

*Keeping you informed about progress at QFleet and in the motor industry*

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## QFleet awarded for green initiatives

**QFleet cemented its position as a leader in the fleet environmental field when it was awarded the Australasian Fleet Managers Association (AfMA) 2002 Fleet Environment award last month.**

Presented by AfMA, the peak body for fleet organisations in Australasia, the award recognised QFleet's outstanding achievement in fleet environmental practices.



*QFleet's Les Clarence accepts the award from AfMA president, Tim Roberts (left) and Christopher Baker from the Australian Greenhouse Office (right).*

"QFleet has also given unprecedented support for national tree-planting organisation Greenfleet and is an active member of the Federal Government's Greenhouse Challenge."

Mr Hodda said the award, judged by a panel of peers and industry experts, including the Australian Greenhouse Office, was confirmation that QFleet's environmental program was at the leading edge of the fleet industry.

"This national award is recognition that QFleet has implemented a broad range of effective methods to help reduce harmful vehicle emissions," he said.

"We proudly and actively support the Queensland Government's priority of valuing the environment."

Mr Hodda said road transport contributes about 14.5% to greenhouse gas emissions in Australia.

"This means there is still a lot of work for the whole fleet industry to do in protecting the environment," he said.

"QFleet will continue to constantly search for ways to enhance our environmental program and to reduce vehicle emissions in Queensland.

"And we will continue to advise and work closely with our clients to ensure the ongoing success of this program."

QFleet's Environment Manager, Paul Hodda, said QFleet won the award for its extensive environmental program.

"QFleet is involved in a range of initiatives including partnerships with vehicle manufacturers and fuel companies in evaluation trials of low-emission fuels and vehicle technologies, and the inclusion of enviro-friendly smaller vehicles and petrol-electric hybrids in the Queensland Government fleet," he said.



**QFleet**  
Queensland Government  
Queensland Services Group  
Department of Public Works



# A message from the Group General Manager

There is no doubt that environmental thinkers conceptualised the 'green economies and lifestyles of the 21st century' and lobby groups have been responsible for bringing these concepts to the public arena. The fact of the matter is that change is coming. As consumers we are becoming educated about the issues impacting our environment and, as a result, have set the bar higher for private and public sector corporations. In relation to QFleet, that means "do the right thing" and take some corporate responsibility for managing the impact a fleet of nearly 13,000 vehicles has on the environment.

Motor vehicles remain an essential part of our every day lives and the motor vehicle industry remains entangled with major environmental problems. The industry is more than ever looking to address fuel consumption, pollution and carbon dioxide emissions. This dedicated work is beginning to show dividends. Solutions such as petrol-electric hybrid engines, LPG, ethanol blended petrol and advances in diesel engine technology are now reality and readily available in the market place. These solutions are among the products offered by QFleet.

A great deal of work is yet to be done. As companies and governments turn their attention to environmental issues, it is important that the meaning not get lost in the

trappings of corporate words. There is a growing worldwide journey towards corporate responsibility and sustainability which I feel will have a positive impact on our environment and community.

In March 2000, we established a dedicated Environment Manager position within QFleet. This move, a first for the industry in Australia, demonstrated that environmental risk management is an integral part of QFleet's strategic direction in managing the Queensland Government's fleet. Receiving the prestigious AFMA environmental award for 2002 (see the cover story in this issue of *Journey*) is further testimony to QFleet's initiatives in valuing the environment. We are finding innovative ways to counter the serious issues of pollution and rising carbon dioxide levels today, and not waiting for the technology of tomorrow to resolve the issue.

As a responsible member of your organisation, please take the time to consider doing the right thing with your fleet.

## News from Fleet Services

### Termination Invoices

**QFleet bills clients one month in advance for a vehicle up until the contract end date. When the vehicle is kept past contract end date, clients will be billed for the use of the vehicle on a termination invoice, which is issued after the vehicle has been returned to QFleet.**

There have been instances where clients, on receipt of this type of invoice, have thought it was some form of penalty payment. In fact, these invoices are simply a charge for the use of the vehicle. For example, when delivery of a client's replacement vehicle is delayed they retain their current vehicle until the new one arrives. QFleet issues a termination invoice to cover the additional days of use.

