How Food City Is Scaling Fuel Compliance Without Scaling Its Team

CHALLENGES

- Disconnected systems and manual, spreadsheet-driven compliance processes
- 63% store-count growth over the past decade, into two new states
- A small compliance team covering the entire footprint

SOLUTIONS

- Centralized environmental records and Important Dates tracking
- Activities for issue tracking through resolution
- Alarm and PLLD shutdown monitoring
- Work-order integration with Food City's maintenance platform

RESULTS

- Inspection prep cut from 2–3 hours to 10–15 minutes
- An estimated 2,300 hours a year saved through alarm management
- An estimated $45K a year in avoided downtime
- Capacity for another 20–30 locations without added headcount

Titan Compliance gives Food City one place to manage environmental records, alarms, inspections, and issue resolution— helping their compliance team support 128 fuel sites across five states.

Josh Loyd has spent more than two decades with Food City/K-VA-T Foods and more than 11 years leading its fuel operations. Today, his responsibilities span fuel procurement, station operations, maintenance and environmental compliance.

That gives him a long view of how much the operation has changed. Food City now manages **128 fuel locations across five states,** expanding from its traditional Kentucky, Virginia, and Tennessee footprint into Georgia and Alabama. With that growth came more regulations, permits, testing requirements, inspections and records to manage.

For years, critical information was distributed across spreadsheets, electronic folders, email threads, release-detection systems, testing records—and sometimes a whiteboard. As the company grew, Food City needed a compliance operation that could grow with it without simply adding more administrative work and headcount.

> **"Someone working with a small team but still trying to maintain top-tier environmental compliance really has to focus on automation."**



128
Fuel locations

5
States

63%
Store-count growth over the past decade



> **"We had information in so many different places for environmental compliance. It was a challenge to keep it straight."**
>
> Josh Loyd, Director of Fuel Operations, Food City

One place to see what needs attention

With Titan Compliance, Food City has brought critical environmental information and workflows into a centralized system.

Important dates for testing, permits, and regulatory requirements no longer depend on someone maintaining a spreadsheet correctly. Release-detection records are available alongside compliance information. Activities give the team a persistent record of open issues and the actions taken to resolve them.

When an issue such as a damaged spill bucket is identified, the team creates an activity immediately. Notes and updates stay associated with that issue until it is resolved—and remain available afterward as historical context.

For a team responsible for a growing network, that visibility matters. Activities have increased productivity and efficiency across the compliance lifecycle.

> **"Being able to positively follow a project from start to finish has been one of the big wins."**



Closed-loop workflows, end-to-end

Food City also uses Titan Compliance alongside its maintenance work-order platform. When an environmental issue requires service, the compliance team can initiate a work order in that platform directly from Titan rather than recreating the information in another system. Service-provider notes and status updates then flow back into Titan.

For issues that may take an extended period of time to resolve, the connected workflow significantly reduces the need to chase emails, switch between systems or manually check whether a technician has visited a site. It also gives the team a history of recurring issues it can use when working with service providers.

THE CONNECTED WORKFLOW

Issue detected	Activity created in Titan Compliance	Work order launched in maintenance platform	Vendor responds	Status + notes flow back to Titan	Issue tracked through resolution

PROOF POINT — INSPECTION PREPARATION

2–3 hours → **10–15 minutes**

Previous inspection-preparation time

Inspection preparation with Titan Compliance

Before Titan, preparing for a regulatory inspection could mean gathering testing information from one system, release-detection information from another and supporting records from still other locations.

> **"Now with Titan, we can pull all that together with just a few clicks."**

Earlier visibility protects uptime

Titan also alerts Food City when a site enters a **PLLD shutdown,** giving the central team visibility it did not previously have. That is particularly important for lower-volume products such as diesel or premium. Historically, a shutdown might go unnoticed for hours until a customer attempted to fuel—or until the team reviewed the previous day's sales.

Now Food City can identify the condition, investigate, and dispatch service much sooner. Loyd says regulators have also responded positively to Food City's ability to quickly retrieve and present its records.

TITAN'S ESTIMATED ANNUAL IMPACT

Across Food City's fuel network:

$45K/year	in avoided downtime
2,300 hours	per year saved through alarm management
$46K/year	estimated alarm-management savings

Another estimated **760 hours annually** in productivity gains from Important Dates tracking and monthly visual inspection workflows.

Built to support what comes next

The larger benefit for Food City is scalability. Loyd estimates that its current team and Titan-enabled workflows could support **another 20–30 locations** without adding compliance headcount. That matters as Food City continues expanding in existing and new markets.

The next opportunity is extending the connected workflow to more of Food City's internal field teams and external testing and service providers.

> **"Everyone that I've interacted with at Titan really wants us to be successful with the product. The software is the support and the relationship you get with Titan."**
>
> Josh Loyd, after 23 years at Food City

128 sites. Five states. One compliance team built to scale.

ABOUT TITAN CLOUD

Titan Cloud connects people, equipment, and facilities on a single, real-time platform for fuel asset optimization—across compliance, maintenance, fuel, and supply and logistics—so operators can reduce risk, improve uptime, and run cleaner, more profitable operations at scale.

TitanCloud

Learn more at titancloud.com