

Case Study: Delta Sonic



To ADA compliance and beyond...

Delta Sonic Car Wash, Inc. is a soft cloth car wash chain with locations in Rochester, Buffalo, Syracuse, New York; Erie, Pennsylvania; and Chicago, Illinois. Delta Sonic offers car wash, detail shop, oil change, and rust proofing services. They also sell unleaded fuels and operate convenience stores at its locations.

Delta Sonic is known for its outstanding customer service and for supporting local communities. In 2012, they were looking for a solution to guarantee their pumps were in compliance with the American with Disabilities Act (ADA). After considering many options they selected a product that would not only meet but also exceed compliance and visually welcome all customers especially those with disabilities at their stations. The product they chose is **FuelCall™** by Inclusion Solutions.

FuelCall is a turnkey, simple, and inexpensive solution that assures all gas stations comply with ADA requirements. FuelCall provides a push button notification device easily reached from inside the car and when pushed signals the attendant inside the station. Posted signage lets drivers know the hours that extra assistance is available. FuelCall provided exactly the customer service experience that Delta Sonic was looking for.

Delta Sonic found the installation to be very easy with no additional training necessary. In fact, their maintenance technicians were able to follow the instructions shipped with the product and set it up in approximately 90 minutes. Drivers know that any Delta Sonic location they drive into will accommodate their refueling assistance needs.

FuelCall fit the bill for ADA compliance, supports their customer-focused brand and provides a welcoming environment to all their customers. Every Delta Sonic pump now and in the future will have a FuelCall.



“We selected FuelCall because it not only meets but also exceeds ADA compliance and visually welcomes all customers, especially those with disabilities to every one of our stations.”