To overcome any confusion, QFleet has recently changed some of the wording of termination invoices. *Excess Days Hire* now reads *Actual Days Used*. Another change you will notice is # *Extra Days Return* now reads # *after Contract End Date*.

The rate that is being billed on a termination invoice is the same as the monthly lease rate, but charged on a daily basis. This charge should not be viewed as a penalty, as it is simply a daily charge for any extra days past the contract end date.

If we anticipate there will be an extended delay in the delivery of a replacement vehicle, QFleet will informally extend the lease of your current vehicle.

### Contacting QFleet

#### QFleet Head Office

Level 5 295 Ann Street  
Brisbane

GPO Box 293  
Brisbane Queensland 4001  
Telephone 07 3224 4292  
Facsimile 07 3224 6242

#### Senior Fleet Consultant

Felicity Hawthorne  
Telephone 07 3224 5162  
Felicity.Hawthorne@qfleet.qld.gov.au

#### Fleet Teams

Perry Landamore **Fleet Consultant**  
Telephone 07 3225 8114  
Facsimile 07 3227 8216  
Perry.Landamore@qfleet.qld.gov.au

Carmel Mangano **Fleet Administrator**  
Telephone 07 3225 8584  
Facsimile 07 3227 8216  
Carmel.Mangano@qfleet.qld.gov.au

Tania Mahoney **Invoice Enquiries**  
Telephone 07 3224 6826  
Tania.Mahoney@qfleet.qld.gov.au

# Road safety review

## Safe road to communication

**With mobile phone use blamed for a number of recent deaths on our roads, it is timely to focus on the legal and safety aspects of using your phone while driving.**

Throughout Australia, the law is clear: using a hand-held mobile phone is illegal while driving, even when you are stopped at traffic lights. This includes making and receiving calls. You must pull over to a safe place and turn your engine off to make or receive a call.

The law does allow use of hands-free mobile phone kits that do not require you to hold the phone. QFleet clients can have hands-free systems installed at the QFleet Workshop in Brisbane. Use of two-way radios and CB radios is also allowed.

Realistically though, even hands-free phones are distracting and use of any

phone while driving can increase the risk of an accident. This may seem like a common-sense statement, but research conducted by Telstra shows that almost a third of survey respondents do use their handset while driving, with 10 percent saying they had almost had a road accident while using their phone.

Ironically perhaps, mobile phones have made reporting road accidents and incidents much simpler. If you are involved in or have witnessed an accident or traffic incident, stop your vehicle when and where it is safe to do so before making the call.

Remembering a few basic rules when driving can help ensure all road users' safety.

- Never use a hand-held mobile phone while driving. Leave it turned off until you have stopped the car.

- Where possible, keep your hands-free mobile phone turned off while driving. Talking on a hands-free kit is not like talking to a passenger who is aware of the traffic environment.
- If you must keep your hands-free phone on to take calls, then pull over to converse, or advise the caller that you are driving and let them know you'll return their call when you arrive at your destination. Better still, let the call forward to message bank where possible.
- To receive messages or make a call, find a safe place to park and turn your engine off before dialling.

**To find out about having a hands-free kit installed in your vehicle, contact your Fleet Consultant.**

# Out of the Box was outstanding success

**Thousands of children explored their cultural side in June 2002 as they joined in the many workshops and activities offered by *Out of the Box*, Queensland's biennial children's festival at the Queensland Performing Arts Centre.**

As a long-term sponsor of the festival, QFleet showed its support for this premier children's cultural event by providing cars to transport volunteer staff, artists, signage, equipment and workshop materials around the festival site.

QFleet's Janelle Harley said the event was a great success, with children expressing delight and excitement at the festival's activities, workshops and performances.

"*Out of the Box* seeks to enrich the cultural lives of children, their communities and the city of Brisbane," she said.

"This year more than 380,000 tickets were sold over the five days, not including pre-paid tickets, which is a fantastic result."

