site at a time and alternate fuel sites will be available. Refer to [“How to Fuel During Fuel System Migration”](#) below for further details

What else will our bureau customers need to know to use these new ICUs?

There will be a slight change in how PINs are entered to authorize fuel fobs, specific information will be shared once go-live is scheduled.

Employees with PINs that have leading zeros should not to enter the leading zeros in FuelFocus. (Additional communication will be sent out)

- When entering your employee fuel PIN number, do not enter any leading zeros
- For example, if your pin in EJ Ward was 0009, then your pin in AssetWorks FuelFocus is 9
- If your pin in EJ Ward was 0090, then your pin in AssetWorks FuelFocus is 90
- If your pin in EJ Ward was 0900, then your pin in AssetWorks FuelFocus is 900

Fallback Plan

It is recommended that all vehicles impacted by a terminal upgrade are **topped-off** the day prior to scheduled downtime.

What if terminals unexpectedly go down / aren't working?

If one station is down:

If a fuel terminal is unexpectedly down visit an alternate City owned station listed in the Terminal Down Time schedule.

If all Stations are out of service:

Bypass – CityFleet will place terminals in “bypass” mode which will allow fuel to be dispensed without the use of the terminal. Transactions would be recorded manually by a CityFleet employee at the fuel site.

Fuel Vendor – If Bypass mode fails CityFleet will request Fuel vendor to provide emergency Standby fueling (location will be communicated in the event all fuel terminals are down)

If there are additional unforeseen circumstances that prevent our fuel vendor from providing backup coverage, CityFleet will explore the following options. Please note that these options SHOULD NOT be used except in the event of an unexpected, total outage of all City owned fuel sites.

P-Card – If all other options are unavailable, employees may use P-Cards for fueling needs.

Employee reimbursement – As an absolute last resort, employees may use personal cards to pay for fueling at a commercial fueling station and receive reimbursement, if they feel this method is most convenient for them given the inability to fuel at a city terminal.

Submit Employee reimbursement form – An employee must keep their receipt and submit with Employee Reimbursement form that is to be signed by their supervisor. Reach out to your supervisor to request an employee reimbursement form.

Note: The city **will not ask or require** employees to use their personal card to pay for fueling. This option is available if all else fails.

This communication has been sent to all CityFleet Staff via your City Email address.

Let us know if you have any questions and thanks for your cooperation as we improve our fueling infrastructure!