One highlight of the festival was The Flying Fruit Fly Circus's performance of *The Gift*. This circus performance by school-aged children featured at the opening night celebrations with Matt Foley, Minister for the Arts, in attendance.

*Muli-Kiwai* was a popular workshop organised by a Torres Strait Islander dance and craft group. Children learnt songs, dance and stories from the Torres Strait as well as indigenous crafts including weaving coconut leaves.

Other popular performances included *Storylines Songlines* by local Aboriginal group Jagera Jarjum and *The Rainbow Serpent* Aboriginal dreamtime exhibition and workshop run by the Queensland Art Gallery.

Readings by well-known children's authors also featured as part of the cultural and educational package offered by *Out of the Box*.

"For me the most memorable part of the festival was the look of delight on the children's faces," Janelle said.

"QFleet is proud to sponsor an event that helps give children a new perspective on their community and their own creativity."



Children join some of their favourite *Out of the Box* entertainers on stage.

Desiree Farry **Fleet Consultant**  
Telephone 07 3227 8342  
Facsimile 07 3227 8216  
Desiree.Farry@qfleet.qld.gov.au

Patrick Smith **Fleet Administrator**  
Telephone 07 3225 8208  
Facsimile 07 3227 8216  
Patrick.Smith@qfleet.qld.gov.au

Kristina Wutzke **Invoice Enquiries**  
Telephone 07 3224 6305  
Kristina.Wutzke@qfleet.qld.gov.au

Catherine Conaty **Fleet Consultant**  
Telephone 07 3224 6756  
Facsimile 07 3227 8216  
Catherine.Conaty@qfleet.qld.gov.au

Mary-Ann Micallef **Fleet Administrator**  
Telephone 07 3224 5997  
Facsimile 07 3227 8216  
Mary-Ann.Micallef@qfleet.qld.gov.au

Vanessa Byrne **Invoice Enquiries**  
Telephone 07 3225 8784  
Vanessa.Byrne@qfleet.qld.gov.au

# Vehicle profile

## Toyota Prius

The Toyota Prius is a hybrid vehicle that uses as much as 50% less fuel and produces up to 80% fewer emissions than conventional vehicles.

The hybrid engine, which transfers between the performance power of petrol and the energy efficiency of electricity, combines excellent performance, fuel economy and minimum environmental impact. The ratio of power supplied by each system is constantly computer-controlled, depending on speed and load, to keep the Prius in an efficient operating mode.

The Prius begins moving with electric power and seamlessly switches to the petrol engine at higher speeds. When the vehicle is stopped for a short time (eg. at traffic lights) the petrol engine is switched off and the electric motor is on stand-by, ready to move off. A dashboard display clearly and continually shows when petrol or electric power is being used.

Seats	5
Doors	4
Sound system	CD player and radio/cassette standard
Air conditioning	Yes
Power steering	Yes
Transmission	Continuously variable transmission, electronically controlled
Luggage capacity	2 suitcases
Airbags	Standard dual SRS airbags
Maximum power	53kw @ 4500 rpm
Brakes	Front ventilated Disc, Rear Discs, rear ABS with EBD (Electronic Brake Force Distribution)
Engine size	1497cc
Average fuel use	
City Cycle (per 100km)	4.6 litres
Highway Cycle (per 100km)	4.2 litres

The vehicle also incorporates innovative energy saving features, such as regenerative braking, where energy from the wheels is converted into electricity and then stored in the battery.

**To order a Prius as your next leased vehicle, talk to your Fleet Consultant.**



The Prius incorporates several energy saving features.

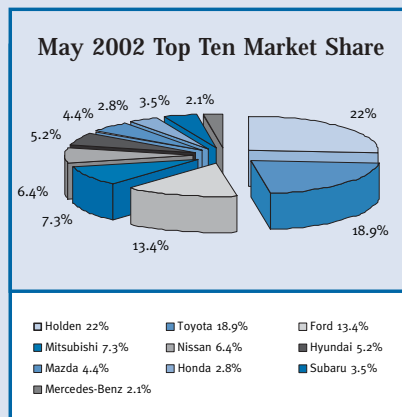
## Vehicle market forces

### May 2002 overall market

The May 2002 market is up 12.0% on May 2001. May 2002 has the same number of selling days as May 2001. This equates to an increase of 294.5 vehicles per day.

### May 2002 market segments

- Passenger vehicle sales increased by 5.2% compared with May 2001
- Light truck sales increased by 25.5% compared with May 2001
- Heavy Commercial sales increased by 39.7% compared with May 2001



This information is sourced from VFacts - the vehicle industry summary report released monthly by the Federal Chamber of Automotive Industries.

#### Senior Account Managers

1800 668 283

#### Maintenance Controllers

1800 061 819

#### QFleet Workshop

72 Pineapple Street  
Zillmere  
Telephone 07 3406 6900  
Facsimile 07 3406 6946

#### Vehicle Hire Service

80 George Street  
Brisbane  
Telephone 07 3224 4180  
Facsimile 07 3224 4012

#### South Brisbane Service Centre

131 Colchester Street  
South Brisbane  
Telephone 07 3405 6857  
Facsimile 07 3405 6858

# The service centre

## The good oil on diesel

**Diesel engines have been around for a long time. Traditionally associated with billows of black smoke issuing from trucks and agricultural equipment, the technologically advanced diesel engine is now becoming a popular choice for light commercial vehicles, four-wheel drives and some motor cars.**

Positive aspects of the diesel engine include fuel efficiency, robustness and an ability to carry or tow heavy loads. Negative aspects include unsuitability for short trips, sluggish acceleration, comparably expensive maintenance and more frequent servicing.

Diesel engines are more fuel efficient than petrol engines because high compression ratios help to completely burn fuel. However, this only happens when the engine has reached its correct operating temperature; something that rarely occurs on short trips. Frequent short trips can lead to the vehicle's oil becoming contaminated with unburnt fuel, leading to premature engine failure.

Because they are generally more robust in their design and construction than petrol engines, diesel engines should require less frequent overhauls if properly maintained and correctly used. Diesel engines in large trucks have been known to travel more than one million kilometres before any major maintenance is required. However, short trips in a diesel engine will lead to a very short life expectancy and comparatively higher overhaul costs than petrol engines.

Greater torque is produced by a diesel engine than a petrol engine, which makes it ideal for high-load applications such as towing. The downside here is that while they generate greater torque, they usually generate less horsepower than their petrol engine equivalent, which makes them more sluggish in operation.

So, while the modern diesel engine has been greatly improved and is becoming a popular choice, consumers should still be aware of their shortcomings in certain applications.

## Rest or R.I.P.

**REST or R.I.P. – that's the message of Queensland Transport's latest road safety campaign designed to combat driver fatigue.**

The campaign, which began last month, warns drivers about the dangers of driving tired and the need to plan trips to avoid fatigue.

Fatigue was a factor in more than 14.5% of crashes and 47 fatalities in Queensland in 2001. This figure was four above the five year average for 1996-2000.

A Queensland Transport spokeswoman said advertising will target recognised fatigue zones throughout Queensland.

"The campaign's REST or R.I.P. message is simple, yet many motorists continue to put their lives at risk by driving tired," she said.

"Motorists feel that driving tired does not pose the same risk on our roads that speeding

or drink driving does, but the reality is tired drivers die."

Nearly half of all fatigue related crashes were aged 25 to 59 years, with 38% aged 17 to 24 years.

Around 52% of fatigue-related crashes occurred on Fridays, Saturdays or Sundays.

It is often difficult to isolate fatigue as a factor in crashes, particularly in more severe crashes.

However, Australian Transport Safety Bureau research suggested fatigue may be a factor in 25% of all crashes and up to a third of single vehicle rural crashes.

The spokesperson said the best strategy to avoid driving tired is to plan a realistic driving schedule with regular rest breaks along the way.

Other road safety tips to avoid driving tired include:

- have a good night's sleep before the drive

- take at least a 15 minute break from driving every two hours
- plan rest stops at Driver Reviver sites (Driver Reviver sites operate during peak holiday periods)
- be aware of the peak fatigue-related crash times of 2pm-4pm and 10pm-6am
- don't drive for more than 10 hours in a day
- avoid drinking alcohol, as even one drink can cause drowsiness

The campaign consists of radio commercials played during peak fatigue times, billboards in key fatigue "black spots", advertising on toilet doors at rural rest stops, and advertising on the back of trucks travelling in rural areas across the state.

The campaign will continue through the June/July school holidays until September.



# QFleet auction schedule

August 2002

**Buying a used car is never easy. It can be very time consuming, expensive and disappointing in the long run. However, buying a QFleet ex-lease vehicle is the smart option that can take the strain out of buying a used vehicle.**

All QFleet ex-lease vehicles are sold with a current Safety Certificate. The Safety Certificate covers checks on tyres, brakes, steering, body rust and other basic safety functions.

For added protection, QFleet vehicles also come with the balance of new car warranty and a statutory warranty. An optional extended warranty is also available at competitive prices.

With RACQ offering pre-inspection (on some vehicles), pre-approved finance, insurance and membership services on site at our Zillmere auctions, there's never been a better time to buy.

## Brisbane

QFleet Workshop

72 Pineapple Street, Zillmere

**Inspection** 10am to 4pm on the Wednesday and Thursday prior to auction and 8am to 10am on auction day

**Auction** 8.30am and 10am

**Dates** Friday 2, 9, 16, 23 and 30 August

## Gold Coast

Public Trust Office

Cnr Nerang and Garden Street, Southport

**Inspection** 12noon to 4pm on day prior to auction and 9am to 11am on auction day

**Auction** 11am

**Date** Wednesday 7 August

## Sunshine Coast

Nambour Showgrounds

Coronation Avenue, Nambour

**Inspection** 12noon to 4pm on day prior to auction and 9am to 11am on auction day

**Auction** 11am

**Date** Tuesday 27 August

## Toowoomba

Plant Hire Services Workshops

427 Greenwattle Street, Toowoomba

**Inspection** 8am to 11am on auction day

**Auction** 11am

**Dates** Thursday 8 and 29 August

## Maryborough

Department of Primary Industries

Forestry Workshops

Walker Street, Maryborough

**Inspection** 8am to 11am on auction day

**Auction** 11am

**Date** Wednesday 28 August

## Rockhampton

Plant Hire Services Workshops

214 Richardson Road, Kawana

**Inspection** 8am to 11am on auction day

**Auction** 11am

**Date** Tuesday 20 August

## Townsville

Plant Hire Services Workshops

Jurekey Street, Cluden

**Inspection** 2pm to 4pm on day prior to auction and 8am to 11am on auction day

**Auction** 11am

**Date** Wednesday 21 August

## Cairns

Plant Hire Services Workshops

Cnr Adelaide and Donaldson Streets, Manunda

**Inspection** 8am to 11am on auction day

**Auction** 11am

**Date** Thursday 22 August

For further information about QFleet auctions contact Rodney Clough on 07 3224 6149 or Selina Walmsley on 07 3225 8998. For an auction catalogue fax the Public Trustee on 1902 241 027 (dial from fax handset) or visit our web site at [www.qfleet.qld.gov.au](http://www.qfleet.qld.gov.au).

## QFleet working in partnership with you

As your partner, QFleet provides fleet and asset services to ensure enduring value for you and for Queensland. We help you achieve your outcomes through our comprehensive range of services including:

- Vehicle leasing and strategic fleet management.
- Short-term and special purpose vehicle rentals through our Vehicle Hire Service.
- Vehicle maintenance, servicing and repairs through the Zillmere Workshop and the South Brisbane Service Centre.
- The closest fuel and detailing to the Brisbane CBD at the South Brisbane Service Centre.
- Insurance claims management and driver safety programs.

### ■ Fleet advisory services.

QFleet clients are welcome to reprint articles from *Journey*, provided the article is used in full and QFleet is acknowledged as the author.

For further information or to contribute a story idea please contact:

Sarah Willson  
Editor *QFleet Journey*  
GPO Box 293  
Brisbane Queensland 4001  
Telephone: 07 3224 5208  
Email: [journey@qfleet.qld.gov.au](mailto:journey@qfleet.qld.gov.au)

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